

December 19, 2016

Susan A. Cole, Ph.D.
Montclair State University
Office of the President
1 Normal Avenue
Montclair, New Jersey 07043

Re: Case No. 02-16-2267
Montclair State University

Dear Dr. Cole:

This is to advise you of the resolution of the above-referenced complaint investigation of Montclair State University (the University) by the United States Department of Education (Department), Office for Civil Rights (OCR). The complaint, which was received on June 22, 2016, alleged that the University is discriminating, on the basis of disability, because certain pages of the University's website are not accessible to individuals with disabilities.

OCR is responsible for enforcing Section 504 of the Rehabilitation Act of 1973, as amended (Section 504), 29 United States Code (U.S.C.) § 794, *et seq.*, and its implementing regulations at 34 Code of Federal Regulations (C.F.R.) Part 104, which prohibit discrimination on the basis of disability in programs and activities of recipients of federal financial assistance. OCR also is responsible for enforcing Title II of the Americans with Disabilities Act of 1990, as amended (Title II), 42 U.S.C. § 12131, *et seq.*, and its implementing regulations at 28 C.F.R. Part 35, which prohibit discrimination on the basis of disability in programs, services, and activities of public entities. As a recipient of federal financial assistance from the Department and as a public entity, the University is subject to OCR's jurisdiction under Section 504 and Title II.

This letter summarizes the applicable legal standards, the information gathered during the investigation, and how the investigation was resolved.

Legal Authority:

Section 504 and Title II prohibit any qualified handicapped person, 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 or by public entities. 34

C.F.R. § 104.4(a) and 28 C.F.R. § 35.130. People with disabilities must have equal access to covered entities' programs, services, or activities unless doing so would fundamentally alter the nature of the programs, services, or activities, or would impose an undue burden. 28 C.F.R. § 35.164. Both Section 504 and Title II prohibit 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); 28 C.F.R. § 35.130(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); 28 C.F.R. § 35.130(b)(1)(iii). 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); 28 C.F.R. § 35.130(b)(1)(iv). Title II also requires public entities to take steps to ensure that communications with people with disabilities are as effective as communications with others, subject to the fundamental alteration and undue burden defenses. 28 C.F.R. § 35.160(a)(1). In sum, 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 and Title II.

Investigation to Date:

During the course of the investigation, OCR examined a number of pages on the University's website to determine whether they are accessible to persons with disabilities. These web pages included, but were not limited to:

- Homepage (www.montclair.edu);
- Accessibility information page (<https://wfs.montclair.edu/help/sctaccstu.htm>);
- Webcast page (<http://www.montclair.edu/webcast/>);
- Library page (<http://www.montclair.edu/library/>);
- Disability resource center page (<http://www.montclair.edu/disability-resource-center/>);
- Academic Services page (<http://www.montclair.edu/academics/student-academic-services/>);
- Student Resources page (<http://www.montclair.edu/student-development-campus-life/student-academic-services/academic-success/adult-learning/student-resources/>); and
- Disability Links page (<http://www.montclair.edu/disability-resource-center/disability-links/>).

OCR evaluated the above-listed pages and determined that keyboard controls are not visibly apparent, which meant that content was not available to those who are blind, many who have low vision, and those with disabilities affecting fine motor control; video content did not have captioning which made it inaccessible for those using a screen reader; the website lacked a way for users of special software and those with disabilities affecting fine motor control to skip to the main content of the pages, thereby impeding their ability to efficiently navigate past long headers appearing before the main content; search bars and/or form fields on the website were missing properly associated text labels, which identify the purpose and function of the otherwise unlabeled search bar/form field for users of special software; and some important content of the website could only be accessed by people who can use a computer mouse, which meant that

content was not available to those who are blind, many who have low vision, and those with disabilities affecting fine motor control. These barriers deny persons with disabilities access to programs, services, and activities offered on the website and may impede the University's communications with persons with disabilities.

Resolution Agreement:

The University submitted a signed resolution agreement (Agreement) to OCR on December 19, 2016. The University committed to take actions such as:

- selecting an auditor who has the requisite knowledge and experience to identify barriers to access on the University's website and conducting a thorough audit of existing online content and functionality;
- making all new University online content and functionality accessible to people with disabilities;
- developing a corrective action plan to prioritize the removal of online barriers over a 24-month period;
- posting a notice to persons with disabilities about how to request access to online information or functionality that is currently inaccessible; and
- providing website accessibility training to all appropriate personnel.

Conclusion:

This concludes OCR's investigation of the complaint. These findings should not be interpreted to address the University's compliance with any other regulatory provision or to address any issues other than those addressed in this letter. OCR will monitor the University's implementation of the Agreement. When OCR concludes that the University has fully implemented the terms of the Agreement and is in compliance with the statutes and regulations at issue in the case, OCR will terminate its monitoring and close the case. If the University fails to implement the Agreement, OCR may seek compliance with the federal civil rights laws through any means authorized by law, including to enforce the specific terms of the Agreement.

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 University may not harass, coerce, intimidate, discriminate or otherwise retaliate against any individual because he or she asserted a right or privilege under a law enforced by OCR or filed a complaint, testified, or participated in the complaint resolution process. 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. In the event that OCR receives such a request, OCR will seek to protect, to the extent provided by law, personally identifiable information, which if

released, could reasonably be expected to constitute an unwarranted invasion of personal privacy if released.

If you have any questions, please contact Lance Neyland, Compliance Team Attorney, at (646) 428-3824 or lance.neyland@ed.gov; Paige Wallace, Compliance Team Attorney, at (646) 428-3830 or paige.wallace@ed.gov; or Nadja Allen Gill, Compliance Team Leader, at (646) 428-3801 or nadja.r.allen.gill@ed.gov.

Sincerely,

/s/

Timothy C.J. Blanchard

Encl.

cc: XXXXX XXXXXXXXX, Esq.
XXXX XXXXXXXXX, Esq.