

Overview

Trivium's Data Management Services

1. Data Entry Services

- Migrating item banks, benchmark tests etc. from legacy formats to next generation CMS's/LMS's.
- Audio/Video/Animation Transcription Services
- Translation Services- Multi-Language translation services

2. Accessibility Services

- ALT-TEXT
- Accessible PDF's/Word Documents
- MathML conversions

3. Other Services

Accessibility Service at Trivium Case Study-ALT TEXT

Client

- Client is a 35 year old education company providing students personalized, innovative, best-in-class private tutoring, test prep, and admission products and services.
- Has several test-prep worksheets with items with images and needed these images to be made accessible.
- Had identified over 120,000 images that needed alt-text across Math and Science.

Trivium relationship

- Worked with the client over six months to design alt-text for the 120,000 images.
- Images were classified as easy, moderate and complex where images with simple math, limited operators or simple graphs were easy, images with several operators, multiple steps, and variables and standard graphs were moderate while mages with significant math, multiple operators, and multiple steps were complex..

Example:



Alt text:

Equation with left side as, Electric potential or phi: equality sign: right side as, Start Fraction: Numerator: k times charge or q: denominator: distance or r: End Fraction

Example:



Alt text:

Start Fraction: Numerator: Start Fraction: Numerator: 1: Denominator: 3: End Fraction: times: Start Fraction: Numerator: 1: Denominator: 5: End Fraction: times: Start Fraction: Numerator: 1: Denominator: 4: End Fraction: Denominator: 0 decimal point 25 times 0 decimal point 2: End Fraction

Example:



Alt text:

f subscript d: equality sign: 1200: times: Start Parenthesis: Start Fraction: Numerator: v: plus: Start Fraction: Numerator: v: Denominator: 2: End Fraction: Denominator: v: plus: Start Fraction: Numerator: v: Denominator: 3: End Fraction: End Parenthesis: equality sign: 1200: times: Start Parenthesis: Start Fraction: Numerator: 3 times v: Denominator: 2: End Fraction: Denominator: 4: End Fraction: Start Fraction: Numerator: 4 times v: Denominator: 3: End Fraction: End Parenthesis: equality sign: 1200: times: Start Parenthesis: Start Fraction: Numerator: 9: Denominator: 8: End Parenthesis: equality sign: 1350 Hertz or Hz

Accessibility Service at Trivium

Case Study-Accessible PDF

Client

- Client is a market leader in technology-driven solutions for the extraction, enrichment and transformation of content assets..
- Worked with the training department of a large healthcare provider that wanted to make its training PDF's accessible.

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- Worked with the client to make a set of 1000 PDF's accessible .
 - Each PDF was made accessible based on the following process:

Trivium relationship

1. Embed fonts in the files through Adobe Acrobat Command
2. Append metadata .xmp file to each pdf
3. Add alternate descriptions for images, email-ids, hyperlinks and form fields.
4. Test the documents on NVIDIA or other screen reader tools to ensure that the documents are read out correctly.
5. The PDFs are tested using PAC2.

Accessibility Service at Trivium Case Study-Accessible PDF

1 Following changes have been made to the original brochure describing your plan. If otherwise indicated, all changes listed below are retroactive to your plan's effective date.

Issue Date of this Update:
State: Massachusetts

1. Restating the "Dependent Coverage" section as follows:

Dependent Coverage

Eligibility

Basic Plan

Covered students enrolled in the Basic Plan may also enroll a newborn or newly adopted child only. No other dependents are eligible under the Basic Plan.

Plus Plan

Covered students enrolled in the Plus Plan may also enroll their lawful spouse and/or dependent children up to the age of 26.

Note: An eligible dependent will not be considered a late enrollee if a court order requires the covered student to provide coverage for his or her eligible dependent. Such coverage will become effective on the date of the court order.

