



# INFORMATION ACCESSIBILITY PLAN

2016-2020

## [Abstract](#)

Strategic Plan for providing accessible information, materials and technologies to all university constituents including those with disabilities

MTSU Information Accessibility Team



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## Executive Summary

Middle Tennessee State University is committed to providing accessible information, materials and technologies to assure that individuals with disabilities have access to university resources comparable to access that is available to others.

In spring 2015, an Information Accessibility Team (MTSU- IAT), chaired by Dr. Marian Wilson, Assistant to the President for Institutional Equity and Compliance, with cross-divisional representation was appointed and began work assessing the scope of the THEC and TBR recommendations, preparing a campus accessibility plan and identifying existing and additional resources required to support its implementation. The 3-5 year plan was designed to provide for a comprehensive MTSU plan.

Information Accessibility Team (MTIAT) Membership:

- ☐ Marian Wilson (Chair), Assistant to the President for Institutional Equity and Compliance
- ☐ Lance Alexis, Director, Disability & Access Center (Student Affairs)
- ☐ Bonnie Allen, Dean, Walker Library (Academic Affairs)
- ☐ Brent Beerends, Coordinator, Athletics Social Media (Athletics)
- ☐ Laura Clark, Director, Center for Educational Media (Academic Affairs)
- ☐ Kathy Crisp, Assistant Vice President, Administrative and Business Services (Business and Finance)
- ☐ Barbara Draude, Assistant Vice President, Academic and Instructional Technologies (Information Technology)
- ☐ Watson Harris, Director, Academic Technology Planning and Projects, ADA Coordinator (Academic Affairs)
- ☐ Tom Wallace, Associate Vice President, (Information Technology)

Defining “**accessibility**” as “individuals with disabilities are able to independently acquire the same information, engage in the same interactions, and enjoy the same services within the same timeframe as individuals without disabilities, with substantially equivalent ease of use.” MTSU will employ the functional usability standard for accessibility, incorporating the “substantially equivalent ease of use” framework, that is in agreement with TBR and introduced by the US Department of Justice and the US Department of Education’s Office of Civil Rights; and will proceed with the understanding that systems in use are only as accessible as the platform will allow, the team focused on the following areas:

- 1) Procurement
- 2) Instructional support
- 3) Electronic communications
- 4) Student Programming
- 5) Athletics
- 6) Operational Support

Listed below is a summary of the activities and identified resource requirements for each year of the plan. The Information Accessibility Team acknowledges that this plan does not completely identify all of the resources required to implement this plan and to bring the university closer to compliance with nationally recognized accessibility guidelines. The total cost for implementing the plan will be determined as the plan is implemented.

### Year 1 – August 2015 – August 2016

- ☐ Create Information Accessibility Team
- ☐ Update procurement documents with TBR accessibility language
- ☐ Develop accessibility conformance policy for the university
- ☐ Begin collecting accessibility standards compliance related documentation from vendors
- ☐ Accessibility design workshops for faculty especially targeting faculty teaching the 30 most enrolled courses
- ☐ Research closed captioning service options
- ☐ Verify classroom standards are compliant with accessibility requirements
- ☐ Review MTSU.EDU sites for compliance
- ☐ Audit accessibility compliance of Student Affairs delivered services and develop remediation plans
- ☐ Train Student Affairs personnel
- ☐ Designate individuals within each division to serve as accessibility resource
- ☐ Develop plan for accessibility compliance with athletic events

## MTSU Information Accessibility Plan – 2016-2020

### Resources:

- ☐ Outside consulting/training services for procurement of accessible products/services
- ☐ Possible athletic facility renovations - \$500,000+

### Year 2 – August 2016 – August 2017

- ☐ Hire full-time ADA Director (ADA Campus Coordinator)
- ☐ Develop accessibility compliance processes, standards and policies
- ☐ Continue collecting accessibility standards compliance related documentation from vendor
- ☐ Develop and implement accessibility standards compliance within the 30 most enrolled courses
- ☐ Continue to verify that classroom standards are compliant with accessibility requirements
- ☐ Continue to provide accessibility standards compliance workshops for faculty
- ☐ Identify and activate focus groups consisting of students with disabilities to evaluate accessibility of instructional materials and identify remediation strategies
- ☐ Review departmental web sites, especially non-OU sites, for accessibility standards compliance and provide training to managers of those sites about accessibility standards
- ☐ Implement accessibility compliance remediation plans for Student Affairs; all other Divisions develop accessibility compliance remediation plans
- ☐ Begin implementation of accessibility compliance plan for athletics and campus communications/marketing activities

