

**Information Organization, Usability, Currency & Accessibility (IOUCA)
Meeting Minutes**

Date: August 29, 2006
Time: 9:00 – 11:00 a.m.
Location: LC II, Room 340

Attendees:

<input checked="" type="checkbox"/> Linda Aguilar (DHS)	<input checked="" type="checkbox"/> Neal Albritton (SILC)	<input type="checkbox"/> Shayn Anderson (EDD)
<input checked="" type="checkbox"/> Steve Branson (DHS)	<input type="checkbox"/> Ken Capps (DVA)	<input type="checkbox"/> Michael Clark (DSS)
<input checked="" type="checkbox"/> Donna Freeman (FTB)	<input checked="" type="checkbox"/> Theresa Giles (DHS)	<input checked="" type="checkbox"/> David Golden (CNG)
<input type="checkbox"/> Jennifer Harper (DHS)	<input type="checkbox"/> Jeff Hillard (CDFA)	<input checked="" type="checkbox"/> John Jewell (CSL)
<input checked="" type="checkbox"/> Patrick Johnson (DOR)	<input type="checkbox"/> Richard Lehman (CEAP)	<input type="checkbox"/> Pam Licon (DCA)
<input type="checkbox"/> Lee Macklin	<input checked="" type="checkbox"/> Anamarie Malone (DTS)	<input type="checkbox"/> Liz Mechem (Insurance)
<input checked="" type="checkbox"/> Keith Mitsuyasu (DTS)	<input checked="" type="checkbox"/> Frank Montez (DHS)	<input checked="" type="checkbox"/> Claudina Nevis (SCIO)
<input type="checkbox"/> Sally Nietering (POST)	<input type="checkbox"/> Joni Ogata (DMHC)	<input checked="" type="checkbox"/> Kristine Ogilvie (CSL)
<input type="checkbox"/> Bill Passavant (DSS)	<input checked="" type="checkbox"/> Gene Pineau (LDC)	<input checked="" type="checkbox"/> Sierra Prine (SCDD)
<input type="checkbox"/> Rob Quigley (SCIO)	<input type="checkbox"/> John Quijada (DMV)	<input checked="" type="checkbox"/> Steve Rushing (DTS)
<input checked="" type="checkbox"/> Deborah Schwartz (CRB)	<input type="checkbox"/> Brenda Washington (DHS)	<input checked="" type="checkbox"/> Morris Weisbart (CDFA)
<input type="checkbox"/> Jeff Wilcox (DCA)		

Webmasters Meeting

Kris Ogilvie

The Webmasters User Group meeting was held on August 23 with two sessions. The sessions went well. PRP gave an overview of their activities followed by IOUCA's overview of our activities. There were many good questions and interest. Stacey Alexander (PRP) recapped the results of the survey that was handed out; Anamarie will ask Stacey to send a copy to me to forward to IOUCA. There was quite a bit of positive feedback.

Webmaster Toolbox

Steve Rushing/Debbie Schwartz

IOUCA and PRP individually identified the need for a central webpage where Webmasters can find standards, guidelines, resources, training tools, etc. PRP is in the process of hiring a vendor to assist them in developing this toolbox. DTS has received the RFO responses and are in the evaluation process; they anticipate awarding a contract this week. IOUCA will work with PRP to identify what needs to be included in this effort.

Portal Redesign Project Update

Steve Rushing/Keith Mitsuyasu

The Google PO should be received this week with the product (two Google boxes) also arriving this week.

HFI Presentation on Methodology

Kris Ogilvie

HFI gave a WebEx presentation on their methodology and supporting resources. Representatives from Department of Justice and San Diego County participated by phone. Ed Frease, Spenser Jerrol, and Jesse Berkowitz represented HFI. The presentation provided an overview of HFI's Usability Central web resource. Usability Central is a web resource intended to assist Webmasters and organizations in implementing user-based web design.

There are four primary modules focused on methodology, web-interface standards, GUI standards, and knowledge resources. There is also a module focused on graphics. The methodology module provides processes and techniques for user-based design in four scenarios:

1. New website
2. Existing website (redesign)

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3. Design through Release
4. Post-release usability

Web-interface standards and GUI standards provide page layouts with guided tips on when to use what layout and how to use each layout. Prototyping tools are also included in the web-interface standards module to enable web developers to quickly and easily produce a PowerPoint or Visio mockup of a design for demonstration to management as well as preliminary user testing. Presentation and operation rules are included in both modules with standards and guidelines for page grids, layout principles, fonts, labels, buttons, etc.

The knowledge module provides training resources – including slides, built-in exercises, instruction guides, and student manuals – to allow the State to provide usability training. This module also provides abstracts of recent research on cognition as it relates to web development as well as links to the original documents. The research looks at what people expect to see on a website, how they expect websites and web elements to work, how people think and react, etc.

The standards, guidelines, and page layouts were generic, but HFI noted that they customize them to meet user needs on purchase.

Issue: Accessibility Training Modules – Web Location Patrick Johnson

Design Media has asked Patrick to review the beta version of the web resources from the accessibility training; Patrick will review the site this afternoon. Once approved, we need to determine where the resources will be located (link from CIO website, link from DOR website, etc.)? Claudina, Steve, and Patrick will discuss offline.

Next Steps Kris Ogilvie, Debbie Schwartz

Next IOUCA Meeting: September 5, 2006

Library & Courts II, 900 N Street, Room **353**
9:00 – 11:00 a.m.

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Open Issues

Debbie Schwartz

1. How can the state design templates for current technology standards while accommodating departments with a wide range of expertise and software tools?
The Review Board noted that some content management solutions can resolve this issue, but not all departments have strong content management systems in place. DTS is considering offering support. It was recommended at the IOUCA meeting on March 14th that we consider offering a resource gallery of images that can be used by any state department. It would be possible to offer a suite of templates using different color palettes that meet accessibility requirements. Before this can be decided, the issue of single look-and-feel for all California pages vs. multiple look-and-feel with common branding needs to be resolved at a higher policy level.
2. How can California enforce the standards after adoption? **How will California ensure the application of standards across departments and over time (quality assurance)?***[added 5/2]*
California will likely approach adoption from an incentive perspective rather than an enforcement perspective. An exception is Section 508 compliance, which is mandated by state and federal law.
3. Should tools to implement standards (CSS, templates) be developed for current look and feel as well as new look and feels?
4. Guidelines are not always followed. Would it be better to develop standards only, but drive by level of compliance? For example,
 - Level 1 Standards: Minimal accessibility
 - Level 2 Standards: Moderate accessibility
 - Level 3 Standards: High accessibility*Departments could be encouraged to work toward improving their websites by qualifying for higher levels. The state could provide “paths to accessibility” and could provide training for each level.*
5. What skill sets will be needed to communicate, maintain, and implement the standards, guidelines, and tools the IOUCA is recommending?
6. How do we separate content from HTML (CSS only separates content from presentation)?
This can be done through master templates in Dreamweaver, content management systems, or hard coding. The team needs to determine if this is part of our scope.