April 2022 IT Accessibility Community Meeting Captioned Text

The April 19, 2022 IT Accessibility Community Meeting was hosted as a virtual meeting by the General Services Administration, Office of Government-wide Policy.

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# --- BEGIN CAPTIONED TEXT ---

>> I humbly apologize. They pushed a new software update and I couldn't do anything. I have been on the phone with the IT guys. So with that said, can you hear me?

I will let everyone in. So I am so sorry, so, so, sorry! So what I'm going to do now is, now that I apologized, I'm just going to let and switch over Arthur and we are going to go on with the meeting. Again, I just really apologize and I'm so sorry! Hi, Candice!

>> Arthur: I hope everyone had a great day so far. We are ready to start. I am here as some of you may be familiar with me, have the solicitation review tool that we implemented about two years ago and since that time, just before John Sullivan's departure, he was able to bring on a dedicated data scientist to support this project as one of the many projects she's reporting and that's Bri who will talk throughout this presentation and we'll excited to have this knowledge in the solicitation review is and making sure we get everything that we can out of the machine learning and the artificial intelligence we're wanting to get. So again, I'm Arthur and we are going to talk a little bit about improving the data quality and the quantity for machine learning. Bri will likely get into this a little bit but I would just highlight that you know, a lot of the agencies supported us, was able to provide us with some of their data and you know, we did what we were able to do at that time and now we're in the process of improving it with the skill sets that will really help. We are adding space where we want to add to the quantity and the quality we have, we made sure that the two produces reliable data and results and with that, I would like to introduce Bri. If you're able to jump right in, let me know when you're ready.

>> There was a request to see your faces.

>> Arthur: I'm so sorry. Can you guys see me now? I did turn it on. My apologies, I didn't realize it was off. Okay.

>> Bri: I also turned on my video so Antonio, hopefully, I do have some internet issues so I don't know if you can see me too. My camera is on. And hello, everyone. Good afternoon! Like Arthur was saying, the intention to presenting to you all is to get your expertise and your subject matter experts all in the room to help us understand how to better go about standardizing our labeling process for our solicitation review tool which we call in short, SRT which is one of the many acronyms we may say today. If you have any questions, type them in the chat and I can do my best to also look at the chat actively and answer questions as I go. So going to the first slide, this isn't necessarily to insult anyone's intelligence but just give you a basic understanding.

I'll go over the definitions quickly and then we'll get into it. So machine learning, I just put this definition in computer science which focuses on the use of data and algorithms to look at how learn. So what SRT is doing, is taking in solicitation data and trying to generate whether or not a solicitation is compliant or not by mimicking how this is done, to go about whether the solicitation is compliant or not. It uses a specific algorithm that we use which is called natural limit processing or NLP. NLP strives to build machines that understand and respond to text or voice data so we'll use text data and use text, in response, yes or no in much of the same way that humans do like yourself. Just a little background on what our natural language processing model is. I am sure you have seen it already. You take in the tag documents and then you train the model on something that we already say is yes or no compliant or not compliant and then we train the model on learning what patterns, features, make something compliant or not and then the model can produce it with new data without a human saying yes or no. And we have a pretty solid model. One of the things that came to our attention like three to four months ago is realizing you're only as good as your foundation. We found our foundation is inconsistent and a good portion of them are just wrongly tagged and this isn't just me, but someone who did it didn't necessarily do a bad job, but it's more saying there isn't a way to necessarily understand someone who may not be the expert of their agency, might tag something as non compliant when in fact, it was. Or tagged it as compliant and in fact, it wasn't.

The power of machine learning is to take these discrepancies, learn from them and be able to produce something that can say, whether or not a solicitation is compliant or not and unfortunately, our data that we use to train this model isn't that great. Also, we only have 993 data points and to make a strong machine learning model, I would say at minimum 5,000 data points are ideal. To achieve this, we need someone to help us figure out how to go about labeling our documents which is what we're going to get into too. This is more like the life cycle. This is just to give perspectives of, so Arthur, the next slide, please. This is just to give you perspective of where we're headed. So right now, we have the determining solicitation type, should it be 508 compliance. Should there be 508 compliance and the ultimate goal is to integrate our SRT with the accessibility review tool which is the ART.

Realizing that, for it to happen, we need a strong SRT and if our tagged documents are faulty, everything else that comes after that is also not -- well, I'm not saying it's that great but we need a stronger foundation so that's why we're here to, to make that happen. But this is kind of giving you the life cycle of what the overall vision and what we're currently looking for. So the desired goals of improving and increasing the data, like I said earlier, we have 993 labeled solicitations. We're trying to get to a place where we have over 5,000 solicitations to really improve and harness the power of machine learning technology.

We have about 20 percent margin of error of false labels so of the 993, around 600 were considered labeled or mislabeled and of those 600, there's like, we are definitely sure and then there's 200 in which we're not entirely sure so there's a gray area but we knew it wasn't what it was labeled. So what we would like to do and this is where communicating with you all and participating with you all would be in collaborating with you all would be huge because we would really like a 5 percent, less than 5 percent margin of error of the false labels. So what that means is that we would like, machine learning model that is greater than, has a greater than 95 percent accuracy and this requires us to not only have quality data, meaning data labeled correctly, but also increasing the quantity of that data. So I'll hand it up to Arthur as to why the point of this meeting is what we really hope to achieve in the future.

>> Arthur and Bri, can I intercept just a second here. Arthur, this is Arnetta, DoD Navy, I have been trying to use this tool for the last two or three years and haven't been plugged in yet. But I wanted to just ask you about slide five. And then because you said, that's the model that you hope to go to and that would be integrated SRT with ART.

Most of my users, not all of them, because some of these contracts do not fall under the ART tool but most of my users are using ART so that is where I want to see us for the Navy any way, DoD Navy is pulling the tagged data from the accessibility requirements tool but if I'm understanding Bri correctly, right now, this is not where the tagged data is coming from. It's coming specifically from the solicitations, is that correct?

>> Arthur: I'm not sure you can hear me but it looks like my mic is green. So with the data we're tagging for the solicitation review tool, that is the manual process we would typically do to look at a solicitation, make a determination, is this an information technology, communication technology solicitation and then from there, we decide, are there exceptions or does this require 508 language to be present? Or to be included? So the tool itself is going to do that. How we want to integrate ART is SRT says, if we believe it should have language and language is not present, it can talk to ART and say, what language do you recommend I suggest to the user. That, we're looking with the integration.