### Resources:

- ☐ New Position: full-time Director (ADA Campus Coordinator)
- ☐ New Position: Accessibility Instructional Support Trainer - ITD
- ☐ Outside consulting/training services for procurement of accessible products/services
- ☐ Possible athletic facility renovations - \$500,000+
- ☐ Closed captioning services

### Year 3 – August 2017 – August 2018

- ☐ Implementation of university adopted accessibility compliance processes, standards and policies including Procurement
- ☐ Develop and implement accessibility standards compliance within the 60 most enrolled courses
- ☐ Develop and implement annual online accessibility compliance training
- ☐ Continue to provide accessibility standards compliance workshops for faculty
- ☐ Continue to verify that classroom standards are compliant with accessibility requirements
- ☐ Continue to utilize focus groups consisting of students with disabilities to evaluate accessibility of instructional materials and identify remediation strategies
- ☐ Evaluate and remediate accessibility compliance for curricular production activities (College Media and Entertainment)
- ☐ Implement accessibility compliance remediation plans for Student Affairs; all other Divisions develop accessibility compliance remediation plans
- ☐ Begin implementation of accessibility compliance plan for athletics and campus communications/marketing activities

### Resources:

- New Position: Accessibility Support Manager – Center for Educational Media (CEM)
- ☐ Outside consulting/training services for procurement of accessible products/services
- ☐ Possible athletic facility renovations - \$500,000+
- ☐ Closed captioning services

## MTSU Information Accessibility Plan – 2016-2020

### Year 4 and Year 5 – August 2018 – August 2020

- ☐ Implementation of university adopted accessibility compliance processes, standards and policies including Procurement
- ☐ Continue annual online accessibility compliance training
- ☐ Review and, if appropriate, revise information accessibility plan
- ☐ Continue to verify that classroom standards are compliant with accessibility requirements
- ☐ Develop and implement accessibility standards compliance within courses not previously evaluated
- ☐ Continue to provide accessibility standards compliance workshops for faculty
- ☐ Continue to utilize focus groups consisting of students with disabilities to evaluate accessibility of instructional materials and identify remediation strategies
- ☐ Accessibility assessment of all undergraduate and graduate courses
- ☐ All divisions and athletics implement accessibility compliance remediation plans

#### **Resources:**

- ☐ Outside consulting/training services for procurement of accessible products/services
- ☐ Closed captioning services

**Information Accessibility Plan – Year 1**

August 2015-August 2016 (Year 1)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
Administrative Oversight	Appoint Information Accessibility Team (MTIAT)	None	<p>Committee convened and holds regular meetings</p> <p>A recommendation document is produced and submitted to the University Vice Presidents and when approved by them, to the President.</p> <p>Committee identifies three (3) MTSU employees to input data into TBR AIMT database.</p> <p>An end-of-year report is produced and provided to the President and the Committee on Disability Issues (University standing committee)</p>	Met
Procurement	<p>Include accessibility language and procedures in MTSU bid documents and contracts.</p> <p>Attend training on “Models for Adopting and Purchasing AIMT’s”</p>	Outside consulting/training services for procurement of accessible products/services	Language included in bid documents and contracts.	Met
Instructional support - Library resources	<p>Request Library database vendors to complete VPAT and/or other forms as applicable to raise awareness and signal an expectation to our vendors for accessibility.</p> <p>Library web site managers attend training conducted by the TBR and begin audit of Library web pages.</p>	None	VPAT and/or other forms as applicable will be collected	Met

