

**Resolution Agreement  
Radnor Township School District  
Case Number 03171100**

The U.S. Department of Education, Office for Civil Rights (OCR), initiated an investigation into allegations that the Radnor Township School District (“the District”) 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. Specifically, the complainant alleged that the District’s website contained barriers to access for people with disabilities, thereby denying them an equal opportunity to enjoy the District’s programs, services, and activities and denying them effective communication necessary for full participation in the District’s programs, services, and activities.

Assurances of Nondiscrimination. The District hereby reaffirms its commitment to ensure that people with disabilities have an opportunity equal to that of their nondisabled peers to enjoy the District’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 techniques for web content, which are incorporated by reference.

Adherence to these accessible technology standards is one way to ensure compliance with the District’s underlying legal obligations to ensure people with disabilities are able to independently 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 District 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 District’s programs, services, and activities delivered online.

The District voluntarily agrees to take the actions set forth below but asserts that such agreement does not constitute either an implicit or explicit admission that the District violated Section 504 of the Rehabilitation Act of 1973 and its implementing regulation, or Title II of the Americans with Disabilities Act of 1990 and its implementing regulation.

### **Remedies and Reporting**

- 1) Proposed Policies and Procedures Regarding New Online Content and Functionality. By July 31, 2017, the District will submit to OCR for its review and approval proposed draft policies and procedures (“the Plan for New Content”) requiring 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, where the District has provided alternate access which is as effective as that provided to individuals with disabilities, or where permission has been sought and granted otherwise by OCR.

- a) When fundamental alteration or undue burden defenses apply, the Plan for New Content will require the District to provide equally effective alternate access, as further defined below. The Plan for New Content will require the District, in providing equally effective alternate access, to take any actions that do not result in a fundamental alteration or undue financial or administrative burden, but nevertheless ensure that, to the extent required by law, 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, as determined by the Superintendent or designee. This provision also applies to the District's online content and functionality developed by, maintained by, or offered through a third-party vendor or by using open sources.
  - c) Within ninety (90) days of receiving OCR's approval of the Plan for New Content, the District will officially adopt, and fully implement the policies and procedures.
  - d) Reporting: Within fifteen (15) days of adopting the Plan for New Content, the District will submit to OCR the evidence of its adoption and distribution, and a description of how they are being implemented.
- 2) Undue Burden and Fundamental Alteration. For any technology-related requirement in this Agreement for which the District asserts an undue burden or fundamental alteration defense, such assertion may only be made by the Superintendent or by an individual designated by the Superintendent 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.
  - 3) Audit of Existing Content and Functionality. By June 30, 2017, the District will propose for OCR's review and approval the identity and bona fides of an Auditor (corporation or individual) to audit the content and functionality of its website, including, but not limited to, the home page, subordinate pages, and intranet pages and sites, 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

vendor or an open source. The Auditor shall not necessarily be required to independently audit every single web page, but may engage in audit sampling or other similar practices in completing the Audit, supplemented by (1) auditing all style sheets and (2) using automated methods of capturing for audit any types of content that are likely page-specific, such as identifying for audit all images, embedded videos, and Portable Document Format (pdf) files. The Auditor 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. The Audit will use the Benchmarks for Measuring Accessibility set out above, unless the District receives prior permission from OCR to use a different standard as a benchmark. During the Audit the District will also invite public input regarding the accessibility of its online content and functionality, which may be in the form of a notice placed on the District's website, and may be combined with targeted outreach to relevant disability organizations.

