

## **Resolution Agreement**

### **Hoover City School District OCR Reference No. 04171229**

The U. S. Department of Education, Office for Civil Rights (OCR) and the Hoover City School District (District) enter into this agreement to resolve the allegation in the above-referenced complaint. Specifically, the Complainant alleges that the District's public website contains barriers to access for people with disabilities, thereby denying them an equal opportunity to participate in the District's programs, services, and activities, and denying them effective communication necessary for full participation in the District's programs, services, and activities. This agreement does not constitute an admission of liability, non-compliance, or wrongdoing by the District. The District assures OCR that it will take the following actions to comply with the requirements of Section 504 of the Rehabilitation Act of 1973 (Section 504), as amended, 29 U.S.C. Section 794, and its implementing regulation at 34 C.F.R. Part 104, and Title II of the Americans with Disabilities Act of 1990 (Title II), as amended, 42 U.S.C. Sections 12131 *et seq.*, and its implementing regulation at 28 C.F.R. Part 35, which prohibit discrimination on the basis of disability by recipients of Federal financial assistance and public entities, respectively.

Prior to the completion of OCR's investigation, the District agreed to resolve the issues of this investigation pursuant to Section 302 of OCR's Case Processing Manual. Accordingly, to resolve the issues of this investigation, the District agrees to take the following actions.

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 participate in 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 World Wide Web Consortium's (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 District'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 District programs, services, and activities delivered online, as required by Section 504 and Title II and those statutes' implementing regulations; and that they receive effective communications with District programs, services, and activities delivered online.

The District voluntarily agrees to take the actions set forth below.

## **Remedies and Reporting**

1. **Proposed Corrective Action Plan.** By November 30, 2017, the District will submit to OCR for its review and approval vendor specifications or other documentation demonstrating that the new external District website scheduled for launch on December 31, 2017, and school specific websites for each school in the District scheduled for launch on August 1, 2018, 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. This documentation will include a schedule and procedure for:
  - a. setting up systems of accountability and verifying claims of accessibility by the vendor and any open sources; and
  - b. setting up a system of testing and accountability to maintain the accessibility of all online content and functionality on an ongoing basis.
2. Within 30 calendar days of receiving OCR's approval of the proposed Corrective Action Plan, the District will officially adopt and implement the Corrective Action Plan.
  - a. **Reporting:** Within 45 calendar 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 months thereafter until the Corrective Action Plan has been completed.
3. **Policies and Procedures for New Online Content and Functionality.** By January 31, 2018, the District 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 District to provide equally effective alternate access. 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 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, alternatives are not required to produce the identical result or level of achievement for persons with and without disabilities, but must afford persons with disabilities an 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 District's online content and functionality developed by, maintained by, or offered through a third-party vendor or through the use of open sources.

- c. Within 60 calendar days of receiving OCR's approval of the Plan for New Content, the District will officially adopt, and fully implement, the amended policies and procedures.
  - d. Reporting: Within 75 calendar days of receiving OCR's approval, the District will submit to OCR the approved policies and procedures, evidence of their adoption and distribution, and a description of how they are being implemented.
4. 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 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 Superintendent or designee. 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 District as their nondisabled peers.
5. Notice. By November 15, 2017, the District will submit to OCR for review and approval a proposed Notice on its website 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 the District's notice of nondiscrimination under Section 504 and Title II, which includes contact information for the District staff assigned to handle inquiries regarding the nondiscrimination policy. Within 10 calendar days of receiving OCR's approval of the proposed Notice, the District will officially adopt and publish the approved Notice by linking the approved Notice on its home page and throughout its website (including all subordinate pages and sites).
- a. Reporting. Within 15 calendar 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.
6. Training. Starting no later than 180 calendar days from the date of this Agreement, and annually thereafter, the District will deliver website accessibility training to all appropriate personnel, including, but not limited to: content developers, webmasters, procurement officials, and all others responsible for developing, loading, maintaining, or auditing web content and functionality.
- a. Reporting: For each training session required by this Agreement, until such time as OCR closes its monitoring of this Agreement, the District will submit to OCR documentation that the training has been delivered. The documentation will include a list of invitees and attendees and

their position titles, a description of the delivered training content, and the presenters' credentials for providing such training.

7. 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 members, 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 and the regulations implementing Title II at 28 C.F.R. 35.130 and 35.160(a), which are at issue in this case. Upon completion of the obligations under this Agreement, OCR shall close and dismiss this case.
8. 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 and 100.10), or judicial proceedings to enforce this Agreement, OCR shall give the District written notice of the alleged breach and 60 calendar days to cure the alleged breach.

This Resolution Agreement will become effective immediately upon signature of the District's Superintendent or designee below.

/s/

November 2, 2017

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Superintendent or Designee  
Hoover City School District

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Date