

VHEAP Lunch & Learn Session Transcript – October 14, 2025

[Brennan Maupin] 11:43:35

And sometimes I've grown into more proactive VPAT experience since then.

[Brennan Maupin] 11:43:36

Thank you.

[Jason Heron] 11:43:37

Awesome. Emily?

[Emily Hilgendorf] 11:43:39

And hi, I'm Emily Hilgendorf, I work at Virginia Tech. Uh, I'm an accessibility developer in our Office for Civil Rights Compliance and Prevention Education.

[Emily Hilgendorf] 11:43:49

I... my main job duties are to...

[Emily Hilgendorf] 11:43:52

review applications through the procurement process, and then also assist the university community with making their

[Emily Hilgendorf] 11:43:59

web applications more accessible.

[Jason Heron] 11:44:02

Awesome. So, these are just a few of the questions that we're going to cover today.

[Jason Heron] 11:44:07

a pretty light overview of VPATs. There's a whole lot that we can talk about here.

[Jason Heron] 11:44:14

Um, uh...

[Jason Heron] 11:44:16

my panelists, our panelists, have a ton more expertise than I do here.

[Jason Heron] 11:44:22

So I'm going to do my best to shut up, um, and for those of you who actually know me and work with me, you know that that's a really tall task.

[Jason Heron] 11:44:30

Um, so I'm gonna, uh, stop sharing my screen here so that we've got a little bit more real estate for folks to

[Jason Heron] 11:44:36

Um, to...

[Jason Heron] 11:44:38

see everybody. Um, and then we'll kick it off.

[Jason Heron] 11:44:42

with the, uh, front-loading questions of, uh, what is a VPAT?

[Brennan Maupin] 11:44:52

So, um, we were thinking that we would just go over some of the acronyms.

[Brennan Maupin] 11:44:59

That we're going to be using, and like...

[Brennan Maupin] 11:45:01

Um, also just the basics for some folks who might have limited experience with VPATS, um, because it's a lot to absorb at once.

[Brennan Maupin] 11:45:09

So, if anybody wants to take notes, now is probably a good time.

[Brennan Maupin] 11:45:15

VPAT stands for Voluntary Product Accessibility Template.

[Brennan Maupin] 11:45:19

Um, they evolved...

[Brennan Maupin] 11:45:22

pretty naturally, um, but the one that we often use is from the Information Technology Industry Council. It's sort of trademarked by them.

[Brennan Maupin] 11:45:32

Um, you'll also hear ACR, which stands for Accessibility Conformance Report.

[Brennan Maupin] 11:45:38

And when we use that term, we're usually talking about a VPAT that's been filled in.

[Brennan Maupin] 11:45:43

Um, but oftentimes you'll see those

[Brennan Maupin] 11:45:46

terms used interchangeably.

[Brennan Maupin] 11:45:48

Um, WCAG is something that you've probably heard, if not

[Brennan Maupin] 11:45:54

before in your work, very recently with the Title II updates. It stands for the Web Content Accessibility Guidelines.

[Brennan Maupin] 11:46:00

They are created, authored, and maintained by the World Wide Web Consortium, so W3C, the same folks that...

[Brennan Maupin] 11:46:09

set the standards for the World Wide Web.

[Brennan Maupin] 11:46:12

sort of whole shebang.

[Brennan Maupin] 11:46:14

And within the WCAG,

[Brennan Maupin] 11:46:16

Um, our success criteria. So, um,

[Brennan Maupin] 11:46:20

These make up the whole web content accessibility guidelines, so things like color contrast, having a

[Brennan Maupin] 11:46:26

the, uh, visible focus indicator.

[Brennan Maupin] 11:46:28

Um, captions, audio descriptions, that sort of thing.

[Brennan Maupin] 11:46:32

All of these make up the, um...

[Brennan Maupin] 11:46:37

web content accessibility guidelines, and then on a VPAT, what you'll see...

[Brennan Maupin] 11:46:42

are all of these success criterias really nicely laid out?

[Brennan Maupin] 11:46:45

And there's an option to note whether it supports,

[Brennan Maupin] 11:46:49

Partially supports, does not support,

[Brennan Maupin] 11:46:52

Whether it's not applicable or not evaluated.

[Brennan Maupin] 11:46:56

And then the really important

[Brennan Maupin] 11:47:00

sort of field for each of them is the remarks, and that's where, for those of us who actually look for...

[Brennan Maupin] 11:47:05

Look at the VPATs. We're really looking for that remarks field, and we really want it to be filled in. That's where, when we get happy about VPATS, I think.

[Kristine Neuber] 11:47:14

Um, if I could jump in, Brennan, I know we were gonna try to share an example, um, but I'm not able to share. Is it possible for...

[Jason Heron] 11:47:22

Yes.

[Kristine Neuber] 11:47:22

me to get access to share so I can bring up one while you're talking more about it.

[Jason Heron] 11:47:26

Yeah, let me grant you access here.

[Korey Singleton] 11:47:31

I just did

[Jason Heron] 11:47:32

Okay, awesome, thanks, Corey.

[Kristine Neuber] 11:47:43

Okay, so hopefully you're seeing that now.

[Kristine Neuber] 11:47:47

Um, this is an example of one called Perusal that some of you might use.

[Kristine Neuber] 11:47:53

And I put it... I'm using it because it's... it's publicly on their website, so I've built a publicly feel safe that...

[Kristine Neuber] 11:48:00

that we won't get in trouble for sharing it.

[Kristine Neuber] 11:48:02

In this way.

[Kristine Neuber] 11:48:05

So, sorry to interrupt, Brennan.

[Brennan Maupin] 11:48:08

No, you're good. I think I'm at a stopping point.

[Kristine Neuber] 11:48:12

No, okay.

[Kristine Neuber] 11:48:13

So, dude, if I can...

[Jason Heron] 11:48:16

Do you want me to drop a link to that in chat?

[Kristine Neuber] 11:48:20

Yes, you can do that, that would be great.

[Jason Heron] 11:48:22

Okay. So...

[Kristine Neuber] 11:48:23

Okay.

[Kristine Neuber] 11:48:26

So just to, um, show you an example of... this is a VPAT that's been, um, very

[Kristine Neuber] 11:48:32

done very well and very completely, and there's some things to, um, point out.

[Kristine Neuber] 11:48:38

in the VPAT, and that is

[Kristine Neuber] 11:48:40

Um, information at the top, kind of giving you the date and the...