>> Arnetta: So are you also, I know you're looking for the language in the contract itself but what if there's an attachment to that solicitation, hopefully that has been generated via ART. That's where my question is.

>> Arthur: We are looking at the attachment so you bring up a good point that is one of the things that we did want to talk about. It becomes a very important one that we make all of our documents 508 compliant which means it would allow your attachment to be 508 compliant and machine readable. So one of the issues where we run into, with some of the data is, not all documents that are uploaded to Sam.gov are machine readable.

>> Arnetta: But if they're generated in ART, which should be 508 compliant, then those documents should be readable, correct?

>> Arthur: Well --

>> Bri: If you're building it as a text file or a Word document or something like that, then yes, it is going to be readable but if you sometimes, you'll save it as a PDF which our, we have a scraper that go in Sam.gov and if you have something generated from ART that is 508 compliance document for your solicitation, then in theory, yes! It should be machine readable and then our SRT will label it as, yes, compliant because one of the attachments has the language we're looking for.

Where it gets a little tricky is sometimes people upload a PDF not 508 compliant so it will either have, we won't be able to extract the text from the PDF and or something will happen on the website end of the thing but that's not necessarily the SRT. But in theory, yes. If you were to download it. That's a text file.

>> Arnetta: That's all I needed to know because I have been directing all of our users under my command to generate their section 508 documentation via the ART tool. So I just want to make sure when I use this tool, SRT, that's where you're pulling our information from. And then if you're getting something different, then we would know. Okay. That's all! That's all it says.

>> Bri: And one more thing, you can also use ART separately from SRT. SRT will integrate with ART but you can use it absolutely.

>> Arnetta: Absolutely. We're using it separately now and then I need to make an appointment with Arthur so he can get us back on track with SRT.

>> Bri: Sounds good. We're getting into the labeling process?

>> Arthur: Yes, so again, one of the things we want to do as far as making sure that we can assist with insuring our data is usable, good data, you know, we want to standardize the labeling process for SRT. When we did this in the past, we had like maybe two or three persons who went through the 900, almost 1,000 solicitations and they labeled it, they labeled them based on their understanding. And one of the things that we learned over the last few months is that for certain agencies, what one person would say is compliant or non compliant is not necessarily how the agency looks at it. And that way, the agency wasn't able to provide and say, okay, this doesn't have 508 language but it had an exemption or whatever the reason was that they're labeling it the way they labeled it previously.

So in go around, what we would like to do is provide a guide that will walk through that allows you some guidance on how to look at the solicitation and how you're labelling it and increasing what data we have for the model to help the model become smarter. So for instance, with making this solicitation as green, of course, one of the things we look for is not if the data is the right 508 language. We're really looking on this first path is, is the language present. And so we look at things like the references to section 508 or the rehabilitation act of 1973 being present. We are looking for the standards. If those are present. We are also looking for clauses and one of the things that we look for but don't find often in current solicitation or almost never is if there's any exemptions. But that's currently what we're looking at when we look at the ICT solicitation to determine if it's green which for us means, it was an ICT and it had reference to 508 language or standards. Currently the way we're looking at it is, what has been labeled as non compliant and or red, it's neither the key terms or standards or clauses are present in the documentation and of course, there's no mention of exemptions. And basically, that's what we're looking to do with labeling those solicitations and on the next slide, we will have some documentations that we'll share with everyone that covers some guidance on that. And then just as an FYI, go ahead.

>> Arnetta: So this slide and this information should be directed to the contracting officers in that group because we as 508 program managers can get that information all the way up to the contracts office but if the contract office is not putting the language in the contract or the solicitation, that is where you're getting a lot of red errors. So I hope you guys are meeting with the contracting officers, you know, in that group so they can understand, this is a hard requirement. I know it's coming from the local level but you need to train them as well.

>> Bri: There's definitely an opportunity to training the contractors, I do agree. This is more so to work out this guidance document. There's a link on the bottom. Our hope and goal is to have an open conversation with folks on this call. So both free to type in the chat or go off of mute. Kind of like what someone is doing to kind of work through to make sure this is indeed, a solid guidance to then train the contractors on and the goal is to make sure this can be almost a universal standardized process because in theory, we'll have maybe 1 to 4ish people who will probably be labeling up to 5,000 data points like we're talking about earlier and the idea is to say, well, can we, is this a fair guidance document for whoever we give it to, to then be able to label that data whether it's me or Arthur or someone, some other folks on the team and also to ask you guys to also label some data with us so we can see ya'll's methodology and process this as well.

Before we move on. I can see the chat has gone to six. Maybe there's some questions there?

>> Arthur: Yes, the type of contract we're looking at is the ICT contracts and the way we determine ICT we're using a set of NAICS codes.

>> Bri: It's in the link. It says guidance document here. If you click on the link, on the very bottom of the appendix is the NAICS codes. I don't know what you're seeing on the screen anymore.

>> Arthur: Hopefully it's this. Perfect! So for the guidance document, let's see. We're basing this off of the list here which is appendix A. Let's see if I can enlarge this and make it easier to see. Does that help?

>> Bri: Yes, 150 would be good.

>> Arthur: Okay. This document will be shared with everyone on this call. You'll get the same information. So I will scroll back up to the top. So we already went through the purpose and the legend of what is green and red. What we didn't talk about is, if you're sure. Or you're not able to determine if 508 language is present or determine the 508 language, then we, if there's a rationale for that, we would like to understand what it is, so we can determine if we can teach the machine to learn the difference between those. Perfect. I want to make sure there aren't any questions and Bri, is there anything in particular that you want to make sure I point out? Because I have 1:30 and then I'll come back.

>> Bri: So the one thing I want to make sure is the PMs, the subject matter experts in this virtual room can give us honestly, some feedback on this document whether or not it makes sense to ya'll. Arthur, we had mentioned letting folks spend like around fifteen to twenty minutes just reading through it. We can walk through it all together. And then also, seeing who would be interested and maybe working with us to also improve our data quality.

