EIR Accessibility Exception Request Form Instructions

All hardware, software, applications, websites, and other Electronic and Information Resources (EIR) must comply with certain technical accessibility standards. (Examples include, but are not limited to, the EIR categories within the EIR Accessibility Standards table.) If achieving compliance with these standards is not possible, an EIR Accessibility Exception Request Form (pdf) must be submitted to the EIR Accessibility Coordinator at itaccessibility@tamu.edu prior to routing to your respective dean or vice president.

Please answer ALL of the questions completely; do not leave any blank. Failure to answer all questions will result in delays in processing your request.

1. Requester Information
   - **Requester Name**: The name of the individual filling out the form.
   - **Title**: Enter the requester’s official job title.
   - **Date**: Enter today’s date using the format MM/DD/YYYY.
   - **Email**: Enter the requester’s email address.
   - **Phone**: Enter requester’s preferred phone number, including area code and extension (if applicable).
   - **Office Address**: Enter your office address, including mail stop (if applicable).
   - **City, State, and Zip**: Enter the city, state, and zip code of your office address.
   - **Program or Division**: Enter the name of the program or division. Examples: Texas A&M Information Technology; TEEX; TAMU College of Liberal Arts.
   - **EIR Owner**: Enter the name of the person who is responsible for the business function supported by the EIR and/or its deployment (This may include determining controls for—and overseeing the development, acquisition, and/or use of—the EIR in question.)

2. Description of Inaccessible EIR
   - **EIR Title**: Enter the name of the EIR, **including the version**. 
     Example: MATLAB Student 8.3
   - **EIR Description**: Provide a concise description of what the EIR is and how it is used. The product URL must be included.
   - **EIR Type**: Select one of the following options, or “Other” and enter a description of the EIR type. Some solutions may include more than one type; in those instances, select “Other” and list the applicable EIR types within the space provided.
   - **EIR Status**: Select one of the following options. The first three selections typically only apply to products being developed onsite. For the remaining selections, please don’t forget to indicate the vendor or third party reseller.
   - **The usage scope for this EIR**: Select all of the options that apply.

3. Justification for Exception
   - **Select the reason(s) for requesting this exception**: Select all of the options that apply.
     - **Cost prohibitive**: The cost for making the EIR accessible is significant in comparison to the departmental, unit or university budget; this reason alone is not enough to justify an exception.
Underlying EIR technology platform not accessible: The technology required to utilize the EIR is not accessible. Example: A given software may have been developed with accessibility in mind, however the hardware is inaccessible.

Adequate skilled resources unavailable: Skilled personnel to remediate the inaccessible EIR are not available. Note: Sometimes third-party service providers are contracted for this purpose, and this is a viable option of the budget is adequate.

Large program impact: Although inaccessible, the EIR presents a significant institutional advantage which impacts the university’s mission and/or core values.

Nearing end of life cycle: The EIR is nearing its end of life, or its useful purpose, so the return on investment for the cost to bring the EIR into compliance does not warrant remediation.

Marketplace exception: After research of comparable products, it has been determined that an accessible EIR which accomplishes the particular business need of the university is not available.

- Provide supporting information to justify this request: Provide a detailed explanation for requesting this exception as well as the importance of the EIR to the University mission or operations. Example: No accessible alternative exists which provides screen reader compatible remote support, and this product is critical for students who are preparing for job interviews.

- Date of Accessibility Evaluation: Enter the date that the accessibility evaluation was performed. Use the format MM/DD/YYYY. (If no formal accessibility testing was done by the IT accessibility team or an external testing entity, please respond “N/A.”)

- Estimated cost of bringing the EIR into compliance: Enter an estimated dollar amount if this is a resource being developed internally. If no estimate has been done, you must explain why. For EIR procured from sources external to the university, please indicate the extent to which changes could be made by university personnel which could positively impact access, as well as the time and expense required to implement.

- Planned Accessibility Compliance date: Enter the date those responsible for product development and deployment expect the EIR to be in compliance with accessibility standards.
  - Use the format MM/DD/YYYY.
  - This can typically be obtained by contacting the vendor or third-party reseller.
  - If you are unsure of the date or if no date is planned, you must explain why.
  - It is advantageous to note your plan for obtaining compliance updates from the vendor or third-party reseller.

- Other relevant information: Enter any other relevant information. This could include any features or components of the EIR that are accessible, more details on how the EIR will be used, etc. Providing a statement of accessibility compliance from the vendor is advantageous; these can sometimes be secured online.

4. Alternative Compliance Methods

- Describe the alternative means of access, including time and expense to implement: Provide a detailed description of an alternative but equitable means of access for individuals with disabilities who could not otherwise receive the benefit of the EIR in question. This solution must result in an equivalent experience for the user. Example: Orders may also be placed over the phone or in person at the box office utilizing a 24-hour help line. (If others can access information 24 hours a day, 7 days a week utilizing a website, the alternative should provide the same type of access.)

5. Recommendations (for internal use)