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Office of
Accessibility Services

UVM Digital Accessibility Roadmap

A plain-language summary for review and feedback



What's the UVM Digital Accessibility Roadmap?

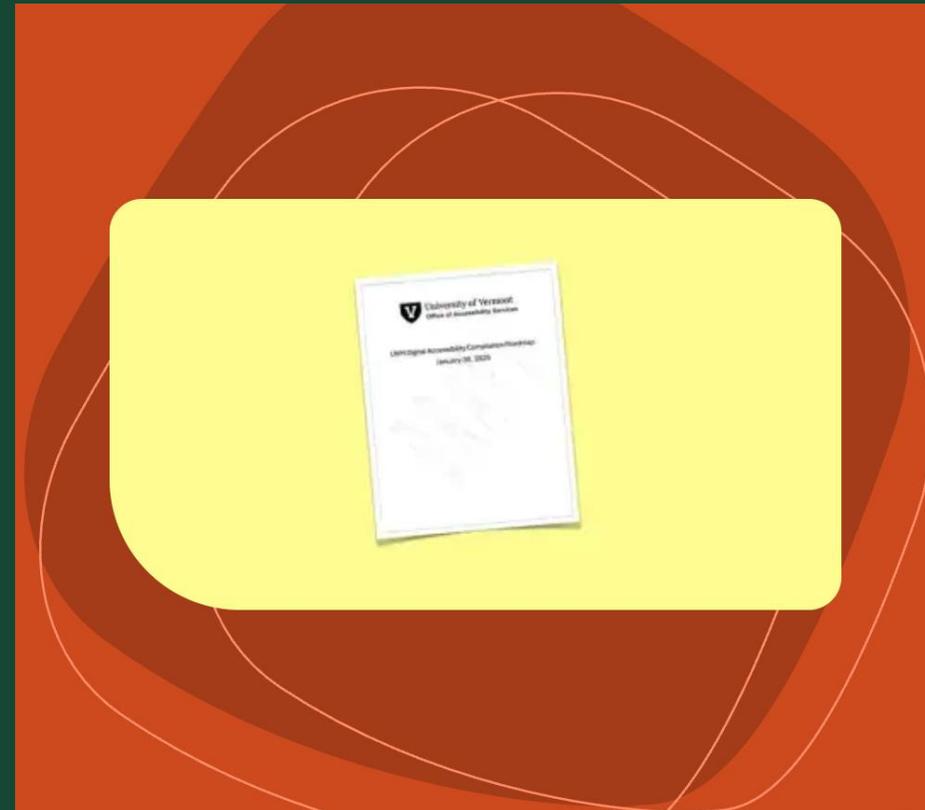
As part of the 2024 revisions to Title II of the ADA, UVM is required to have a "roadmap" document: a plan that outlines how UVM is going to meet the new federal accessibility guidelines.

Failure to meet these requirements exposes public institutions to federal enforcement risk.



Download the full Digital Accessibility Roadmap draft:

[UVM Digital
Accessibility
Roadmap
\(February 2026\)](#)
.docx



What are these slides?



These slides are a visual summary of the main points of the Roadmap.

They are meant to help people understand the full document.



Federal Regulations

In 2024, the U.S. Department of Justice revised Title II of the ADA to require that all public entities must meet WCAG 2.1 AA digital accessibility guidelines for:

- Websites
- Documents
- Multimedia
- Social Media
- Newsletters
- Course materials
- Software platforms



Digital accessibility impacts:

Legal Risk

- DOJ enforcement authority
- Civil rights complaints
- Demand letters and litigation exposure

Operational Risk

- Procurement delays
- Emergency remediation costs
- Inconsistent standards across units

Reputational Risk

- Public trust
- Student experience
- National visibility

And digital accessibility is an opportunity.



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This work presents UVM with the opportunity to:

- Modernize digital infrastructure
- Strengthen governance
- Improve student success
- Lead nationally in higher education accessibility



Why Digital Accessibility Matters at UVM:

Digital accessibility is not just a technical requirement — it is a civil rights obligation and an institutional responsibility.

Digital accessibility is both compliance work and equity work. And it's now a core part of the institution.

UVM serves thousands of students, employees, and visitors with disabilities. Accessible systems improve usability for everyone.

Accessibility aligns with UVM's Our Common Ground values of Respect, Justice, Responsibility, and Innovation.



The Roadmap is a campus-wide compliance plan.