>> Arthur: Just an FYI, for DoD, we're really interested in how you work through your exceptions and how we can possibly, we want to do this from all of the agencies but with the data and the concerns we have gotten previously, there are a lot of exceptions that we currently don't have a way to identify it. So we, we're interested in learning more about that. And as Bri mentioned, you know, ultimately, what we would like to do is provide you all with the document itself and then at that, if you have actually solicitations that you -- that have already been posted and you already determined that hey, this solicitation that we did is what we would consider good because it has the requirement language attached to it and we can present it. If you can share a list of those documents, even if it's from Sam.gov or whatever you have, that we can download the document as the solicitation as compliant, and then use it to train the model. That would be great! Another way that we would like to also support that, is we can choose what is in Sam.gov and we can send you 50 or 100 of your own solicitations out there and that are already marked on whether it's compliant or non compliant based on what the current model is seeing and then we could have you review it and help us make sure those are correct and we can use those. But ideally, I think, if you're currently looking at your solicitations and we know when your mark and your solicitations as compliant or when they're not. We need a combination of both of those in order to make sure it's learning, it's continuing to learn what to label as compliant and what to label as non compliant. One of our asks, can we have volunteers to provide us with data we already have that we can use and then our second ask is that, you know, every agency that is represented in Sam.gov, we're going to take probably about 100 of your solicitations, put them in a spreadsheet, and we're going to send it to you. For you to help us determine if this is actually compliant or or if it's not compliant based on what, SRT currently has labeled it as and then we can refeed those as new learning data.

>> Bri: Yeah, it's in folk's best interest to help us understand how you, because as Arthur said, we had met with quite a few folks and everyone had a different take on what is kind of their own 508 compliance for their agency and so, it actually left a lot of discrepancy so what we're trying to do is make sure that the model that we train is trained on good data because the model that we use on solicitations that ya'll up load to Sam.gov. It also is just ensuring that the model is accurately, labeling your agency's solicitations too.

Selfishly, I noted GSA and I would love to meet people and understand how ya'll look at your 508 compliance as well especially because it's not standardized so this is also a selfish way for me to meet people and form connections that way.

>> Arthur: Absolutely! The last things that I can say on this particular subject is, once we have the two at near 99 or 100 percent accuracy, it will also serve as the way for you to, as a PM to check your data or the data already out because we only scrub the data that is out there. And you know, if for some reason you didn't get to it and it happened to not have those languages, you now have some place you can go to and pull just the solicitations that you have concerns about. And that way, it allows you that second level of review that you wouldn't have normally been able to see and focus your energy where you need it. So that is one of the ways that the two can become very helpful to you. I'm going to stop there and see if there's any questions or concerns?

>> Arnetta: I will again, volunteer to be on the team awe THUR because I want to make sure that DoD/Navy requirements are in the tool. There is a list of ICT that does not require IT approval and that should be tagged as such so I will provide the list to you and Bri so you can at least include this in your tools so that if you come across a procurement, that is, if, for example, one of the exemptions would be any procurement not in PBSIT. So if the money is not coming from that budget, it's exempt from IT approval so that may be some of what you're receiving from the Navy's solicitation. I have a list of things that are exempt from ICT for the Navy.

>> Bri: Things like that are crucial. Just knowing what is exempt for certain agencies is great because we is associate the exemptions and tag them with, oh, a Navy is in our system and oh, if the solicitation is in the system, oh, it's the Navy or the DoD and then we can have the exemption be tagged with that and it really improves our tool so thank you.

>> Arthur: Hi, Tim!

>> Tim: Thank you. Tim, if I could, I would like to follow up on, I saw where she talks about in the DoD daily requirements, there's a list of ICTs that does not require IT approval? And that's based on budgets. If you could take a moment and just kind of give us a broad background of that because that's a question we get here at the access board and people say, if it's not in my budget, I don't have to make it accessible and I'm just curious, if you can explain the background to this.

>> Arnetta: Tim, not that you don't have to make it 508 compliant. It's just if there's a messed up IT and we use the IT approval system, the Navy's IT approval system to approve or tag IT that is exempt from approval and there's a list. I can send it to you. But it doesn't mean that it doesn't require it to be 508 compliance. It just doesn't require the stringent IT approval to go through the approval system that ICT is required to go through. So in one of those on the list, it's not in the PBS IT budget and I'll have to go back to the IT folks to get additional information on what is included in the PBIS. Everything else itself, or whatever is tagged, not to be dead -- budget. So let me gather more information on that for you and I can send it to you as well.

>> Tim: Thank you, that would be very helpful. One of the things that may be leading to a misunderstanding is, the use of the word approval. So we're talking a broader context in 508 standard on whether something is conforming but if you're talking about internal budgeting process where it has to do with money can be spent on this category of goods without having to ask permission, can I spend money on this category of goods, versus everything else, so it sounds like what you're talking about is more of an acquisition purchase, money allocation issue, and it's not really going to the substance of whether or not it's accessible. Is that my correct understanding?

>> Arnetta: That is your correct understanding. So we do need to make it clearer to our users in a -- all though it doesn't require an IT approval and I think this is a lot of the ones that you guys are probably getting and tagging in red. It's still requiring to be 508 compliant and accessible so it's not like you can just, over look the 508 piece just because you -- because it doesn't have to go through the approval process.

>> Tim: Is there a specific identified party that is responsible for addressing the 508 accessibility aspects of ICT in both of your wheel houses there?

>> Arnetta: I know I'm the person that identifies the 508 requirements in everything for my command. Now, I'm not talking about the Navy overall, I'm talking about the DoD, Navy, naval air systems command. So I should be seeing those procurements that are not required to go through our IT approval system as well as the ones that are and that's where the SRT tool would help me to pin point who has submitted solicitations that doesn't meet the section 508 standards.

>> Tim: Okay, thank you! This is very helpful just to know this particular process and terminology because, again, when we're trying to provide technical assistance, and people contact us and they start using these terms and we don't realize, in that context, approval has a distinct meaning so thank you for that clarification.

>> Betsy: Thanks, everyone ! My question is a follow on to the discussion about where 508 applies and where it does not. Hi, everyone. I'm part of the accessibility community of practice and I'm a chair of the industry out reach portion. So I am the one who is on the front line with a lot of companies who I hear every excuse under the sun that 508 doesn't apply to them and most of them are not true. One of them has to do with NAICS codes. So since you have these codes on the screen, I'm curious as to, is there a set of NAICS codes that say do not require 508 compliance? That you're trying to guide because this is a huge problem area for us and I'll tell you why in a second.

I just wanted to be sure I was seeing the whole thing before I formulate my question.

>> Arthur: You're fine! We did not identify NAICS codes that were determined that 508 compliance is not required. For instance, no matter what you're purchasing, if you're going to get electronic data or you get something in Microsoft office, Word, however it works. You're going to need it to still be compliant. What we try to do is, I believe when this list was done, three years ago or however long ago it was, when there's others leading this project is to identify NAICS codes they believe surrounded around IT. Back when they were using PSE codes and these were the ones that were in that section.