[Kristine Neuber] 11:48:44

information there. What Brennan was saying about

[Kristine Neuber] 11:48:49

um... the individual WCAG standards.

[Kristine Neuber] 11:48:53

um, are gonna be identified with supports, partially supports, does not support.

[Kristine Neuber] 11:48:58

not applicable or not evaluated.

[Kristine Neuber] 11:49:00

And then you'll get this, um...

[Kristine Neuber] 11:49:02

table, um, that gives you more details.

[Kristine Neuber] 11:49:06

About what is supported and what's not.

[Kristine Neuber] 11:49:10

And the sign, obviously, of a good VPAT is that it, um, is detailed.

[Kristine Neuber] 11:49:15

So when it does say partially supports, it actually gives you an example.

[Kristine Neuber] 11:49:22

of what does... what is not supported. So in this example, you can see that non-text content is only partially supported, and it gives an example of exactly where

[Kristine Neuber] 11:49:32

that issue occurs, and in this VPAT, there's several areas that, um,

[Kristine Neuber] 11:49:38

say, supports say not applicable,

[Kristine Neuber] 11:49:40

Um, but also has that partially supports in there, and gives that detail. So you can trust this VPAT,

[Kristine Neuber] 11:49:47

Um, probably more than you can trust other VPATs that just say support all the way down, with no explanation of what...

[Kristine Neuber] 11:49:55

Um, anything that's not supported. I think everybody on the panel, and probably most people in this

[Kristine Neuber] 11:50:02

call right now know that, um,

[Kristine Neuber] 11:50:05

there are really no fully accessible, um,

[Kristine Neuber] 11:50:09

applications out there, so if you see something that says they're perfect, they're likely not.

[Kristine Neuber] 11:50:14

Um, and another thing about this particular VPAT is it appears to be done by a third party.

[Kristine Neuber] 11:50:20

Which will make it a little less, um...

[Kristine Neuber] 11:50:24

likely to have incorrect information, or at least...

[Kristine Neuber] 11:50:26

Uh, deceptive information.

[Emily Hilgendorf] 11:50:30

Yeah, I'll follow up on that.

[Emily Hilgendorf] 11:50:33

Because the third-party ones are typically a little bit more accurate than the in-house, though sometimes you can tell

[Emily Hilgendorf] 11:50:42

a quality VPAT versus the not quality.

[Emily Hilgendorf] 11:50:46

depending on how much information they put in that beginning section, where they put in the description,

[Emily Hilgendorf] 11:50:51

Possibly what pages or parts of the application they tested.

[Emily Hilgendorf] 11:50:55

I don't know if this one does...

[Emily Hilgendorf] 11:50:58

But it also gives the tools and what sort of standards they were testing against. All of those are good details to look for in a VPAT to know if it's worth looking at or not.

[Emily Hilgendorf] 11:51:09

there are many times where we get a VPAT, and it just has either supports,

[Emily Hilgendorf] 11:51:14

all the way down, and then you know that that's probably not one that you can rely on, or it'll have partial supports, but give none of those additional details in the remarks.

[Emily Hilgendorf] 11:51:23

Um, so you don't know to what extent

[Emily Hilgendorf] 11:51:26

Are they partially supporting? Is it keyboard accessible because you can tab once?

[Emily Hilgendorf] 11:51:30

And that's it. And you can't get to the rest of the application. It is...

[Emily Hilgendorf] 11:51:36

it... it's a very, um...

[Emily Hilgendorf] 11:51:37

It can be a complete work of fiction, or it'll just have a limited subset of truth.

[Emily Hilgendorf] 11:51:43

Uh, for the grand majority of VPATs, the...

[Emily Hilgendorf] 11:51:45

The one that Christine is showing is...

[Emily Hilgendorf] 11:51:48

is good quality, because they actually put in the work and put in the details, which is great to see.

[Kristine Neuber] 11:51:50

Yeah.

[Kristine Neuber] 11:51:54

And that was the perusal one, as I mentioned. I also switched over, um, Emily, while you're talking, sorry, to a, um...

[Kristine Neuber] 11:52:01

A last kind of desirable VPAT, where there's not a lot of information, so it still has the standards listed, but it's just basically saying non-applicable.

[Kristine Neuber] 11:52:12

Um, or supports without...

[Kristine Neuber] 11:52:15

much, if any, detail.

[Kristine Neuber] 11:52:17

So, this one would be suspect.

[Kristine Neuber] 11:52:20

Um, in my mind.

[Kristine Neuber] 11:52:23

So, you want to see something that has some detail.

[Kristine Neuber] 11:52:27

Um, and some additional information about how it was tested, what it was tested with, those kinds of things.

[Kristine Neuber] 11:52:33

And this... careful to redact these and not show, kind of, who they're from unless they are.

[Kristine Neuber] 11:52:39

publicly, um, available, because sometimes

[Kristine Neuber] 11:52:44

um... vendors will kind of hold it close to their...

[Kristine Neuber] 11:52:48

Um, what do you think?

[Kristine Neuber] 11:52:50

out of reach, unless you really ask for it, and in some cases, even ask you for, um,

[Kristine Neuber] 11:52:55

a non-disclosure agreement, which I think those are...

[Kristine Neuber] 11:52:58

Those are just sort of, um...

[Kristine Neuber] 11:53:02

red flags that it might not be a good, uh, not be a real accessible...

[Kristine Neuber] 11:53:08

product.

[Jason Heron] 11:53:21

Any other thoughts from the panel before we move on to our next question?

[Brennan Maupin] 11:53:25

Just a quick note, um...

[Brennan Maupin] 11:53:28

I think when we're talking about the sort of variability in quality, um, and also sort of defining a VPAT,

[Brennan Maupin] 11:53:35

Um, it's important to note that, you know, it's called a voluntary product accessibility template.

[Brennan Maupin] 11:53:42

Um, and historically, at least, it has always been voluntary, and there has not been much mandated in terms of, like,

[Brennan Maupin] 11:53:50

how you actually go about assessing it, and if you need to be qualified to assess it, or who needs to assess it.

[Brennan Maupin] 11:53:57

So, you'll see a lot of companies that will, um,

[Brennan Maupin] 11:54:00

do their own VPATs, and who wants to speak badly about their own company, right? So those might be a little bit...

[Brennan Maupin] 11:54:07

Um, less helpful.

[Brennan Maupin] 11:54:09

um, third-party...

[Brennan Maupin] 11:54:12

Some of the vendors who do third-party, um, audits actually can get some really great BPATs.