Implementation requires coordinated leadership across:

- Office of Accessibility Services (OAS)
- Enterprise Technology Services (ETS)
- Strategic Communications
- Center for Teaching & Learning (CTL)
- Procurement & Compliance
- Academic and administrative units



Implementing the Roadmap is a shared responsibility.

Oversight will occur through:

- the new Digital Accessibility Steering Committee
- the UVM ADA Executive Committee
- the OAS/ETS Accessible Software Committee

Organizational Maturity Model



To organize this change, UVM is going to use the WCAG Institutional Model for Accessibility Maturity.

The model has 4 stages. UVM will use these to outline where we want to be by which year.

STAGE:	INACTIVE	LAUNCH	INTEGRATE	OPTIMIZE
YEAR:	Pre-2025	2025	2026	Post-2026

Who is going to do the work?



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Digital accessibility is a shared institutional responsibility.

But some departments and groups will also have specific tasks to do.

The work has 4 pieces:

1. Auditing
2. Education
3. Remediation
4. Sustainability





1. Auditing

In Fall 2025, OAS worked on a “micro-audit” of materials at UVM. The micro-audit included **125 websites, documents, social media accounts, multimedia accounts, and newsletters.**

Auditing: Micro-Audit Results



ITEM TYPE:	WEBSITES	DOCUMENT	MULTIMEDIA	SOCIAL MEDIA	NEWSLETTERS
MOST COMMON ACCESSIBILITY ISSUES	<ul style="list-style-type: none">• No alt-text / meaningless alt-text• Images of text• Link issues• No captions on embedded videos• Table issues• Issues with nested headings• Keyboard navigation issues• Inaccessible documents on site	<ul style="list-style-type: none">• No alt-text on images• Images of text• Color contrast issues• Link issues• Issues with nested headings• Reading order issues• No language set• No tags	<ul style="list-style-type: none">• No captions on videos• Auto-generated captions on videos• No audio description on videos• No transcripts for podcasts	<ul style="list-style-type: none">• No captions on videos• No alt-text on images• Meaningless alt-text on images• Color contrast issues	<ul style="list-style-type: none">• No alt-text on images• Color contrast issues• Images of text• Center-aligned text

Auditing: Micro-Audit Results for Courses



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% ACCESSIBLE	SPRING 2025 (n=1,709)	SUMMER 2025 (n=325)	FALL 2025 (n=1,829)
100%	4.3%	7.7%	1.8%
90%	13.4%	30.2%	15.2%
80%	11.4%	12.9%	11%
70%	13.8%	10.8%	11.9%
60%	15.4%	12.9%	16.7%
50% or below	41.7%	25.5%	43.4%

Measured using Brightspace's Ally tool

Auditing: Website Action Items



1. Establish a policy that identifies which web platforms are allowable for hosting website content
2. Evaluate which automated tool will provide the best ongoing data from Drupal 10 and WordPress
3. Use a professional automated tool to set up monthly campus-wide website audits for accessibility
4. Give UVM departments guidance on how to audit their website
5. Publish a standard Website Accessibility Auditing workbook and train UVM staff on how to use it. This will ensure website accessibility auditing is standardized.
6. Have OAS conduct regular website accessibility audits

Auditing: Multimedia Action Items



1. Give UVM departments guidance on how and how often to audit their multimedia content
2. Have OAS conduct regular multimedia accessibility audits

Auditing: Social Media Action Items



1. Create a policy that specifies which social media platforms UVM departments can use
2. Give UVM departments guidance on how and how often to audit their social media accounts
3. Create and maintain a list of UVM social media accounts
4. Have OAS conduct regular social media accessibility audits

Auditing: Document Action Items



1. Have all staff and faculty take a course on document accessibility before April 2027
2. Have OAS create and maintain a student workforce trained in document remediation
3. Have OAS and the Libraries partner on skill-building for the library in regards to document accessibility and remediation
4. Have OAS conduct regular document accessibility audits

Auditing: Newsletter Action Items



1. UVM will invest in an enterprise-level email newsletter tool, and mandate its use by all Colleges, departments, units, centers, institutes, and student groups
2. Use of this tool must be supplemented by ongoing regular manual accessibility audits by OAS.
3. OAS must conduct manual audits on all newsletters being sent out and around UVM four times per year.