>> Betsy: Arthur, thank you! I'm going to work with you on in because I recommend that you don't. By identifying something on the list here, and then leaving something out, this is what industry thinks. They think there's categories of IT based on the NAICS codes that categorically, it applies or doesn't apply. This actually is through the standards within 508 compliance and the way that the standards apply to what it is you're buying. So it's kind of flipping it around. We have had companies say because we're in XYZNAICS codes, that is not listed, that it doesn't apply to my product and a lot of that is born out of GSA and the classification saying scientific equipment and workstations and things like that, that don't have 508 applicability and that's just wrong.

I know you have moved away from it but perhaps we can work to look at it and make sure there's a way to be totally comprehensive and just consider not specifying in aligning that you have to be in one of these categories in order for 508 compliances. We're going to contend 508 applies based on the broad definition of IT and unless there's a valid exception that people are claiming per the 508 standards and law that are listed out.

I can work with you on that but thank you so much! This is the first time I have seen this listed and I think we all agree, the last thing we want to do is get a company who says, oh, my product is under this NAICS code or it's not listed here, so therefore, 508 doesn't apply.

>> Arthur: Betsy, thank you so much for that comment. I'm sorry, Arnetta, I have a follow up for Betsy. I apologize. So one of the things that Bri and I have talked about that you may have some insight of, and an idea is, when there are exceptions, right now, no one is required to write that somewhere in the solicitation that an exception applies so it puts us in a place where we have like, 100 solicitations that should be compliant because they had an exception but no way to really train to know that.

>> Betsy: So excellent question, Arthur and by the way, it's great to see you, hopefully in person one of these days so it's great to see you my friend. So is this -- I'm sorry to answer the question with a question but this really helps to verify. Is this intended usage largely when you're writing statements of work or performance work statements for services or products that have yet to be developed or are you talking about solicitations for (inaudible) because my answer is going to differ on what you say.

>> Arthur: It's both. You know, the two main goals for SRT. One is to allow GSA an opportunity to monitor solicitations and make sure, to help ensure that the 508 language is getting included where it's needed. The second thing is the health agencies have a second line of defense. So if you can't get to all of your solicitations, you now have a tool that allows that says, hey, you had a few that probably needed it. But now, they didn't. You can go in and correct that without having to see everyone.

>> Bri: I'm going to piggy back on the codes. These are just the codes that we tell our scraper to pull. We can always add to the list. It's just to like, I guess, automate the process but I'm definitely interested in hearing what you have to say, Betsy about making it more comprehensive.

>> Betsy: I understand, and the problem is, why do you necessarily have an NAICS code if it's not a product designed already. If you're asking people to develop something, are you saying -- I thought the codes were to classify the IT that already exists within the marketplace. Is that not correct?

>> Bri: I suppose, Arthur may know better.

>> Betsy: Well, either way, I think we can agree, we don't want it to read as, that if your code is not listed here, that 508 does not comply. We're trying to move past that. And the second, Arthur to address your question, depending on what the purpose was, if it's a PWS or an SOW that is not a known product, it's going to be hard for you to state an exception up front and I would venture to say, we shouldn't state the exception up front because the exceptions are not for industry to respond to. It would be, if you have an exception, say it's within DoD or it's for national security and again, I'm telling 508 exceptions, not exemptions and not which procurement system is being used or whatever, but strictly the 508 exceptions. If you within your agency or department know that this is going to be able to be used. It's considered secret information or it's for national security purposes or whatever. That would make it into your thinking, do I need to write a 508 requirement into my solicitation and I can see what you're saying. Like, if you have a tool that you want to, with machine learning, know how to kick it out. To me, if there is a valid exception and that's the reason why a 508 reference is left out, that's all valid but your tools should kick it out.

You're asking, is there a way to note up front, the national security exception. I would twist it around and say, I don't think agencies should disclose if there's an exception being used when they're creating their statement of work. I think they should put in whatever requirements are in fact, valid. So you don't want to alert industry, oh, we have a 508 exception. My partner is on the call in our industry out reach, we hear a lot about industry wanting to claim an exception which they cannot . We don't want to give them anymore fuel to say, hey, you can do that. So I think this tool working is for IT to be developed and you have not included 508 verbiage, because you believe there's an exception and you don't meet it, it should kick it out just in my opinion. I know what you're saying but you don't want to automate everything. I think the tools is working well. And it doesn't make an agency disclose what exceptions is there. And also, fundamental alteration, you have to reason as one of the exceptions, that's still requiring you to get accessibility conformance. If that's claimed, a lot of that is after the fact. When you're writing the solicitation and you know up front, I'm using national security an example which is not used often. I have used it once in twenty years at NASA but it could be used extensively in other organizations, not just the four letter words like mine.

Other than that, it's usually after the fact. So you build in your 508 language as you know that is required unless you know of a preexisting exception that you can claim. And then I think your tool is working well if it kicked it out. I can shut up for the other comments but I appreciate doing this and putting it out there so we can collaborate and help especially with this whole NAICS code issue, get the message to industry, it's not about classifying it. Your IT may fall under a classification, it may not but we're looking at a functionality of your IT. And if any apply, hardware, software, services, whatever, then you need to do the 508 conformance per whatever the requirements are. That's it. I wish I had a plug for every time someone says, it's not in my NAICS codes.

>> Bri: Thank you, Betsy so much. I'm excited to collaborate with you.

>> Arnetta: Yeah, that was great.

>> Before we end, Bri, did you see my message?

There's a question on the floor, what's an NAICS code.

>> Bri: I forgot what it stands for. Some of us don't know. We just want to know. That should have been one of our level settings things but it's just a set of codes that, oh, here we go. I forgot what it stands for. I used to know this. It's just all of the codes you can basically purchase. So maybe can someone just type it in the chat if you know what NAICS stands for off the bat.

>> Betsy: I can't responsibility for it because GSA came up with it but it's just a category code to categorize a type of IT. It's just, well, I don't like using acronyms unless I know what they are but I didn't come up with it so it's like, I have no idea what even the N is. Can someone find that?

>> We'll find it and put it in the chat once we -- one of us finds it. We'll put it in the chat for everyone.

>> Betsy: Industry designation but what does it say? The chat is --

North American industry classification. Mike gets a prize! Is that it?

>> Yes, we have like three answers and link. So kudos to Mike, Paula and Antonio for getting out the answers. We don't always know everything, but we can just explain it.

>> Betsy: Do you have a prize for them?

>> I have a prize for something else. But yeah, who was right? Paula or Antonio?