MTSU Information Accessibility Plan – 2016-2020

August 2015-August 2016 (Year 1)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
Instructional support - instructional materials / faculty training and support	Consult with faculty to design new courses or conversion of instructional materials in previously designed courses; special emphasis will be given during consults for online course design.  Incorporate accessible design concepts into LMS workshops and offer a minimum of one (1) workshop per semester on Accessibility Best Practices	None	FITC offered workshops and individual training sessions	Met
	MTSU faculty who are associated with the top thirty most populated courses complete the accessibility training and course accessibility assessment surveys via TBR or MTSU face to face training workshops or by accessing the online training provided by TBR.	None	MTSU faculty who are associated with the top thirty most populated courses will complete the accessibility training and course accessibility assessment surveys by May 2016.	Met
	Faculty who teach the top 30 courses create a “change plan” adopting accessible instructional practices, especially for syllabi and any newly created instructional materials.	None	A draft of the “change plan” will be created for top 30 courses and implementation plans will begin with the course syllabi being accessible by August 2016. These syllabi will be provided to the Director (ADA Campus Coordinator) for compliance review.	Partially Met Syllabi were reviewed, feedback given, and questions answered. Official “change plans” were not done
	CEM begins investigation into providing a transcription / captioning service for university-produced videos and campus television offerings	None	Evaluate results of investigation	Met



MTSU Information Accessibility Plan – 2016-2020

August 2015-August 2016 (Year 1)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
Instructional support - classroom technology	Verify that classroom instructional technology standards are compliant with ADA requirements, including closed captioning and assistive listening devices	None	Classroom standards are compliant.	Met
Electronic communications	Initiate an annual audit of the 25 most visited OU (official campus web content management software) web pages and remediate as needed.	None	25 most visited OU managed mtsu.edu pages are accessible.	Met
	Attend web managers training conducted by the TBR.  ITD Web Services will incorporate accessibility “Best Practices” in OU trainings for new OU content contributors  Work with the OU vendor to increase the accessibility of the base product	None		Met
Student Programming	Campus Accessibility Self-Audits are conducted in Student Support Areas	None	Accessibility Self-Audits are conducted in Student Support Areas.	Met
	Identify needs in focus areas in Student Affairs and Programming (Web pages, Presentations  Movies, Special events, Marketing, Staff training) and determine priorities and needed resources.	None	Assessment and remediation plans developed.	Met

MTSU Information Accessibility Plan – 2016-2020

August 2015-August 2016 (Year 1)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
	Trainings for all those employed within the division will attend a two-hour training that will be offered at intervals throughout the summer of 2016. The training will be conducted by the campus' Disability & Access Center.	None	All employee within the division received training.	Met
	Divisional Assessment coordinators add an appropriate ADA compliance goal.	None	ADA compliance goal added to divisional assessment plans.	Met
Athletics	Accessible capability will be included in planning for athletic venues upgrades	*Closed captioning will be included in the costs of the new scoreboard. This is expected to exceed \$500,000	Closed-captioning capability is included in stadium scoreboard replacement plans.	Met
Operational Support	Each division will initiate plans to identify focus areas in their division and determine priorities  Designation of personnel to participate in the Summer 2016 training and to be assigned divisional accessibility responsibilities	None	Train-the-trainers have been identified and attended training.	Met
	Develop a university accessibility compliance policy	None	University Accessibility Compliance Policy established	Unmet

**Information Accessibility Plan – Year 2**

August 2016 – August 2017 (year 2)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
Administrative Oversight	Maintain the Information Accessibility Team (MTIAT)	None	Team continues regular meetings. An end-of-year report is produced and provided to the Vice-presidents and the Committee on Disability Issues (University standing committee)	Partially Met Reports were given at committee meetings but not to the VPs
	Begin transition to dedicated full time ADA coordinator.	New full time Director (ADA Campus Coordinator) position (Director level salary estimate)	Full time ADA Director (Coordinator) in place and tasked with oversight	Met
	Task force will develop a plan/procedures for the purchase of accessible products/services	None	Accessibility plan/procedures are developed.	Met
Procurement	Procurement representatives will add language to contracts and make VPAT submission mandatory when applicable.  Procurement representatives will lead the development of a plan/procedures for the purchase of accessible products/services	None		Met
Instructional support : Library resources	Library database vendors complete VPAT and/or other forms as applicable	None	VPAT and/or other forms as applicable will be collected	Met

