



U.S. General Services Administration

Section 508 Outreach Survey Results

June 17, 2016



presented by
Office of Government-wide Policy (OGP)



Section 508 Survey Outcomes and GSA Office of Governmentwide Policy (OGP) Response

Introduction

GSA Office of Governmentwide Policy (OGP) would like to thank the agencies' Section 508 coordinators and practitioners for their participation in responding the survey that we administered in March and April. We appreciate the time and effort taken, and plan on utilizing the data gathered to enhance the government-wide Section 508 outreach and training to better serve the accessibility community.

OGP plans to reach out to the Section 508 community and other Section 508 practitioners on a periodic basis to follow-up on the survey and identify any new issues or concerns that can be addressed government-wide.

The survey results provided information on agency Section 508 needs that OGP will use to target specific areas for tools and training. Based on the information collected, OGP will start to reach out to individual agencies in order to work with the Section 508 coordinators to inform about available tools and training to meet Section 508 issues identified in the survey responses.



OGP Section 508 Outreach Survey

Purpose

- ❖ GSA Office of Governmentwide Policy (OGP) developed a survey that was submitted to the federal Section 508 community.
 - To assist agencies with Section 508 conformance
 - To gather information in order to provide focused Section 508 training and tools
 - To identify opportunities for agencies to share solutions, such as training, tools, policies and best practices

Survey Implementation

Administered to ~200 Section 508 Practitioners between March 23, 2016 and April 30, 2016

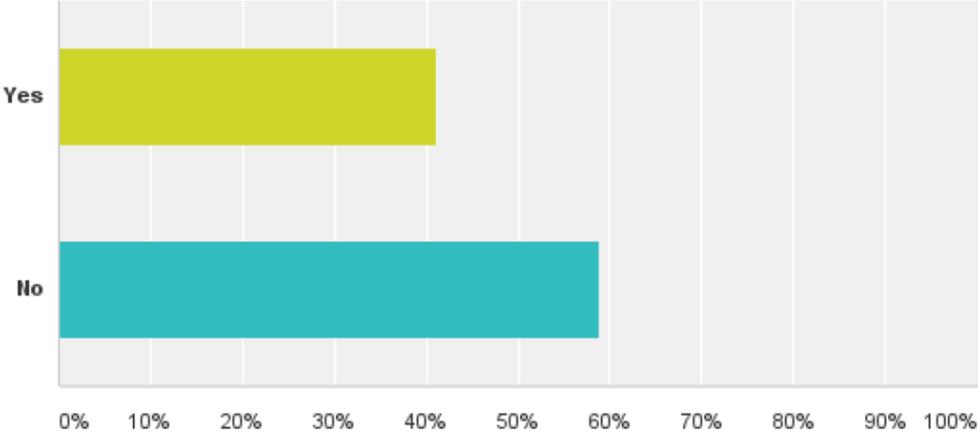
- a. There were 73 responses
 - i. Responses were submitted via cell phone and/or laptop
- b. 34 agencies/bureaus/other responded
 - i. 22 of 24 CFO ACT plus others e.g. Accessibility Ofc., US Courts, Consumer Affairs
 - ii. 9 of 24 CFO ACT Agencies HQ (Highest level POC) responded



Survey Questions and Responses

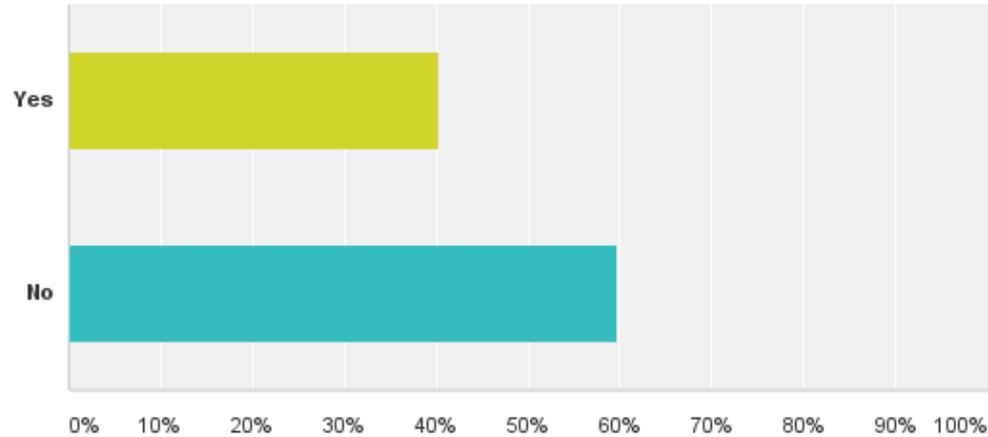
The following slides show the individual survey questions and responses, minus the open-ended questions that do not lend themselves to graphic representation.

Q2: Is your position a full-time Section 508 support role?