Enrollment

To enroll the dependent(s) of a covered student, please complete the Enrollment Form by visiting www.aetnastudenthealth.com, selecting the school name, and clicking on the "Plans & Products Offered to You" link on the left hand side of the screen, or by calling customer service at (800) 966-7772 and requesting that an Enrollment Form be sent in the mail. Please refer to the Coverage Periods section of this document for coverage dates and deadline dates. Dependent enrollment applications will not be accepted after the enrollment deadline, unless there is a significant life change that directly affects their insurance coverage. (An example of a significant life change would be loss of health coverage under another health plan.) Premiums for dependent coverage are billed through Student Accounting Services and are added to your Boston University student account.

4 Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat individuals differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,
P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),
1-800-648-7817, TTY: 711,
Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

2 Restating the "Early Intervention Services Expense" benefit in the "Description of Benefits" chart as follows:

ADDITIONAL BENEFITS (continued)	BASIC PLAN		PLUS PLAN	
	Preferred Care	Non-Preferred Care	Preferred Care	Non-Preferred Care
Early Intervention Services Expense Covered medical expenses include medically necessary services and supplies provided by early intervention specialists who are working in early intervention programs for dependents from birth until thirty-six (36) months of age.	100% of the Negotiated Charge*	100% of the Recognized Charge*	100% of the Negotiated Charge	100% of the Recognized Charge*

3. Restating the "Hearing Aid Expenses (For Dependent Children)" benefit in the "Description of Benefits" chart as follows:

HEARING AIDS	BASIC PLAN		PLUS PLAN	
	Preferred Care	Non-Preferred Care	Preferred Care	Non-Preferred Care
Hearing Aid Expenses (For Dependent Children) Covered medical expenses for hearing care includes charges for hearing exams, prescribed hearing aids and hearing aid expenses as described below. Covered medical expenses include the following: • Charges for an audiometric hearing exam and evaluation for a hearing aid prescription performed by: ○ a physician certified as an otolaryngologist or otologist; or ○ an audiologist who (1) is legally qualified in audiology; or (2) holds a certificate of Clinical Competence in Audiology from the	80% of the Negotiated Charge	60% of the Recognized Charge	90% of the Negotiated Charge	80% of the Recognized Charge

5 Language assistance in your language call the number listed on your ID card at no cost. (English)
Obtener asistencia lingüística en español. Llame sin cargo al número que figura en su tarjeta de identificación. (Spanish)

欲取得繁體中文語言協助，請撥打您 ID 卡上所列的號碼。無須付費。(Chinese)

Pour une assistance linguistique en français appeler le numéro indiqué sur votre carte d'identité sans frais. (French)

Para sa tulong sa wika na nasa Tagalog, tawagan ang nakalisting numero sa iyong ID card nang walang bayad. (Tagalog)

Benötigen Sie Hilfe oder Informationen auf Deutsch? Rufen Sie kostenlos die auf Ihrer Versicherungsarte aufgeführte Nummer an. (German)

للمساعدة في اللغة العربية، اطلب الاتصال على الرقم المعطى المذكور في بطاقة التعريفية (Arabic)

Pou jwenn asistans nan lang Kreyòl Ayisyen, rele nimewo a yo endikè nan kart idantifikasyon ou gratis. (French Creole)

Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente il numero riportato sulle Sue schede identificative. (Italian)

日本語で援助をご希望の方は、IDカードに記載されている番号まで無料でお電話ください。(Japanese)

한국어로 언어 지원을 받으실 경우 ID 카드에 기재된 번호에 무료 통화를 요청해 주십시오. (Korean)

برای راهنمایی به زبان فارسی، بدون هیچ هزینه‌ای با شماره ای که بر روی کارت شناسایی شما درج است تماس بگیرید. (Persian)

Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer podany na karcie ID. (Polish)

Para obter assistência linguística em português ligue para o número grátis listado no seu cartão de identificação. (Portuguese)

Yfudw yd gyswathu helpwedd ysgyswathwedd yn y Gymraeg, nodwedd yn ddiwyddwedd helpwedd, ysgyswedd yd ymchwyl ID-nagwedd ydwyddwedd swyddwedd. (Russian)

Để được hỗ trợ ngôn ngữ tiếng Việt, hãy gọi miễn phí đến số được ghi trên thẻ ID của quý vị. (Vietnamese)

3 American Speech and Hearing Association in the absence of any licensing requirements; and who performs the exam at the written direction of a legally qualified otolaryngologist or

- Charges for electronic hearing aids, installed in accordance with a prescription written during a covered hearing exam;
 - Any other related services necessary to access, select and adjust or fit a hearing aid.
- Covered medical expenses for hearing aids will not include per 12 consecutive month period:
- Charges for more than one hearing aid per ear.