[Brennan Maupin] 11:54:19

Um, hopefully we'll touch on later how this is changing a little bit with the new, um, Virginia state laws.

[Brennan Maupin] 11:54:25

on, um, in terms of the voluntary aspect of this.

[Brennan Maupin] 11:54:29

And, um, us as state institutions, what we need to collect.

[Jason Heron] 11:54:36

So, Molly put a question in chat.

[Jason Heron] 11:54:38

Curious if there are tools or third-party groups you are looking at

[Jason Heron] 11:54:42

that may be more reliable or consistent than others.

[Jason Heron] 11:54:46

Um, and if we don't know off the top of our heads, we can also compile a list and send that out to folks afterwards.

[Jason Heron] 11:54:52

I certainly have not been in this part of the game for a very long time.

[Jason Heron] 11:55:06

Okay, so, uh, I'm gonna move on to our next question. Um, what do we do with a VPAT?

[Emily Hilgendorf] 11:55:17

I guess I can start off, um...

[Emily Hilgendorf] 11:55:19

So generally, with the VPAT, it's kind of step one of the process. We'll always request a VPAT or an ACR from

[Emily Hilgendorf] 11:55:27

the vendor that we're looking at, and I'll read through it just to get the general gist.

[Emily Hilgendorf] 11:55:33

of how the company is doing. What... if it is a third party, then I'll... I'll see that they're

[Emily Hilgendorf] 11:55:39

Typically, a little bit more accessibility-minded, unless they...

[Emily Hilgendorf] 11:55:43

disclose that they have an accessibility team. That's always really great to see.

[Emily Hilgendorf] 11:55:48

Um, and...

[Emily Hilgendorf] 11:55:50

based on the input of there, I can kind of tell how our meetings will go in the future.

[Emily Hilgendorf] 11:55:56

Because I will always look at the VPAT, and then we will do an actual manual review of products, uh,

[Emily Hilgendorf] 11:56:02

once we receive the VPAT, or not, sometimes we don't get a VPAT.

[Emily Hilgendorf] 11:56:07

And that... that... it's a... it's a...

[Emily Hilgendorf] 11:56:10

telling sign of how the VPAT is with how the meetings are going to go in the future.

[Kristine Neuber] 11:56:15

Yeah, and I can jump off from there. Um, I use it in the same way that Emily is talking about, like, the first

[Kristine Neuber] 11:56:22

The view of it, once you kind of understand the different aspects of what makes it a reliable VPAT, if you get one of the VPATs that just says supports all the way down,

[Kristine Neuber] 11:56:32

Um, it kind of gives me an idea of how knowledgeable the vendor might be in regards to the WCAG standards to begin with.

[Kristine Neuber] 11:56:40

Um, because they aren't offering any details about, um, the accessibility.

[Kristine Neuber] 11:56:45

I think sometimes they might be hoping that people will just look at it and say, oh, it says supports all the way down, we're good to go, we can...

[Kristine Neuber] 11:56:52

We can, uh, not worry about accessibility in this purchase, because they're just taking it for face value.

[Kristine Neuber] 11:56:58

Um, so it's helpful to kind of see where the vendor is as to whether they are knowledgeable or not.

[Kristine Neuber] 11:57:05

also, like, Emily, I do a review. There's a manual review, especially of the more...

[Kristine Neuber] 11:57:12

the applications that are going to be used by more people.

[Kristine Neuber] 11:57:15

And, um, if it's a VPAT that actually has some detail,

[Kristine Neuber] 11:57:19

It might give me a place to start where I need to be testing and seeing how much

[Kristine Neuber] 11:57:25

of a barrier or something might be. So, for example, if they put

[Kristine Neuber] 11:57:29

partially supports, and they're calling out an area of the... of the application that's not accessible.

[Kristine Neuber] 11:57:36

Um, according to the standard. I may start there and say, okay, I really need to take a deeper look at this and see if it's a minor accessibility issue as far as being able to function.

[Kristine Neuber] 11:57:46

with the case... the use case that we have, or if it's a major blocker. So sometimes I can use it that way. It's hard to, obviously, review an entire product.

[Kristine Neuber] 11:57:56

Especially when you don't necessarily know how that product is supposed to work. So the VPAT can kind of be telling if it's done well.

[Kristine Neuber] 11:58:03

And allow me to see some areas that I need to specifically test manually.

[Jason Heron] 11:58:10

I think that's something that I've... I've heard before, too, is, you know, when we...

[Jason Heron] 11:58:15

So, you know, I work on our academic team at Virginia Tech, um, where we work with, um,

[Jason Heron] 11:58:21

with Student Affairs, with the Registrar's Office, with financial aid, and various departments around campus, uh, looking to implement student-facing applications. And so, oftentimes, you know,

[Jason Heron] 11:58:33

if we get asked a question, it's before there's actually a purchase agreement in place.

[Jason Heron] 11:58:39

And so, like, getting access to figure out to developer documentation, to...

[Jason Heron] 11:58:45

materials like VPATs, you know, I've definitely run into situations where vendors are very cagey about that kind of thing, because

[Jason Heron] 11:58:52

I don't know, it's like they approach you thinking that you're going to nefariously sneak in and steal all their technical details, and then

[Jason Heron] 11:58:59

whisk them away in the middle of the night, you know, and...

[Jason Heron] 11:59:02

we're gonna drop off the face of the planet. So, how do you kind of approach that sort of...

[Jason Heron] 11:59:08

problem when you, you know, maybe you don't have a purchasing agreement in place yet, but you need to do some of this

[Jason Heron] 11:59:15

you've got to kind of do a little bit more research than the VPAT, like we've talked about, you know, you have some that are very obviously

[Jason Heron] 11:59:24

Uh...

[Jason Heron] 11:59:25

elaborate... elaborate, um, concoctions, I'll say politely.

[Jason Heron] 11:59:30

you know, so how do you kind of approach those sorts of circumstances?

[Kristine Neuber] 11:59:37

Um, I could probably start here. I think this happens often, um, with some of the...

[Kristine Neuber] 11:59:43

Um, kind of bigger applications, actually.

[Kristine Neuber] 11:59:46

Um, that we have to test, and...

[Kristine Neuber] 11:59:50

Um, especially if it's going to be used by a large group of people, and it's a required, um, application, they will often say, oh, we're happy to, you know,

[Kristine Neuber] 11:59:59

You can test it after we... after you purchase it, like you're saying. Um, we have been very successful in saying, no, we cannot do this, you need to provide

[Kristine Neuber] 12:00:09

access to a sandbox.

