

LaGuardia Center for Teaching & Learning

Project Plan

Office for Student with Disabilities (OSD) Web Site's Project

Turgut Tezir
12.19.03

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Project Information

Project Name	Office for Student with Disabilities (OSD) Web Site
Date	5 January 2004
Project Ownership	LaGuardia Center for Teaching and Learning

VII. Contact Information for project Key Team Member

Center for Teaching and Learning

Name	Position	Phone & Room	Email
Turgut Tezir	Instructional Design Assistant	718-482-5462 M-414	ttezir@lagcc.cuny.edu
Josephine Corso	Associate Director/Director of STM Program	718-482-5416 M-414	jcorso@lagcc.cuny.edu

Office for Student with Disabilities

Name	Position	Phone & Room	Email
Matthew S. Joffe	Director, Students with Disabilities & Learning Project	718-482-5278 M-120B	matthewj@lagcc.cuny.edu
Jhony Nelson	Coordinator, Students With Disabilities Office	718 482-5260 M119	jhonyn@lagcc.cuny.edu

Instructional Services & Media Distribution Office

Name	Position	Phone & Room	Email
Robert Monegro	Multimedia Network Manager	(718) 482-6126 M301	robertmo@lagcc.cuny.edu
Gianina Bujosa	Senior Web Programmer Web Servers Administrator	718 482-6142 E506b	giany@lagcc.cuny.edu

VIII. Introduction:

This document is the Project Plan for the Office for Student with Disabilities (OSD) Web Site that will run from January 5, 2004 to end of May 5, 2004. The plan follows the guideline from Information Technology Project Management's book. Web page developer must consider disabilities situations during page design. Each accessibility design choice generally benefits several disabilities groups at once and the web community as a whole. For example, by using style sheets to control font styles and

eliminating the font element, HTML authors will have more control over their page, make those pages more accessible to people with low vision, and by sharing the style sheets, will often shorten page download times for all users. These situations are:

- User may not be able to see, hear, move, or may not be able to process some type of information easily or at all
- User may have difficulty reading or comprehending text.
- User may not have or be able to use keyboard or mouse.
- User may have a text-only screen, a small screen, or a slow internet connection.
- User may not speak or understand fluently the language in which the document is written.
- User may be in situation where their eyes, ears, or hands are busy or interfered with.
- User may have an early version of a browser, a different browser entirely, a voice browser, or different operating system.

1 Description of the Project: To create a web page from a design perspective, a Section 508 (Web Content Accessibility Guidelines 1.0) web site compatible for individual with disabilities who use adaptive equipment and assistive technology.

2 Goal of the project: The goal of the Web Site for the Office for Student with Disabilities (OSD) is to make Web content more available to all users. This web site helps disable student at LaGuardia Community College and other user who access this web site to find information on the web more quickly and easily.

3 Web Content Accessibility Guidelines 1.0: (See attachment): This guideline explains how to make Web Content accessibility to people with disabilities. These principle and design ideas help disabilities to access the information they are looking fore more quickly and easily. Below bullets are checklists for accessibility web site. Web page developer must consider all these bullets to create this web site.

- For all images, is alternative text provided?
- For all applets, are alternative text and content provided?
- For all image map links, is alternative text provided?
- For all graphical bottoms is alternative text provided?
- Is there an absence of ASCII art, and instead, are image and alternative text use?
- If object was used to incorporate an image, applet, or script into a page, is to information also conveyed in an alternative means in cases where the object cannot be perceived, such as with “title” or within the body of the Object element?
- Are long description provided of all graphics that convey important information?
- For stand-alone audio files, are textual transcripts of all words spoken or sung as well as all significant sound provided?