- a) Reporting: By June 30, 2017, the District will submit the *bona fides* of its proposed Auditor to OCR for review and approval. 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. Within one hundred and twenty (120) days of receiving OCR's approval of the proposed Auditor, the District will submit to OCR documentation of the steps taken by the Auditor during the Audit, a description of the outreach it undertook and the input it received, and a detailed accounting of the results of the Audit.
- 4) Proposed Corrective Action Plan. Within sixty (60) days of completion of the Audit, the District will submit to OCR for its review and approval a proposed Corrective Action Plan to address all inaccessible content and functionality identified during the District's Audit. The proposed Corrective Action Plan will set out a detailed schedule for: (1) addressing problems, taking into account identified priorities, with all corrective actions to be completed within eighteen (18) months of the date OCR approved the Corrective Action Plan; (2) setting up systems of accountability and verifying claims of accessibility by vendors or open sources; and (3) setting up a system designed to maintain the accessibility of all online content and functionality on an ongoing basis, if not already outlined in the Plan for New Content and indicated to OCR.
  - a) Reporting: Status reports advising of the District's progress with completing the steps set forth in the Corrective Action Plan, which are permitted to be submitted to OCR by email, will be due every six (6) months thereafter until the Corrective Action Plan has been completed.
- 5) Within forty-five (45) days of receiving OCR's approval of the proposed Corrective Action Plan, the District will officially implement the Corrective Action Plan.
  - a) Reporting: Within forty-five (45) days of receiving OCR's approval of the proposed Corrective Action Plan, the District will submit to OCR the approved Corrective Action Plan, and documentation establishing that the approved Corrective Action Plan is being

implemented according to the approved schedule. Reports will be due every six (6) months thereafter until the Corrective Action Plan has been completed.

- 6) Notice. Within forty five (45) days of the date of this Agreement, the District will submit to OCR for review and approval a proposed Notice to persons with disabilities regarding how to request the webmaster or other appropriate person to provide access to (or notify the District 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 with the District under Section 504 and Title II. Within thirty (30) days of receiving OCR's approval of the proposed Notice, the District will prominently post the approved Notice on its home page and will also modify the link language in the footer of its existing website which currently reads "Questions or Feedback?" to read "Questions, Feedback, or Accessibility Concerns?"
  - a) Reporting. Within fifteen (15) days of receiving OCR's approval of the District's proposed Notice, the District will provide documentation to OCR regarding the locations and content of its published Notice.
- 7) Training. By December 31, 2017, and on an as-needed basis thereafter, until such time as OCR closes the monitoring of this Agreement, the District will deliver website accessibility training to all appropriate personnel as determined by the Superintendent or Director of Communications. Subsequent training sessions are not required to be in-person sessions, and may be in the form of, among other things, electronic communication or handouts, provided the District effectively monitors staff knowledge of website accessibility techniques and addresses any need for supplemental training. Adequate training will also be provided to all new hires in positions authorized to add content to the District's website or subordinate pages.
  - a) Reporting: For each training session required by this Agreement, until such time as OCR closes the monitoring of this Agreement, the District will submit to OCR documentation that it has been delivered. 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, if applicable.
- 8) The District understands that OCR will not close the monitoring of this Agreement until OCR determines that the District 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), 104.8, and 104.21, and Title II, at 28 C.F.R. §§ 35.130, 35.149, and 35.160, which were at issue in this case.
- 9) The District also understands that by signing this Agreement, it agrees to provide data and other information in a timely manner in accordance with the reporting requirements of this Agreement. Further, the District understands that during the monitoring of this Agreement, if necessary, OCR may visit the District, interview staff, and request such additional reports or data, including simulated website accounts and passwords, as are necessary for OCR to determine whether the District 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), 104.8, and

104.21, and Title II, at 28 C.F.R. §§ 35.130, 35.149, and 35.160, which were at issue in this case.

- 10) The District 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 District written notice of the alleged breach and sixty (60) calendar days to cure the alleged.
- 11) It is further acknowledged that if any time during the compliance and monitoring period of this Agreement, the District is unable to meet any deadline or action item articulated in the Agreement, the District shall notify OCR on or prior to the deadline date of the reason for the delay and the expected date of completion. OCR shall grant an extension for good cause shown.

\_\_\_\_\_/s/\_\_\_\_\_  
For the District

\_\_\_\_\_/05/24/2017\_\_\_\_\_  
Date