

Policy Sheriff for SharePoint from HiSoftware Pilot Project

High Tech Center Training Unit
In coordination with the Chancellor's Office
of the California Community Colleges
Spring 2013

Project Summary

HiSoftware Policy Sheriff for SharePoint is an automated Web accessibility testing tool for use with SharePoint Services from Microsoft. SharePoint is a Content Management System (CMS) that extends the ease of use for Microsoft Office product users. Policy Sheriff for SharePoint will enable SharePoint-based content to be made accessible, and provide diagnostic and management services to help organize campus accessibility efforts. A limited pool of licenses for Policy Sheriff for SharePoint will be made available free of charge to 20 California Community Colleges **who use the SharePoint CMS to host content for students**, based on a competitive application process. Additional licenses beyond the first 20 licenses awarded will be made available to individual campuses (who do not win 1 of the 20 free licenses) to purchase at a substantial discount.

Overview

Policy Sheriff for SharePoint is a unique solution for dealing with the accessibility issues surrounding the usage of SharePoint services. The SharePoint content management system from Microsoft is a popular tool for managing websites, intranets, and collaborative shared resources. Unfortunately, the SharePoint services are not accessible for users with disabilities, and the content distributed via SharePoint services is not accessible without extensive customization. Policy Sheriff for SharePoint remediates these problems by integrating into the SharePoint services and allowing users to diagnose and repair accessibility issues.

The Policy Sheriff for SharePoint provides automated assessment functions that can diagnose Web-content issues related to accessibility. By selecting the desired assessment criteria, such as the Section 508 Standards or World Wide Web Content Accessibility Guidelines (WCAG), an itemized report can be generated that details specific issues and provides instructional resources on how to remedy these issues. Reports can be made on demand or be scheduled to run automatically. Reports can be sent directly to responsible parties for specific Web content, enabling a scalable approach to managing and addressing the accessibility issues for a SharePoint website.

Policy Sheriff for SharePoint services is an enterprise-level tool and is priced accordingly. Starting prices begin at \$74,000.00 (USD) and can easily rise above \$125,000.00 (USD), making it cost-prohibitive for most campuses to purchase individually. HiSoftware (the maker of Policy Sheriff for SharePoint) has agreed to special pricing in order to facilitate this project, with the intention of identifying an effective long-term solution for an ongoing subscription model for the California Community College system.

The High Tech Center Training Unit is providing this pilot program free to 20 campuses in order to assess the scope of penetration of SharePoint services within the California Community College system and to determine the effectiveness of the Policy Sheriff for SharePoint tools as a Web accessibility resource. Campuses receiving the Policy Sheriff for SharePoint will work with the High Tech Center Training Unit in order to receive training on using the tool, creating accessible Web content, and collecting data on usage and accessibility improvements for the campus website. Designated campus staff receiving training will be expected to pass on training to local campus content creators.

Campuses who receive the free Policy Sheriff for SharePoint package must be using SharePoint for the creation and delivery of Web-based content intended for use by students.

Essential Criteria

In order to obtain a free license for Policy Sheriff for SharePoint, campuses must agree to the following:

- Identify a contact person who currently manages the campus SharePoint services;
- Identify a contact person from the DSPS program to help facilitate ongoing trainings;
- Identify faculty and staff who create content for students with the SharePoint system;
- Identify a local campus trainer who will be trained in the use of Policy Sheriff for SharePoint services and Web accessibility best practices, who will then deliver local (campus level) training and support for users of Policy Sheriff and SharePoint;
- Provide training opportunities for content creators and SharePoint administrators on general Web accessibility, either by hosting a live training at your campus/region or sending your faculty and staff to the High Tech Center Training Unit—all training must be arranged and completed before September 1, 2013; and
- Implement the tool within 30 days of receiving their license, working with the High Tech Center Training Unit to document the process and create a system knowledge base for any issues related to installing and using the Policy Sheriff for SharePoint tools.

System Need

The Policy Sheriff for SharePoint pilot program is a response to a growing system need that is particularly challenging to address at an individual campus level. The current lack of accessibility in SharePoint Web content represents a serious challenge for many students with disabilities who need to access Web-based content in order to pursue their educational goals. By leveraging our system-wide negotiating power, we are able to provide access to the Policy Sheriff for SharePoint software, where the cost would otherwise be prohibitive for an individual campus to purchase. By providing an opportunity to use the Policy Sheriff for SharePoint tools, the High Tech Center Training Unit will be better able to determine the capability of campuses to improve accessibility of their SharePoint Web content with the Policy Sheriff for SharePoint tools; and determine whether or not the Policy Sheriff for SharePoint tools can be an effective asset for the California Community College system to deliver accessible Web content via the SharePoint CMS.