- For audio associated with video, are captions textual transcript of dialog and sound synchronize with the video?
- Where sounds are played automatically, are visual notification and transcript provided?
- For short animation such as animated “gifs” images, are alternative text and a long description provided, if needed?
- For movies, are auditory descriptions provided and sermonized with the original audio?
- If color is used to convey information, is the information also clear from the markup and/or text?
- Are foreground and background color combinations used that provide sufficient contrast when viewed by someone with color blindness or when viewed on black and white screen?
- For auto-refreshing or timed response pages, is a second copy of the page provided where refresh only happens after a link has been selected (until user agents provide this ability themselves)?
- Is the Web page free from any blinking or updating of the screen that causes flicker?
- Is a fallback page provided for pages that contain frames?
- For scripts that present critical information or functions, is an alternative, equivalent presentation or mechanism provided?
- For pages that use style sheets, are the contents of each page ordered and structured so that they read appropriately without the style sheet?
- If frames are used, are titles provided so that users can keep track of frames by name?
- Do you provide a "text only" alternative page to the original page?
- If you provide a "text only" alternative page, does it contain substantially the same information as the original page?
- If you provide a "text only" alternative page, is it updated as often as the original page?

4 Technology Resources: This project requires project team to research about assistive technology such as Jaws for Window, Zoom Text, and Dragon Naturally Speaking. Project team must study assistive technology and train faculty and disable student to use assistive technology. Project team also requires to study in the area of section 508, which governs accessibility on the internet for individual with disability.

A. Jaws for Windows (Job Access with speech): User might use this technology to get information from a Web Site. JAWS allow to read complex web pages as if they were a word processing document. Additionally, JAWS has special Internet features such as link list, frames list, forms mode and reading HTML tables. JAWS provides speech technology that works with your Windows 95/98/Me/XP operating system to provide access to today’s popular software applications and the Internet. JAWS use an integrated voice

synthesizer and your computer's sound card to output the content of your computer screen to speakers. User computer will talk immediately during the user-friendly talking installation. JAWS supports popular application such as e-mail programs, word processor, spreadsheet, Web browser, project management and research tools, presentation software, web development tools, and much more. Read more about this technology at http://www.freedomscientific.com/fs_products/software_jaws.asp

B. ZoomText: ZoomText makes computers accessible and friendly to low-vision users. ZoomText enlarges, enhances and reads aloud everything on the screen. Access to documents, email and the Internet are easier or more accurate. ZoomText support for most Windows operating systems – XP, ME, 2000, NT4, and 98. Read more about this technology at http://www.enablemart.com/products_detail.asp?id=292

C. Dragon Naturally Speaking: Speech recognition software. This software meets government accessibility standard (Section 508) for software use by people with disability. Dragon Naturally Speaking enables users to control computer by voice. Dictate memos, reports, and other documents, enter data, fill-in forms, send e-mails, brows the Web. Naturally Speaking Software works with virtually all Windows-based applications. Listen to incoming e-mails and documents read aloud. Create your own documents on the spot or send your recorded dictation to be transcribed elsewhere. Read more about this technology at: <http://www.speechtechnology.com/dragon/index.html>

5 Project Reference Materials: Web page developer use Macromedia Dreamweaver, Fireworks, Photoshop and Front Page to design this web site. Technical reference will come from these books. Web page developer will consider the checklist for accessibility web site, Section 508 (Web Content Accessibility Guidelines 1.0)

- Web Content Accessibility guideline.
- Dreamweaver Accessibility training
- Info assistive technology
 - Jaws for windows
 - Zoom text
 - Dragon Naturally Speaking

6 Project Deliverables OSD's Web page: This web site design for accessible people to get information from the side easily. Improve and distribute OSD's information on the web. This web site will publish at LaGuardia Community College's Web site (<http://www.lagcc.cuny.edu/accessible/>) Deliverables will be:

- There will be simple HTML pages with standard page layout,

- Clear and consistent navigation structure.
- Offer navigation bars.
- Provide description of the site layout and how to navigate it.
- Offer site map.
- Everything can be operated from keyboard
- Make page readable without style sheet.