[Kristine Neuber] 12:00:12

Um, of some sort.

[Kristine Neuber] 12:00:13

And they usually come around and do that. If they're gonna cut us off and say, absolutely not, then I think that's telling.

[Kristine Neuber] 12:00:21

Um, we haven't had a point where...

[Kristine Neuber] 12:00:23

We have an eventually gotten access. I have been in a situation where I've only been given access for a short period of time.

[Kristine Neuber] 12:00:31

Maybe 2 days. Um, in one situation, it had to be a certain, like, a couple of hours.

[Kristine Neuber] 12:00:38

that they gave me access to the sandbox to do...

[Kristine Neuber] 12:00:41

testing. So, um, it can be challenging for those things.

[Kristine Neuber] 12:00:47

Um, the funny thing is, they haven't always been totally inaccessible.

[Kristine Neuber] 12:00:51

Um, they just seem, like you said, they seem afraid to share their code, like, I'm gonna look, or I wouldn't know what to do with it, really.

[Kristine Neuber] 12:00:58

Um, but yeah, I think...

[Kristine Neuber] 12:01:00

really insisting... having some standards, um, at the university where you're... if it's used by this many people,

[Kristine Neuber] 12:01:07

Um, we... we need to have access before purchasing and kind of

[Kristine Neuber] 12:01:11

holding that line, um...

[Kristine Neuber] 12:01:14

They eventually do come around.

[Kristine Neuber] 12:01:15

And if not, we need to go somewhere else.

[Emily Hilgendorf] 12:01:19

Yeah, I'll second what Christine says. That's sort of how we do it as well.

[Emily Hilgendorf] 12:01:24

if... if they say no, then typically we'll just be like, okay, then we'll just fail your accessibility review, and that kind of...

[Emily Hilgendorf] 12:01:31

It scares the majority of them, because it does mean that the purchase can't go through.

[Emily Hilgendorf] 12:01:36

Um, occasionally, honestly, we have more...

[Emily Hilgendorf] 12:01:39

difficulties with the departments trying to do their own individual purchases, and they'll give the vendor money.

[Emily Hilgendorf] 12:01:46

Prior to the review, and so this will be...

[Emily Hilgendorf] 12:01:49

Typically during pilots and things like that, or with existing vendors that have never been reviewed before, because this is still

[Emily Hilgendorf] 12:01:57

uh... like...

[Emily Hilgendorf] 12:01:58

not brand new, but, like, it's...

[Emily Hilgendorf] 12:02:01

It's building momentum for what we... we...

[Emily Hilgendorf] 12:02:04

actually manually review, uh, at Virginia Tech.

[Emily Hilgendorf] 12:02:07

But typically, if we've already given them the money, it's a little bit more difficult to pressure them into it.

[Emily Hilgendorf] 12:02:13

But, uh, I, I...

[Emily Hilgendorf] 12:02:16

tend to go with the...

[Emily Hilgendorf] 12:02:18

being annoying method, um, and just keep emailing them.

[Emily Hilgendorf] 12:02:22

Frequently, eventually, they'll meet with me in person.

[Emily Hilgendorf] 12:02:25

And I can discuss what exactly I'm going to do to test it. We will... they'll go through...

[Emily Hilgendorf] 12:02:31

what they think is good about their product. That tends to make them feel better as well.

[Emily Hilgendorf] 12:02:35

They can show me their product and how to use it.

[Emily Hilgendorf] 12:02:38

And then I will, uh...

[Emily Hilgendorf] 12:02:40

somewhat shape my tests according to what their

[Emily Hilgendorf] 12:02:45

how they think their product should be viewed.

[Emily Hilgendorf] 12:02:49

Um, and that typically makes our future meetings a lot easier as well, uh, just making sure that they know exactly what we're going to do, that I'm not just going to go in and just be like,

[Emily Hilgendorf] 12:02:58

know your application is terrible, bye.

[Emily Hilgendorf] 12:03:02

knowing that there are next steps, and that I'm not expecting them to fix things.

[Emily Hilgendorf] 12:03:06

the next day, uh...

[Emily Hilgendorf] 12:03:08

tends to make them feel a little bit more secure.

[Emily Hilgendorf] 12:03:12

in sharing a sandbox with me.

[Kristine Neuber] 12:03:15

Good point.

[Brennan Maupin] 12:03:18

I just want to, um... I know we have folks from across the state

[Brennan Maupin] 12:03:23

who don't have a Christine and don't have an Emily at their institution.

[Brennan Maupin] 12:03:27

And I just want to talk about, you know, what do we do with the VPAT?

[Brennan Maupin] 12:03:30

from somebody who's in a different role, who's not actually testing.

[Brennan Maupin] 12:03:35

the, um, materials, so...

[Brennan Maupin] 12:03:37

Like, you know, I have worked...

[Brennan Maupin] 12:03:40

with IT to fix things. I've worked on some RFP committees, but those are not my primary responsibilities, so...

[Brennan Maupin] 12:03:47

I just want to emphasize that VPATs have been really important in, sort of, norm setting.

[Brennan Maupin] 12:03:54

And evolving these standards of

[Brennan Maupin] 12:03:56

what is expected and what is not.

[Brennan Maupin] 12:03:59

So, um, all of us have dealt with VPATs that are really

[Brennan Maupin] 12:04:02

bad, crummy, don't provide us with much information, but...

[Brennan Maupin] 12:04:06

at least knowing that someone at the university is supposed to be collecting these,

[Brennan Maupin] 12:04:11

And ideally reviewing them, for me, is really huge, and that's why I view PATs are so kind of close to my heart, because

[Brennan Maupin] 12:04:18

they're a foot in the door before a contract is signed, in terms of digital accessibility.

[Brennan Maupin] 12:04:24

Um, whether a lot is done with that, in terms of testing and sandbox testing, or whether

[Brennan Maupin] 12:04:30

it's just sort of filed away. At least that provides me, you know, with... if I'm working with a student,

[Brennan Maupin] 12:04:36

And we encounter an accessibility issue with

[Brennan Maupin] 12:04:40

one of the software that we've purchased.

[Brennan Maupin] 12:04:42

Um, it gives me sort of an entry point to say, hey, can we, you know, revisit the VPAT? That, you know, something like that. I can sort of start the conversation with that.

[Brennan Maupin] 12:04:52

Um, and look through it with somebody.

[Brennan Maupin] 12:04:55

Um, whoever that may be, somebody from IT, somebody from procurement. So, um...