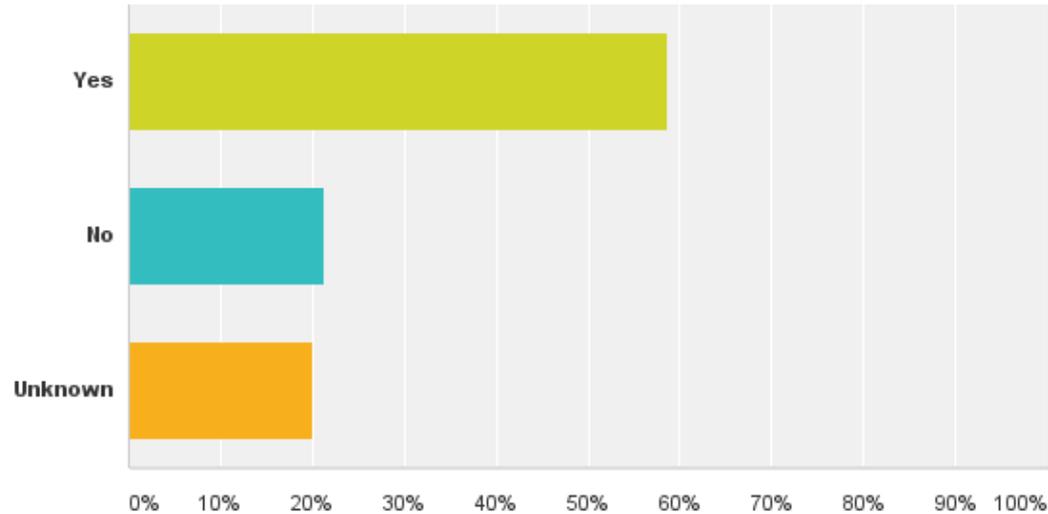
Less than 45% of agencies, have a Full-time Equivalent (FTE) Section 508 coordinator

Q3: Does your Department have a presence on the CIO Council Accessibility Community of Practice (ACOP)?



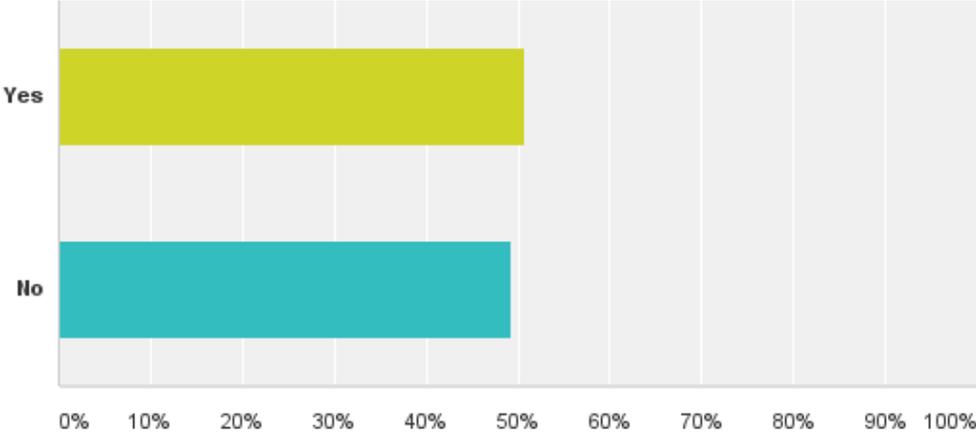
60% of agencies do not have a presence on the ACOP

Q4: Does your agency have a process in place to develop Section 508 compliance technical requirements and language for your solicitations?



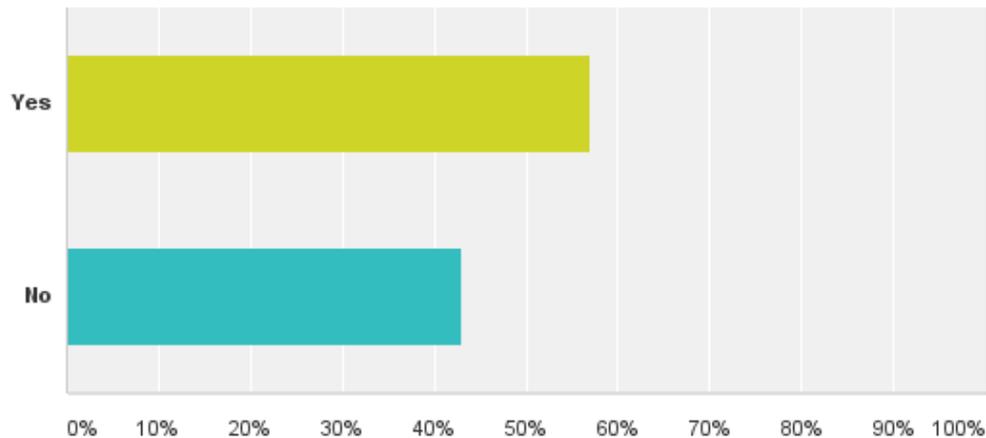
Nearly 60% of agencies have a process in place to develop 508 compliance requirements

Q5: Does your agency utilize GSA's BuyAccessible Tool (BAT)?



