



UNITED STATES DEPARTMENT OF EDUCATION
OFFICE FOR CIVIL RIGHTS, REGION I
5 POST OFFICE SQUARE, 8th FLOOR
BOSTON, MASSACHUSETTS 02109-3921

November 8, 2017

Katherine Bergeron, President
Connecticut College
270 Mohegan Avenue
New London, CT 06320

Re: Complaint No. 01-17-2217
Connecticut College

Dear President Bergeron:

This letter is to advise you of the outcome of the complaint that the U.S. Department of Education (Department), Office for Civil Rights (OCR) received against Connecticut College (the District) alleging disability discrimination. Specifically, the complaint alleged that certain of the District's webpages are not accessible to students and adults with disabilities, including vision impairments. These webpages include but are not limited to:

- Homepage at <http://www.conncoll.edu>;
- Student Accessibility Services at <http://www.conncoll.edu/campus-life/accessibility-services/>;
- Cost and Financial Aid at <https://www.conncoll.edu/financial-aid/>;
- Financing Options at <https://www.conncoll.edu/financial-aid/financing-options/>;
- Grants and Scholarships at <https://www.conncoll.edu/financial-aid/financing-options/grants-scholarships/>;
- Libraries at <http://www.conncoll.edu/information-services/libraries/>;
- Libraries, Collections and Services at <http://www.conncoll.edu/information-services/libraries/libraries-locations/>;
- Residential Life at <http://www.conncoll.edu/campus-life/residential-life/>;
- Technology Services at <https://www.conncoll.edu/information-services/technology-services/>;
- First Year Requirements and Deadlines at <http://www.conncoll.edu/admission/apply/first-year-requirements-deadlines/>;
- Campus map at <https://www.conncoll.edu/map/>; and
- Orientation at <http://www.conncoll.edu/orientation/#.WReHKFQpCfA>.

OCR is responsible for enforcing Section 504 of the Rehabilitation Act of 1973 (Section 504), as amended, 29 U.S.C. § 794, and its implementing regulation at 34 C.F.R. Part 104, which prohibit discrimination on the basis of disability in programs and activities receiving financial assistance from the Department. The College is a recipient of financial assistance from the Department. Therefore, OCR has jurisdictional authority to investigate this complaint under Section 504.

The Department of Education's mission is to promote student achievement and preparation for global competitiveness by fostering educational excellence and ensuring equal access.

Before OCR completed its investigation, the College expressed a willingness to resolve the complaint by taking the steps set out in the enclosed resolution agreement (Agreement). The following is a discussion of the relevant legal standards and information obtained by OCR during the investigation that informed the development of the Agreement.

Legal Standards

Section 504 prohibits people, on the basis of disability, from being excluded from participation in, being denied the benefits of, or otherwise being subjected to discrimination by recipients of Federal financial assistance. 34 C.F.R. § 104.4. Section 504 prohibits affording individuals with disabilities an opportunity to participate in or benefit from aids, benefits, and services that is unequal to the opportunity afforded others. 34 C.F.R. § 104.4(b)(1)(ii). Similarly, individuals with disabilities must be provided with aids, benefits, or services that provide an equal opportunity to achieve the same result or the same level of achievement as others. 34 C.F.R. § 104.4(b)(2). An individual with a disability, or a class of individuals with disabilities, may be provided with a different or separate aid, benefit, or service only if doing so is necessary to ensure that the aid, benefit, or service is as effective as that provided to others. 34 C.F.R. § 104.4(b)(1)(iv). Programs, services, and activities—whether in a “brick and mortar,” on-line, or other “virtual” context—must be operated in ways that comply with Section 504.

Factual Background

To date, OCR has investigated this complaint by reviewing information provided by the Complainant and conducting a preliminary assessment of the accessibility of several pages from the College’s website.

The Complaint alleged that certain pages on the College’s website were not in compliance with Section 504 because they were inaccessible to individuals with certain disabilities, including, but not limited to, vision impairments. The Complainant used website accessibility checkers (PowerMapper and WAVE) and reported to OCR that the webpages listed above had accessibility issues for individuals with disabilities. The Complainant then provided OCR with a list of errors copied and pasted from the website accessibility checkers that she used.

OCR conducted a preliminary examination of the webpages identified by the Complainant and found possible compliance concerns as to whether the College’s online programs, services, and activities were accessible to individuals with disabilities. For example, all of the pages reviewed by OCR did not have visually apparent keyboard controls. On the College’s Homepage, Student Accessibility Services, Cost and Financial Aid, and Financing Options webpages, OCR identified color contrast issues. OCR also identified numerous forms throughout these pages that did not have corresponding form labels.

Conclusion

The College took immediate and proactive steps towards ensuring compliance upon learning of the issues identified by OCR, including conducting an internal review, fixing issues identified by OCR, and hiring an independent auditor. During OCR’s preliminary investigation, the College

was extremely responsive to OCR's requests and demonstrated a sincere desire to work collaboratively with OCR to ensure the accessibility of its website. Prior to the conclusion of OCR's investigation and pursuant to Section 302 of OCR's *Case Processing Manual*, the College expressed an interest in resolving this complaint. Subsequent discussions between OCR and the College resulted in the College signing the enclosed Agreement which, when fully implemented, will resolve the issues raised in the complaint. The terms of the Agreement are aligned with the complaint allegations and are consistent with the applicable laws and regulations. OCR will monitor the College's implementation of the Agreement and continue to do so until it has determined that the College has complied with the terms of the Agreement. Failure to implement the Agreement could result in OCR reopening the complaint.

This concludes OCR's investigation of the complaint. This letter should not be interpreted to address the College's compliance with any other regulatory provision or to address any issues other than those addressed in this letter. This letter sets forth OCR's determination in an individual OCR case. This letter is not a formal statement of OCR policy and should not be relied upon, cited, or construed as such. OCR's formal policy statements are approved by a duly authorized OCR official and made available to the public. The Complainant may have the right to file a private suit in federal court whether or not OCR finds a violation.

Please be advised that the College must not harass, coerce, intimidate, discriminate, or otherwise retaliate against an individual because that individual asserts a right or privilege under a law enforced by OCR or files a complaint, testifies, assists, or participates in a proceeding under a law enforced by OCR. If this happens, the individual may file a retaliation complaint with OCR.

Under the Freedom of Information Act, it may be necessary to release this document and related correspondence and records upon request. If OCR receives such a request, we will seek to protect personally identifiable information that could reasonably be expected to constitute an unwarranted invasion of personal privacy if released, to the extent provided by law.

If you have any questions, you may contact Civil Rights Attorney Colleen Robinson at (617) 289-0063 or by e-mail at Colleen.Robinson@ed.gov.

Sincerely,

_____/s/_____

Meena Morey Chandra *w/p AMM*
Acting Regional Director

Enclosure

cc: Benjamin Daniels, Esq.
Richard Madonna, Vice President for Finance and Administration