[Brennan Maupin] 12:05:01

just looking back into where we are now, a lot has changed, and there was a time when

[Brennan Maupin] 12:05:07

I've been on RFPs or some initiatives where a lot of

[Brennan Maupin] 12:05:11

Um, vendors have not had VPATs. It was, like, kind of a 50-50 chance, and that was a great way of just knowing.

[Brennan Maupin] 12:05:17

Okay, um, this half really does... is not prepared, and this half is ready to go, at least, um, for us to consider, so...

[Brennan Maupin] 12:05:26

We've come a long way now, almost everybody has them. The quality, of course, varies, but at least

[Brennan Maupin] 12:05:32

the expectation is there.

[Jason Heron] 12:05:36

that transitions out very nicely to our next question of,

[Jason Heron] 12:05:40

You know, how do you share out information from VPATs with non-technical people? I know, personally,

[Jason Heron] 12:05:47

I think we've all been in this situation where somebody thinks,

[Jason Heron] 12:05:50

Oh, they have a VPAT, that means they're accessible, and so it's, like, even one step up from

[Jason Heron] 12:05:56

you know, what is the VPAT look like, but how do you kind of

[Jason Heron] 12:06:00

broached that subject with people, uh, especially, you know, we've all talked about circumstances where a contract's already been signed,

[Jason Heron] 12:06:07

Um, that... that puts us in kind of difficult, um,

[Jason Heron] 12:06:12

perspectives, or difficult situations here.

[Brennan Maupin] 12:06:18

I... I think if you don't live in this world, in this digital accessibility world, um, if you just see a VPAT,

[Brennan Maupin] 12:06:26

I mean, you're gonna be overwhelmed, and you're not gonna know what to do with it.

[Brennan Maupin] 12:06:30

Um, and when... sort of, it's essential, not only to be able to evaluate a VPAT, but also to communicate it to people who do not live in this world.

[Brennan Maupin] 12:06:39

And for me, what that means is, um,

[Brennan Maupin] 12:06:42

Bringing up clear examples, really...

[Brennan Maupin] 12:06:46

emphasizing the human experience of, you know, how this actually would impact somebody.

[Brennan Maupin] 12:06:52

Um, you know, saying...

[Brennan Maupin] 12:06:55

you pretend you're a keyboard-only user and you're tabbing through this page.

[Brennan Maupin] 12:06:59

you know, look at what happens when you hit this button. You know, something like that.

[Brennan Maupin] 12:07:04

Just to really have, um, you know, IT or...

[Brennan Maupin] 12:07:07

procurement, whoever I'm working with, like, really feel like they're in the shoes of somebody. That way, I feel like the understanding and the connection is, um, made.

[Brennan Maupin] 12:07:17

between these very, like, technical success criteria that are very principle-based, and then an actual, like, lived experience.

[Brennan Maupin] 12:07:24

with the program, or whatever that we're using.

[Emily Hilgendorf] 12:07:28

Yeah, I'll... I'll second that, too. Uh, those demonstrations are...

[Emily Hilgendorf] 12:07:33

definitely key in allowing most people to understand what's going on.

[Emily Hilgendorf] 12:07:38

Uh, I also tend to try to

[Emily Hilgendorf] 12:07:40

sort of prioritize some issues that will affect

[Emily Hilgendorf] 12:07:44

a larger number of users, or completely prohibit

[Emily Hilgendorf] 12:07:48

users from using certain parts of an application.

[Emily Hilgendorf] 12:07:52

Um, and I'll... and I'll try not to specifically identify

[Emily Hilgendorf] 12:07:56

WCAG criteria, but I'll try to use more plain words.

[Emily Hilgendorf] 12:08:00

Uh, whenever writing reports, or whoever I am reporting this to. Frequently, I'll write out

[Emily Hilgendorf] 12:08:07

some reports that don't necessarily specify criteria, but will specify

[Emily Hilgendorf] 12:08:12

an issue and how it may affect

[Emily Hilgendorf] 12:08:15

a number of users.

[Emily Hilgendorf] 12:08:16

And that's sort of how we...

[Emily Hilgendorf] 12:08:19

break it down for more, like, the administrative folks, and also sometimes the vendor, because the vendor may not know the specific criteria.

[Emily Hilgendorf] 12:08:27

And I... we definitely do demos for all of the vendors that we're doing reviews for.

[Emily Hilgendorf] 12:08:32

they try to just get us to send us a list, but we...

[Emily Hilgendorf] 12:08:35

We have to show the demo just to make sure that they fully understand the issue.

[Kristine Neuber] 12:08:41

And I would just say that that same with us that we, uh, or when I'm working in collaboration a lot with the vendor and the, um...

[Kristine Neuber] 12:08:49

the university stakeholder, so the department that wants the application.

[Kristine Neuber] 12:08:54

Um, we already have it, and now we have to, kind of,

[Kristine Neuber] 12:08:58

um, fix the main issues, and so, like Emily was saying, it's really important to pick those things that are

[Kristine Neuber] 12:09:06

are really big issues that are really going to affect

[Kristine Neuber] 12:09:09

Um, the ability of...

[Kristine Neuber] 12:09:11

a user to get through the task.

[Kristine Neuber] 12:09:13

And sometimes, even though the vendors are aware of the issues, that it's not compliant, they're not

[Kristine Neuber] 12:09:19

specifically aware of what that means for the end user.

[Kristine Neuber] 12:09:23

Um, so sometimes even explo- even though they've acknowledged it's not

[Kristine Neuber] 12:09:28

applicable. One example is, like, the state of the element announcing the state of the element. You know, it sounds so...

[Kristine Neuber] 12:09:33

innocuous until I say, okay, try to fill out a form where you have to select

[Kristine Neuber] 12:09:40

items, and you can't see the check that you've put into the box,

[Kristine Neuber] 12:09:44

So you don't know for sure that you did it, you think you did it.

[Kristine Neuber] 12:09:48

Um, and then at the end, you can't finish.

[Kristine Neuber] 12:09:52

This is the same thing for somebody who needs that state and now it's their ability to know that it was actually checked what they think they checked.

[Kristine Neuber] 12:10:01

Um, and so giving them a really concrete thing that, oh, this is something that has to be moved up.

[Kristine Neuber] 12:10:06

As opposed to something we're gonna do later on the timeline.

[Kristine Neuber] 12:10:12

The challenge, I think, is understanding which...

[Kristine Neuber] 12:10:15

standards match up with, um...