Auditing: Instructional Course Action Items

1. Have OAS create and distribute a course accessibility auditing workbook, so that course accessibility auditing is standardized
2. OAS and CTL should work with Anthology, the Ally Brightspace accessibility tool vendor, to develop materials to help improve faculty adoption and use of Ally.
3. UVM should develop a policy on course accessibility and faculty workload, and professional expectations

Auditing: Software Action Items



1. UVM needs to form a standing Accessible Software Compliance Committee, charged with reviewing Accessibility Conformance Reports (ACRs) during the purchase process, reviewing ACRs on a regular basis to ensure continued vendor compliance, and reviewing ACRs in response to campus community needs.



2. Education

A 2017 industry study conducted by Deque.com found that 67% of accessibility errors were due to design choices rather than any inherent flaw based on a platform.

This is why a core component of digital accessibility maturity involves end-user education.

Education: Inactive (pre-2025)



There has been very little education around accessibility available to UVM faculty and staff. The UVM Center for Teaching and Learning provided the basics of accessibility for UVM faculty; the UVM Digital Team provided an optional web accessibility course for UVM staff while the campus was using Drupal 7, then moved to a required course for staff with the introduction of Drupal 10.

Education: Launch (2025)



In 2025, OAS created several types of accessibility education. These included:

- Stakeholder outreach
- 1:1 accessibility consultations
- Website audits by request
- Faculty consultations
- Drop-in hours for staff
- Accessibility newsletter

Education: Integrate (2026)



In 2026, the next phase of accessibility education needs to include:

- Digital accessibility workshops
- Digital accessibility digital credentials
- Non-credit workshop for staff
- More frequent accessibility newsletter issues
- More frequent news stories about accessibility

Education: Optimize (2027)



From 2027 onwards, the optimized phase of accessibility education needs to include:

- Additional non-credit courses for staff
- Making the courses mandatory for staff
- For-credit digital accessibility courses for students
- Creation of a UVM Disability Studies minor
- Making a digital accessibility course a requirement for all undergraduate UVM students



3. Remediation

Based on the existing digital accessibility audits, OAS has been able to create a plan for remediating each platform.

The first step in remediation depends on identifying two paths forward: one for those items exempt from Title II, and one for items not exempt from Title II.

Remediation: Title II Exemptions



The Title II revisions specify 5 types of items that can be made exempt from remediation requirements. In order for any individual item to be exempt, it must be clearly archived, and remain unchanged in the archive. This is considered "not in active use".

If at any point in time, someone requests that an archived item be made accessible, UVM must honor that request and remove the item from the archives. The item will then be considered "in active use".

- 1. Archived Web Content**
- 2. Pre-existing Conventional Documents**
- 3. Pre-existing Social Media Posts**
- 4. Content Posted by a 3rd Party**
- 5. Password-Protected Individual Documents**

Remediation: Exemption Action Items



STAGE:	INACTIVE	LAUNCH	INTEGRATE	OPTIMIZE
YEAR:	<i>Pre-2025</i>	<i>2025</i>	<i>2026</i>	<i>Post-2026</i>
ACTION ITEM:	UVM entities review webpages and documents in preparation for moving from Drupal 7 to Drupal 10	OAS outlines Exempt Item Activities in Roadmap	<ul style="list-style-type: none"> • UVM to create policy for reviewing new social media platforms for accessibility • UVM to formally request all UVM entities review websites and documents • UVM entities to perform review of websites and documents for archiving • Web Governance Task Force to determine archival process for websites and documents • Web Governance Task Force to determine archiving service tool 	UVM Web Governance Group to create process for monitoring archives (including those located outside of the Drupal 10 system)

Remediation: Website Action Items



1. UVM web editors working in the Drupal 10 system should continue to work with the Editoria11y automated accessibility checker, and remediate all errors as directed by the tool on an ongoing basis.
2. UVM will commit to purchasing and deploying an enterprise-wide automated accessibility checker
3. For those departments not working in the Drupal 10 system, UVM will require installation of the Editoria11y WordPress plugin, or working with the vendor responsible for your website software on use of an automated accessibility checker
4. SAA will also need to install the Editoria11y WordPress plugin on the central UVM-hosted WordPress installation.
5. UVM will publish a Website Accessibility Auditing Workbook for the campus, to ensure that accessibility errors are being identified in a standardized way.