>> Bri: They're like milliseconds apart. So probably both.

>> I'll make sure they get something. Thank you!

>> Bri. Thank you!

>> Arthur: I want to follow up on the NAICS codes and in case I don't remember, I want to make sure we get a blurb similar to what you were saying. We make this as part of our standards when we're talking about it so that we can help not -- clear up the confusion that these codes do not mean that if you're outside of this 508 doesn't apply.

>> Thank you to everyone outside of the rest of the team. Teammates. We're going to take a quick break. It's now, 1:56. I want everyone to come back at 2:05. I have a quick game for you. You can win a prize! Come back at 2:05. Go ahead and take your break.

>> Bri: If you're interested in collaborating with us, I'm putting our e-mails in the chat. Thank you everyone! Thank you for this opportunity. Yvette.

>> Yvette: I'm putting a link in the chat. Everybody has five minutes to ask your questions.

It's based on animal above relationships so you see something weird, it's based on animal -- relationships. You have five minutes! And then --

>> I want to say hi, to Yvette and Betsy.

>> I wish I had lost one hundred pounds!

>> Yvette. I'm like, oh, you got a few pounds to lose, sister girl. So I'm with you, I'm with you!

>> Yeah, I think I picked up a few during COVID!

>> Yvette: I was cooking things, I just didn't -- I have some Caribbean blood so I will say this. I don't cook ox tails normally but I can tell you, I have made a few pots during COVID. Curry, I just -- but yeah, a few pots of it and not only is it cooked normally. Yes, a follow up e-mail for collaboration? Yes, Kelly! In the mean time, you have four minutes left to answer all of your questions. You don't have to worry about saying you finished. I will see who finished and when they finished and anything pass 2:10 is not accepted and there's going to be a prize for the person with the most correct answers. Is it possible to send a follow up e-mail for collaboration? I am probably going to mispronounce your name, but do you want collaboration with Arthur and Bri, with the whole group, or Betsy? Let me know who you want to collaborate with? Me? I can answer your question better. You can just send it to me in the chat. Okay, guys, you have three more minutes. Let's see how much you know about bugs and animals (laughing).

Yes, yes, yes, there is -- all right. Collaboration. I'm going to say her name loudly. That is going to be Arthur and Bri and they also put their e-mails in the chat.

>> You pronounced new name correctly. Kudos to you.

>> Yvette: Yeah, I get the prize! I get the prize. Okay, guys, two more minutes to answer your questions. Don't worry about it. If you can't submit, I can give you my e-mail address and screen shot it and send it to me. Have enough time. I think there's only like fifteen questions.

>> Angela: I only know the answer to one!

>> Yvette:okay. I'm going to go to the next presenter with your only one answer.

>> Betsy: Only you can make us think about an animal mating ritual during an evening.

>> Yvette: It's springtime and all of the bugs and animals are coming out.

>> Betsy: It makes me rethink my human orientation. Let's just say that.

>> Arthur: Nancy, I know, I'm sure everybody was thinking it but wasn't sure if it was the right thing to say but we are really happy to see that you survived COVID-19 twice.

>> Betsy: Thank you so much! Just be careful. Monocolonial antibody infusion, a -- it's funny, when you do the things that the CDC website says, we don't know the safety and efficacy of a vaccine after the monocolonial antibodies and you trust to do it in way, it's like, I'll still alive. I just want everybody to be okay and one thing, I will say when we're waiting -- never mind, I was going to say, it's a long term effects of surviving COVID, being out in the CSUN technology conference, there's a few presentations on this. Don't expect this topic to go away, the way people were asked and as we have grown and evolved and how it overlaps with our community and the need for various assistive technologies based on the conditions caused by COVID.

There's some awareness to be explored with that but any way. Thank you.

>> Yvette: That is definitely for a discussion for the end of today because there's a lot going on, really. So I'm going to turn it over to my dear friend, Angela Watkins. Angela, please introduce yourself. They would like to see you, so please turn on your camera and I'm going to turn it over to you. It's in your hands, and then follow this, if anyone wants to stay on, we can have an open discussion about whatever for thirty minutes.

>> Angela: Hi, I am attempting to turn on my camera and it will not let me via the browser. This is not cool. I may not be able to show myself today. I'm going to share my screen. It sounded like a good conversation that we may just keep going. Are you seeing market research with accessibility?

>> Yvette: Yes.

>> Angela: Hi, I'm Angela Watkins, I'm the program manager for the pension benefit guaranty corporation. It's a small agency. This is important because I'm sharing with, we have a presentation that I present on a bimonthly basis, two events per month. I'm trying to move my slide which is not cooperating! Hold on one second. Presenting and it's not moving. Let me try this again. You can see my slide, correct? I'm going to stop sharing and reshare one more time to see if it behaves better. Hopefully it will. Okay, I'm going to have to do it the hard way. I'm going to move it this way, sorry people. There's always more than one way to get it done. So I am doing my slide presentation and you're seeing the notes at the same time. So I am a small agency and one of the things that we promote is that accessibility is everyone 's responsibility because everybody can do their part. So back when I was saying, is using the GSA play book as a guide, I accomplished that we can make sustainable monthly events so we have the section 508 is break the bank which is our Q and A session. We hold it twice that comes out to the entire agency to just jump in, jump out as they see fit in that hour.

I stay for the hour. The other thing is a PBGC tech U where technology meets usability and hands on training. That's the fourth Wednesday, our current format is we have one topic we discuss per quarter. It's the same thing for three months. This year, we make sure that the Q and A topic is a tease or or a lead in for the hands on exercise. We have like a blip and then we just open it up for questions, Q and A and have it for anybody who has questions. Another aspect is we have, PBGC resources in our library so I can get the monthly Q and A. There's a take away you get from the session but it's also available in our library. These are just some of the resources I have with the brochures I may have shared with people before. So the last quarter, we have market research with accessibility in mind and it's the Q and A session and we talk like ten or fifteen minutes to make sure we're driving home the goal.

The goal is to make sure people do not get intimidated by doing market research. What I mean by that, is good market research, not the lazy stuff people try to slide through, you know. Sorry, this is recorded. We want to make sure people do their due diligence effectively. So we want to make sure people have the effective market research that demonstrates three things. It's effective, so the ability to answer questions from various stakeholders. That it's informative, that you know how to document what was done. And that it's productive. So you know how to do the market research in the first place to accomplish the first two items so again, because we're a small agency, we want to educate our people to do the best we can, how they can, we want to make sure that we provided them and our take away some effective market research answers, some key questions about the business, the background, the need, the goals, the objectives and make sure we talk about the security elements they have to be concerned with like, supply chain and all of the risks, privacy considerations when it talks about data access, types, needs and duration, infrastructure, what does it need to work, the Captions will appear here during this event and are provided by the McBurney Disability engineering, how does it need to work?

