

## **RESOLUTION AGREEMENT**

### **City University of New York – College of Staten Island Case No. 02-17-2233**

In order to resolve the allegation in Case No. 02-17-2233, the City University of New York – Staten Island (the College) assures the U.S. Department of Education, Office for Civil Rights (OCR), that it will take the actions detailed below pursuant to the requirements of Section 504 of the Rehabilitation Act of 1973 (Section 504) and its implementing regulation at 34 C.F.R. Part 104, and Title II of the Americans with Disabilities Act of 1990 (the ADA), and its implementing regulation at 28 C.F.R. Part 35.

Assurances of Nondiscrimination. The College hereby reaffirms its commitment to ensure that people with disabilities have an opportunity equal to that of their nondisabled peers to participate in the College’s programs, benefits, and services, including those delivered through electronic and information technology, except where doing so would impose an undue burden or create a fundamental alteration.

Benchmarks for Measuring Accessibility. For the purposes of this 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 College’s underlying legal obligations to ensure that 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 College programs, services, and activities delivered online, as required by Section 504 and the ADA and their implementing regulations; and that they receive effective communication of the College’s programs, services, and activities delivered online.

### **Remedies and Reporting Requirements**

New Website. The College asserts that it has created a new website, which went on-line May 30, 2017. The College asserts that it is in the process of modifying the new website, to fully comply with the benchmarks set forth in the agreement.

- 1) Proposed Policies and Procedures Regarding New Online Content and Functionality. Within 90 days after the effective date of this Agreement, the College will submit to OCR for its review and approval proposed policies and procedures (“the Plan for New Content”) to ensure that all new, newly-added, or modified online content and functionality 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.

- a) When fundamental alteration or undue burden defenses apply, the Plan for New Content will require the College to provide equally effective alternative access. The Plan for New Content will require the College, in providing equally effective alternate access, to take any actions that do not result in a fundamental alteration or undue financial and administrative burdens, but nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services as their nondisabled peers. To provide equally effective alternate access, alternates are not required to produce the identical result or level of achievement for persons with and without disabilities, but must afford persons with disabilities equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement, in the most integrated setting appropriate to the person's needs.
- b) The Plan for New Content must include sufficient quality assurance procedures, backed by adequate personnel and financial resources, for full implementation. This provision also applies to the College's online content and functionality developed by, maintained by, or offered through a third-party vendor or by using open sources.

Reporting Requirement: Within seventy-five (75) days of receiving OCR's approval of the Plan for New Content, the College will submit to OCR evidence that the College has officially adopted, distributed and begun implementation

- 2) Undue Burden and Fundamental Alteration. For any technology-related requirement in this Agreement for which the College asserts an undue burden or fundamental alteration defense, such assertion may only be made by the President of the College or by an individual designated by the President and who has budgetary authority 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. The written statement will be certified by the determining official. If such a determination is made, the certifying official 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 College as their nondisabled peers.
- 3) Audit of Content and Functionality of the New Website that is Currently On-Line. Unless the College determines to hire an outside company to conduct the Audit and/or create a Corrective Action Plan as provided in subsection (a) below which requires a formal procurement process to identify a proposed Auditor(s), then within 120 days after the effective date of this agreement, the College will propose for OCR's review and approval the identity and *bona fides* of an Auditor (corporation or individual, who may be an employee of the College or CUNY) to audit all content and functionality of the new website that which includes the homepage, all subordinate pages of its public facing

website, and those non-public facing pages and sites that provide programs, activities, benefits and/or services to students and employees, to identify any online content or functionality that is inaccessible to persons with disabilities, including online content and functionality developed by, maintained by or offered through a third party or open source. If the College determines to hire an outside company to conduct the Audit and/or create a Corrective Action Plan, which requires a formal procurement process, then the College will commence the procurement process within 60 days of the date of this agreement and provided the identity and *bona fides* of the Auditor(s) within 30 days of the selection of the Auditor(s) under the procurement process. The audit will not include the enterprise-wide applications and systems, such as Blackboard and Peoplesoft, which is maintained solely by CUNY and is outside of the College's control, because those enterprise systems and applications are being addressed under OCR Case No. 02-17-2197. The Auditor(s) will have sufficient knowledge and experience in website accessibility for people with disabilities to carry out all related tasks, including developing a Proposed Corrective Action Plan. Should the Auditor(s) be entities or persons whose contract requires approval by the Office of the State Comptroller ("OSC"), the Audit and Corrective Action Plan will not begin until the College receives the necessary contract approval from OSC. The Audit and Corrective Action Plan will use the Benchmarks for Measuring Accessibility set out above, unless the College receives prior permission from OCR to use a different standard as a benchmark. During the Audit, the College will also seek input from members of the public with disabilities, including (the word "parents" was deleted as in Hunter) students, employees, and others associated with the College, and other persons knowledgeable about website accessibility, regarding the accessibility of its online content and functionality.

Neither the Audit nor the Corrective Action Plan referenced below will include individual course material on CUNY's Learning Management System that is restricted to particular students enrolled in a particular course. For such courses, the College will provide equally effective alternative access upon request, through CUNY's Procedures for Implementing Reasonable Accommodations and Academic Adjustments, and shall timely process such requests consistent with CUNY's policies and procedures governing disability-related accommodations, academic adjustments and auxiliary aids.