This web site will contain description of the Office for Student with Disabilities (OSD)'s department at LaGuardia Community College. This web site is also includes:

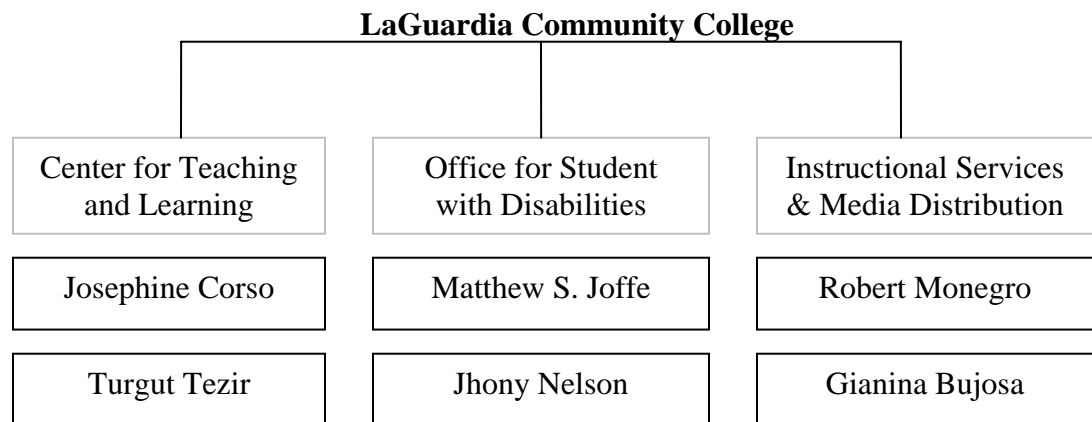
- Interactive Calendar for scheduling appointment
- Faculty and staff
 - Name
 - Phone Number
 - E-mail address
 - Biography
 - Picture
 - Personal links
- Links of important information
- Upcoming OSD events.
- OSD's assistive technology lab.
 - Schedule
 - Room number
 - Phone number
 - Staff in charge and contact information
 - Other labs

7 Project Acronyms and definition:

- HTML (Hyper Text Markup Language): A set of tags and rules for using them in developing hypertext documents.
- HTTP (Hypertext Transfer Protocol): A protocol (utilizing TCP) to transfer hypertext request and information between server and browser.
- GIF (Graphic Interface Format): A compressed image format used to display images on the web, best for vector and solid one color images.
- JPEG: A compressed image format used to display images on the web, best for photographs and bitmap images.

IX. Description of how the project is organized

1 Organization charts:



2 Project responsibilities:

- Research & understand
 - Web accessibility guideline 1.0, section 508.
 - Jaws for Windows
 - Zoom Text
 - Dragon Naturally Speaking
 - Type of difficulties of disable people when they access information online.
- Survey for disable people for design purpose
 - Understand type of website disable people needs.
 - Understand types of website disable people comfortable with.
- Interview disable student
- Project team members, attend face to face meeting.
- Responsible to replay each letter, e-mail and message received.
- Digitize all documents for the web site.
- Convert document into specific file format.
- Take and scan picture for web site.
- Edit video files.
- Design template.
- Design banner and bottoms.
- Create pages and links.
- Create page with complete information.
- Test your site.
 - Netscape.
 - Internet Explorer.
 - Macintosh.

- Get approval to publish.

X. Management and technical processes used on the project

- 1 Management objectives:** The management objectives of this project are to reach all student and people to inform Office for Student with Disabilities service. People with disabilities have hard time to access information from the Web. Our management believes that every people should access the information what they are looking on the web. Management expects this project to be completed on time.
- 2 Project control:** Project teams will meet every two week to review the project process. Beginning of the project, January 2004 project team will review the disable student survey about the web site. Director, Students with Disabilities & Learning, Matthew S. Joffe will prepare this survey with the disable student. This survey will help web page development team to design this site. Font, font color, background, animation, picture, type of navigation will be considered in this survey. This survey will also include favorite web site of the disable students that will help and give ideas to development team about this project.
- 3 Risk management:** Risk like uncertain future events, as means of managing the triple project constraints of time and quality will be managed according to Risk Management Technique. The risk management covers all team activities, procedures and practices carried out in the course of development of the Project. Risk management is limited to the scope of the Project; however it may deal with the effects of external events on the Project.
- 4 Project staffing:** Instructional Design Assistant, Turgut Tezir will develop this web site. Other people who will involve with this project are: Associate Director/Director of STM Program, Josephine Corso. Director, Students with Disabilities & Learning Project, Matthew S. Joffe. Coordinator, Students with Disabilities Office, Jhony Nelson.
- 5 Technical processes:** Software based on HTML such as Macromedia Dreamweaver, Fireworks, Microsoft FrontPage, and Photoshop will be used to develop this web site. Accessibility guide line, section 508 will be used as a guideline. Before publish the web site, development team will test the web site. This test will include:
 - Test your site with a text only browser such as LYNX. Or try the Web Page Backward Compatibility Viewer. This page provides a service allowing clients to view their sites without selected browser features, thus simulating the appearance of a text only browser. Available at <http://www.delorie.com/web/wpbcv.html>.
 - Test your site with a multiple graphic browser with