MTSU Information Accessibility Plan – 2016-2020

<p>Instructional support : instructional materials / faculty training and support</p>	<p>Develop a service to assist faculty in accessibility implementation and remediation of their courses</p>	<p>None</p>	<p>An access specialist in FITC will be hired and serve as a direct service provider and campus resource.</p>	<p>Met.</p>
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MTSU Information Accessibility Plan – 2016-2020

August 2016 – August 2017 (year 2)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
	<p>Provide instruction as needed in requirements of the plan and ongoing assistance in implementation. Offer additional workshops per semester on Accessibility Best Practices</p> <p>Offer accessible design consultation for all new courses and assist faculty in documenting that any new course is accessible</p> <p>Online course redesigns supported by University College to conduct an audit and remediate as needed.</p> <p>Develop a cost model for providing accessibility related design services including transcription</p> <p>Develop a plan for departmental training specific to the needs of academic support staff</p> <p>Create a way to address the accessibility of syllabi</p>	<p>New staff – dedicated FITC accessibility instructional support / consultant staff member</p>	<p>All new courses and those supported via course redesign initiatives (requirement added to curriculum committee guidelines, online course development contracts and course redesign proposals) will be accessible</p> <p>Faculty fellowship established and filled for a one year appointment. Fellow presented 2 papers on state of access support at MTSU and led multiple workshops.</p> <p>Full time position in FITC has been filled.</p> <p>Online course development prep has a statement about access and instructors must meet with FITC accessibility expert</p> <p>Rates for captioning and audio description services have been adopted, usage still to be determined</p> <p>Accessible syllabus template developed and made available to all faculty</p>	<p>Met</p>

MTSU Information Accessibility Plan – 2016-2020

<p>Instructional support : classroom technology</p>	<p>Classroom instructional technologies will continue to be monitored for compliance with ADA requirements, including closed captioning and assistive listening devices</p>	<p>None</p>	<p>Classroom instructional technologies are compliant</p>	<p>Met</p>
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MTSU Information Accessibility Plan – 2016-2020

August 2016 – August 2017 (year 2)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
Electronic communications	Non-OU managed web sites content managers / contributors and other electronic communications producers (i.e. posting on social media sites, video production, content for digital signage) attend accessibility training and develop and implement a remediation plan as needed	Training resources for non-ITD Web Services content contributors	Non-ITD Web Services content contributors attend required training; audit the content they post, and develop a remediation plan as needed	Met
	All on and off campus communications, presentations and events will be evaluated - areas of concern include marketing initiatives, video/audio clips, presentation slides, livestreaming or post production access, and notifying outside presenters of the need; and initiate plans for remediation	None	Creative and Visual Services Staff has been trained Policy 100—Use of Campus Property and Facilities Scheduling updated to add accessibility language. The need for access is addressed in contract language for outside presenters	Met

MTSU Information Accessibility Plan – 2016-2020

	ITD Web Services will extend the audit to the first level of OU web pages and remediate as needed.	Additional training for ITD staff members to increase their expertise on accessible specific software.	Level one web pages are accessible.	Met
	Enterprise email content contributors will receive “best practices” in accessible email content training.	None	Enterprise distributed email content will be accessible	Met
<p>Student Programming</p> <ul style="list-style-type: none"> <li>• Web pages</li> </ul>	Each department will identify specific areas of their web pages and work with ITD to remediate	None	Remediation plans in place.	Met



MTSU Information Accessibility Plan – 2016-2020

August 2016 – August 2017 (year 2)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
<ul style="list-style-type: none"> <li>• Presentations</li> <li>• Movies</li> <li>• Special events</li> <li>• Marketing / Advertisement</li> <li>• Staff training</li> </ul>	Hardware/Software in each area will be evaluated to verify that it can be accessed by any patron	None		Met
	On and off campus presentations and events will be evaluated - areas of concern include video/audio clips, presentation slides, livestreaming or post production access, and notifying outside presenters of the need; and initiate plans for remediation	None		Met
	Implementation plans are developed to improve the accessibility of the campus movie experience.	Resources to deliver captioning for campus movies		Met
	Partner with athletics to make video boards caption ready and contract with a captioning provider for events.	Consultative services will be required for immediate close captioning of all major University events.		Met
	Departments create and distribute information in various formats to promote themselves and the events they are sponsoring.	None		Met