Acquisitions and of course, this is what we're doing it for. Competitive solutions, the cost, the quality of performance and enterprise. So what's the impact on our stakeholders and how do we best use the capabilities of our fort folio and cycle. And also, accessibility, conformance. If you break it down to the nuts and bolts, yes or no. Either they conform or they don't and how do we help the user regardless of the answer, so we're trying to make sure people understand their role and when they're doing market research so that's the focus of the Q and A.

So the following fourth Wednesday, we had the market research -- exercises so I'm here and just sharing with you, the presentation form, what the documents content was. I will share, oh, if I can share. The PDF version of the take away documentation and the exercise guide. So we got exercises.

So exercise one, we talked about people using Google to do their search. At the end of the day, sometimes, the minimum we want is people not seeing, oh, I only want this one. Well, I learned years ago, the best presentation I got before was a legal person saying, it's not procurement's job to get what you want. It's procurement's job to make sure that the government provides adequate, competition for the agency for anyone who is interested in doing business with the government. And if you don't, you have to have a good reason not to. So my goal is to let people know, you know what? Using Google search, you may have handle preferred items but at least look at something else and you can go to Google and type in products like, and insert the name of any preferred product and service and see if the site actually, you know, gives you alternative products. And like, bam! Hello! You have competition at least documented somewhere you're not just sending someone their preferred version. You at least did something to look at something like this.

So for my exercise guide, I do this example of products like site improve which gave to things like -- it lets you pick, you know, a couple like to compare. So that's actually exercise one to get something. The whole goal is to make the market research a little bit easier. Exercise two focuses on using Google to confirm accessibility conformance report. So my part is, use Google to search and find a vendor's accessibility form. And then you can run the Google search and in the key area, type in the VPAT ACR and for this, I used crowd strike and I have an image of the returned results. Google gave me a link to crowd strike VPAT version 2.4. Yes, it said that, not ACR but it got the report information. Sometimes you can go to Google and find what you are looking for immediately. The other exercise number three, is a vendor's website to confirm that are accessibility. Sometimes, for this example, I used Microsoft. Now, Microsoft has a plethora of ACR reports but if you didn't know, now you know. But if other people didn't know, and other information about Microsoft products, they now know they can look at the website and do a search. It has a whole list of how you can get to all of the ACRs and I have a screen capture of where they get the performance report on the website and search within them and you have different down loads like, the 508 version and the WCAG version and all of other stuff. People are like, I can't find it. Did you look at their website? We're partnering with people to make sure they can get this information.

If we can teach them, that's even better! That way, they're better equipped to look. So exercise four, this is another one that is contacting the vendor directly via their website. Slightly different from searching the website because some vendors hide their information behind their file log. They may seen say, contact our service desk if you want information on our availability information. So in is another one, Dell, they say, go to the service desktop, send us an e-mail that way and we'll give you the answer to your question. The other part, exercise 4B, contact the vendor via e-mail.

Just make sure anybody in our group has the where with all to be proactive, we gave them an e-mail example to go to compliance and say, hello, I work for the federal government and do you have information about your product to be accessible and that is basically what it says, what version, what product name, and thank you for your help. Kick, down, dirty, easy and I'm not trying to be over complicated but this includes the link to the VPAT and the ITI people who do it. So as we're inquiring of the vendor, we can also educate the vendor because they can look at that and if never done before, they can be educated in the directions and instructions associated with it to do it now when we ask for the information. Sometimes we're learning, people are accessible but they haven't documented it with their due diligence.

The other exercise, No. 6, we were telling people how to -- sorry, exercise number five, I can count, I really can. So accessibility requirements evaluation. We're telling people how to go to the GSA accessibility requirements tool and go through and read through it and go through your process of what we're trying to buy so you can get educated about the type of IT purchase you're getting. So it has information about the exceptions that are allowable, based on the ICT. It has language on what you should expect from your vendor. It's another way to educate them proactively because we're a small team. Each person has their own way to make sure they can make sure they have done their due diligence and they have held their responsibility as long as we teach them how, how to be better educated on buying ICT. So we walk them to the GSA accessibility requirements tool so they can learn more about it and not be like, I don't know what this means. Well, it has a button to explain things.

We want to have resources they can use to be successful. Exercise six, determine if an exception is applicable. The other part is, we want to make sure people understand what the exceptions are as we're looking at the ICT and what may apply so they can have better conversations with the 508 team and which may be applicable for our agency. We don't have a lot of legacy information. We don't have a lot of security things but here are the ones you may be looking at and the other ones that I don't have here is that also educating them is that, if you're buying something for people with accessibilities like jaws, that's exception, that's also an option. So training actually takes an hour, sometimes an hour and fifteen minutes. As I mentioned, I'm going to show you this. If I can get the screen to behave. Sorry, stop share and share again, I think. I don't know if it behaved the way I expected or not. Okay. So here is, this is an example of the take away I give to the final 508 Q and A sections. I tell them, oh, what we're going to do and more about what do we expect. So I copy and pasted it on the market research from the take away itself.

It has links that are included. One of the things that is specific to us. We have technical review board that evaluates everything before it touches the enterprise so I did not include those lessons in my presentation to you guys but it's usually included in my materials. It's like, 7 or 8, like, two other presentations to document your market research and the questions we ask them. I'm trying to get this. You have to answer yes or no. At the end of the day, yes or no. If it's no, you need to do an exception document, a determination documentation about which one applies if it doesn't, or at least give us the stance, why we need to buy it, if it's not proven to be accessible. What business requirement is it. So we're trying to educate people, on what to do and how to do it. You see the same example in the take away. We're trying to repeat it as many places as we can and it's available in our library once we're done.

Then the other one is, here's the exercise guide. Like I said, I have multiple exercises here. So market research in your mind, here's our tech logo and we have a welcome, give them the background, tell them all of the steps. The document is 21 pages but every exercise, using Google search, here are your steps so even if we don't do it hands on with them, because I'm only doing it three times, they can still take it and do it on their own without an instructor. So preferably I would like to answer questions but then the exercise is created. I created them, so they can do it on their own even by themselves afterwards. So some of the same stuff you saw in the presentation, copy and pasted. So this is what we're trying to give to them, to learn, to do better, to communicate better, but more importantly, to do their due diligence. Because a lot of times, you can answer a lot of questions if you just put forth the effort to find out.

