

# Moodle Accessibility Statement

## Using Moodle

Moodle is the City of Glasgow College's virtual learning environment (VLE). Students and lecturers use Moodle to access resources for learning and teaching and participate in College courses. We want as many people as possible to be able to use the VLE effectively. Therefore, it is important that we prioritise accessibility in the design of all Moodle courses.

It is crucial that in all areas of Moodle users can:

- Change attributes such as the colour scheme, fonts, and text size using accessibility tools (including Recite Me)
- Zoom in up to 300% without any text spilling off the screen
- Navigate most of the website using a keyboard
- Navigate most of the website using speech recognition software
- Listen to most of the website using a screen reader (included in the most recent versions of Recite Me, JAWS, NVDA and Voiceover)

[AbilityNet](#) offers help regarding individual adjustments to your computer, laptop, tablet, smartphone, making your device easier to use if you have a disability.

Students at the City of Glasgow College can in addition access a range of assistive technologies and accessibility tools listed in [our guide](#).

## How accessible is Moodle?

The Moodle platform is a complex system with many parts. Its code is always evolving, and modules can be enabled and disabled. The interface can be heavily customised using themes and thousands of settings. Actual content can be produced by any teacher or any student. As such, it is impossible to say with 100% certainty whether Moodle or any site based on Moodle is fully accessible or not. Accessibility is not a state; it is a process of continuous improvement in response to our users and the wider technical environment.

When deciding how Moodle should present its content for best Web accessibility, the [WCAG 2.1 guidelines](#) are followed. These guidelines cover a wide range of recommendations for making Web content accessible.

## What to do if you can't access parts of Moodle

If you need information published on Moodle in a different format, such as accessible PDF, large print, easy read, audio recording or braille:

- email: [learningtechnologies@cityofglasgowcollege.ac.uk](mailto:learningtechnologies@cityofglasgowcollege.ac.uk)

We will consider your request and get back to you in 5 working days.

## Reporting accessibility problems with Moodle

We are always looking to improve the accessibility of Moodle. If you find any problems that aren't listed on this page or think we're not meeting the requirements of the accessibility regulations:

- email: [learningtechnologies@cityofglasgowcollege.ac.uk](mailto:learningtechnologies@cityofglasgowcollege.ac.uk)

We will consider your request and get back to you in 5 working days.

## Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you're not happy with how we respond to your complaint, contact the [Equality Advisory and Support Service \(EASS\)](#).

## Technical information about accessibility in Moodle

City of Glasgow College is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.

## Issues with technology

Most accessibility issues can be fixed using technology available in the College. For the most part, making content accessible does not require a high level of technical knowledge. Though we are always working to identify issues and improve accessibility, it is important we remain committed to promoting better practice in the College.

We recognise that it is crucial for all Moodle Courses to include:

- Alt-text for images and graphics
- Closed captions for video content
- Transcripts for audio content
- Captions and alt-text for graphs or charts
- Descriptive hyperlink text
- Instructions for interactive content or engagement
- Accessible supporting documents
- Contact details and supporting information
- Information regarding objectives, content, and assessment
- Information on feedback and evaluation

The Moodle Platform itself is accessible, but we are aware that not all our legacy content is accessible for a variety of technical and past authoring reasons. Here we have identified issues and various areas of Moodle which affect accessibility in different ways.

## Issues with text

- Some embedded text does not meet the requisite size nor has adequate spacing to be considered accessible. This is sometimes the case when text has been copied and pasted into the Moodle text editor. This can sometimes override Moodle's default styles, which for the most part automatically meet accessibility standards. However, accessibility tools such as Recite Me do allow users to remove custom fonts and colours from text.
- Some hyperlinks do not include descriptive text.
- Moodle's default hyperlink colour is currently too light, which means the contrast between the hyperlink text and the white background does not meet accessibility standards.

We plan to fix these issues. As we publish new content, we will make sure that all link text meets accessibility standards.

## Issues with PDFs and other supporting documents

- Many of our older PDFs and Microsoft Word documents do not meet accessibility standards. For example, they may not include machine-readable text and as a result are not compatible with screen readers. We require all new supporting documents, such as Word documents, to be checked in advance, using a native accessibility checker tool.

The accessibility regulations don't require us to fix PDFs or other documents published before 23<sup>rd</sup> September 2018 unless they are essential to providing our services. For example, we don't plan to fix documents from older Moodle courses that are archived and are no longer being taught. Any new PDFs or Word documents we publish will meet accessibility standards.

## Issues with images

- Many images embedded in Moodle do not include alt-text.

