



Electronic and Information Resources Accessibility Policy

Texas General Land Office and Veterans Land Board

PURPOSE

The purpose of this policy is to affirm the Texas General Land Office's (GLO) commitment to providing equitable access to its electronic and information resources (EIR) for all Users, including individuals with disabilities. In alignment with the agency's strategic goals and values of accessibility and public service, this policy is designed to ensure that EIR developed, procured, maintained, or used by the GLO are accessible to the widest possible audience.

This policy ensures consistent compliance with accessibility standards and removes barriers that limit access to digital resources. It establishes requirements in accordance with the Texas Administrative Code, Title 1, Chapters 206 and 213, and applicable federal laws such as Section 508 of the Rehabilitation Act.

SCOPE

This policy applies to all individuals who use or interact with EIR at the GLO, including employees, contractors, and vendors. These individuals are referred to as *Users* throughout this policy.

This policy also applies to *EIR Owners*, those who manage, create, or maintain EIR. EIR Owners are responsible for ensuring their systems meet accessibility standards.

All Users and EIR Owners are expected to understand and comply with the terms of this policy. This includes EIR developed, procured, maintained, or used directly by GLO, as well as those provided by vendors and service providers under contract.

The Information Technology Services (ITS) Department, in coordination with the agency's Accessibility Coordinator, is responsible for implementing and enforcing this policy, providing guidance, monitoring compliance, and supporting accessibility improvements.

DEFINITIONS AND ACRONYMS

508 Compliance

The standards issued by the U.S. Access Board under Section 508 of the Rehabilitation Act of 1973, which require electronic and information technology to be accessible to individuals with disabilities. The 2017 Section 508 Refresh incorporates the Web Content Accessibility Guidelines (WCAG) 2.0 Level A and AA as the primary accessibility requirements.

Accessibility

The broad principle of designing environments, services, and resources so that people with disabilities can fully participate and benefit. Accessibility ensures equal opportunity by removing barriers and providing multiple ways to engage with information, programs, and services.



Electronic and Information Resources Accessibility Policy

Texas General Land Office and Veterans Land Board

Alternate Format

A version of content usable by individuals with disabilities. Examples include Braille, large print, audio recordings, ASCII text, or electronic formats that comply with accessibility standards.

Alternate Method

An alternative way to deliver information or services to individuals with disabilities. Examples include phone, fax, relay service, TTY, captioning, online postings, or text-to-speech tools.

Assistive Technology

Any device, software, or system that helps people with disabilities increase, maintain, or improve their abilities.

Electronic and Information Resources (EIR)

Information technology and related equipment used to create, store, display, or transmit data. This includes websites, software, telecommunication devices, multimedia, kiosks, and office equipment. It does not include products not mainly used for information, like HVAC systems or medical devices with built-in IT.

EIR Accessibility Standards

The accessibility requirements defined by Texas Administrative Code, Title 1, Chapters 206 and 213, which align with federal Section 508 standards.

EIR Owner

An individual or group responsible for the development, procurement, or maintenance of an EIR. This may include content authors, application owners, or project managers.

Exception

An approved deviation from accessibility standards under TAC 206 and 213. Exceptions must be approved by the Chief Clerk and include an alternate access plan.

Digital Accessibility

The design and implementation of electronic and information resources, including websites, software, applications, digital documents and tools, so that people with disabilities can perceive, understand, navigate, and interact with content. Accessible EIR can be used in multiple ways and do not depend on a single sense or ability.

State Website

A publicly accessible website connected to the Internet that is owned, operated, or funded by a state agency. This includes the home page, all subordinate pages, and primary public access points.

User

Any individual authorized to access GLO's electronic and information resources, including employees, contractors, vendors, interns, and volunteers.



Electronic and Information Resources Accessibility Policy

Texas General Land Office and Veterans Land Board

VPAT (Voluntary Product Accessibility Template)

A standardized document used by vendors to describe how their products or services conform to accessibility standards such as Section 508 of the Rehabilitation Act or the Web Content Accessibility Guidelines (WCAG). VPATs help agencies evaluate the accessibility of technology during procurement.

W3C (World Wide Web Consortium)

An international standards organization that develops protocols and guidelines to ensure the long-term growth of the web, including the Web Content Accessibility Guidelines (WCAG).

WCAG (Web Content Accessibility Guidelines)

A globally recognized set of accessibility guidelines developed by the W3C. WCAG is based on four principles: content must be perceivable, operable, understandable, and robust.

POLICY

The GLO is committed to ensuring that all EIR are accessible to Users of all abilities. The agency complies with all applicable federal and state laws that govern digital accessibility, including:

- **Texas Government Code, Chapter 2054, Subchapter M**, which requires state agencies to provide employees and the public with access to and use of electronic and information resources.
- **Texas Administrative Code, Title 1, Chapter 206**, which aligns state web accessibility standards with the federal requirements of Section 508 of the Rehabilitation Act of 1973.
- **Texas Administrative Code, Title 1, Chapter 213**, which establishes accessibility standards for the procurement, development, and use of EIR by state agencies and aligns with Section 508 standards.

In addition to meeting legal requirements, the GLO strives to align with internationally recognized best practices for digital accessibility, including the Web Content Accessibility Guidelines developed by the World Wide Web Consortium.

Responsibilities

The GLO must ensure that its websites and electronic information resources meet established accessibility standards. Responsibility for accessibility is shared across the agency:

- **ITS Department** – Coordinates agency-wide compliance, conducts periodic assessments, provides technical guidance, supports remediation efforts, and monitors progress toward accessibility goals. ITS also advises on accessibility requirements during procurement and development activities.



