

Resolution Agreement
CT State Colleges and Universities (the System)
OCR Complaint No. 01-17-2244

The U.S. Department of Education, Office for Civil Rights (OCR), initiated an investigation into allegations that the CT State Colleges and Universities (“the System”) violated Section 504 of the Rehabilitation Act of 1973 and its implementing regulation at 34 C.F.R. Part 104, and Title II of the Americans with Disabilities Act of 1990 and its implementing regulation at 28 C.F.R. Part 35. Prior to the completion of OCR’s investigation, the System agreed to resolve the issues of this investigation pursuant to Section 302 of OCR’s *Case Processing Manual* (CPM). This resolution does not constitute an admission that the System is not in compliance with Section 504, Title II, and/or their implementing regulations. Accordingly, to resolve the issues of this investigation, the System agrees to take the actions set forth below.

Benchmarks for Measuring Accessibility. For the purposes of this Resolution Agreement (the “Agreement”), the accessibility of online content and functionality will be measured according to the W3C’s Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content, which are incorporated by reference.

Adherence to these accessible technology standards is one way to ensure compliance with the System’s underlying legal obligations to ensure people with disabilities are able to acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as their nondisabled peers, with substantially equivalent ease of use; that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any of the System programs, services, and activities delivered online, as required by Section 504 and Title II and their implementing regulations; and that they receive effective communication of the System’s programs, services, and activities delivered online.

Remedies and Reporting

1. Strategic Action Plan. Within one hundred twenty (120) days of entering into this Agreement, the System will submit for OCR’s review and approval its plan for ensuring that its www.ct.edu website complies with the Benchmarks for Measuring Accessibility set forth above, for both existing and new content. The Strategic Action Plan submitted for OCR’s review and approval will include the following:
 - a) Proposed policies and procedures to ensure that all online content and functionality, including those provided or developed by third parties (e.g., vendors, video-sharing websites, or other open sources), will be accessible to people with disabilities as measured by conformance to the Benchmarks for Measuring Accessibility set forth above, except where doing so would impose a fundamental alteration or undue burden (see Term 2), and that individuals accessing the System website can report barriers to accessibility and usability.

- b) The designation of at least one individual (Web Accessibility Coordinator) to be provided with sufficient resources and authority to coordinate and implement the Strategic Action Plan, and all other commitments relating to accessibility within this Agreement; and
 - c) Steps to identify and address all inaccessible content and functionality, including those provided or developed by third parties (e.g., vendors, video-sharing websites, or other open sources). Given the ongoing nature of ensuring web accessibility, the Strategic Action Plan will incorporate specific benchmarks, including timeframes, and ongoing monitoring and sampling processes that the System will implement on an ongoing basis moving forward.
2. Undue Burden and Fundamental Alteration Documentation. For any technology-related requirement in this Agreement for which the System asserts an undue burden or fundamental alteration defense, such assertion may only be made by an individual of the System office designated by the System's President, after considering all resources available for use in the funding and operation of the service, program, or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion, including the cost of meeting the requirement and the available funding and other resources. If such a determination is made, the System will describe in the written statement how it will provide equally effective alternate access, *i.e.*, other action that would not result in such an alteration or such burdens, but would nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services provided by the System as their nondisabled peers.
3. Training. The System will deliver website accessibility training concerning, among other things, the goals and strategies set forth in Strategic Action Plan to all System personnel who have responsibility for generating and loading web content within the System.
4. Reporting:
 - a) Within forty-five (45) days of receiving OCR's approval of the Strategic Action Plan, the System will submit to OCR evidence of the adoption and distribution of the Strategic Action Plan and the policies and procedures contained therein to relevant parties, and a description of how they are being implemented.
 - b) The System will provide to OCR a Summary Report of its efforts to effectuate this Agreement and these ongoing efforts to maintain web accessibility by January 31, 2019. The Summary Report will include copies of materials used in its website accessibility trainings and sign-in sheets identifying the individuals who received training and their positions. The System will provide upon request further information to satisfy any specific concerns OCR may raise at that time and until OCR closes the monitoring of this Agreement.
5. The System understands that OCR will not close the monitoring of this Agreement until OCR determines that the System has fulfilled the terms of this Agreement and is in