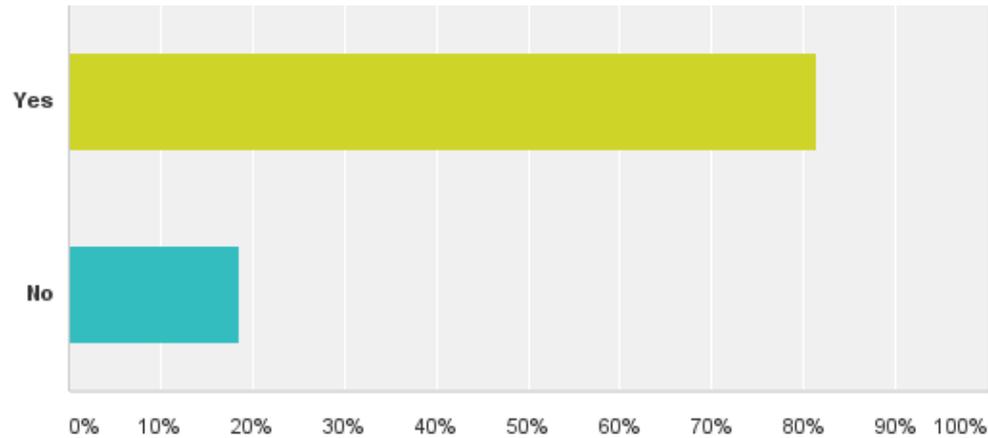
50% of survey respondents use GSA's BAT

Q7: Does your agency have a process in place to review solicitations to make sure that Section 508 technical requirements are included?



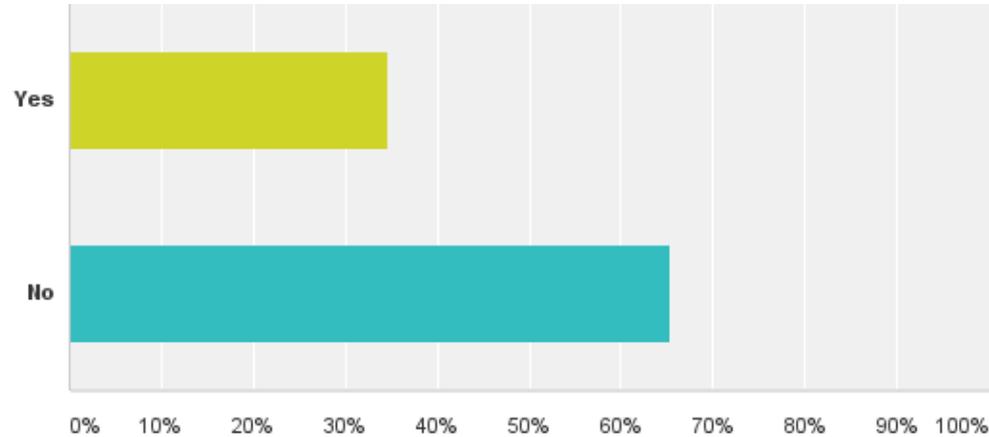
Nearly 60% of agencies have a process in place to review solicitations

Q9: Would you be interested in using a free GSA-developed targeting tool to determine which solicitations to examine?



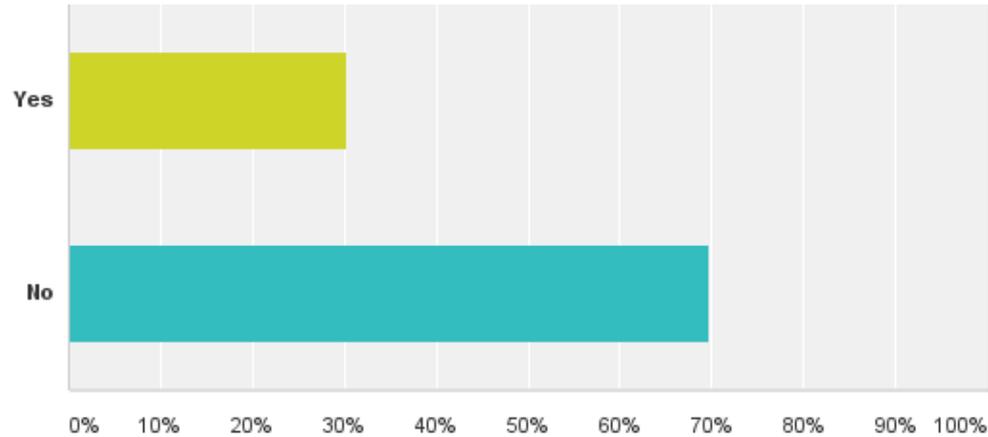
Over 80% agencies would like to use a free GSA tool (SRT) to review solicitations

Q10: Does your agency have a documented process in place to train developers/testers in Section 508 compliance?



