

Accessibility Information for Advisors Providing Online Services

While advisors all deal with students who are registered with the DRC, we realize that not all students self-identify and you may be unaware of a student's disability. Therefore, we recommend that in your initial outgoing messages to students, you ask that students who are registered with the DRC contact you with information about their disability and the accommodations they receive. We must be sure that we provide information to students with disabilities in the most accessible format for them and in a format that complies with USG Accessibility Standards including alternative text, captions, and proper formatting for text readers, and passes WebAIM checks. . The following is information that may be helpful to you in preparing to advise remotely:

Video Content:

Should you wish to put information sessions for majors or specific populations (e.g. pre-health) online, please be aware that all videos **must** be captioned as well as providing auditory content to accommodate students with both visual and auditory impairments. For this purpose, we recommend using Kaltura, accessed through eLC. According to the DRC, "Auto captioning is free and a guide on how to use it can be found on [eLC](#). It's important to note that after machine captions are requested, editing is required to ensure it meets accessibility requirements. All captions must include speaker tags to indicate who is speaking, environmental sounds (exs. [Alarm bell], [Glass breaking], [Dog barking]), and punctuation." We do not recommend that you use outside sources that are not already captioned. Although the DRC can provide that service, demand is likely to be high and will need to be prioritized.

If you prefer to provide information via PowerPoint, [WebAIM](#) provides detailed instructions on PowerPoint accessibility. The DRC also points out that "Microsoft PowerPoint has an accessibility checker under the File tab. Please use slide layouts instead of adding text boxes to make the PowerPoint more accessible to users with a screen reader."

Videoconferencing:

Videoconferencing is not recommended as a first choice for academic advising, as it creates a strain on available online resources. However, it could be necessary **for students with disabilities** in some instances. Please be aware that live captioning may be necessary to ensure ADA compliance, and this will need to be arranged in advance at considerable expense. Please seek other alternatives before moving to live videoconferencing. If it is necessary, please contact the DRC immediately to make these arrangements.

Accessible Reading Materials and Advising Forms

Please be aware that in some cases you will need to create advising forms in ADA accessible formats. The DRC has provided the following valuable information on accessible documents: "When creating or reviewing electronic documents for upload, please make sure they comply with [USG Accessibility Standards](#). Verify that PDF documents are in compliance by using the Accessibility tool in Adobe Acrobat. **PDF documents that solely consist of a scanned image are never accessible.**" In addition, you will find information at [HHS.gov](#) and [Word 508 Document Checklist](#).

Additional Advice from the DRC

Although this was written for faculty, it may be relevant for any student facing unit: "Even if you do not have a student who needs accommodations and you post materials where only your class can access them such as in eLC, it is still best practice to provide a level of accessibility because during times of high stress, students have a harder time focusing on their studies. Accessible documents allow software to extract the document structure and that helps students stay organized and focused."