Outcomes

The project goals are straightforward and easily measurable via the Policy Sheriff for SharePoint system reporting functionality.

The HTCTU will:

- Identify 20 campuses who use SharePoint to deliver Web-based content to students;
- Conduct an initial survey of participants to determine their existing processes for managing the SharePoint content and a final summary to assess any significant changes to these processes because of the Policy Sheriff for SharePoint tools;
- Provide training to content creators and system administrators on Web accessibility, using the Policy Sheriff for SharePoint tool to assess and repair Web content for accessibility;
- Collect data from participating campuses on usage of the Policy Sheriff for SharePoint tools, and corresponding metrics of Web accessibility for SharePoint content over the second half of 2013 (July–December); and
- Provide a final report to the Chancellor’s Office detailing the results of the pilot project and whether or not the Policy Sheriff for SharePoint tool can support the accessibility needs of our campuses using SharePoint.

Central Elements: Pilot Program Expectations

Item	Commitment of Participating College
Project Length	Up to 9 months (based on installation date; pilot program ends in December 2013)
Server Space	Policy Sheriff for SharePoint must be installed on the local SharePoint server.
Staff	Campus SharePoint Services Administrator DSPS Accessibility Training/Support Contact Campus training specialist/designee
Training	Limited installation assistance and technical support for installation provided by HiSoftware (1 hour) Using a train-the-trainer model, local campus trainers will be trained by the High Tech Center Training Unit in: <ul style="list-style-type: none"> • Usage of Policy Sheriff for SharePoint • Web Accessibility best practices • Legal standards & requirements • Systemwide resources for accessibility support Local campus trainers will deliver trainings to

Item	Commitment of Participating College
	<p>faculty and staff who create content within the SharePoint system.</p> <p>Content creators will be allowed and encouraged to pursue additional training opportunities on Web accessibility provided by the High Tech Center Training Unit.</p>
Usage	<p>At a minimum, campuses will use the Policy Sheriff for SharePoint software to conduct monthly assessments based on the Section 508 Standards.</p>
Data Collection	<p>Determine number of students who need to access SharePoint content.</p> <p>Identify faculty and staff who create SharePoint content.</p> <p>Document training efforts, including number of content creators who receive training, specific types of training, and total training hours per individual.</p> <p>Campuses will prepare a final report by December 2013, reporting on:</p> <ul style="list-style-type: none"> • Usage data of Policy Sheriff for SharePoint • Overall changes in Web content accessibility • General satisfaction of users.
Implementation	<p>Install Policy Sheriff for SharePoint onto college SharePoint server within 30 days of winning license.</p> <p>Work with High Tech Center Training Unit to document installation process.</p> <p>Provide a plan for addressing the training needs of your campus content creators, including a schedule for trainings that will enable SharePoint content creators to receive training prior to the beginning of Fall Semester/Quarter 2013.</p>
Collaboration	<p>Work with High Tech Center Training Unit to identify issues with installation and usage of the Policy Sheriff for SharePoint tools.</p> <p>Participate in email listserve dedicated to this project to share best practices, identify issues, and provide support to other colleges when possible.</p>

Central Elements: High Tech Center Training Unit

Item	Commitment of High Tech Center Training Unit
Project Length	<p>Nine-month commitment of providing specialized trainings for SharePoint.</p> <p>Ongoing commitment for Web accessibility best practices.</p>
Software	<p>A subscription for the Policy Sheriff for SharePoint services from HiSoftware.</p>
Training	<p>Provide trainings at High Tech Center Training Unit, DeAnza College, Cupertino, CA.</p> <p>Work with individual campuses to create training materials.</p> <p>Provide localized trainings across different regions and campuses to provide additional opportunities for faculty and staff to receive training.</p> <p>Provide Web-based trainings via CCCConfer to provide additional opportunities for campuses to receive training. These training sessions will be archived and available for other participants to access for anytime anywhere training assistance.</p>
Data Collection	<p>At the conclusion of the pilot project, the High Tech Center Training Unit will aggregate the individual reports from participating campuses and provide a summary of the collected data.</p> <p>Work with colleges to capture installation issues and questions.</p> <p>Work with colleges to capture questions about general usage of Policy Sheriff for SharePoint.</p> <p>Create email listserv for this project to facilitate collaboration and data collection.</p> <p>Create and maintain Web-based information for frequently asked questions, training, and support.</p>