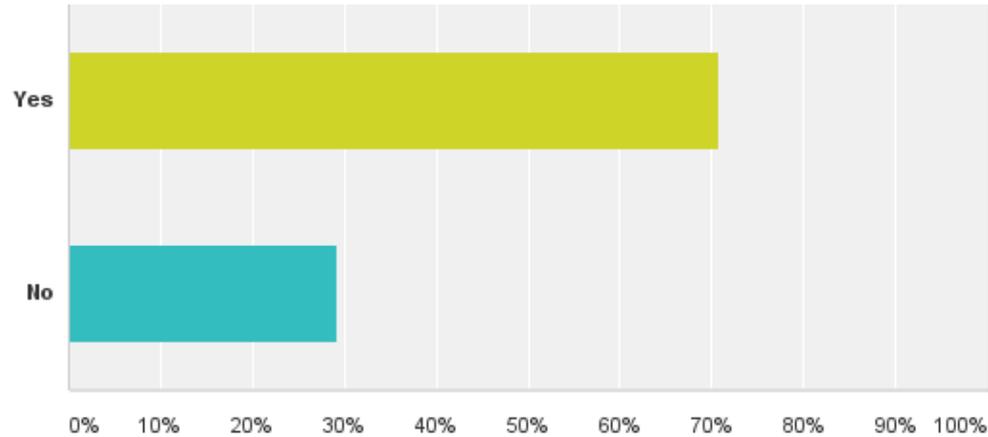
Over 60% of agencies do not have a documented process in place to train developers/testers in 508 compliance

Q12: Does your agency utilize DHS's Trusted Tester Program (TTP)?



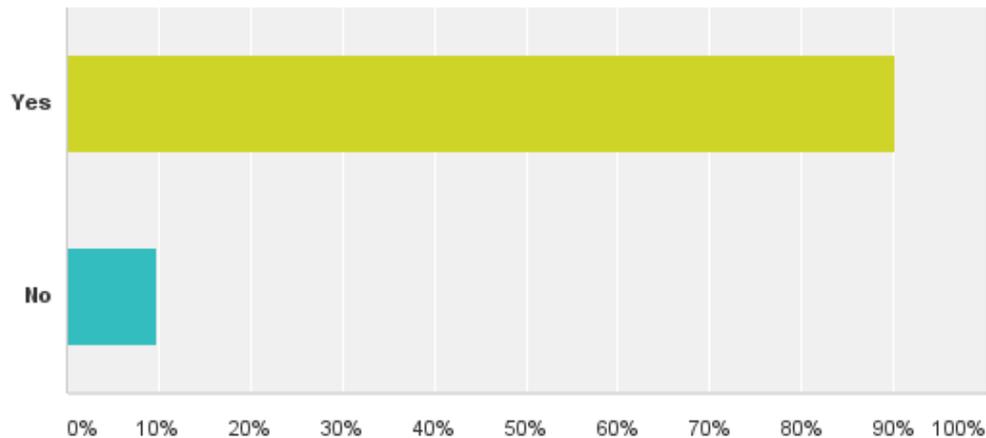
70% agencies do not use the DHS Trusted Tester Program (TTP)

Q13: Does your agency have a process in place to review agency website Section 508 conformance?



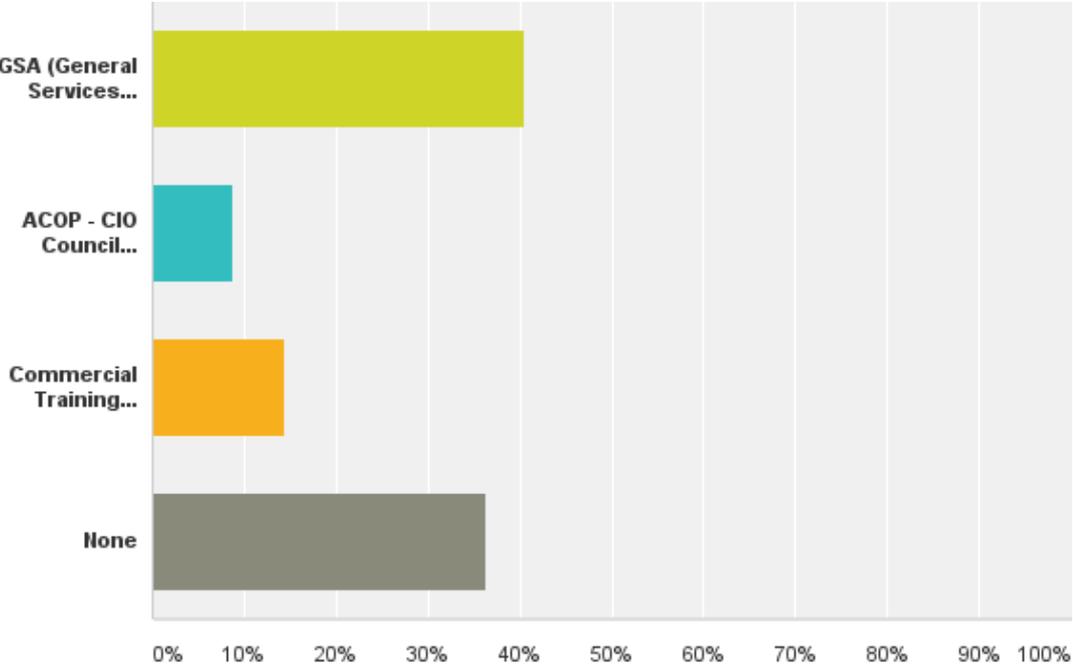
70% of agencies have a process in place to review website 508 conformance

