# Helping Higher Ed Students with access to accessible course material during the COVID-19 crisis

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>> Richard: Hello everyone. Thank you for joining us for today’s webinar, “Helping Higher Ed Students with access to accessible course material during the COVID-19 crisis”.

We have many people joining for today’s webinar which is at this time is directly relevant to the US, Canada, the UK and Ireland. The webinars in later weeks will relate to other parts of the world, and at the last count there are people from 38 countries signed up to our webinar announcements.

My name is Richard Orme and I work at the DAISY Consortium and I am your host today. Before I hand over to our speakers, I’d like to cover a few housekeeping topics.

Today’s webinar is being recorded. We will post a link on the webinar webpage to the video in the next few days. We welcome you to revisit the content and share it with your colleagues. We will also post the slide deck and any resources that are provided to us by the presenters.

We also invite your comments and questions. Please use the Q&A feature for this. If you think of a question for the speakers at any point, just type it in there and we will cover as many as we can in the discussion portion after the presentations.

Live captioning is provided for today’s session. If you are using a computer then the recommended way to view these is using this link daisy.org/webinarCC. Alternatively you can click on the CC button in the Zoom controls.

I’m delighted to welcome our speakers today, who are Erin Lucas from Redshelf, Rick Johnson and Stacy Ray from VitalSource. Our speakers will introduce themselves when they start their presentations.

So today’s webinar will explore two innovative programs established by the industry to provide students with accessible digital course materials whilst they are unable to attend their institutions and they’re separated from their physical curriculum assets.

So I am going to hand the floor over the first of our speakers, Erin.

>> Erin: Thank you, Richard. Welcome, everybody to our webinar today. Just a quick note about myself. I'm Erin Lucas I'm the senior director of digital accessibility for Redshelf. My primary focus is making sure we use accessibility first mindset in terms of developing our products in our development process and working with our campus part.

>>Announcer: To make sure they are adopting the most accessible materials possible.

So why don't we dig into what Richard was mentioning with regards to the programs available for students during this time. The Redshelf program is called Redshelf responds. A little bit of background on what led us to this program. It's really mostly about our mission that we can use technology to help education change the world. We really are focused on accessible and affordable impact for students, as well as being financially sustainable for educators and content creators and we believe in doing well by doing good. We realize the need for a program like this as students have been separated from their materials. It's a confusing time for everybody. So being able to offer this program is something that really was important to us. So let's walk through how to access the program and what's available.

Again, providing students that simple access during complicated times to their textbooks means that we are able to offer 7 no cost E textbooks through May 25 at responds.Redshelf.com. We have worked with over 100 publishers to provide 300 titles to students. Students enrolled in nonprofit semester-based institutions in the United States and Canada and requires a valid student .edu email address. So navigating to this is through responds.Redshelf.com. The first step is going to the log in. Then either logging in with an existing account. This isn't just for new students. This is for all students we work with. You can log in or create a new log in if you are new to Redshelf. Then you can search for a book and then click on the view details or navigate to the view details page to confirm it's the edition you are looking for, et cetera.

Then once you confirm that you can add the book to your my shelf page in your account. Doing that will redirect you to your my shelf page and you will get a notification that the book is being processed and added to your shelf.

From my shelf you simply start reading the book from the detail view in your my shelf page and that will launch you into the Redshelf E reader.

A little bit about our reading system. We are a browser-based reading system that provides enhanced reading and teaching experiences for students. We have features such as highlighting and taking notes. You are able to share notes with your classmates. You do definitions for unfamiliar words and create flash cards while reading. You can build your own study guides. You can review those and be able to prepare for tests. You can print pages and go offline when you need to. You can have the text read aloud and generate citations. We also have features that allow students to engage with their materials through discussions, questions and quizzes.

In terms of our accessibility tools, we have a number of tools available on our E reader platform. The most popular tool is text to speech. It allows you to adjust the voice and speed of the read aloud to you. We also have keyboard short cuts that allow you to navigate around the book without a mouse. We are screen reader friendly. We work with standard tools such as JAWS, NVDA. Because we are browser based we work with the Kurzweil read the web extension. While we are currently in the process of releasing a whole new suite around tools of visual adjustments in the book, while finishing development of those features, we are recommending a plug in called care your eyes. We've been testing this with a number of students, and it has helped us refine the visual adjustments within the platform. So it's one we recommend quite often.