Remediation: Multimedia Action Items



To ensure full digital accessibility compliance for multimedia, all UVM staff, faculty, and students must commit to the following:

1. Providing human-edited closed captions on videos that include dialogue
2. Providing human-edited audio description (or an expanded text description) for all videos that don't include dialogue but do contain visual content
3. Providing human-edited transcripts for all audio files that include dialogue
4. Providing human-edited text description for all audio files that don't include dialogue

A note about American Sign Language (ASL)



Under the WCAG 2.1 guidelines, American Sign Language (ASL) interpretation is classified as a AAA-level requirement. This means that it is a recognized best practice but is not required for public entities such as UVM under the current Title II revision.

Regardless, OAS encourages all UVM entities to:

- Collect feedback from their audience to determine a level of interest in having ASL-interpreted materials readily available; and
- Consider providing the option to request ASL interpretation for videos as part of their standard offers of accommodation.

Remediation: Multimedia Action Items (Audio)



- The OAS/ETS Accessible Software Committee should prioritize evaluating podcast services for accessibility, and recommend a preferred podcasting service to the campus.

Remediation: Social Media Action Items



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Consistent with Title II exemptions, UVM will prioritize forward compliance while ensuring accommodation is provided upon request.

Remediation: Documents

Action Items



- As of April 30, 2026, all UVM staff and faculty should understand that any document they create will be assumed to meet accessibility guidelines. If a document is found to fall short of this requirement, it will be returned to the document manager (as listed in the Document Properties > Summary tab) for remediation. If the document manager is no longer available, remediation of the document will become the responsibility of the sponsoring department as listed in the Document Properties > Summary tab.
- The document manager or owner will have 30 days to remediate the document, or agree to remove it from public use. (Public use in this case will be defined to include any access to the document by UVM staff, faculty, students, or visitors).
- By October 31, 2026, all UVM staff and faculty should have attended an OAS or CTL workshop on document accessibility.

Remediation: PDF Action Items



- For .pdfs, departments should have, at minimum, one person in their employ who is fully trained in the .pdf remediation process. Everyone in the department, moreover, should understand how to measure whether a .pdf is accessible. To this end, OAS strongly recommends that UVM provide all departments with funded access to Adobe Acrobat Pro, the industry standard for reviewing and remediating .pdfs.
- OAS will also provide ongoing .pdf remediation services, as well as ongoing hybrid workshops for UVM staff and faculty on pdf remediation.

4. Sustainability



After UVM has moved through the work described here for Auditing, Education, and Remediation, in order to remain compliant with the WCAG 2.1 AA-level standards, UVM will establish a set of ways to keep things sustainable.

They can be grouped into:

- Governance
- Policies
- Metrics
- Campus Feedback Loop



Sustainability: Governance: UVM Digital Accessibility Steering Committee

Responsible for
ensuring that the
Roadmap is being
implemented well and
that it is successful

- Members from:
 - UVM Office of Accessibility Services (OAS)
 - UVM Digital Team
 - UVM Strategic Communications
 - UVM Human Resources
 - UVM Center on Disability & Community Inclusion (CDCI)
 - UVM CDCI Community Advisory Council
 - UVM Libraries
 - UVM Professional & Continuing Education (PACE)
 - UVM Enterprise Technology Services (ETS)
 - UVM Student Accessibility Services
 - UVM Disabled Students Union

Sustainability: Governance: UVM Digital Accessibility Champions Program

- Members from all departments, units, Centers, Institutes, and student organizations.

This group will meet in person monthly to discuss ongoing challenges in their work, as well as new developments in digital accessibility. The group will also attend a full-day retreat in the summer to craft a focus plan for the year (including potential outreach and spirit campaigns), and a half-day winter retreat to examine data and fine-tune the annual plan. Champions should also be prepared to engage in ongoing professional development from outside sources.

OAS will work with UVM Human Resources Services to determine how work as a Department Accessibility Champion can be weighted for performance evaluations and for career advancement at UVM.

Sustainability: Governance: UVM Faculty Accessibility Fellows Program

- Administered by the UVM Center for Teaching & Learning (CTL) and the UVM Office of Accessibility Services (OAS)

Faculty Accessibility Fellows will:

- Advocate for accessibility on campus and coach others on accessibility practices
- Serve as liaisons for departments
- Research, explore, and implement accessibility best practices, inclusive pedagogy, and universal design for learning.
- Connect accessibility practices to larger diversity and inclusion initiatives
- Collaborate with OAS on professional development workshops related to accessibility that are teaching and learning focused.

