



IDENTIFICATION OF INFORMATION AND COMMUNICATIONS TECHNOLOGY RESOURCES

The Southern Virginia Higher Education Center (SVHEC) conducted a review of information and communications technologies used to support instructional programs, workforce development activities, business operations, and public engagement. The review focused on systems that are used by students, employees, partners, and members of the public to access information or conduct business with the institution.

The inventory reviewed for this reporting period included:

- SVHEC public website (svhec.org)
- Student Information System (SIS)
- Microsoft 365 services, including Outlook, Exchange Online, SharePoint Online, OneDrive for Business, Microsoft Teams, and Office applications
- Cardinal
- eVA
- Virginia Workforce Connection (COV Works)
- Commonwealth Performance Budgeting System
- Skedda
- Envisio
- Canvas Learning Management System
- Social media platforms, including Facebook and Instagram
- Digital documents, forms, multimedia resources, and other electronic content maintained by SVHEC

As new technologies are implemented or existing services are modified, the inventory will be reviewed and updated as part of SVHEC's ongoing accessibility governance process.

ACCESSIBILITY ASSESSMENT

SVHEC utilizes a combination of internally managed systems, Commonwealth-operated applications, and vendor-hosted software services. Accessibility considerations are incorporated into technology planning, content development, procurement activities, and system administration whenever practical and applicable.

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The institution leverages accessibility features available through Microsoft 365 and other enterprise platforms to support users with disabilities. These features include, but are not limited to, accessibility checkers, alternative text capabilities, captioning tools, keyboard navigation support, screen reader compatibility, and document accessibility guidance.

SVHEC recognizes that accessibility is an ongoing process rather than a one-time compliance activity. Accordingly, digital content, websites, documents, and applications are periodically reviewed and improved as resources permit.

SYSTEMS REQUIRING FURTHER IMPROVEMENT

While no systemic barriers were identified that prevent the delivery of educational or administrative services, the review found that certain applications and electronic content may contain accessibility limitations that are outside the direct control of SVHEC or are dependent upon vendor development schedules.

Examples include:

- Vendor-hosted applications with limited accessibility customization options.
- Legacy documents and archived content created prior to current accessibility initiatives.
- Third-party platforms that continue to enhance accessibility functionality through future product updates.
- Social media platforms that provide limited accessibility controls for certain content types.

SVHEC continues to work with vendors and content owners to address identified concerns and improve accessibility wherever feasible.

EXCEPTIONS AND ALTERNATIVE ACCESS

For systems in which accessibility limitations have been identified, SVHEC evaluated whether applicable exceptions and alternative access provisions apply under federal and state accessibility requirements.

Several cloud-hosted and vendor-managed applications remain under continuous development by their respective providers. In some cases, accessibility issues are associated with software code, interface components, or design elements that cannot be modified by SVHEC. Where immediate remediation is not technically feasible or is dependent upon vendor action, SVHEC documents the issue and monitors vendor roadmaps for future improvements.

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When a user encounters an accessibility barrier, SVHEC provides alternative methods of obtaining information, services, or assistance. Support may be provided through faculty, staff, student services personnel, or the Leggett Learning Resource Center to ensure that individuals are able to access programs and services through reasonable accommodations or alternative delivery methods.

SOCIAL MEDIA PLATFORMS

SVHEC utilizes social media platforms to communicate with students, employees, community partners, and the public.

When publishing content on these platforms, SVHEC endeavors to use available accessibility features, including alternative text for images, captioning tools, accessible formatting practices, and other platform-supported accessibility options.

Because social media functionality is controlled by third-party vendors, certain accessibility features may not be available or may only be partially supported. In those situations, SVHEC seeks to provide information through multiple communication channels and uses the most accessible options available within each platform.

REMEDIATION ACTIVITIES AND ESTIMATED COSTS

SVHEC is committed to the continual improvement of accessibility throughout its technology environment and digital content ecosystem.

Planned accessibility-related initiatives include:

- Continued enhancement of the public website and associated web content.
- Accessibility improvements associated with future Student Information System upgrades.
- Ongoing review and remediation of electronic documents, forms, presentations, and multimedia resources.
- Staff training regarding digital accessibility best practices and content creation standards.
- Expanded use of accessibility evaluation tools and testing procedures.

Potential costs associated with these efforts will primarily be incorporated into planned technology modernization projects, website improvements, enterprise system upgrades, and professional development activities. Any significant expenditures identified during future

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accessibility reviews will be reflected in annual budget requests and technology planning documents.

CONCLUSION

SVHEC is committed to providing inclusive access to educational opportunities, workforce training programs, public information, and institutional services. The Center will continue to integrate accessibility considerations into technology planning, procurement, content development, and service delivery practices.