- sounds and graphics loaded,
- graphics not loaded,
- sounds not loaded,
- no mouse.
- Test your site with a self voicing browser, such as PWWebSpeak.
- Validate pages with tools such as:
 - Bobby (<http://bobby.watchfire.com/bobby/html/en/index.jsp>). Bobby is a free service of CAST (Center for Applied Special Technology) that will analyze single web pages for their accessibility to people with disabilities. Bobby will also examine a page's HTML to see if it is compatible with various web browsers or HTML specifications. Founded in 1984, CAST is a not for profit organization whose mission is to expand opportunities for all people especially those with disabilities through the innovative uses of computer technology.
 - W3C HTML Validation Service (<http://validator.w3.org/>). This service is provided by the World Wide Web Consortium (W3C) which governs the entire Internet infrastructure.

XI. Work to be done

1 Major Work packages

A. OSD Web Site WBS in Tabular Form

1.0 initiating

1.1 Kickoff Meetings

1.1.1 Project Team and Sponsor

1.1.2 Meeting Disable Student

1.2 Visiting Disable Laboratory

1.3 Disable Student Survey

1.4 Developing Project Charter

1.5 Project Charter Signed

2.0 Planning

2.1 Develop Project Plans

2.2 Review Project Plans

2.3 Project Plans Approved

3.0 Execution

3.1 Concept

3.1.1 Evaluate non Accessible Web Site

3.1.2 Define Requirements

3.1.2.1 User Requirements

3.1.2.2 Concept Requirements

3.1.2.3 System Requirements

3.1.2.4 Server Requirements

3.1.3 Define functionality

- 3.1.4 Define Risk and risk Management Approach
- 3.2 Website Design
 - 3.2.1 Research
 - 3.2.1.1 Web Content Accessibility Guideline 1.0
 - 3.2.1.2 Accessible Software Technology
 - 3.2.1.2.1 Jaws for Windows
 - 3.2.1.2.2 Zoom Text
 - 3.2.1.2.3 Dragon Naturally Speaking
 - 3.2.2 Interview Disable Student
 - 3.2.3 Disable Student Survey
 - 3.2.4 Collecting Information
 - 3.2.4.1 Description of the OSD
 - 3.2.4.2 Special Events Calendar
 - 3.2.4.3 Faculty and Staff Information
 - 3.2.4.3.1 Full Name
 - 3.2.4.3.2 Phone Number
 - 3.2.4.3.3 E-Mail Address
 - 3.2.4.3.4 Biography
 - 3.2.4.3.5 Picture
 - 3.2.4.3.6 Personal link
 - 3.2.4.4 Related External Links
 - 3.2.4.5 Upcoming Events
 - 3.2.4.6 OSD Assistive Technology Laboratory
 - 3.2.4.6.1 Schedule
 - 3.2.4.6.2 Room Number
 - 3.2.4.6.3 Phone Number
 - 3.2.4.6.4 Staff in Charge
 - 3.2.4.6.5 Staff Contact Information
 - 3.2.4.7 Other Computer Lab Schedules
 - 3.2.4.8 Disable Related Important News
 - 3.2.4.9 Disable Related Important Laws
 - 3.2.4.10 Disable Related Important Reports
 - 3.2.4.11 OSD Organizational Chart
 - 3.2.4.12 OSD Related Pictures
 - 3.2.4.13 Video Files
 - 3.2.4.14 Other disability Web Site
 - 3.2.4.15 Customer Design Preference
 - 3.2.4.15.1 Consider Section 508
 - 3.2.4.15.2 Graphic Design
 - 3.2.4.15.3 Color
 - 3.2.4.15.4 Font
 - 3.2.4.15.5 Banner
 - 3.2.4.15.6 Navigation Bottoms
 - 3.2.4.15.7 Layout text and images
 - 3.2.5 Develop Templates
 - 3.2.5.1 Navigation bottoms
 - 3.2.5.2 Banner