MTSU Information Accessibility Plan – 2016-2020

Athletics	Accessible capability will be included in planning for athletic venues upgrades	*Closed captioning will be included in the costs of the new scoreboard. This is expected to exceed \$500,000	Closed-captioning capability is included in stadium scoreboard replacement plans.	Commitment when video boards are updated
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MTSU Information Accessibility Plan – 2016-2020

August 2016 – August 2017 (year 2)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
Operational Support	Each division will conduct Campus Accessibility Self-Audits in their division and determine priorities and needed resources.	None	Accessibility Self-Audits are conducted in each Division	Met
	Through divisional audits, enterprise operational support tools are assessed for degree of compliance that the platform allows and possible remediation applied.	None	Operational support tools assessed and remediated as possible; discussion initiated with vendors as appropriate.	Met
	Divisional personnel assigned accessibility responsibilities will facilitate development of accessibility assessment plans within their division	None	ADA compliance goal added to divisional assessment plans.	Met

**Information Accessibility Plan – Year 3**

August 2017 – August 2018 (year 3)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
Administrative Oversight	Continue transition to dedicated Director (ADA Campus Coordinator).	None	<p>Full time Director (ADA Campus Coordinator) in place and tasked with oversight</p> <p>An accessibility product assessment plan is developed.</p> <p>Team moves to advisory role</p> <p>An end-of-year report is produced and provided to the Vice-Presidents and the Committee on Disability Issues (University standing committee)</p>	Met
Procurement	Implement plan/procedures for the purchase of accessible products/services	None	New procedures are in place.	Met
Instructional support : Library resources	Library database vendors complete VPAT and/or other forms as applicable	None	Accessibility document collection plan for Library database vendors ongoing.	Met

MTSU Information Accessibility Plan – 2016-2020

<p>Instructional support : instructional materials / faculty training and support</p>	<p>Develop annual online compliance training  Updates and refresher training will be incorporated into the annual online compliance training and new faculty orientation.</p>	<p>None</p>	<p>Annual online compliance training implemented</p>	<p>Partially Met A presentation is part of new faculty orientation, but an annual campus wide online compliance training is still being researched</p>
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MTSU Information Accessibility Plan – 2016-2020

August 2017 – August 2018 (year 3)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
	As accessibility assessment surveys are completed, remediation training will be provided to participating faculty.	None		Met
	Convene focus groups consisting of students with disabilities to review accessibility of instructional materials	None	Focus groups consisting of students with disabilities will confirm the accessibility of these instructional materials and identify remediation strategies by October 2017.	Unmet
	Curricular productions activities – i.e. C of ME, incorporate ADA compliance into activities	None	ADA compliance added to applicable curricular activities.	Met

MTSU Information Accessibility Plan – 2016-2020

	<p>CEM begins providing a transcription / captioning service for university-produced videos and campus television offerings</p>	<p>CEM manager level professional to support staff and faculty in close captioning existing and possibly new materials.</p> <p>Transcription hardware, software and services will be required.</p>	<p>Plan for providing closed-captioning transcription services in place,</p>	<p>Partially met CEM has a vendor. The position of a campus manager of captioning has not been established</p>
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MTSU Information Accessibility Plan – 2016-2020

August 2017 – August 2018 (year 3)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
Instructional support : classroom technology	Classroom instructional technologies are compliant with ADA requirements, including closed captioning and assistive listening devices	None	Classroom instructional technologies are compliant	Met
Electronic communications	<p>Conduct accessibility audit on mtsu.edu, develop and implement a remediation plan; initiate plans for an every three year complete site audit by an external contractor.</p> <p>Producers of all electronic communications implement remediation plans as needed</p> <p>This includes all on and off campus communications, presentations and events such as marketing initiatives, video/audio clips, presentation slides, livestreaming or post production access</p>	Resources to contract for an external accessibility audit of mtsu.edu	<p>External audit conducted and needed remediation completed</p> <p>. Top 60 most visited sites have been audited and services are available to assist site developers.</p> <p>The policy concerning events has been amended to include accessibility language and awareness initiative have been done so these offices know of their obligation and available resources</p>	Met