So the other thing we still continue to offer during this period is support for accommodations and sampling. Our accessibility team can help you if you need accommodations. You know, via the standard process we always had. Typically that takes 24 hours or less. All you have to do is send an e mail to accessibility @ Redshelf. If a student should come to us via this process, we will make sure we loop in accessibility offices into those requests, so everyone is in the know and we are providing the files to the appropriate person on campus.

So, if for some reason they are looking for a title or the accommodations version of the file is not available, we will work with the publishers to provide that and follow up to make sure that request is fulfilled if it has to go through the publisher directly.

We are offering continued support for faculty and accessibility offices for sample requests. If you are concerned that you have a student that wants to take advantage of this program, but you would like to check out the platform first or review the materials first to make sure they are accessible, we are happy to set that up. You can request that via accessibility @ Redshelf.com.

We encourage student and faculty communication for this program. We have a lot of bookstores that are sharing it on their websites and including it in newsletters and providing additional details about how students can gain access via social media. The best resource for support in these areas to give you tips about communicating and help if you need it is our solve website. Solve.Redshelf.com.

We also have a number of resources available to you for Redshelf responds. If you would like to learn more about the program you can go to about.Redshelf.com/Redshelf responds. More information about how a student gets access is responds.Redshelf.com and we have support and resources at solve.Redshelf.com.

Again, thank you for attending today. And if you have any questions about the Redshelf responds program or if you would like to submit any kind of accommodations or sample request reach out to me directly and my e mail is Erin.lucas@Redshelf.com.

>> Richard: There's some questions that have come in and I think we have a little bit of time. Rick can get ready. A few people have asked what about the requirement for a.edu suffix. Not everyone has that. It could be someone studying at a private university.

>> Erin: This is for as long as the private institution is not a profit base institution we can work around that. And I think that if anyone has questions about the actual .edu request, maybe it would be good to send me your questions and I will forward to our development folks.

>> Richard: That would apply if someone is using a Google type way of their students accessing it.

>> Erin: Exactly. So we are handling those on a case by case basis. So we can certainly get everyone pointed in the right direction there.

>> Richard: I have a couple more that are Redshelf specific. One is does Redshelf work with the read and write chrome plug in.

>> Erin: It does.

>> Richard: Thank you. The next question was Redshelf how is it in terms of accessibility specifically in respect of alt text descriptions for images and graphs.

>> Erin: We run all of the content that comes through various checks for accessibility. There will be times when potentially the publisher has not included all of the correct things they should or maybe the alt text is not as robust. We encourage you to reach out to us and we will communicate that back to the publisher. One of the tools we find helpful for our accessibility offices is Collaboration. So we will often have an accessibility office make annotations or even in some cases alt text where the alt text is not as robust as it should be for students and then they share that collaboration session with their students so that information appears to them in the reader. So it's a bypass while you wait for a publisher to make changes.

>> Richard: Has Redshelf been audited to WCAG 2?

>> Erin: Yes. We have a VPAT and daisy has evaluated us for compliance.

>> Richard: One more question before we hand on to rick and there will be more time at the end. The question their school following trimesters. Can we get extensions?

>> Erin: I think we are getting questions like that from our Canada folks. I will route those questions to the folks who are in charge of that.

>> Richard: Thank you. We will hear from you later. Rudely interrupted but now your moment is here. Now your moment is here.

>> Rick: Thank you. Good afternoon to those joining. I see a lot of familiar names in the attendee list. I'm rick Johnson. I'm one of the cofounders of VitalSource and in charge of product strategy and I am delighted to be talking today about what we are doing about accessibility and what we are doing in helping to address this crisis that is so unexpected and unprecedented. Erin has done a great job talking about how publishers are responding, and we have seen hundreds of thousands of users being able to take advantage of these very generous capabilities. VitalSource helps is the program we have rolled out. It provides really the ability to get access to that content for those learners who have been separated from it. We are a global company. We have access to the U.S., Canada, UK and other countries in terms of what's happening at their schools. If you are in a situation in one of the other countries, get in touch with us and we will talk about what we can do to help you as we work with learners around the globe.