We will check Moodle for informative images that do not have alt-text and take steps to make sure lecturers are aware of these requirements. This does not apply where images are purely decorative and do not add anything to the content of the page.

## Issues with video, audio, and multimedia

- Some videos on Moodle do not provide close captions.
- Some live video streams in Moodle do not have live captioning.
- Much of the audio content uploaded to Moodle does not include a corresponding transcript. This is often an issue for recorded lectures.
- Some video and audio files in Moodle are too large (over 250 MB) and take too long to download.

We plan to fix these issues on an ongoing basis by making use of automatic captioning available on streaming platforms such as Microsoft Stream, ClickView, Zoom Cloud and YouTube. We are continually training lecturers in the use of these platforms and will make sure they are aware of captioning requirements going forward.

We do not plan to add captions to live videos streams as live video is exempt from meeting accessibility regulations. However, automatic live captioning is an available feature in programs such as Microsoft PowerPoint and Zoom. Assistive technologies can also be used to provide live captioning for videos and virtual classrooms.

We encourage students and lecturers to use media streaming sites to host video and audio content and advise compressing video and audio files before uploading to Moodle.

### Issues with interactive content

- Some content within Moodle comes from 'content packages', which the College buys from external suppliers. This includes essential staff training such as Health and Safety, Procurement, and Equality and Diversity. Some of these content packages may not be entirely accessible. For example, they are not compatible with accessibility tools such as Recite Me.
- Interactive content created using H5P is also incompatible with the accessibility tool Recite Me and assistive technologies used for speech recognition navigation.

When the licenses for external content packages (such as SCORM packages) expire and they are due for replacement, accessibility will be a requirement of their replacement.

The H5P plugin available in Moodle, used for quizzes and other asynchronous learning and teaching activities, is not compatible with Recite Me. However, H5P uses HTML5 and many of its interactives are accessible. We will take steps to ensure that lecturers are aware of this issue, and therefore must provide text-based alternatives to these activities where appropriate.

### Disproportionate burden

This section covers issues that we cannot fix right now. We have assessed the cost of fixing these issues but believe that doing so would be a disproportionate burden within the meaning of the regulations.

The accessibility regulations don't require us to fix PDFs or other documents published before 23 September 2018 unless they are essential to providing our services. For example, we don't plan to fix documents from older Moodle courses that are archived and no longer being taught.

We are aware that there are several legacy videos embedded within courses that do not have closed captions or available transcripts. We will fix these on an ongoing basis. The College has access to the Zoom Cloud, ClickView, Microsoft Stream and YouTube, and old content dependent on its nature will be migrated to platforms that supply closed captions and transcripts.

If you have a request about a specific item, please contact us and we will be happy to provide alternate formats on request:

- email: [learningtechnologies@cityofglasgowcollege.ac.uk](mailto:learningtechnologies@cityofglasgowcollege.ac.uk)

## How we tested accessibility in Moodle

This website was last tested on 20.09.2020. The test was carried out in-house by the Learning Technologies Moodle Team from the Learning and Teaching Academy. We looked at the Moodle Dashboard, the login page and the Site Home page.

In addition to this, an audit of Moodle courses was last carried out on 22.09.2020 by a team in Learning Technologies, from the Learning and Teaching Academy. The team sampled 50 courses from across the College, selecting courses with the highest student enrolments and equally from College faculties.

## What we're doing to improve accessibility

As we develop content on an ongoing basis, we will ensure that content meets the [City of Glasgow College Online Learning Standard](#).

City of Glasgow College's Moodle site has an annual upgrade cycle. With each upgrade, we will assess the accessibility of the core Moodle product. We will:

- Identify any areas we can improve quickly and make those improvements as soon as possible.
- Come up with a development plan for any areas that will take longer to develop.
- Liaise with any third parties who provide Moodle content or plugins and make them aware of any accessibility issues we find. This includes departments within the College who purchase third-party content packages.
- We will continue to monitor 3<sup>rd</sup> party apps that are embedded in Moodle like Turnitin (our similarity detection engine), Clickview, Zoom, Mahara, and other relevant tools, and we will monitor their performance directly and their own accessibility statements through the [textBox Digital Service](#).
- We will monitor sectoral issues and ensure that good practice is deployed locally by participating and following developments through the [Jisc Accessibility On-line Community for UK Higher and Further Education](#).
- We have an online course that covers accessibility for all staff areas and is part of our staff induction.

This statement was prepared on 20th September 2020. It was last updated on 6th November 2020 and is based on a [model supplied by the UK Government](#) at 12.09.2020.