Electronic and Information Resources Accessibility Policy

Texas General Land Office and Veterans Land Board

- **EIR Owners** – Ensure that the systems, applications, and content under their control comply with accessibility standards. EIR Owners must respond to identified issues, incorporate accessibility into planning and design, and request exceptions when compliance is not feasible, including providing an alternate access plan.
- **Users** – Follow accessibility best practices when creating or sharing content and report any accessibility issues they encounter. Users are expected to cooperate with accessibility guidance and participate in training as needed.

This shared responsibility model ensures that accessibility is not limited to technical compliance but is integrated into daily work across the agency.

EIR Accessibility Implementation and Remediation Plan

The GLO is committed to ensuring that all EIR are accessible to individuals with disabilities. This commitment reflects the agency's focus on inclusivity, compliance with accessibility laws, and equitable digital services. GLO takes a practical approach to support accessibility throughout the EIR lifecycle.

This includes general strategies for identifying and addressing accessibility issues, with a focus on areas of greatest impact. The agency works to incorporate accessibility considerations where feasible in its planning, acquisition, and maintenance activities, while aiming to reduce barriers and improve access over time.

Identification and Prioritization of Accessibility Issues

GLO regularly evaluates its EIR to identify accessibility barriers. This includes the use of automated scanning tools and manual assessments to review websites, applications, documents, and other digital systems. Identified issues are tracked in an active inventory to support monitoring and remediation, based on available resources.

To determine the order in which issues are addressed, GLO applies a prioritization process that considers the visibility, frequency of use, and functional importance of each resource. Priority is given to public-facing and high-impact systems. Lower-priority systems are addressed as resources allow. This structured process ensures that limited remediation capacity is directed toward improvements with the greatest potential to enhance accessibility and user experience.

Remediation Practices

GLO supports accessibility remediation efforts by identifying issues and encouraging progress toward resolution. Non-compliant content may be fixed, removed, or replaced. If that isn't possible, an exception may be requested with an alternate access plan.



Electronic and Information Resources Accessibility Policy

Texas General Land Office and Veterans Land Board

Procurement Compliance

Accessibility is incorporated into GLO's procurement practices through a process designed to ensure compliance with applicable standards. Solicitations include accessibility requirements, and vendors must provide conformance documents such as Voluntary Product Accessibility Templates (VPAT). VPATs are reviewed and verified by GLO procurement staff in coordination with ITS and departmental stakeholders to confirm the level of accessibility support. When appropriate, accessibility features are also evaluated during product demonstrations or testing to validate vendor claims and ensure solutions meet agency needs.

Training, Communication, and Oversight

GLO supports accessibility through ongoing education, open communication, and consistent oversight. Training opportunities are made available to help staff understand how to create accessible content, procure or develop compliant systems, and integrate accessibility into day-to-day responsibilities. Special training is available for staff who create content or purchase technology.

Clear and accessible communication channels are maintained so that Users can report accessibility issues with ease. Reported concerns are reviewed and addressed through remediation or by providing alternative access.

GLO also monitors the progress of accessibility efforts, maintains documentation on remediation activities, and tracks approved exceptions and accommodations. This oversight helps ensure the agency stays aligned with evolving legal standards and internal goals for digital accessibility.

Request for Accommodation

The GLO will make reasonable efforts to accommodate Users with assistive technology or other needs. When a User is unable to access GLO's EIR, they may contact the GLO EIR Accessibility Coordinator to request an alternate format or method of access. Requests will be reviewed promptly, and the agency will make reasonable efforts to provide alternate access within a reasonable timeframe.

Accessibility Exceptions

In limited circumstances, the GLO may grant an exception from EIR accessibility requirements when compliance imposes a significant difficulty or expense. EIR Owners must submit exception requests with justification and an alternate access plan.



Electronic and Information Resources Accessibility Policy

Texas General Land Office and Veterans Land Board

Exceptions may only be approved by the Chief Clerk. All approved exceptions will be documented, retained as official records, and monitored by the ITS Department to ensure that appropriate alternative access is maintained.

Contact Information

The GLO is committed to continuously improving its website and EIR to enhance accessibility for all Users. The GLO's designated Electronic and Information Resources Accessibility Coordinator serves as the primary contact for any accessibility-related inquiries or concerns.

Individuals experiencing difficulties accessing content on the GLO website or other EIR resources are encouraged to contact the Accessibility Coordinator.

When submitting an inquiry, Users should provide specific details regarding:

- The nature of the accessibility issue.
- The preferred format or method for receiving the material.
- The web address (URL) of the requested material, if applicable.
- Contact information to facilitate a timely response.

Send an email to our EIR Accessibility Coordinator at eir-accessibility@glo.texas.gov

FORMS

The GLO requires the use of a standardized Accessibility Exception Request Form for any requests to deviate from established accessibility standards. This form must be completed by the responsible EIR Owner and submitted for review and approval in accordance with this policy.

DISTRIBUTION

This policy applies to all GLO employees, contractors, interns, volunteers, and vendors who use, manage, or procure Electronic and Information Resources. The policy will be distributed to all GLO staff through internal communication channels, made accessible on the agency's policy repository, and posted to the agency's public website to ensure transparency and accessibility.



Electronic and Information Resources Accessibility Policy

Texas General Land Office and Veterans Land Board

LIFECYCLE

This policy will remain in effect for a period of two (2) years from the date of implementation, unless superseded by updated federal or state accessibility requirements. It will be reviewed on a biennial basis by the ITS Department in coordination with the GLO's Accessibility Coordinator to ensure continued compliance with applicable laws, standards, and best practices.

DATE

This policy was last reviewed and revised on 08/15/2025. It will remain in effect until the next scheduled review or until superseded by updates in federal or state accessibility requirements.

DRAFT