[Kristine Neuber] 12:10:18

like, functional things that are gonna...

[Kristine Neuber] 12:10:21

impact a user.

[Kristine Neuber] 12:10:23

It'd be nice to have a map, kind of, to show that.

[Kristine Neuber] 12:10:26

to people that aren't, um, knowledgeable or technical about the standard.

[Jason Heron] 12:10:32

Yeah, I think that that's one of the situations where it's...

[Jason Heron] 12:10:36

you know,

[Jason Heron] 12:10:38

A lot of times, like, listening to all of you talk about VPATs, it's like you're playing accessibility whack-a-mole.

[Jason Heron] 12:10:44

you know, and what we really want is, like, a systemic solution

[Jason Heron] 12:10:48

where, you know, you can go to a development team and say, okay, you have

[Jason Heron] 12:10:53

these checkboxes that are done this way.

[Jason Heron] 12:10:56

If you make this tweak, they all become accessible, and now all of your... this is a...

[Jason Heron] 12:11:02

drop-in solution where it's something that you change in one place, and it positively affects your entire product.

[Jason Heron] 12:11:09

And, of course, you know, we're sitting

[Jason Heron] 12:11:12

here on the outside, looking in, we don't have their source code, we can't tell them those kinds of things.

[Jason Heron] 12:11:18

Um, Lord only knows, I mean, hopefully they only have one way that they

[Jason Heron] 12:11:23

render a checkbox on a page.

[Jason Heron] 12:11:25

Um, but speaking from experience, uh, I've worked on products where there are as many different ways

[Jason Heron] 12:11:33

to display something as simple as a checkbox, as there are letters in the alphabet, and it was...

[Jason Heron] 12:11:38

you know, what did this recent graduate or this contractor, or...

[Jason Heron] 12:11:43

this person who started, you know, programming in 1986,

[Jason Heron] 12:11:48

decide... that's the way that I'm going to implement it, and it's... it's all people coming from totally different perspectives, and

[Jason Heron] 12:11:55

have totally different sort of understandings of the way that the web is kind of plumbed together and wired up.

[Jason Heron] 12:12:01

You know, personally, like, I play a lot of mind games,

[Jason Heron] 12:12:05

Um, like, crossword puzzles, things like that, and uh, the New York Times

[Jason Heron] 12:12:10

Um, their games app. I don't know how they managed to do this, but they actually, like,

[Jason Heron] 12:12:16

This is... this is the New York Times, not... not like, you know,

[Jason Heron] 12:12:19

our local newspaper.

[Jason Heron] 12:12:21

They managed to, like, render a button on the page that you cannot click with a keyboard, and I don't know how you do that, like...

[Jason Heron] 12:12:28

I want to, like, give this developer, like, a Razzie Award for development, for, like, taking...

[Jason Heron] 12:12:35

a fundamentally accessible object,

[Jason Heron] 12:12:37

and rendering it inaccessible by keyboard. Like, I don't know how... so, but it's like, you know, you clearly, you don't want me in these kinds of conversations, because I'm probably just gonna say something.

[Jason Heron] 12:12:49

very blunt like that, like, congratulations, you know, you set the bar so low, it's buried in the earth.

[Jason Heron] 12:12:55

Um, you know, we're not jumping over anything here. So, there is a bit of, like... I think it's a bit of, like, back and forth to, like, understand

[Jason Heron] 12:13:05

you know, how do you break down these barriers with people, and how do you communicate this stuff

[Jason Heron] 12:13:10

in a way where... where somebody doesn't get defensive about the way that they...

[Jason Heron] 12:13:16

approached solving a problem, like, uh, so in other words, don't do what I just did, unless you are talking about your own work. Like, I am happy to make fun of all the...

[Jason Heron] 12:13:26

thousands of stupid mistakes I've made over the course of my career, but yeah, um...

[Jason Heron] 12:13:32

probably don't talk to a vendor like that, because that's probably not going to make you a whole lot of progress.

[Brennan Maupin] 12:13:41

Just to echo the sort of variability in how things are used, and...

[Brennan Maupin] 12:13:46

Um, also just VPATs in general, I... part of why I named

[Brennan Maupin] 12:13:50

sort of who developed what.

[Brennan Maupin] 12:13:52

It's because if... if you look at the VPAT, it was not developed by W3C.

[Brennan Maupin] 12:13:59

Um, the, um, who developed the Web Content Accessibility Guidelines, those, you know, supports, partially supports, does not support

[Brennan Maupin] 12:14:07

you know, all of those things. Those were not defined by W3C.

[Brennan Maupin] 12:14:12

They were defined by this other, um, ITI sort of company.

[Brennan Maupin] 12:14:18

Um, I think that one of the shortcomings of the WCAG

[Brennan Maupin] 12:14:21

kind of is... how do we actually put this into action and grade, um,

[Brennan Maupin] 12:14:27

conformance, and they have a lot of documentation for that, but it gets a little messy in practice.

[Brennan Maupin] 12:14:33

Um, and I think with the big overhaul for version 3, I think that's something they're trying to address.

[Brennan Maupin] 12:14:41

But something else is even with their

[Brennan Maupin] 12:14:44

Level A, standard, AA and AAA,

[Brennan Maupin] 12:14:47

We often think of that as...

[Brennan Maupin] 12:14:50

Um, well, with... with this version 3, they're gonna redo it, I think, to bronze, silver, gold.

[Brennan Maupin] 12:14:56

Which makes much more sense intuitively.

[Brennan Maupin] 12:14:58

But even, um, you know, in practice, we'll see things that are AAA that are actually very important.

[Brennan Maupin] 12:15:06

Um, and we'll see things that are...

[Brennan Maupin] 12:15:08

a single A that, you know,

[Brennan Maupin] 12:15:10

might actually not be that big of a deal, but a AA issue is huge.

[Brennan Maupin] 12:15:16

Um, and even within a success criteria, like color contrast,

[Brennan Maupin] 12:15:21

You know, if a focus indicator disappears for one button,

[Brennan Maupin] 12:15:26

in a header,

[Brennan Maupin] 12:15:27

That might not be task blocking, but if you've got two buttons at the bottom and one says cancel and one says submit, and

[Brennan Maupin] 12:15:34

The color contrast is not...

[Brennan Maupin] 12:15:36

good there, then that's actually task blocking, so it's...

[Brennan Maupin] 12:15:40

You know, there almost is no way to map out

[Brennan Maupin] 12:15:43

All of these things, the lived experience, because you never know how someone's going to implement something.

