

ctcLink Accessibility Review and PeopleTools 8.57 Upgrade

February 2020

SBCTC is working on a project to review and address accessibility issues associated with the current ctcLink system. Many of the accessibility issues are related to the delivered Oracle product. We are of the understanding, and hope, that a majority of the issues will be addressed in version 8.57 of the PeopleTools application. We are planning to complete the upgrade of PeopleTools by the end of summer 2020.

Reported Accessibility Issues

Delivered Oracle code

There are over 450 individual accessibility issues that have been reported related to the ctcLink system. Some of the items may be duplicative and do not reflect the same measurement. For example an item may be related to a single page within the application, a single component or perhaps a functionality found throughout the entire system. All of the items grouped below will be reviewed for compliance against a PeopleTools 8.57 environment

- 409 items – Level One (2019 accessibility review)
- 41 items - Reported by colleges (through service desk tickets and emails)
- 28 items - Voluntary Product Accessibility Templates (VPATs) from Oracle

Customized ctcLink pages

Three customized pages within ctcLink have been reported as having accessibility issues. A review has been done by SBCTC and a remediation plan is currently being developed.

ctcLink supporting systems

Two service requests have been submitted for accessibility issues related to ctcLink supporting systems. These include the ctcLink Reference Center and SBCTC service desk web application. A review of these two systems will be included in the accessibility project.

Recent Activity

- Created a PeopleTools 8.57 test environment
- Dedicated technical resource to support PeopleTools 8.57 upgrade and accessibility review
- Reviewed customized ctcLink pages that have accessibility issues and are working on remediation plan

Upcoming Activity

- Schedule meeting with ctcLink communication team to develop communication plan
- Evaluate impacts resulting from adding an additional DG3 go-live date
 - Meet with customer support team to identify available resources to support testing of PeopleTools upgrade

- Determine options for third-party accessibility assessment of PeopleTools 8.57
- Determine if adjustments are needed to existing image release projects scheduled during 2020
- Complete new project plan for PeopleTools upgrade
- Begin categorizing accessibility issues

Communication

A meeting will be scheduled with the ctcLink communication team to develop a communication plan.

Some suggestions to date include:

- Announcement email to system providing high-level overview – timelines, contact information, etc.
- SBCTC web page that includes project timelines, status reports, findings (pull)
- Regular status reports to system (push)