Q15: Would you be interested in using a free GSA-developed website/application accessibility error detection tool?



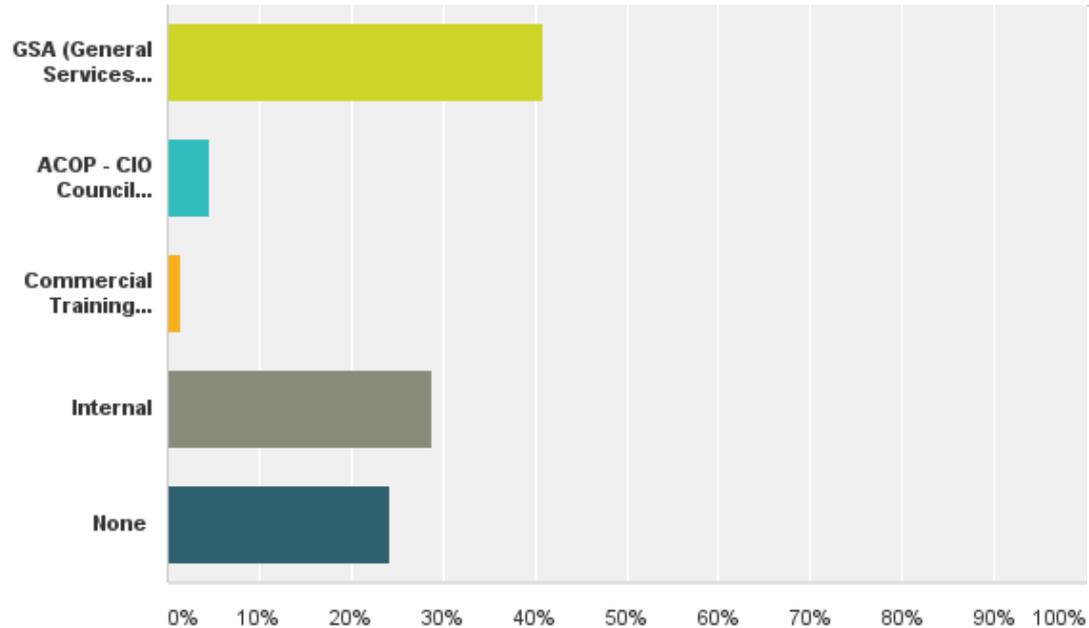
90% of agencies would like to use a free GSA tool to review website 508 conformance

Q16: What is the source of your Section 508 program maturity training?