It's important as we work with content during this unexpected time is the unpredictable ability to access content and services as students are moving around from dorms to homes and needing access to their content. We want to be able to talk to you about how we are supporting those learners and how we are giving them the simple access, reliable access offline and accessible content. VitalSource helps program is an easy to use log in if as your edu address as you heard us discussing. Sign in with your existing or make a new account. It drops you into the search page to say what books are you looking for? What books do you need access to? You can search in whatever ways you want by author, title, subject matter, you can even search within the book that you are looking for. In the lower right corner you can download the apps and get offline access to take it outside of the campuses.

The different students and different capabilities needed here we try to accommodate as well. I wanted to talk about the accessibility features once you are in here and the accessibility features of gaining access to this as well. I asked Stacy Ray our product manager to join me on this call and walk you through these features. I will hand this off to Stacy.

>> Stacy: Thank you. My name is Stacy Ray. I'm a senior product manager at VitalSource. VitalSource has had a long-standing commitment to accessibility. We work hard to ensure our products are designed from the beginning with accessibility in mind. We support most Assistive Technology platforms including JAWS, NVDA, narrator, voiceover. I am going to share with you quickly a demo of VitalSource helps on bookshelf Mac using voiceover.

[Synthesized speech].

>> Stacy: You notice I was already on the explore tab which is where you find your VitalSource helps books. Here you can navigate, you can go through all of your books, you can search by ISBN, author, or title and key words.

[Synthesized speech]

>> Stacy: If I don't find what I'm looking for here, I can look by ISBN, et cetera. I can borrow the book at the borrow button.

[Synthesized speech].

>> Stacy: At this point, I borrowed the book VitalSource helps and it is in my library and downloaded. I'm going to switch back to the presentation.

So before I jump into some additional accessibility demos that we have planned, I want to take a minute and make sure that everyone is familiar with bookshelf. Bookshelf is more than an E reader. It is really a digital learning platform. We support all major platforms. We have online browser base and native apps including iOS, Mac and chrome books. So whichever books you prefer to read on we have you covered. A great thing about our native apps is they are 100% offline access. So once a student downloads a title they can access the entire book without an Internet connection. I know in this day and age our Internet connections are being tested to their maximum as we are all going online to do all of our work. We have a number of built in study tools that provide a rich learning experience for users. We can high light and take notes within the platform. We have flash cards so students can create and study flash cards. They can make bookmarks. They can define terms they are unfamiliar with and if they like they can look those up in Wikipedia. Finally we have two more instructor base features. We have review mode which is a study guide option where students can create a one-page document of all their highlights and notes and the assignments feature is something that an instructor can use to create a focused reading assignment in a particular book in bookshelf.

So now I'm going to talk about a few additional accessibility demos. We are going to look at screen reader support within the reader and make sure you have an understanding of how accessible the bookshelf application is. Then we will talk through visual adjustments, read aloud and sideloading which is a great option if you have an unprotected EPUB. If we have enough time I will talk about rich learning tools.

This is I'm on the library screen. You see my book is front and center. I'm going to go ahead and play. [Synthesized speech].

>> Stacy: You can see I'm navigating through the table of contents Y. Can navigate to any of the titles available. I'm going to locate a chapter and navigate to that.

[Synthesized speech].

>> Stacy: Once in the reader, I can navigate through the text using all of the common voiceover commands. I can move within headings and links and navigate around tables.

[Synthesized speech].

>> Stacy: That's enough of that. So, VitalSource bookshelf is extremely accessible in the E reader. Now we are going to navigate to some tools that we have available for low vision students. It will take just a second. Did I mention that the Internet connections are being a little stressed these days? I had a little freeze there. Next we are going to look at tools that low vision students can utilize to make visual adjustments in their EPUB. There's no read to rip apart the book or make special copies. You can do it in the app. I'm going to demonstrate using an EPUB using the same version of bookshelf Mac. I'm on the library screen which is where you will find all of the titles in your license. Students can license a number of titles including VitalSource helps and store and institution access programs. So there's a lot of ways to get your books into bookshelf. The top and center is the most recently read book. I have selected this thinking through sources for ways of the world book which is a really nice book because it's born accessible. Meaning it can take advantage of all of the reader EPUB tools that are available. So once in the reader I will navigate to the content controls with the AA icon. If my book has text that is too small for me I can adjust the font size and make it larger. You will notice the text reflows on the screen nicely. It doesn't fall off and cause me to pan and zoom. Another really good feature about the text controls is that they automatically resize with the tools associated with the EPUB, and I guess it reflows automatically whether on a laptop or smart phone and it doesn't require me to pan back and forth for the text.