Reporting Requirements:

- (a) Within 120 days after the effective date of this Agreement, the College will submit the *bona fides* of its proposed Auditor to OCR for review and approval. Notwithstanding the foregoing, if the College determines to hire an outside company to conduct the Audit and/or create a Corrective Action Plan, which requires a formal procurement process to identify a proposed Auditor(s), then in lieu of submitting *bona fides* as provided above, the College will commence the procurement process to identify a proposed Auditor(s) within 60 days of the date of this Agreement and it will inform OCR of the identity and *bona fides* of the proposed Auditor(s) within 30 days of the selection of an Auditor(s) under the procurement process. OCR will evaluate whether the proposed Auditor has the requisite experience and knowledge to carry out an appropriate Audit and to develop a Proposed Corrective Action Plan. Alternatively, if the CUNY system

commences a procurement process to identify an Auditor(s) consistent with its Resolution Agreement in OCR Case No. 02-17-2197, and the College wishes to use the Auditor(s) selected under that procurement process, it will inform OCR of that intention within 90 days of the date of this Agreement.

- (b) Within one hundred and twenty (120) days of receiving OCR's approval of the proposed Auditor, the College will submit to OCR documentation of the steps taken by the Auditor during the Audit of content and functionality of the new website that is currently on-line, a description of the outreach it undertook and the input it received, and a detailed accounting of the results of the Audit.
- 4) Corrective Action. The College will endeavor to correct all inaccessible content and functionality of the new website throughout the audit period. Should the College address all items identified by the Audit within one hundred and twenty (120) days of receiving OCR's approval of the proposed Auditor, it will submit to OCR, simultaneously with the submission of the results of the Audit, a report of corrective measures taken to ensure that all content and functionality of the new website is now accessible. In the event the College is unable to address all items identified by the Audit within this one hundred and twenty day (120) day period, then, simultaneously with the submission of the results of the Audit, the College will submit to OCR for its review and approval a proposed Corrective Action Plan to address all inaccessible content and functionality identified during the College's Audit of content and functionality of the new website that is currently on-line. The proposed Corrective Action Plan will set out a detailed schedule for:
  - (a) addressing problems, taking into account identified priorities, with all corrective actions to be completed within 12 months of the date OCR approved the Corrective Action Plan;
  - (b) setting up a system of testing and accountability to maintain the accessibility of all online content and functionality on an ongoing basis.
- 5) Within thirty (30) days of receiving OCR's approval of the proposed Corrective Action Plan, the College will officially adopt and implement the Corrective Action Plan.

Reporting Requirement:

- (a) Within forty-five (45) days of receiving OCR's approval of the proposed Corrective Action Plan, the College will submit to OCR documentation establishing that the approved Corrective Action Plan is being implemented according to the approved schedule.
- (b) Reports will be due every six months thereafter until the Corrective Action Plan has been completed. When these reports are submitted, the College may submit to OCR for its review and approval a request for an extension of time of no more than six months to address problems identified during the implementation of the Corrective Action Plan that require additional time to resolve; such a request shall

be accompanied by a written statement identifying the problem and explaining why it cannot be resolved within the proposed timeframe.

- 6) Notice. Within thirty (30) days of the date of this Agreement, the College will submit to OCR for review and approval a proposed notice to persons with disabilities (Notice) regarding how to request the webmaster or other appropriate person to provide access to (or notify the College regarding) online information or functionality that is currently inaccessible. The proposed Notice will also include information or an accessible link to information instructing people how to file formal grievances under Section 504 and the ADA. Within 10 days of receiving OCR's approval of the proposed Notice, the College will officially adopt and prominently post the approved Notice on its home page and throughout its website (including the most frequently accessed subordinate pages and non-public facing pages and sites).

Reporting Requirement: Within fifteen (15) days of receiving OCR's approval of the College's proposed Notice, the College will provide documentation to OCR regarding the locations and content of its published Notice.

- 7) Training. Starting no later than 120 days from this date of this Agreement, and annually thereafter until such time as OCR closes the monitoring of this Agreement, the College will deliver website accessibility training, which may be in an online format, to all appropriate personnel, including, but not limited to: key content developers, webmasters and all others responsible for developing, loading, maintaining, or auditing web content and functionality. To date, the College asserts that it has provided and/or received the following with regard to training:

- Training to college offices on creating ADA compliant documents
- Drupal training to assist in modifications to the website
- ADA compliance training provided by the Accessing Higher Ground Conference
- PDF Accessibility.

Reporting Requirement:

- (a) For each training session required by this Agreement, until such time as OCR closes the monitoring of this Agreement, the College will submit to OCR documentation that it has been delivered.
- (b) The documentation will include a list of invitees and attendees, including titles; a description of the delivered training content; and the presenters' credentials for giving such training.

The College understands that by signing this Agreement, it agrees to provide the foregoing information in a timely manner in accordance with the reporting requirements of this Agreement. Further, the College understands that during the monitoring of this Agreement, if necessary, OCR may visit the College, interview staff and students, and request such additional reports or data as are necessary for OCR to determine whether the College has fulfilled the terms of this Agreement and is in compliance with the regulations implementing Section 504, at 34 C.F.R. §§

104.4 (a) and (b), and 104.43, and the ADA, at 28 C.F.R. §§ 35.130 and 35.160. Upon completion of the obligations under this Agreement, OCR shall close this case.

The College understands and acknowledges that OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of this Agreement. Before initiating administrative enforcement (34 C.F.R. §§ 100.9, 100.10), or judicial proceedings to enforce this Agreement, OCR shall give the College written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.

This Agreement will become effective immediately upon the signature of the College's representative below.

1/19/2018  
Date

/s/  
James B. Milliken  
Chancellor  
City University of New York