Exception Request Form

Texas A&M University – Commerce

Background Information

- **EIR** are electronic and information resources, a broad term which encompasses hardware, software, websites, subscription databases, printers and faxes, etc. If it's Information Technology and it has a user interface, it's an EIR.
- Texas state law requires that all our EIRs are **accessible** i.e. that they can be used by all people, including those with disabilities.
- If the EIRs are not fully accessible, and very few are, then Texas law requires us to process an **accessibility exception**.
- The exception request must be reviewed and approved by a number of people e.g., department head, EIR Accessibility Coordinator, CIO and designated signer.
- TAMUC uses a form called Laserfiche to route the complete exception form to all the right approvers. Below are the instructions on how to access and fill out the form.

Laserfiche Instructions

- To access the form, go to Exception Requests - Texas A&M University-Commerce (tamuc.edu)
- Click on New Submission (tamuc.edu) to fill out the form.

Requestor Information

A. **Requestor Information** (person requesting the exception): Please be sure to fill out your name, best contact number, and job title.
B. **Department Head Name:** Name of department head. This field behaves like Reporter – start typing the name and select the correct name from the list. (Note: If the name of your Department Chair/Head do not appear in the list, please contact accessibility@tamuc.edu.
C. **Department Head Email:** This field will automatically populate once the department name is selected.
D. **Office Address:** Enter office address, city, state, zip code and country

Name*	Title*	Phone*

Department Head Name*	Department Head Email*	Department Head Username (Hidden)

Office

Street Address

Address Line 2

City	State / Province / Region

Postal / Zip Code	Country

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Electronic and Information Resources (EIR)

A. **Electronic and Information Resources (EIR):** EIR Name is the name of the product.

B. **Vendor Name:** Vendor Name

C. **Vendor Email:** Vendor email address

D. **Vendor Phone:** Vendor phone number

E. **EIR Type:** Select all EIR that applies

EIR Name *

Vendor Name *　　　　**Vendor Email** *　　　　**Vendor Phone**

EIR Type (Select all that appy) *

- ☐ Website
- ☐ Mobile Application
- ☐ IT Hardware/Office Equipment

- ☐ Web Application
- ☐ Multimedia, Video Content or Audio
- ☐ Other (Describe here)

F. **EIR Use:** Select those that apply from the list

- **User Audiences:** Select one or more groups of people who will use this resource.

Who is this EIR used by? (Select all that apply) *

- ☐ Students
- ☐ Public
- ☐ Alumni

- ☐ Employee (Faculty/Staff)
- ☐ Contractors
- ☐ Other (Describe here)

G. **EIR User Count:** Select a single answer.

- **Approximately how many people will use this EIR during the next 12 months?**

Approximately how many people will use this EIR during the next 12 months? *

- ○ 1-4 (Ex. Individual Assisting)
- ○ 151-1000 (Ex. Employees)

- ○ 5-150 (Ex. Class/Department)
- ○ >1000 (Ex. Students, Employees, Visitors, etc.)

H. **Contract Renewal:** Indicate if the EIR is a contract or renewal by click on the appropriate radio button.

I. **Contract Length (Months):** Select the month on the drop down menu.

J. **Contract Length (Years):** Select the year of the contract on the drop down menu.

Contract Renewal

○ New ○ Renewal

Contract Length (Months) **Contract Length (Years)**

| 0 ⌄ | | 0 ⌄ |

K. **Justification for Exception:** Select one or more checkboxes

- List of justification reasons for requesting an exception.

Reason(s) for requesting this exception (Select all that apply)
- ☐ Underlying technology not accessible
- ☐ Adequate skilled resources unavailable
- ☐ Substantial program impact
- ☐ Nearing end of life cycle
- ☐ No acceptable alternatives are available
- ☐ Other (Describe here)

- State what the impact would be if this request was denied.

What would the impact be if this request was denied?

- Remediation Plan: Describe any plans to eventually replace, discontinue, or bring this EIR into compliance with accessibility requirements.

Remediation Plan

Describe any plans to eventually replace, discontinue, or bring this EIR into compliance with accessibility requirements

- **Date of Accessibility Evaluation:** Enter the date the Accessibility Conformance Report (ACR)/VPAT was reviewed.
- **No evaluation done:** If the ACR/VPAT has not been evaluated, check this box.
- **Explanation (If no date is given):** Provide an explanation why an evaluation of ACR/VPAT was not completed.

Date of Accessibility Evaluation

☐ No evaluation done

Explanation (If no date is given)

L. **Accommodation Means for Access**

- **Explain how an equitable experience for people with disabilities who cannot use this EIR will be provided.**

How will you provide an equitable experience for people with disabilities who cannot use this EIR?*

- **How will you notify people who use this EIR that an accommodation means of access is available i.e., student, faculty, etc.?**

How will you notify people who use this EIR that an accommodation means of access is available?*

- **Who will own the process for providing this alternate means of access?**

Who will own the process for providing this alternate means of access?*

- Requestor
- Other

If Other is selected, enter contact name, email and phone number.

Name	Email	Phone

M. **Risk Factor:** The risk factor will tell you the level of risk this product may impact for those who may have a disability or using an assistive technology based on your answers.

Risk Factor =

N. Submit: Click on the submit button to submit the form.

- You will have to option to save the form as a draft before submitting.
- Once the form is submitted, you have the option to download, print or email the form.

Your form has been submitted.

O. Once the exception has been submitted, it will route to the Department Head for approval. From there your exception request will go to the ISO, the EIRAC, the CIO and finally the designated signer for approval. You will receive emails at each approval step.

Approvers: Approving EIR Accessibility Exception Requests

Once the exception request has been submitted by the requestor, the form will be routed to the department head. The department head will receive an email notification to review the exception request.

1. Department Head receives the email:

   The email subject will contain 'Accessibility Exception Request – [name of the person submitting the form]

   Email content below:

   > You have received this email to review the Accessibility Exception Request. Please review the form to approve or deny the request.

   > To access the form, you will log into Laserfiche entering CTIS\user name (i.e. CTIS\LastnameFirstname) and current password.

   > If you have any questions, please contact laserfiche@tamuc.edu

   > Note: You will receive this email every 3 days until the exception request has been reviewed.

   > Thank you.

   > Click here to open this task in Forms.

   a. Department Head: Clicks on hyperlink task.
   b. Review the document and press either the **Approve** or **Reject** button**.**
      a. If approved the record immediately goes to the EIR Accessibility Coordinator to review the form. Upon approval the form will then be routed to the CIO then the designated signer, respectively to review.
      i. If the EIR form is rejected, the form will notify the requestor and EIR Accessibility Coordinator.

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Accessibility request notification

Once the exception request has been reviewed and approved by all parties, the requestor, department head and the EIR Accessibility Coordinator will receive an email notification. The email provides information on the name of the exception and how long the exception has been granted for.