That really does conclude my presentation. So this is my contact information. Again, I'm Angela Watkins and accessibility is everyone's responsibility! My job is my hope, to share what I know with others and to learn from those who want to share from me and now, I'm just going to open it up to questions.

>> Yvette: I'm looking in the chat. Can you redisplay -- oh, put your contact page up.

>> Arthur: I hope I'm not embarrassing myself. You mentioned ACR and VPAT. You said, even though they don't have the ACR, you still have the information. Can you give me some clarity on that? If I'm supposed to know it, oops!

>> Angela: Let me clarify. There's no such thing as a stupid question except the one you don't ask but my question to make sure I clarify myself is, here there's times that people want what they want. We all know that. The other part is, I have explained to people, sometimes, they may have ACR and the ARC just talks about how non compliant they are. They still have to do an accessibility determination or complete a determination form or explain to the section 508 team, why do you need it when you don't have any proof of accessibility? Sometimes the vendor doesn't know what to do or doesn't have anything to give but we need documentation of due diligence of, so somebody says, well, you bought this non compliant. Yes, we did. But this is why they needed it. Our form has something that says, market research and there's also the best meets option. This is an exception, kind of thing. This is the best we can find. It may not be totally accessible but it meets our business needs. What we need to at least document is for our own protection because if somebody challenges us, why did you buy this non compliant, you know, product?

Well, here's the reason why, there's market research here and there's nothing else. This might have looked like it, but it didn't meet the business needs. So I'm hoping thatens as or addresses the question you're asking. If not, just go ahead and repeat it or clarify it if I didn't get it.

>> Arthur: It does answer my question and it answers my second question that I didn't think to ask or may have followed up with is, you should not just walk away with assuming just because you see they have an ACR means that, they're compliant which I, I'm going to possibly fall for that one too. We're good. Thank you!

>> Angela: There's links I can share also. Crowd strike! Man, they had a beautiful ACR report! Nothing, nothing, was 508 compliant but it's related to security so sometimes the security mandate will say, well, this has been mandated from another agency that we need to use in the system, blah blah blah. But sometimes security comes with the approach of market research, why it may not be done. We have been told by the hiring agency we must get this tool so we must get this tool. Okay, so where is the documentation? Well, let me help you find your documentation. The worst part was, the older version of crowd strike, not so fancy ACR but stuff was compliant. They upgraded and then it went downhill. It was sad. So so sad. Oh look at this. Not compliant. Not con formant. It does not meet, does not meet! Oh, it's so sad. Go ahead.

>> Betsy: Thank you so much and thanks Angela for the presentation. When you're talking accessibility performance support, which is the life blood of what I do with the industry out reach. Just a couple of things, thank you for doing your due diligence in market research but a couple of clarifications.

There is no yes or no for section 508 compliance. I'm concerned that we all in this community should be meeting the minds and trying as best as we can to speak in a way that is eliminating the confusion. There's such a thing as do you support a technical stage of it or do you not. You can make a qualitative assessment when you look at the report if they addressed every relevant standard properly. Some will say supports and some will say partially support and some will say do not support. For the particular standard, we look for an explanation, when we call a good ACR, it doesn't support but it partially supports or does not support, gives an explanation.

The reason is because when you are considering comparing it to another product that does meet the requirements and that's the other thing. It's not about getting what somebody wants. It's getting what somebody needs. If you have a documented requirement, because 508, we would not be followed at all if we stated that you have to buy something, even if it doesn't meet your needs, no, no, you need to buy what meets your needs. However, you're required by the law to get the most accessible product available that meets your needs and I think Angela, that's what you talked about. But just the fundamental, there should not be a, is your product compliant, yes or no. We should start -- but it said it on your chart. That's why.

>> Angela: I understand. My main thing for the chart on the slide is, somebody needs to at least answer for our slide, did you look? Did you find something? Sometimes people find nothing whatsoever. There are --

>> Betsy: But it's saying, the recommendation there is that our mission has been to help industry understand and want to, not just do it because it's a federal requirement for us, not for them, but if they want to sell to us, is see the benefit, the win-win situation of them completing these accessibility conformance report. So if they did a good job doing the report, we can then consider it as part of our market research. If they have refused to do a report, that's a whole different process and we have to go down. And I would contend, unless there's an exception that applies like incidental to a federal contract. Like, we use it a lot when it's only support contractors using it.

If there isn't a relevant exception, you're going to need that report and I just want to state, and I'm making these numbers up but it's just based on the observation over the years and some of my research. We're talking about maybe, at best, 80 percent, you know. I won't see say that, but 80 percent of products that are not, if you see a valid ACR, they're not going to meet an every technical standard. I'm thrilled if I see one one hundred percent fully meeting the standards.

That's where the analysis comes in. There's some things not as significant as others and you need to buy what is substantially not only the most conforming but what is the best that meets the needs there. So that is the only thing. So I this you get it and it's wonderful that you're doing this. I just don't want to have people say, there's a yes or no and if there's a couple of standards that are not supported, then it's thrown out. That's where you have the basis for seeing, if you're talking about this, is there another product out there that is more conforming. Exactly! And if there isn't, then that's when you can claim the best needs. Even if their product says, does not support for 80 percent of the standards or 25 percent of the standards. It doesn't really matter. So I just really applaud what you're doing. I am just like, accessibility is not a yes, no.

>> Angela: And thank you. One, thank you, because you're a hero but I have had people tell me, no, we don't have a conformance report and we're not giving you one. So that's what I mean, when I'm talking about the people now, conformance, yes or no. You have to have an answer. Some of them are just like, I don't know. You have to find out. So there's another part that was, I have had conversations with the people though. They don't have anything. I need that in writing. I need you to give me an e-mail that says, we do not have anything to document our conformance and that ties into why we do an accessibility determination form where again, they explain the market research they have done to justify this vendor told us, we don't have anything to tell you how conforming we are or not but we still need this.