[Brennan Maupin] 12:15:48

Um, so I, I think...

[Brennan Maupin] 12:15:51

Yeah, it's... it's a bit of a...

[Brennan Maupin] 12:15:55

Quagmire of stuff, but, um, it emphasizes the importance of actually getting into the sandbox and doing some testing.

[Jason Heron] 12:16:05

That's a really good point. Yeah, I think...

[Jason Heron] 12:16:08

you know, whenever... whenever possible, like,

[Jason Heron] 12:16:11

Everybody has said, you know,

[Jason Heron] 12:16:13

getting your... getting access to...

[Jason Heron] 12:16:17

the websites that you're trying to use, the applications you're trying to use, getting them to your technical resources to

[Jason Heron] 12:16:23

to see, you know, what the lived experience is going to be like. Like, that's the most important step in this process.

[Jason Heron] 12:16:31

So, I think at this point, um...

[Jason Heron] 12:16:36

We've got a little bit of time here at the end, uh, where we were going to talk about...

[Jason Heron] 12:16:42

Um, information for the Virginia Technology Access Act.

[Jason Heron] 12:16:46

Which I am woefully...

[Jason Heron] 12:16:50

uh... not...

[Jason Heron] 12:16:51

I'm not up to speed on that.

[Jason Heron] 12:16:54

Um, Corey, are you around to speak to the... the changes for the accessibility conformance reports and timelines?

[Korey Singleton] 12:17:03

I am.

[Jason Heron] 12:17:04

Awesome.

[Korey Singleton] 12:17:05

And I will try to be brief. I'm posting a link to...

[Korey Singleton] 12:17:09

There's a PDF of it. This is House Bill 2541, which passed, um, this past March.

[Korey Singleton] 12:17:16

Um, it took several years of work between a lot of different, um, collaborative, um, partners collaborating on this effort.

[Korey Singleton] 12:17:24

Um, I'll speak specifically towards what

[Korey Singleton] 12:17:27

is covered in the law based on today's discussion. Um, so I'll read it.

[Korey Singleton] 12:17:31

briefly, just so that I'm not...

[Korey Singleton] 12:17:34

Um, breaking anything down. Specifically, it's closed, um, Section 2.235

[Korey Singleton] 12:17:41

Dash 3503, which is procurement requirements.

[Korey Singleton] 12:17:44

And it says in information and communications technology access clause,

[Korey Singleton] 12:17:49

shall be developed by the Secretary of Administration and shall require

[Korey Singleton] 12:17:52

that the vendor certify that any product procured by a covered entity conforms with accessibility.

[Korey Singleton] 12:17:59

Um, so essentially what it is, is it's calling into play the accessibility standards that are defined

[Korey Singleton] 12:18:05

in the ADA Title II guidance, which is WCAG,

[Korey Singleton] 12:18:09

Um, and then I think this might also...

[Korey Singleton] 12:18:14

reference... no, I don't think it references Section 508. This is specifically

[Korey Singleton] 12:18:18

kind of calling in ADA Title II guidance.

[Korey Singleton] 12:18:21

Um, and then it says, uh, if the vendor cannot certify conformance of accessibility,

[Korey Singleton] 12:18:28

of the ICT product being procured.

[Korey Singleton] 12:18:30

The covered entity may require such vendor to provide a current

[Korey Singleton] 12:18:34

Vendor paid and completed accessibility performance report.

[Korey Singleton] 12:18:38

or VPEC, indicating the level of conformance with accessibility for the ICT being procured by the covered entity.

[Korey Singleton] 12:18:45

Um, any areas of nonconformance shall be documented with a vendor paid and completed.

[Korey Singleton] 12:18:50

Vendor accessibility roadmap, highlighting areas requiring improved accessibility, including a timeline for each non-conforming areas.

[Korey Singleton] 12:18:57

completion. All of this is the site, basically. Um, that the Secretary of Administration, um, is going to require the vendor certify their products meet accessibility standards.

[Korey Singleton] 12:19:08

If they don't meet accessibility standards, then it's up to the covered entity to require that the vendor

[Korey Singleton] 12:19:15

Uh, provide, um, a VPET, and then, um, identify

[Korey Singleton] 12:19:20

any areas, um, I'm sorry, and this is a third-party VPAT that is basically saying it requires such vendor to provide a current

[Korey Singleton] 12:19:27

Vendor paid, incompleted, accessibility conformance Report.

[Korey Singleton] 12:19:31

So, the responsibility would then fall

[Korey Singleton] 12:19:34

on the vendor to provide a third-party VPAT.

[Korey Singleton] 12:19:37

identifying what areas can form and what areas don't. If there are areas that don't conform, then they need to basically provide a timeline

[Korey Singleton] 12:19:45

stating when those areas will come into compliance. That timeline can be defined

[Korey Singleton] 12:19:50

Um, a workout between the vendor and the covered entity.

[Korey Singleton] 12:19:53

Um, and so the idea is that... I think the big kicker here is that...

[Korey Singleton] 12:19:59

Um, the vendor's required to tell us that the product's accessible. And if it's not, then...

[Korey Singleton] 12:20:04

There's a series of mechanisms between the VPad and

[Korey Singleton] 12:20:08

in kind of the, um, the access... you know, the timeline for, um,

[Korey Singleton] 12:20:12

um, nonconformance and all that kind of stuff has worked out.

[Korey Singleton] 12:20:15

between the covered entity. There is still a clause in here that says, um, essentially...

[Korey Singleton] 12:20:20

that, um, covered entities are allowed to adopt or use non-accessible IACT, provided that the use of such technology does not result in individuals with disabilities.

[Korey Singleton] 12:20:31

being denied the benefit of any program, service, or activity provided by the covered entity.

[Korey Singleton] 12:20:37

This is all written and aligned with the ADA Title II guidelines, so...

[Korey Singleton] 12:20:43

12 of the big institutions that, you know, essentially, um...

[Korey Singleton] 12:20:48

Across that 50,000 threshold, that applies for April 2026.

[Korey Singleton] 12:20:52

In those, uh, smaller, um, institutions or those in special districts, uh, that would apply in April of 2027.

[Korey Singleton] 12:20:59

Um, so that's pretty much the new guidance that's coming out.

[Korey Singleton] 12:21:02

Um, as it relates to ADA title.

[Korey Singleton] 12:21:05

I'm sorry, as it relates to the IT access, excuse me.