MTSU Information Accessibility Plan – 2016-2020

<p>Student Programming</p> <ul style="list-style-type: none"> <li>• Web pages</li> <li>• Presentations</li> <li>• Movies</li> <li>• Special events</li> <li>• Marketing / Advertisement</li> <li>• Staff training</li> </ul>	<p>Each department will identify specific areas of their web pages and work with ITD to remediate</p>	<p>None</p>	<p>Remediation plan in place.</p>	<p>Met</p>
	<p>Hardware/Software in each area will be assessed to verify that it can be accessed by any patron. On and off campus presentations and events will be assessed - areas of concern include video/audio clips, presentation slides, livestreaming or post production access, and notifying outside presenters of the need; and plans for remediation begun</p>	<p>None</p>		<p>Met</p>

MTSU Information Accessibility Plan – 2016-2020

August 2017 – August 2018 (year 3)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
	Partnering with athletics in an effort to make video boards caption ready and contracting with a captioning provider for graduation and commencement events.	Closed captioning services		Met
	Departments create and distribute information in various formats to promote themselves and the events they are sponsoring. When creating these pieces or requesting materials from outside presenters for distribution, accessibility should be considered.	None	Added accessibility language to Policy 100	Met
Athletics	Accessible capability will be included in planning for athletic venues upgrades	Costs for basketball and baseball venues.	Closed-captioning capability is included in venue upgrades.	Met
Operational Support	Designated employees within each division will attend training; updates and refresher training will be incorporated into the annual online compliance training and new employee orientation.	None	All designated employees within each division received training.	Unmet
	Divisional Assessment and remediation plans developed.	None	Assessment and remediation plans developed.	Unmet

MTSU Information Accessibility Plan – 2016-2020

	<p>Appropriate staff will assess accessibility of administrative tools, to determine level of accessibility and work with vendors to increase the accessibility of the base product</p> <p>Divisional Assessment coordinators assess ADA compliance goal.</p>	<p>None</p>	<p>ADA compliance goal documented in divisional assessment plans.</p>	<p>Met</p>
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MTSU Information Accessibility Plan – 2016-2020

Information Accessibility Plan – Year 4 and 5

August 2018 – August 2020 (years 4 and 5)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
Administrative Oversight	Full-time Director (ADA Campus Coordinator) in place	None	Full time Director (ADA Campus Coordinator) provides oversight Team moves to advisory role	Met
	Conduct and reassess Information Accessibility Plan and recommend changes as needed.	None	An end-of-year report is produced and provided to the President and the Committee on Disability Issues (University standing committee)	Met
Procurement	Follow plan/procedures for the purchase of accessible products/services.		Procedures reviewed and revised as needed.	Met
Instructional support : Library resources	Library database vendors complete VPAT and/or other forms as applicable	None	Document collection plan for Library database vendors ongoing.	Met
Instructional support : instructional materials / faculty training and support	As accessibility assessment surveys are completed, remediation training will be provided to participating faculty.	None	Campus wide survey in September 2019	Met
	Updates and refresher training will be incorporated into the annual online compliance training and new faculty orientation.	None		Partially met Is part of new faculty orientation but have not found a way to do annual campus training

MTSU Information Accessibility Plan – 2016-2020

August 2018 – August 2020 (years 4 and 5)				
	Activities	Additional Resources needed	Benchmarks	Met/Unmet
Instructional support : classroom technology	Classroom instructional technologies are compliant with ADA requirements, including closed captioning and assistive listening devices	None	Classroom instructional technologies are compliant	Met
Electronic communications	Conduct accessibility audit on mtsu.edu, develop and implement a remediation plan; this includes all on and off campus communications, presentations, and events such as marketing initiatives, video/audio clips, presentation slides, livestreaming or post production access	None	Assessments and remediation plans are implemented.	Met
Student Programming	Each department continues to assess focus areas and remediate as needed	None	Assessments and remediation plans are implemented.	Met
Athletics	Accessible capability will be included in planning for athletic venues upgrades	Costs for basketball and baseball venues.	Closed-captioning capability is included in venue upgrades.	As boards are updated they will be caption ready
Operational Support	Each department continues to assess focus areas and remediate as needed	None	Assessments and remediation plans are implemented.	Met
	Updates and refresher training will be incorporated into the annual online compliance training and new employee orientation.	None		Unmet