Accessibility Service at Trivium Case Study-Accessible PDF

PAC: PDF Accessibility Checker 2.0
 PAC is a free tool of the [Foundation «Access for all»](#) to review the accessibility of PDF documents and Forms. It serves as a tool for experts and testers.
[More Information](#) Version: 2.0.3.0

PDF-File: C:\Users\Hammerhead-PC\Desktop\508 Compliance\File for Sample Creation.pdf

PDF/UA Check: Start

Checkpoint	Passed	Warned	Failed
PDF Syntax	0	0	0
Fonts	16	0	5
Content	9,846	0	152
Embedded Files	0	0	0
Natural Language	0	0	4,874
Structure Elements	16	2	1
Structure Tree	161	0	0
Role Mapping	200	0	0
Alternate Descriptions	322	0	5
Metadata	2	0	1
Document Settings	2	0	3

✗ This PDF contains errors: Only partially accessible.

Tools: Screenreader Preview | Document Statistics | Logical Structure

Pre PAC Report

Title	Count
PDF/UA	5,043
Basic requirements	5,031
PDF syntax	0
Fonts	5
Content	152
Embedded Files	0
Natural language	4,874
Logical Structure	8
Structure Elements	3
Structure Tree	0
Role mapping	0
Alternative Descriptions	5
Metadata and Settings	4
Metadata	1
Document settings	3

Post PAC Report

Title	Count
PDF/UA	0
Basic requirements	0
PDF syntax	0
Fonts	0
Content	0
Embedded Files	0
Natural language	0
Logical Structure	0
Structure Elements	0
Structure Tree	0
Role mapping	0
Alternative Descriptions	0
Metadata and Settings	0
Metadata	0
Document settings	0

Accessibility Service at Trivium

Accessible PDF- Approach

Convert to Text PDF

- Use OCR to convert scanned image to text
- Review OCR suspects
- Identify non-text elements in the PDF

Checklist

- Add Tags
- Alternate Texts
- Reading Order
- Bookmarks
- Document Properties

Accessibility Check

- PDF Accessibility Checker
- Readout loud Check
- Confirm file size
- Recheck Accessibility

Delivery

- Recheck Formatting
- Ensure Secure Delivery

Accessibility Service at Trivium

Case Study-MathML

Client

- Client serves more than 5 million college students and faculty members on campus stores nationwide, delivering essential educational content and tools within a dynamic retail environment.
 - Is building a digital repository of textbook solutions for students. These are solutions developed based on exercises at the end of chapters in popular college textbooks.
 - Solutions are crafted for Math, Physics, Chemistry, Biology, Accounting, Economics etc.
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Trivium relationship

- Worked with the client to design solutions for over 90+ college level books with over 150,000 solutions .
- Around 40% of the books were in the area of Math, Science and Accounting involving an extensive use of MathML.



Sample 1



HTML 1



Sample 2



HTML 2



Sample 3



HTML 3

Pricing

Alt Text	Volume	Pricing/image
Easy Image	<1000	\$0.65
	>1000 and <5000	\$0.55
	>5000	\$0,50
Medium Image	<1000	\$1.00
	>1000 and <5000	\$0.90
	>5000	\$0.82
Complex Image	<1000	\$1.25
	>1000 and <5000	\$1.20
	>5000	\$1.15
Accessibility	Volume	Pricing/image
Simple PDF	<500	\$5.50/page
Moderately complex PDF	<500	\$5.75/page
Complex PDF	<500	\$5.95
MathML	Volume	Pricing/image
	NA	\$0.25/page