[Jason Heron] 12:21:10

Thanks, Corey. Uh, I think this is... this is one of those situations where I'm glad that we have so many

[Jason Heron] 12:21:16

areas that are kind of crossing over, overlapping, and ensuring that we have a good foundation for accessibility, and it's...

[Jason Heron] 12:21:23

It's a lot to take in. Um...

[Jason Heron] 12:21:26

you know, clearly, like, this is... this is just an introductory

[Jason Heron] 12:21:31

conversation into VPATs and to, uh, accessible

[Jason Heron] 12:21:35

Um, procurement.

[Jason Heron] 12:21:37

And that's a very... it's a very difficult

[Jason Heron] 12:21:41

subject to wade into. So, um...

[Jason Heron] 12:21:43

you know, I really, uh, I really appreciate, uh, panelists, everybody speaking to their experiences.

[Jason Heron] 12:21:51

And appreciate everybody having, uh,

[Jason Heron] 12:21:54

having the, uh, the time to take out today to, uh, spend an hour with us going over this stuff.

[Jason Heron] 12:22:02

Does anybody have any closing remarks that they want to add?

[Sarahbeth] 12:22:06

Hey, Jason, we do have a question in the chat before we move on, if that's alright.

[Jason Heron] 12:22:11

Yes. From Molly. Go ahead.

[Sarahbeth] 12:22:11

Um, yes.

[Sarahbeth] 12:22:14

Yeah, Molly would just like to know what certification looks like, or will look like, assuming that

[Sarahbeth] 12:22:20

You're talking about the certification as it relates to the Technology Access Act, Molly?

[Mollie Kropp] 12:22:26

I am. Sorry, I'm sort of made of questions today, so I'm trying to pepper them in very slowly.

[Mollie Kropp] 12:22:31

But do we know, Corey, what that certification looks like, or do we know if there is a plan in place to develop what that will look like?

[Korey Singleton] 12:22:38

You mean from the Secretary of Administration?

[Korey Singleton] 12:22:41

Yeah, I don't think... I don't think we have anything just yet.

[Mollie Kropp] 12:22:41

Yep.

[Korey Singleton] 12:22:45

Um, what I will say is, and this has kind of came up during these discussions,

[Korey Singleton] 12:22:50

It seems like there's a lot of...

[Korey Singleton] 12:22:55

openness, I'll say, to...

[Korey Singleton] 12:22:58

that all being developed. So, for example, let's say Veep, in partnership with AHEAD, and in partnership with

[Korey Singleton] 12:23:04

you know, K-12 and, you know, other folks decided

[Korey Singleton] 12:23:07

this is how we want to define

[Korey Singleton] 12:23:10

Um, accessibility. This is the, um, VPAT template we want them to use. This is the...

[Korey Singleton] 12:23:16

Um, you know, documenting the areas of conformance template that we want them to use.

[Korey Singleton] 12:23:22

wanted to come together and actually collectively come up with that. It seems like there's openness for that to actually happen. Right now, they're kind of, I think, allowing it to be organic.

[Korey Singleton] 12:23:31

Whatever happens, happens.

[Korey Singleton] 12:23:33

the law is written, but the legislators don't do this work day-to-day, so they didn't really have any

[Korey Singleton] 12:23:40

you know, kind of anything in mind. They were, like, leaning on us for a lot of that guidance as to what was hiring... happening in higher ed, for example, so...

[Korey Singleton] 12:23:47

I think if... I know Christine and maybe some other folks in here might be on a committee. I think, um...

[Korey Singleton] 12:23:53

you know, kind of talking about some of this stuff, but that's a perfect...

[Korey Singleton] 12:23:57

Um, this is a perfect opportunity for us to kind of define what we want this to look like going forward, and we've built some synergy between the different

[Korey Singleton] 12:24:05

covered entities on how this would happen, we could...

[Korey Singleton] 12:24:08

kind of step into this void and do that.

[Kristine Neuber] 12:24:17

So I don't know if this is helpful at this point, but we do now, um...

[Kristine Neuber] 12:24:22

have situations where, obviously,

[Kristine Neuber] 12:24:25

software is not... or applications are not fully accessible.

[Kristine Neuber] 12:24:28

And they are critical to our, um, use.

[Kristine Neuber] 12:24:32

Gonna be used by a lot of people. We, um, have...

[Kristine Neuber] 12:24:35

actually, uh, required.

[Kristine Neuber] 12:24:37

um, timelines.

[Kristine Neuber] 12:24:39

Um, for vendors to complete, or to make their...

[Kristine Neuber] 12:24:43

applications accessible. Um, I usually, from the vendor, get questions like, what does this timeline look like? What do you need it to look like?

[Kristine Neuber] 12:24:52

Um, I do have an example I can share.

[Kristine Neuber] 12:24:54

And, um, and one of the things I've learned over time

[Kristine Neuber] 12:24:59

is that, um...

[Kristine Neuber] 12:25:02

Hold on, let me...

[Kristine Neuber] 12:25:04

grab the share first. Um...

[Kristine Neuber] 12:25:09

Over time is that you can create this

[Kristine Neuber] 12:25:13

um, timeline, this is just an example of how one of the vendors did it.

[Kristine Neuber] 12:25:16

Um, we generally do it by quarter, and then the biggest advice I have for anybody that's dealing with this is that once they provide this,

[Kristine Neuber] 12:25:25

that you, at the time,

[Kristine Neuber] 12:25:27

before purchase or during purchase, you set up meetings on your calendar,

[Kristine Neuber] 12:25:32

For each quarter to meet with the vendors, and what I've found is that it actually keeps them more accountable, because they know the meeting's coming up, so they try... in my opinion, they're trying to think, what can we get accomplished before this meeting?

[Kristine Neuber] 12:25:43

So we can show that we are, um, serious about meeting this timeline.

[Kristine Neuber] 12:25:50

Um, that's been a lesson over time, because a lot of times you get this...

[Kristine Neuber] 12:25:55

timeline, and then it's too hard to keep track of all of the different vendors you're supposed to be following up with unless you put them on their calendar right away.

[Kristine Neuber] 12:26:02

Gotcha, just some advice.

[Jason Heron] 12:26:08

Okay. This is great. Um...

[Jason Heron] 12:26:12

Thanks once again, Christine, Emily, Brennan. I appreciate your time very much.

[Jason Heron] 12:26:18

Um, Corey for weighing in with the legislative stuff, and Sarah Beth for taking notes.

[Jason Heron] 12:26:24

does... before... before I let everybody go, do we have any... any final call for any questions, comments, concerns?