

From: "[Mary Katherine Dunphy](mailto:mdunphy@AHRC.org)" <mdunphy@AHRC.org>
To: "[Randee Campbell](mailto:Randee.Campbell@blackbaud.com)" <Randee.Campbell@blackbaud.com>
Date: 6/9/2021 9:56:34 AM
Subject: Re: AHRC - Design Disc Follow Up

Hi Randee,

Ok, thank you for letting me know. I would prefer to not use the widget at this point in time. There are just too many issues raised with these products and at this point I feel that they raise a red flag as we move toward launching our refresh. I would prefer to focus our efforts on the main areas of accessibility compliance in the design of the site itself.

Also, I apologize for the delay in getting content to your team. We have had some major changes to our Planned Giving content and just need a final review of it. I am hopeful to have this to you by next week.

Thank you

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On 6/4/21, 11:06 AM, "Randee Campbell" <Randee.Campbell@blackbaud.com> wrote:

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That is correct, this is noted on page 3 of your attached Scope of Work.

Randee Campbell
Senior Web Designer

Blackbaud, Inc.

2000 Daniel Island Drive, Charleston, SC 29492

Direct: 843.654.2244

randee.campbell@blackbaud.com | [blackbaud.com](http://www.blackbaud.com) <<http://www.blackbaud.com>>

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On 5/28/21, 11:21 AM, "Mary Katherine Dunphy" <mdunphy@AHRC.org> wrote:

Hi Randee,

Is the deliverable for the hours to implement or for the widget itself?

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On 5/26/21, 10:08 AM, "Randee Campbell" <Randee.Campbell@blackbaud.com> wrote:

Attention: This email was sent from outside of the agency. Please use caution when opening attachments or clicking links from unknown senders or when receiving unexpected emails.

I certainly understand your concern, how the Userway widget would be redundant for those that already have screen readers. Personally, I don't think it hurts to have the Userway widget available as another option for those that may not have screenreaders. In my experience I have not received any feedback from clients that have this widget that is has been distracting in anyway.

Either way I'm happy to omit the widget. It is in your contract so you have paid for the deliverable but can remove from the build if you wish.

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On 5/14/21, 10:08 AM, "Mary Katherine Dunphy" <mdunphy@AHRC.org> wrote:

Good Morning Randee,

Thank you for getting back to me and providing the below information. To expand on my initial message, users with disabilities typically have the functions offered via widgets/overlays like Userway, Accessibe, Audioeye, etc. within the assistive technology they already use or the system preferences of their computer that they are

comfortable with using daily. When I refer to "hurdles" I mean, many of the functions offered by Userway are redundant, and the widget/overlay is then another thing for their system to bypass to reach the actual content on the page (for those with screen readers in particular).

In addition, there have been a lot of cases recently against these overlays:

<https://www.nbcnews.com/tech/innovation/blind-people-advocates-slam-company-claiming-make-websites-ada-compliant-n1266720>

<https://habengirma.com/2021/05/05/avoid-accessible-other-companies-claiming-quick-easy-ai-accessibility/>

<https://overlayfactsheet.com>

Another concern here is Userway's promise of compliance which it does not provide. If this is a free widget that we can enable/disable with an understanding that we will still need to ensure an accessible user experience on our end, I am OK with that, I am just conscious of our community and want to make sure we are doing right by the people we support. We are in the process of assessing the accessibility issues on our other sites as well and are aware that this is definitely an ongoing process.

Thanks for all your help -

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On 5/13/21, 9:53 PM, "Ranee Campbell" <Ranee.Campbell@blackbaud.com> wrote:

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Hi Mary Katherine,

Thank you for reaching out. I received the following response from our services management team:

Blackbaud has not vetted this widget as our preferred choice for ADA. However, it is one that we have recommended for now it offers a version at no additional cost for our clients. It would be helpful if you could be more specific as to your concerns and understand the "hurdles". We have other customers using it and nobody seemed to have any complaint about it.

Here are some example BBWP sites where the Userway widget has been successfully implemented (top right or left corner of the header):

<https://queenstheatre.org/>

<https://finalexitnetwork.org/>

<https://alynus.org/>

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On 5/12/21, 10:39 AM, "Mary Katherine Dunphy" <mdunphy@AHRC.org> wrote:

Good Morning Randee,

I was hoping to get a little more info from you specifically regarding the Userway widget recommendation. After researching this I am a bit apprehensive about using this on our website. If you have any further information as to why Blackbaud vouches for this product, that would be of help, but everything I have been seeing and reading is swaying me in the opposite direction. Especially given the population we support, I do not want to be putting up additional hurdles for users with disabilities looking to access our website.

Just looking to get some insight from your end on this as I realize this may not be the first time this has come up for you and your team.

Thanks in advance for your help!

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On 5/11/21, 10:09 AM, "Randee Campbell" <Randee.Campbell@blackbaud.com> wrote:

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Sounds great, thanks for the update.

Randee Campbell

6/9/2021

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On 5/7/21, 2:15 PM, "Mary Katherine Dunphy" <mdunphy@AHRC.org> wrote:

Good Morning Randee,

Apologies again for the delay, a few of our team members over here have been in and out due to some family related emergencies so our initial timeline got pushed back a bit. We'll be regrouping next week and should have some material to share with you by then.

Appreciate your patience with us, and hope you have a great weekend!

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From: Mary Dunphy <mdunphy@AHRC.org>

Date: Friday, April 30, 2021 at 11:22 AM

To: Randee Campbell <Randee.Campbell@blackbaud.com>

Subject: Re: AHRC - Design Disc Follow Up

Hi Randee,

Just following up to let you know we are still pending some updates to content on our webpages for optimization, but I anticipate having all information over to you by Monday, 5/3, afternoon

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From: Randee Campbell <Randee.Campbell@blackbaud.com>

Date: Wednesday, April 21, 2021 at 3:50 PM

To: Mary Dunphy <mdunphy@AHRC.org>, Mary McNamara <mmcnamara@AHRC.org>

Subject: AHRC - Design Disc Follow Up

Attention: This email was sent from outside of the agency. Please use caution when opening attachments or clicking links from unknown senders or when receiving unexpected emails.

Thank you for your time today. Attached is the grayscale wireframe for the homepage. Please let me know if you have any changes to the order in which the content is presented. If you could get me any changes you would like to see by April 30th that will allow me to start your site build the beginning of May. I'll put a reminder on our calendars, if you need more time just let me know and I can adjust as needed.

As a reminder, please send any images or videos you have, this will help as I start to develop your site.

Additionally, please start thinking about what pages you would like me to optimize as part of your Scope of Work. You get up to 5 pages, the homepage counts as one as well as a landing page I'll be setting up so you can choose any other 3 pages. Some good pages to pick are typically high traffic pages such as your "About" page or the "Trust" page may also be a good one. You can send me the existing URL or if you are writing new copy please send as a word doc.

Accessibility Widget info <https://userway.org/>

Please let me know if you have any questions. I look forward to hearing from you.

Randee Campbell

Senior Web Designer

[10811_EmailSignature_FINALISH.jpg]

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