>> Betsy: And that Angela, please reach out because that's how we identify the companies we target to not only promote the industry guide that we developed that I put in the link for everyone, but that is how we try to get to them. Once a company understands they just need to do the report and that even if they don't meet a lot of the standards, we have no basis for that document. I'm sorry, someone else's mic is open. Just let us know. That's where we all need to collaborate and we would love help working on our industry out reach community under the accessibility community of practice, especially from those of you who are out there finding either certain companies or just finding this being an ongoing issue. We really, a lot of times they come back and say, well, we have never been asked this. Maybe it's the case, maybe not. And we do not accept. Their declaration we haven't done a report, we shouldn't even be considering them. So I know what you mean. When the customer comes back and says, they are the only maker of the only product that meets my requirements, that's why we're come PEMing to see. Well, can we try to help them? We can't create it. But if you have, within your organization, if you actually have say software and there's software developers and there's someone who is familiar with the product, maybe you had a prior version that was bought under an exception and now it's used by civil servants.

If you have a knowledgeable person of the functionality of that product, you can create this report yourself. I am not recommending you do it and letting them off the hook but if you have somebody who was well enough versed in the functionality and understand the standards, third parties are hired often by either vendors or original equipment manufacturers to make the ACR. There's ways to go around it. And I know there's -- but I just wanted to say that.

>> Angela: One of the things we did do because we're a small agency and we do the whole thing, trust and verify. But one of the trainings we had are for developers. One of the ways they do think, you can fill it out is using your general knowledge. There's no excuse for not doing something. If you know a little bit, you can say something but the other part is, we try to educate them on here's, we even had a training. Here's how to complete an ACR. You look at the directions they gave you and we are walking through it to tell them, you can read the directions they gave you and then you can delete the stuff when you're done, but go through the process and here, here is a link to the WCAG guidelines so you can learn and understand what they call success and things like that. We even had a training on that respect so there's no excuse. We did get some push back, oh, this is too much work.

This is the work we need. If you're delivering stuff to our agency, your deliverable, you have to do your due diligence, otherwise, I would say, tell them to deny until they comply. You don't pay nothing until they do what they need to do to verify they have met the contract obligations to get the acceptable deliverable!

>> Betsy: Yes, seriously and being a smaller organization, I wish we could all aspire to have the same kind of support that your organization must be giving you there and just kudos for what you're doing. If we can help in any way, please reach out. And I know, Mike had his hand up but you seriously, this is wonderful for you doing what you are doing. This is where the rubber hits the road on it and I just applaud you for all of your efforts. Thank you!

>> Yvette: Mike, you're up.

>> Mike: Yeah, great conversation! I think to underscore particularly Angie's last point about doing something to meet the obligation. I just want to remind the group, in section 508, chapter 2, scoping requirements, E202.7.2 is titled alternate means. So let me read it real quick. ICT that fully conforms is not commercially available, the agency should provide individuals with disabilities, access to and -- alternative needs. So what -- to me, that means is if we do our needs assessment and we identify the products that are commercially available and we select the ones that best meets the business needs where they're still a gap, the agency is still required to provide access to that information. So it's not another, oh, this is just the best we can get. There's still an obligation for us to fill that gap. That's why, to Angie's point, you know, and to Betsy's point. What is that meet? How do you meet it? Do you initially meet it? If we don't, we need an alternate means to fill that gap. I just wanted to make sure we don't skip that point among the conversation there.

>> Angela: That's a great point! Another part I was explaining is more detailed in the training but there's only two things that allow you to try to, you know, you don't have to do anything else, like you mentioned with the points. If it's incidental contract, oh, that's the other point! Betsy, you had a great e-mail, one time. Like, only one person is using it. Is it a fed person? Well, yeah. So it needs to be compliant. It's only one person. It doesn't matter. If it's an incidental contract, the contract staff has it, they're the only ones use it. We don't buy it, touch it or use it. Fine, there's nothing else we need to do. That and the data warehouse maintenance type of thing. If it's like, maintenance or something like that, who? Everything else, here's your exception but document what you are going to do to fix something when somebody needs it. So those are the things we also discuss.

Don't just think, oh, I got an exception, good bye! No no no. You have an exception but you also have a responsibility. Where does it not work? Where are you going to fix it? Oh, I have a VPAT. Did you read it? And they're like, what? Did you read it? I was going to let you read it. Yeah, okay. So we want to read it together. And the other part is, so the people who are building it, buying it are not surprised. Everything may not be 508 compliant but Microsoft does a very good job of saying, this is above a number. We're working on it. This is the work around sometimes. And progress when they fix it. The other thing is to make sure we're educated buyers. It may not work. Don't be surprise where it falls. Where can you fix something and be proactive in your planning purposes. The whole point is to be educated and smart about what you buy and not be surprised, oh, this doesn't work. So what are you going to do to fix that? We're going to have a phone line and sometimes we have these conversations.

Well, this doesn't work this way but we have somebody for the service desk to this when it is encountered. So as long as you have a plan. That's the whole point. When you do market research, how it works, why it doesn't work, and you're not going to be so surprised if you didn't do it in the first place.

>> Betsy: Thank you and -- we have the same point. We buy the product. Technically the responsibility of that vendor other than updates that we want as conforming as possible, ends. Our work as you said, does not end, it just begins. We fought it, that's why the accessibility conformance report, whether it's created or available on vendor or whether it's done by a knowledgeable superuser and documented, that report allows us to see where the standards were met and allows us to provide that equivalent access as Michael was reading. And I was impressed, maybe he memorized it. I don't have it all down. I know what they are but don't have that. That's where the agency work begins and I just wanted to share with the group. I was just involved in a demo.

NASA bought a Polly studio and something called owl, something, they are both for virtual, hybrid, in person, and virtual conference room capabilities and be one is portable and one is the other. We actually partnered with our people with disabilities and the chairperson in our office of diversity and inclusion and equal opportunity and they had invited some people who were users of this assistive technology and they demoed the two products because while I ensured from the 508, that we had accessibility conformance reports, each had a couple of tweaks somewhere something wasn't fully accessible so this is actually going a little bit beyond saying, here are the products solutions. They each have different technical requirements like broader rooms or smaller rooms and Zoom capabilities and non Zoom capabilities but also, what is your user experience and we want your feedback. So as NASA or any federal agency is developing the equivalent access if we identify functionality not fully accessible, it's really great to engage our customers. It was really nice to see it all come together, but again, just can't agree more with what Mike said and what you said and just wanted to share it. Thank you!

>> Yvette: No worries. Any other questions or comments for Angela? I want to thank everyone for attending. Our next meeting will be in June. Indeed, our next meeting is in June, we look forward to seeing everyone. Stay tuned! We have a lot of great things coming from our office, as well as some of our partners doing great things. So stay tuned and thanks everyone. If you want to hang out until 3 o'clock to have an impromptu discussion, I am going to turn the recording off. We can discuss whatever you would like. Thanks again, everyone, for attending!

[ Event concluded ]