# USA 2 Criteria

Framework for evaluation and adoption of instructional technology

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Questions</th>
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| **Utility** | - What tasks can the tool or technology help instructors and/or students to accomplish?  
  o How often are these users likely to perform these tasks?  
  o Do these tasks help with meeting teaching/learning objectives?  
  o Data from actual users, not vendors!  
- Do you already have a tool that successfully supports these tasks? |
| **Security** | - Is FERPA-protected data being shared with third parties?  
  o If so, what precautions are being taken?  
- Will access be given through an LTI, and if so, is the access at an appropriate level?  
- Are students required to share private information in public arenas, such as Facebook, blogging, Instagram?  
  o Is there an institutional policy regarding use of social media?  
- Is data in the application or site locked down to prevent unauthorized access or modification? |
| **Accessibility** | - Is there a Voluntary Product Accessibility Template (VPAT) available?  
- Has the product been tested for accessibility?  
  o In-house only or by a third-party?  
  o Are reports available?  
- If the tool or service is for the purpose of content creation, does it support and encourage accessibility of created content?  
- Can the tool be accessed and navigated using common screen readers?  
- Is all audio content transcribed and/or closed captioned? Are there audio descriptions for visual content?  
- Are all images provided with alt-text?  
- Can all controls be accessed using a keyboard (not requiring a mouse or direct selection)?  
- If there is a web interface, are WCAG 2.1 guidelines followed? |
| **Usability** | - Are common standards/conventions used in the design of the product?  
- Is navigation and language consistent?  
- Are commonly used objects or controls easy to find?  
- Is it easy to tell what can be done with the product and how?  
- Are user errors minimized, and are the consequences for error mitigated? |
| **Sustainability** | - Is the tool likely to remain available over the long-term?  
- Is the level of support needed by users sustainable over time? With increased use?  
- Is the vendor likely to remain responsive to support and feature requests over time?  
- Does the technology scale well, in order to accommodate increased usage levels in the future? |
| **Affordability** | - How much does the technology cost?  
- Per actual user or by FTE?  
- Are there additional costs, such as training for staff, data storage?  
- What are the institutional costs associated with supporting the tool?  
- How long is the current price "locked in"? How much is it likely to increase in the future?  
- If the tool is free, is it anticipated that this might change in the future? |