This is a nice book, but I think I can benefit from changing the margins a little bit. You see how that reflows? Now I'm going to resize and then I will look at more controls within the content controls. Sometimes readers with low vision benefit from different combinations of background colors. Bookshelf has 4 background colors. Cyan, sepia, night and day mode. We have several different options within the reader. This one I have chosen here is own dyslexic which help readers with dyslexia avoid challenges they have with reading. Another feature is the read aloud tool. Read aloud can be useful to increase your reading speed and comprehension. Let's look at read aloud. If I navigate down to the speaker icon at the bottom of the screen.

[Synthesized speech].

>> Stacy: You can see the words are highlighted as they are being read so the user can follow along with them. I can also use read aloud controls to skip ahead or to skip back in the book. And finally, I can change the reading voice and speed. So this is super-fast now. [Synthesized speech].

>> Stacy: And super easy to change the reading speed. [Synthesized speech].

>> Stacy: You can choose a voice that you prefer. Earlier I mentioned a couple ways that you can add a book to the book license. If you have an EPUB that is unprotected, you can launch in bookshelf and enjoy our accessibility support that I have just demoed. I downloaded a file to my Mac, but now I'm going to double click it. You can use also any file sharing software that you prefer, but I downloaded it to the Mac to make it easier. I'm going to double click this file and it is going to open in bookshelf. The nice thing is that the table of contents and search work perfectly fine. So you can navigate through the book, do a book search. You can take advantage of all of the content controls that we just talked about to make visual adjustments. So this book had some font that was not really well spaced. So we are going to make that adjustment so it's easier to read and finally here's the search. So all of those rich tools that are available in bookshelf are available when the user sideloads an EPUB. Because the file is saved locally there are some features that aren't supported like highlights and notes. Those require us to sync on a data base and we are not able to if you have the file on your local machine we are not able to sync it to the data base.

It looks like we might have enough time for one more share. Within bookshelf we have some really rich learning tools. This really helps engage the student with the material so that they are really getting the most out of their study experience. Here I've got an EPUB. I'm going to use the go to page button at the bottom of the screen to skip down to the bottom of the or skip to another page in a book. I'm going to make a quick highlight and note. I'm going to use a bookmark to go to a specific location in a book. Open my figures panel, select a figure, navigate to that in the book and then I'm going to increase the size that I can see that figure. Finally with this figure if I like I can make a flash card. And study those. I've only got a couple cards here so I'm going really quick.

So again, really rich learning tools that users can share and engage with in their tool to get the most out of their learning experience. That's all we had to show for you today. If you have any questions concerning the VitalSource helps program or bookshelf in general, you can reach out to rick Johnson or myself. [Reading].

>> Richard: So we can pop back because we are not wrapping up just yet. Thank you so much rick and Stacy and lots of questions too.

Does VitalSource bookshelf work with read and write gold?

>> Stacy: It does not at this time.

>> Richard: Okay. When you are doing the demonstration I think on the Mac and using voice over and navigating through the book that speech was really fast. Can that be slowed down?

>> Stacy: Yes. While that speech seemed really fast for users that are really used to using Assistive Technology when I'm on a conference calls with people, theirs is much faster than this. I'm surprised at how quickly and how well they can hear the information and absorb it as fast as it goes. You can change the speed.

>> Rick: One thing I would add is we do support a lot of the Assistive Technologies that Stacy talked about JAWS, NVDA, talk back, narrator and whatever tools are to adjust the speeds and voices and reading alt text are made available through the bookshelf interface and the tools such as our own read aloud and other tools also have other features and adjustments in those too. So supporting in both cases.

>> Richard: Thank you. Peter pointed out that almost all learning that happens in prisons have to happen offline. Staff can go online but it's more tricky for the inmates. So the ability to download the content and read offline is interesting. Have you provided your product to a prison environment?

>> Rick: We have a number of institutions that we do have product in. I would encourage them to send us an e mail and we will hook them up with the right partner to talk about that opportunity.