- 3.2.5.3 Layout of Text and Images
- 3.2.6 Create Site Map
- 3.2.7 Create Hierarchy Chart
- 3.2.8 Digitize
 - 3.2.8.1 Photos
 - 3.2.8.2 Texts
- 3.2.9 Convert Video Files
- 3.2.10 Convert Digitize Texts
- 3.2.11 Create Interactive Calendar
- 3.2.12 Create Online Forms
- 3.3 Web Site Development
 - 3.3.1 Analysis
 - 3.3.2 Create Web Page
 - 3.3.2.1 Home Page
 - 3.3.2.2 Services Page
 - 3.3.2.3 Biographies of Faculty and Staff Page
 - 3.3.2.4 Events and Calendar Page
 - 3.3.2.5 Laboratory page
 - 3.3.2.6 Form Page
 - 3.3.2.7 News & Reports Page
 - 3.3.2.8 External Links Page
 - 3.3.3 Test Web Site in Different OS and Browser
 - 3.3.3.1 Internet Explorer
 - 3.3.3.2 Netscape
 - 3.3.3.3 Macintosh
 - 3.3.4 Test Web Site with multiple graphic browser
 - 3.3.5 Test Web Site with Self Voicing browser (PWWebSpeak)
 - 3.3.6 Test @ <http://www.delorie.com/web/wpbcv.html>
 - 3.3.7 Test @ <http://bobby.watchfire.com/bobby/html/en/index.jsp>
 - 3.3.8 Test @ <http://validator.w3.org/>
- 3.4 Publishing Web Site
 - 3.4.1 <http://www.lagcc.cuny.edu/disability>
- 3.5 Customer Feed Back
- 3.6 Incorporate Changes
- 3.7 Updating Web Site
 - 3.7.1 Create Training Materials
 - 3.7.2 Train Customer
- 4.0 Controlling
- 5.0 Closing

2 Key Deliverables: People with disabilities have hard time to get information from web Site. Web Developers don't consider web page accessibility guide when they develop a particular web site. Disable people need to access any type of information like people without disabilities. Our project team believes that every people must get equal opportunities when they search and get information that they want. Our team is also hoping that this OSD web site will be a good example of accessibility web site at LaGuardia Community

College and in the world. Therefore, web page developer develops more accessibility web site like this. Project Key deliverables are:

- Office for Student with Disabilities (OSD) Web Site will increase communication between faculty and disable student at LaGuardia Community College
- Accessible people can get information from the OSD Web side easily.
- OSD Web Site will improve distribution of their service and information.

3 Other work related information :

A. Web Content Accessibility Guidelines 1.0: The federal standards related to web pages, contained in Section 1194.22 of the Electronic and Information Technology Accessibility Standards (Section 508, 1973 Rehabilitation Act) issued in December, 2000. Get information Web Site below:

1. www.csus.edu/web/ada.html
2. www.csus.edu/web/accessibility/CSUS_webguidelines.htm
3. www.w3.org/
4. www.csus.edu/web/accessibility/priority_checkpoints.htm
5. www.w3.org/TR/WAI-WEBCONTENT/

B. Technology Resources: User might use assistive technology to access OSD Web site. Project team member need to learn technologies below.

1. Jaws for Windows
2. ZoomText
3. Dragon Naturally Speaking

4 Summary schedule

A. Gantt Chart 1

5 Detail Schedule

A. Gantt Chart 2

6 Other schedule related information

7 Summary budged

8 Detail Budged

9 Other budged related information