Academic Affairs
401 Golden Shore, 6th Floor
Long Beach, CA 90802-4210
www.calstate.edu

Keith O. Boyum
Associate Vice Chancellor
Tel: 562-951-4712
Fax: 562-951-4981
Email: kboyum@calstate.edu

DATE: October 28, 2008   **CODE: AA-2008-40**

TO: Provosts / Vice Presidents for Academic Affairs
Vice Presidents, Student Affairs
Chief Information Officers

FROM: Keith O. Boyum
Associate Vice Chancellor, Academic Affairs

Michael McLean
Interim, Chief Information Officer

RE: **iTunes Accessibility Status and Updated Advice**

Purpose.
The purpose of this memo is to provide an update regarding the current status of the accessibility of iTunes U, to recommend what steps should be taken to address accessibility by campuses that decide to adopt iTunes U, and to announce that pilot projects are no longer advised.

Background.
On June 11, 2007, Coded Memo AA 2007-16 was issued regarding iTunes U and the CSU requirements for accessibility under Section 508. Campuses were asked to limit implementation of iTunes U to pilot projects, and the ATI team at the Chancellor's Office was required to maintain regular communication with Apple with respect to the accessibility of iTunes, to gather results from the iTunes U pilots conducted by CSU campuses, and to develop best practices for creating accessible multimedia content and document accessibility solutions and workflow.

Assessment of Current Accessibility of iTunes U.
In February, 2007, the ATI team communicated specific accessibility requirements to Apple. Here is a summary of the current status of each one.

1. Compatibility with operating system settings: The iTunes application is now compatible with Operating System accessibility settings (display elements such as background color, font color, font size, font style, etc.) on the Macintosh platform but remains incompatible with OS accessibility settings on the Windows platform.

CSU Campuses	Fresno	Monterey Bay	San Francisco
Bakersfield	Fullerton	Northridge	San José
Channel Islands	Humboldt	Pomona	San Luis Obispo
Chico	Long Beach	Sacramento	San Marcos
Dominguez Hills	Los Angeles	San Bernardino	Sonoma
East Bay	Maritime Academy	San Diego	Stanislaus

2. Keyboard navigation: The iTunes application and iTunes U storefronts are now mostly (but not fully) keyboard-navigable on both the Windows and Macintosh platforms.

3. Compatibility with the most frequently used screen-reading software: The iTunes application and iTunes U storefronts are now mostly (but not fully) screen-reader compatible in both the Windows and Macintosh platforms.

4. Appropriate presentation of captioned media within the iTunes application. The iTunes application now supports the display of captions that have line 21 captions embedded within QuickTime videos.

5. Accessibility of iTunes U documentation on the web: The core iTunes U documentation is now available in either HTML or tagged PDF. Both formats represent an improvement over the untagged PDF that was previously provided.

6. Accessibility of the iTunes U website: The iTunes U website now mostly meets Section 508 requirements.

7. Accessibility documentation for each of the iTunes U components in the form of a Voluntary Product Accessibility Template (VPAT): No VPAT has been released for the iTunes application. Among the iPod models currently available, a VPAT has only been released for the iPod Nano (4th generation).

Apple is to be commended for making very meaningful strides towards the accessibility of iTunes and iTunes U. Apple has been very cooperative and forthcoming with the ATI, sharing proprietary information in order for CSU staff to review its products for accessibility and engaging in meaningful dialogue and discussion regarding the best course to follow to achieve our accessibility goals.

In addition, it is very encouraging to learn about a recently announced cooperative agreement between Apple, the National Federation of the Blind, and the Commonwealth of Massachusetts, by which Apple has set the date of December 31, 2008 for making iTunes U fully accessible and the date of June 30, 2009 for the accessibility of the rest of the iTunes store, including the iTunes software. For more details, go to http://www.nfb.org/nfb/NewsBot.asp?MODE=VIEW&ID=366. The ATI will provide campuses with updates on further developments regarding iTunes accessibility in a timely manner.

Recommended Accessibility Steps by Campuses.
Campuses that wish to move forward with iTunes U would be best served by including consideration of the following accessibility issues in the planning and implementation process:

1. Audio files that are made available on iTunes U will need to be accompanied by a transcript for those who cannot hear the audio. Video files will need to be captioned or have a transcript, if appropriate. For an example of how to implement this, go to http://www.sjsu.edu/cfd/resources/software/iTunesUAccessibility.shtml.

2. Apple has made significant improvements to the accessibility of the iTunes application and the iTunes U storefront. Nevertheless, campuses should work to ensure that their iTunes U implementation addresses the remaining accessibility gaps vis a vis:
   a. product accessibility (e.g. support for OS display themes);
   b. product documentation (e.g. incompletely Section 508 compliance, lack of availability of VPAT); and
   c. system requirements (iTunes U accessibility improvements require XP/Vista OS X 10.4/10.5 and captioning support is only available on late-model iPods).

In a separate mailing, a more detailed document regarding existing accessibility issues with iTunes U will be sent out as a supplement to this Coded Memo.

Status of Pilot Projects.
The campuses that turned in iTunes U pilot applications are San Jose State, Fresno State, Channel Islands, Fullerton and Chico. They are commended for their cooperation and their participation in regular conference calls that were held with the ATI and Apple to assist the CSU system to better understand how to implement iTunes U in an accessible manner.
- Pilot projects are no longer required for campuses to implement iTunes U.

Conclusion.
The increased and increasing accessibility of iTunes U will have an immediate impact on countless CSU students with disabilities, making it easier for them to participate fully in their classes and take advantage of new and emerging technologies to the same extent as other students. This success demonstrates the value of cooperation and coordinated effort towards a common goal. In addition to our efforts at the Chancellor's Office, campuses generously contributed their expertise in working out accessibility solutions. Apple responded to our requests by taking the issue of accessibility seriously and by engaging with the ATI in an open and solution-oriented manner. We look forward to a continuing positive relationship with Apple.

cc: Dr. Gary W. Reichard, Executive Vice Chancellor / Chief Academic Officer
        Dr. Benjamin F. Quillian, Jr., Vice Chancellor, Administration & Finance
        Presidents
        Dr. Gerard Hanley, Senior Director, Academic Technology Services
        Ms. Deborah Kaplan, Director, Accessibility Technology Initiative
        Dr. John Tarjan, Chair, Academic Senate CSU