>> Richard: I think maybe we will do a recap with Erin as well. Some questions around the eligibility of is this program available for students both with and without disabilities? And could you remind again about the length of time? How long will this program run?

>> Rick: I will start. There's a couple different factors that are involved here. The publishers depending on the geographic area and when school terms start, and top have defined the dates. That's why there's slightly different dates for U.S. verses Canada and the UK. As we get closer to the standard dates we recognize there are exceptions and as Erin mentioned, both companies are handling those exceptions. The same with students that don't have institution given e mail addresses both companies have ways of accommodating that so reach out and get in touch with us.

>> Erin: Our platform is not simply just for students with disabilities.

>> Richard: Would your reader read the image text? I'm assuming this is the read aloud. So the same question Erin had. What about alt text of images and figures?

>> Stacy: Yes. If the EPUB is built with support with alt text for the images and includes figures then yes the bookshelf app will read those appropriately. Read aloud does not read the alt text in the image. So read aloud is really a nice compliment to the written word on the screen, but it's not a replacement for Assistive Technology.

>> Erin: Agreed. Same on the Redshelf platform.

>> Richard: A question from Candace is bookshelf is maybe connected to Microsoft one note. Is that only for folks running windows?

>> Stacy: You can actually export your notes to one note with the VitalSource bookshelf online platform. It is available for systems that have windows.

>> Rick: Mac and windows and actually mobile platforms too. Once you get it into your one note account you can use it wherever one note is.

>> Richard: The question about whether you support read and write gold Jim's question is will you support read and write in the future?

>> Stacy: At this time it's not on our road map. We are always investigating new technologies and plug ins that may work well with our app. So I wouldn't rule it out but it's not on the road map.

>> Richard: It's come up a few times. Why don't you support read and write or Kurzweil?

>> Rick: One of the just from a systems technology point of view, one of things you need to understand with Assistive Technology is you have several different actors who are having to work in concert together. The book content needs to be marked up well. The reading system needs to honor that and work with that. You have things that are happening in the operating system and then the Assistive Technology that's working and taking advantage of or not taking advantage of features. As the open platform has evolved over the last years and different standards on how to approach and integrate things in an accessible way we are finding at VitalSource at least that we have many in depth conversations with not just Kurzweil and read and write and how to make these systems work together well. Depending on software ways of working around the system that aren't calling the standard API's that the standard operating systems provide, or the open platform supports. So it's hard for us as vendors to provide access to those. So we try to work with them on a one-off basis. I would ask you as the audience who sees the benefits to please lobby those partners to find a way to come together and do that.

>> Erin: I agree. I think it's important to note that not only Redshelf but VitalSource we work directly with daisy and other organizations to try to find new standards, new ways of doing things, new ways of integrating tools into our products and those kinds of collaborations are really leading to a lot of advancements with the tools that we can put into our systems. So it's changing all the time. In just the 3 years I have been at Redshelf there's been a huge change in trying to adapt to what Assistive Technology is doing and how we work those things into our systems. And I think with the introduction of better ways to create content that's only going to get better and all of us working together on this is the only way to make it successful.

>> Richard: Thank you for those answers. So we focus a lot in your presentations on access for folks with vision impairments and also dyslexia. Can you speak to students with dexterity issues?

>> Stacy: I was going to say that's a really great question. It's not something that we have experimented with at this time. I think as technology evolves, as our systems and capabilities evolve that's something that definitely can be of interest. I haven't used that. I haven't done any R&D around that.

>> Rick: We depend on the host operating system in those areas. How do they interface with the tools, how do they provide access to voice control and we leverage with apple and Google to the extent they allow us? You will see us do a lot of adoption as they roll out those platforms.

>> Erin: Our development teams are interested in things like this. We include the idea of somehow engaging with things like switches and other different types of Assistive Technology for those kinds of concerns when we do our on boarding we have discussion around that. We have had a couple of schools reach out to us about it. So it's something on our radar and something we would like to accomplish but it can be challenging and one of those other things that we can't just accomplish on our own.