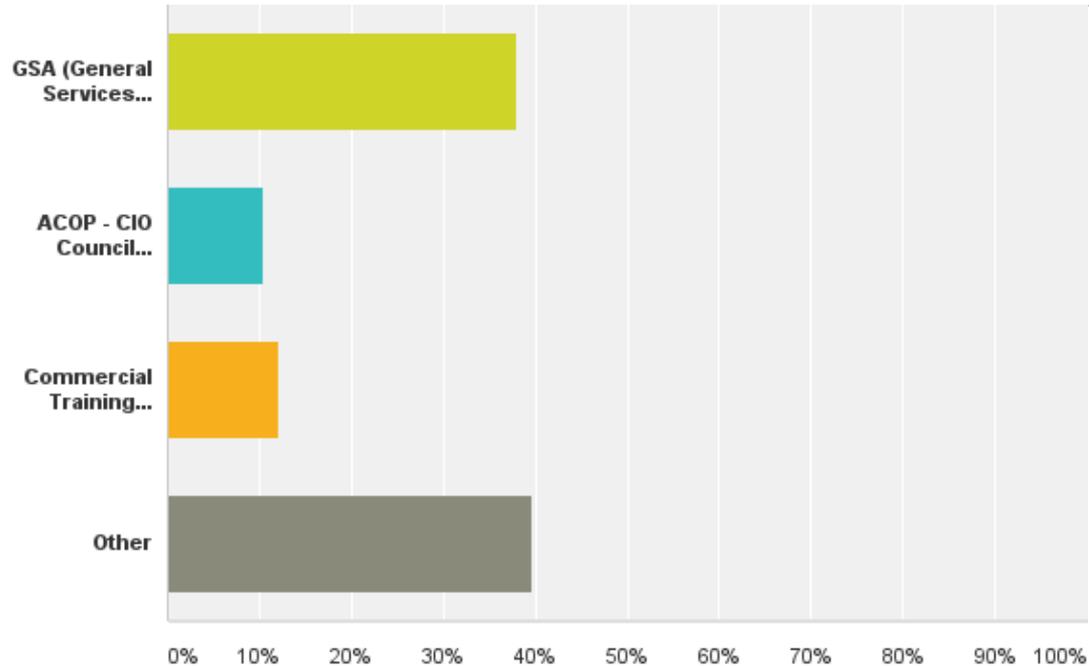
40% of agencies claimed GSA as their source for 508 maturity

Q17: What is the source of your Section 508 solicitation requirements training?



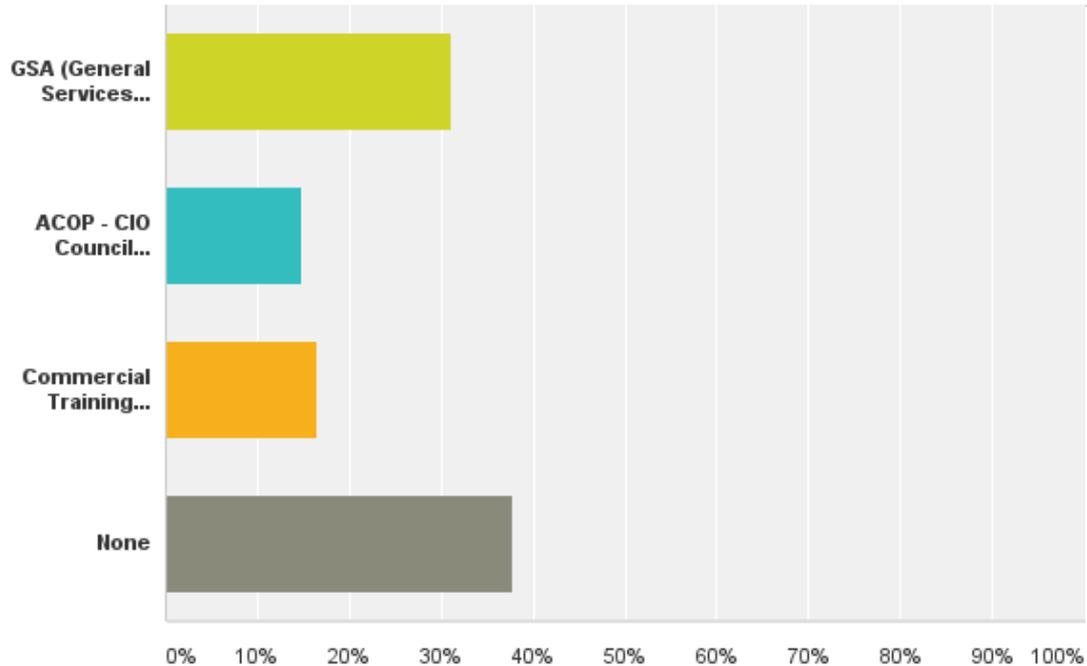
40% of agencies claimed GSA as their source for 508 training

Q18: What is the source of your Section 508 solicitation review training?