Application: Policy Sheriff for SharePoint Pilot Project

High Tech Center Training Unit
In collaboration with the Chancellor's Office
of the California Community Colleges

- We welcome your application to participate in the Policy Sheriff for SharePoint pilot project. *Before completing this application*, please read the attached materials about the project in order to understand what is required from your campus.
- **Submit this application (1 original & 2 copies) by April 12, 2013, to:**
 - Policy Sheriff Pilot Project
 - High Tech Center Training Unit
 - 21050 McClellan Rd.
 - Cupertino, CA 95014
- A completed application packet will include the following:
 - This initialed and signed application
 - Brief narrative as outlined in *Institutional Commitment* below
 - Letter of support

Identify the SharePoint Services Pilot Project Administrator for your college:

Name: _____

Title: _____

Phone: _____ Email: _____

Fax: _____

The above-named Policy Sheriff for SharePoint Services Pilot Project Administrator should initial the following checklist of program commitments to ensure your college can meet the basic requirements of the project.

___ **Timeliness of installation**

This project is a short-term pilot to gather data on the effectiveness of the Policy Sheriff for SharePoint tool, as such it is critical to get the Policy Sheriff

for SharePoint tool installed as quickly as possible, so that user training can begin, allowing for the generation of usage data as soon as possible.

___ Policy Sheriff for SharePoint services will be installed within 30 days of receiving your license.

___ **Planning**

___ Provide an overview of your implementation and training plans.

___ Identify deadline dates for installation of the Policy Sheriff for SharePoint tool.

___ Identify deadline dates for training your campus trainer(s).

___ Identify dates for beginning and end of your fall semester/quarter in 2013.

___ Identify date for submitting final project report (final project report must be completed no sooner than the end of your fall term of instruction, but prior to December 31, 2013).

___ **Training**

___ Identify local campus trainer who will work with the High Tech Center Training Unit to create instructional materials and facilitate ongoing trainings.

___ Local campus trainer commits to attending a training on Web accessibility and basic usage of the Policy Sheriff for SharePoint services within 30 days of college receiving Policy Sheriff license. The High Tech Center Training Unit will reimburse travel costs for campus trainer to attend a training in Cupertino, or a local training will be delivered to your region/campus, in addition to training opportunities provided via CCCConfer.

___ Local faculty and staff who use the SharePoint CMS to create and distribute content will be trained by September 2013. The High Tech Center Training Unit will provide additional trainings to supplement and better support college training efforts, continuing throughout 2013 and beyond.

___ **Reporting**

___ The Policy Sheriff for SharePoint Services provides automated reporting capability. This capability shall be configured to conduct monthly automated assessments, which will be sent directly to the High Tech Center Training Unit, in order to capture incremental progress of using the tool.

___ Additional data on number of users and overall satisfaction shall be gathered via electronic surveys conducted by the High Tech Center Training Unit.

___ A final report detailing the experience of using Policy Sheriff for SharePoint services shall be submitted by the end of December 2013. This report must include:

- Total number of users trained in use of Policy Sheriff for SharePoint services;
- Ultimate level of change in accessibility of SharePoint content;
- Overall effectiveness of the Policy Sheriff tool in the process of resolving accessibility issues;
- Overall campus satisfaction with the Policy Sheriff tool;
- Need for ongoing or additional training in web accessibility; and
- Rating of desire for continuing using the Policy Sheriff for SharePoint services tool.

___ **Institutional Commitment**

___ Provide a brief narrative (on separate sheet of paper) describing how SharePoint is used at your college to deliver content to students, and describe your plan to implement the Policy Sheriff for SharePoint tool within your college. Describe the SharePoint content creators on your campus and your plan for addressing non-accessible SharePoint content.

___ **Institutional Support**

Attach a letter of support from your Chief Information Systems Officer.

Provide signatures of the following individuals (or their equivalent):

Dean of Student Services:

Signature: _____

Name: _____ Date: _____

Director of IT / SharePoint Services Administrator:

Signature: _____

Name: _____ Date: _____

Campus Trainer:

Signature: _____

Name: _____ Date: _____

DSPS Coordinator/Director:

Signature: _____

Name: _____ Date: _____

Assistive Technology / Alternate Media Specialist, DSPS:

Signature: _____

Name: _____ Date: _____

Policy Sheriff for SharePoint Service Pilot Project Administrator:

Signature: _____

Name: _____ Date: _____

Thank you for your interest in this new project.

If you have any questions, please contact:

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