>> Rick: Can I jump in. I see a number of questions about DRM. I would like to talk about DRM as it comes up with accessibility. This is the beauty and benefits of vendors such as you have here on the panel today of adopting standards and using standards. We as vendors can provide security that our publishing partners are demanding and open up these standards so Assistive Technology can give you full access to the content and navigation and alt text and different markup that's in there. I've been in the industry for more than 20 years. For more than 20 years I have heard users crying why aren't publishers doing the right thing and now they are doing it? We are getting born accessible content and systems adopting standards. So things like DRM are not the problem that they used to be. It can be somewhat of a distraction. So when you are able to sideload or have content that have been chosen to protect, you shouldn't have to worry about accessibility. It should be provided and not be worried about.

>> Richard: Thank you. I hope that addresses the question from Eric about the books that are encrypted does bookshelf work.

I'm going to combine questions here. A question folks have tried out text to speech and it didn't seem to be available in all titles. Can you clarify if text to speech read aloud is available across all titles and extending that question, is there an opportunity for librarians to check out a title to evaluate accessibility before it gets to the student?

>> Erin: I get a number of questions about this from our students. We do have some titles that it seems to be a thing that they are digging deep into the repository and finding some titles that have to be reprocessed to add text to speech. We do offer that on all of our books if it is not available in the tool it takes 45 minutes to an hour to reprocess the book and then it is available.

>> Rick: From the bookshelf side 100% of our titles support text to speech. It would get rejected at import if it didn't. To provide access to disability offices absolutely.

>> Stacy: If I can just add on to that for a second. Text to speech we utilize the voices available in your operating system. Some systems allow you to download additional voices. Definitely that is a feature that is well received. As far as provide access to DSO's to check out a title, you can do that by e mailing us at accessibility @ vitalsource.com and provide your information as well as the title you are requesting access to and we will get that access to you.

>> Erin: Same with Redshelf.

>> Richard: You explained it is possible to get hold of sample content if you want to check out accessibility features. Can you learn about the accessibility before you download a title?

>> Rick: I love that question. We were very excited to start rolling out our transparency program which is trying to solve that last mile issue. I can tell you how accessible our bookshelf is and all of that but if the content doesn't support what you need, you have no way of knowing that ahead of time. A year ago we rolled out and awarded thank you daisy the publishing award for last year. We rolled out the ability to see the claims that publishers are making about a particular title and what have they declared and who is making the declaration. Is it the publisher or a trusted third-party vendor? So you will know ahead of time what is the claims of this piece of content.

>> Richard: Great, thank you for that. Question to both of you. Do you partner with the access text network?

>> Erin: Yes we do.

>> Rick: We do too. Access text is mainly a publisher run network.

>> Erin: It's important to know that a lot of campuses use ATN. Since we are the E reader for [inaudible] campuses that's a good way to find out whether or not a title is on our platform.

>> Richard: Great. Folks are learning about your platforms and you covered a lot of ground in your answers. We have another question which is do your platforms have the same titles? Do they differ in some way in terms of content?

>> Rick: I think you find that the leading education publishers are pushing their content out to the channels that need it. If you find a difference it is something probably only of timing.

>> Erin: Same.

>> Richard: Wonderful. I think maybe you could just finish by summarizing the timing of this offer that's available during this time of the COVID 19 crisis. We have questions about the eligibility and how long that runs for and whether it's available to students who are disabled or nondisabled. So closing comments to that topic and then we will move to the closing slide.

>> Rick: The program is intended to solve access to students who are disrupted this term. The publishers have set up default term endings. If your school has a different term ending than that or other accommodation made, get in touch with us. There's students who have a dot edu address should get access. If you don't have dot edu, get in touch with us.

>> Erin: I second that comment.

>> Richard: Fantastic. We get a log at the end of questions and we will follow up. We are coming to the end of this session. Thank you for joining us. Erin, rick, Stacy, thank you for sharing that great information. If you do have additional questions or would like to contact directly with any of our speakers you can reach out to them using their contact information that they provided. Then coming up in the next couple of weeks Stacy you removed the slide. On April 8 we have publishers face off to prove the accessibility of their EPUB. This is on the topic that rick mentioned about the amazing work that some publishers are doing to make sure that titles are born digital are accessible. April 15 we have create EPUB publications from Microsoft word. April 22nd we have making math accessible one step at a time. We have many more webinars lined up in the future. So make sure you are signed up and receiving e mails from our announcement list. We would like to hear your suggestions for any subjects. Indeed if you have a webinar in you that you would like to propose, please e mail us at webinars @ daisy.org. Thank you for your time. Have a wonderful rest of your day.