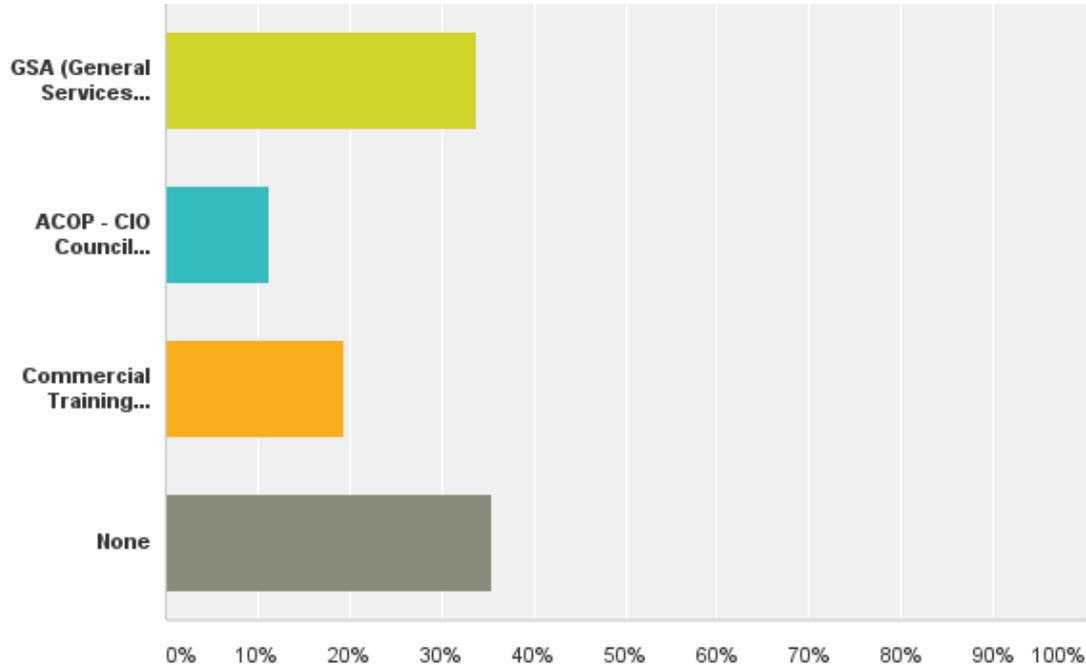
Almost 40% of agencies claimed GSA as their source for 508 solicitations review training

Q19: What is the source of your Section 508 System development and testing training?



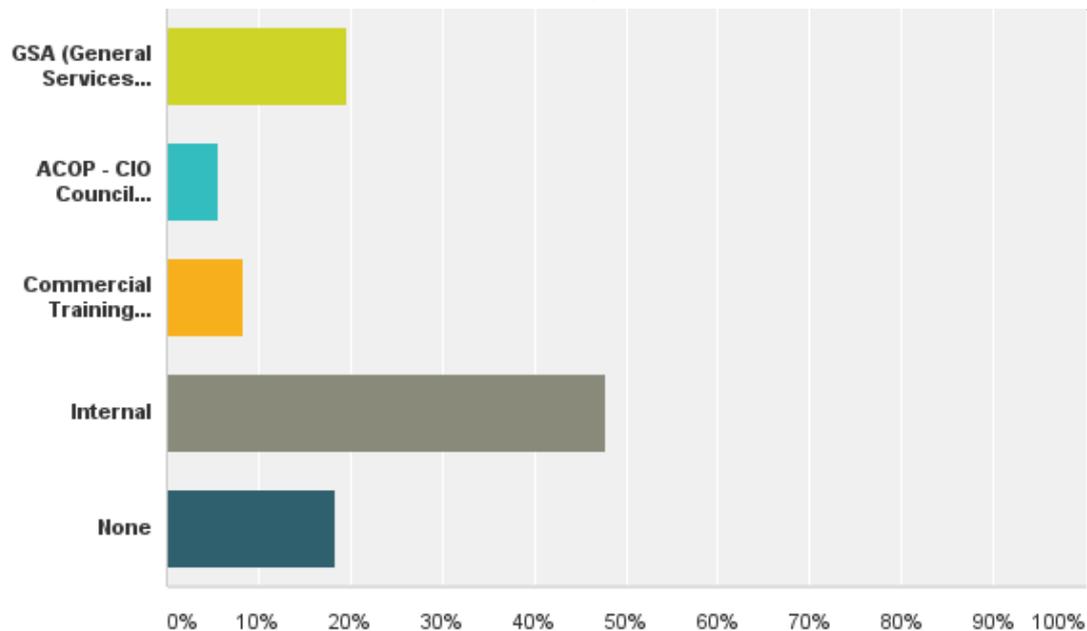
Nearly 40% of agencies claim GSA as their source for 508 systems development and tester training

Q20: What is the source of your Section 508 web assessment training?