Sustainability: Policies



- Campus accessibility policies should be reviewed on an annual basis. This will make sure that the policies can be updated for new and changing technology.
- The reviewers should be:
 - The Digital Accessibility Steering Committee
 - Members of the Digital Accessibility Champions Program
 - The Faculty Accessibility Fellows Program
 - OAS
 - The UVM Office of Compliance

Sustainability: Metrics



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Ongoing audits done by the OAS should ensure that UVM has the data to understand if the campus is meeting its obligations to accessibility.

Changes to the plans outlined here should be justified by data.

Sustainability: Evaluation Methods by Material Type



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MATERIAL TYPE	METRIC
WEBSITES	Editoria1 1y + manual audits (Drupal and WordPress) Manual audits (Sidearm Sports, Sodexo MyWay, UVM Libraries)
MULTIMEDIA	Manual audits
DOCUMENTS	Microsoft Accessibility Reviewer (Word, Excel, PowerPoint) Adobe Acrobat Pro (.pdfs)
NEWSLETTERS	Manual audits
SOCIAL MEDIA	Manual audits
SOFTWARE	VPAT/ACR review Report from OAS/ETS Accessible Software Group
COURSES	Ally (Brightspace) + manual audits Manual audits (Articulate)

Sustainability: Campus Feedback Loop



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1. Annual multi-audience campus accessibility survey
2. Ongoing commitment to sharing accessibility data publicly



Now it's your turn:

- What questions do you have about this plan?
- What needs around digital accessibility are you seeing in your units? What concerns do you have about digital accessibility?
- What would you find helpful in terms of outreach, education, and support around digital accessibility?



Ways to give feedback on this roadmap:

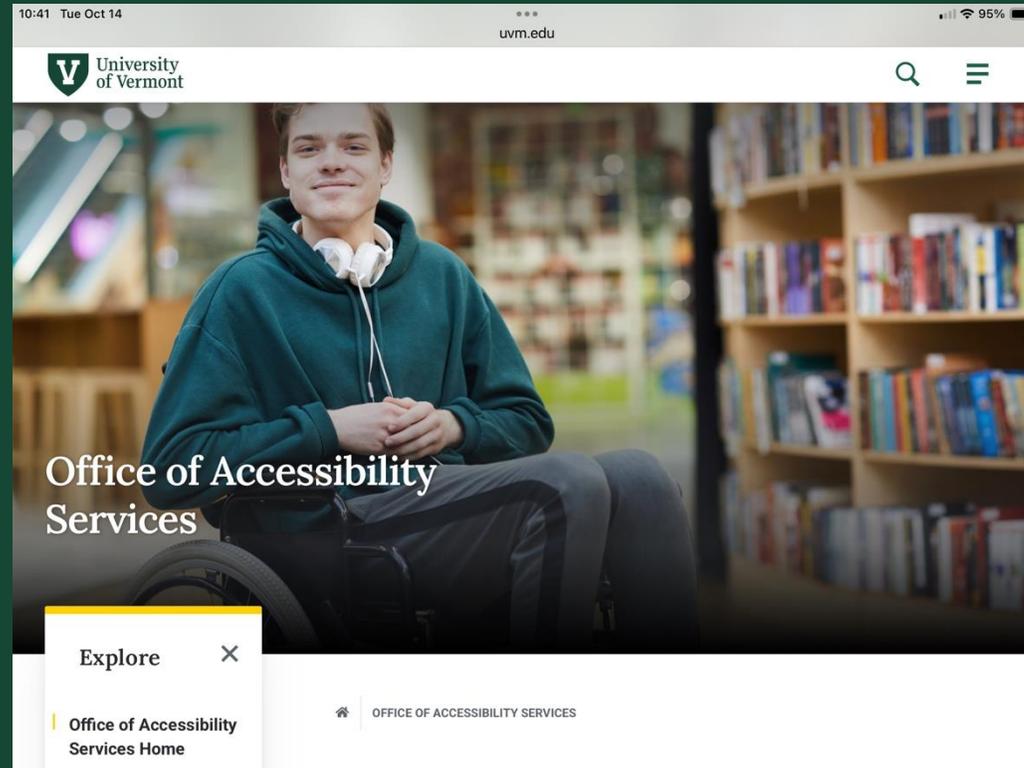
1. Email access@uvm.edu with your feedback.
2. Use the [OAS online form](#) to provide feedback.
3. Request a meeting with OAS to explain your concerns in greater detail.

Thank you
for your time.



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