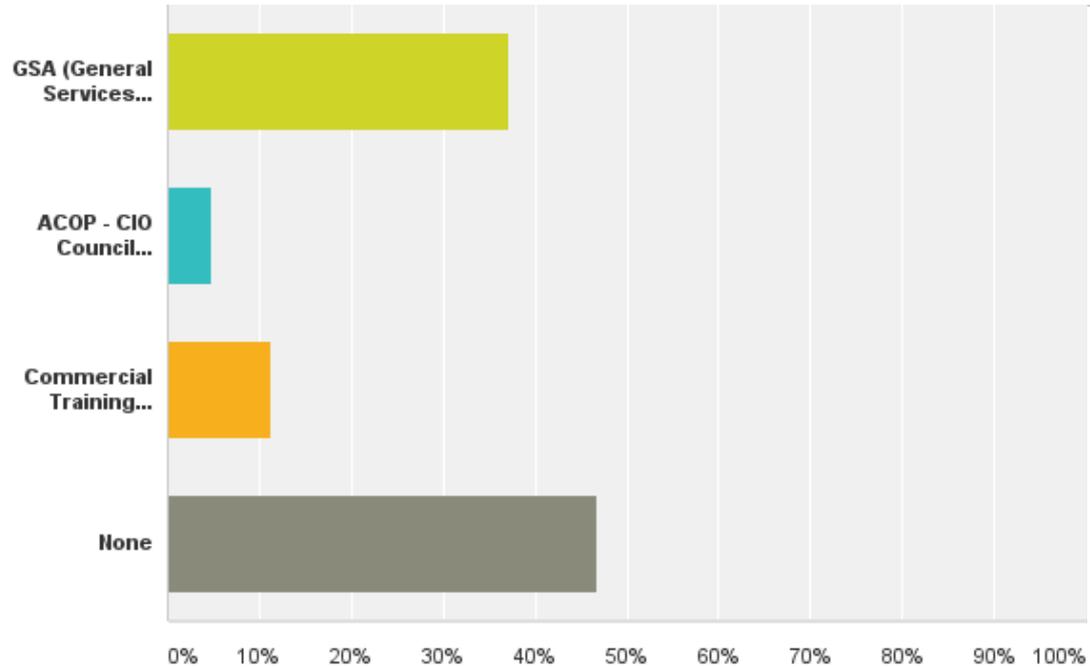
35% of agencies claim GSA as their source for 508 web assessment training

Q21: What is the source of your end-user Section 508 training (making documents, presentations, etc. accessible)?



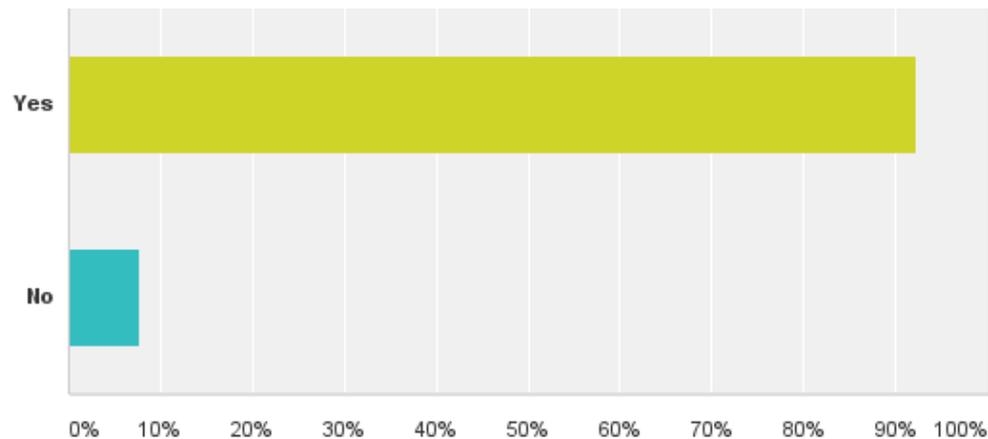
Almost 50% of agencies claim that they used internal agency training for 508 documents/presentations etc.

Q22: What is the source of your Section 508 legal compliance training?



Nearly 40% of agencies claim GSA as their source for 508 legal compliance training

Q24: Would your agency consider using Section 508 training through a government shared service?



Over 90% of agencies would consider using 508 training through a government shared service

Aggregate Responses to the Open-ended Questions

The following slide shows tools that were identified as currently being used by some agencies.



Automated Tools Identified in Survey*

1. **Contract Requirements** tool for Section 508 compliance
 - a. DHS Accessibility Requirements Tool (DART) - related Exception and Market non-availability forms
2. **Solicitation Review** tool for Section 508 compliance
 - a. WAVE
3. **Website Review** tools for Section 508 compliance
 - a. Compliance Sheriff
 - b. Accenture
 - c. W3c WorldSpace
 - d. WAVE
 - e. ADOBE ACROBAT PRO Accessibility Checker
 - f. ComplyFirst
 - g. SortSite
4. **Developer/Tester Training** program for Section 508 compliance
 - a. DHS Trusted Tester Program (TTP)

*The above list represents tools currently in use by some agencies and should not be regarded as a recommendation. Agencies are responsible for their own market research and decision making to acquire any tool.



Next Steps*

- **Engage the Section 508 community for input**
 - Shared Services (e.g. Tools, Training)
 - Refresh data, automate data input and output, and manage the publication of the information out to the Section 508 community
- **Share Best Practices:** Disseminate collected data to the community and publish on Section508.gov
- **Training support for the ACoP Education Committee:** Develop & implement a training strategy and comprehensive schedule that provides focused training and eliminates redundancy of resources

We look forward to working closely with the Section 508 Community and hearing your recommendations.

*Supported by the Information gathered from the outreach survey

