

Resolution Agreement

University of Tennessee OCR Docket No. 04-19-6909

To resolve the above-referenced directed investigation brought under Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act, the Office for Civil Rights (OCR) of the U.S. Department of Education and the University of Tennessee (University) enter into the following agreement. This agreement supersedes any prior agreement between OCR and the University addressing website accessibility. The parties to this agreement acknowledge that it is entered into voluntarily, and that it does not constitute an admission of liability, non-compliance, or wrongdoing by the University.

1. Online Content and Functionality. The University agrees that it will, in a reasonably timely manner, and in no case longer than 12 months, develop and take substantial steps in the implementation of a strategy to ensure that individuals with disabilities have an equal opportunity to participate in the University's programs and activities offered through the University's website by making the online content and functionality accessible,¹ or, if necessary, providing equally effective alternate access. To meet this commitment, the University will develop a strategy for identifying and addressing inaccessible content and functionality for individuals with disabilities. The University's strategy will designate the standard that the University will use to determine the accessibility of online content and functionality (e.g., WCAG 2.0 level AA or a similar standard).

This strategy will address both existing content and functionality up to the effective date of this agreement, and new or updated online content or functionality that is published, developed, procured, or used after the effective date of this agreement. The strategy may include setting priorities for addressing online content and functionality by, for instance, placing a high priority on first making accessible: (1) site navigation and templates; (2) key information concerning matters such as recruitment, enrollment, course registration, student records, codes of conduct, financial transactions with students and parents/guardians, and grievance procedures related to discrimination allegations; (3) the most frequently visited pages on the University's website that the University identifies; (4) portions of the website that are of high importance to students, employees, or applicants with disabilities; and (5) content and functionality about which the University has received complaints, or which has been flagged for accessibility problems by individual users.

Nothing in this provision should be construed to mean that any content and functionality is not subject to the requirements of Section 504 and Title II.

¹ "Accessible" refers to information or technology that, at a minimum, affords a person with a disability the opportunity to acquire the same information, engage in the same interactions, and enjoy the same programs and activities as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use.

2. Accessible Alert Process. The University agrees that it will, in a reasonably timely manner, and in no case longer than 1 month, implement and maintain an accessible process for users to alert the University to pages that have accessibility problems.
3. Undue Burden and Fundamental Alteration. This agreement does not require the University to take any action that it demonstrates in writing, in OCR's reasonable determination, would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens.
4. Technical Assistance. Upon request, OCR will provide technical assistance to the University, to the extent practicable, during the University's implementation of this agreement. The University's duty to comply with this agreement is not altered by the availability of technical assistance.
5. Reporting Provision. By July 30, 2021, the University will submit a report to OCR demonstrating that it has fully satisfied the terms of this agreement. The report will discuss the strategy developed, benchmarks that the University has used to measure progress in making its online content and functionality accessible, ongoing efforts to ensure the accessibility and usability of the University's online content and functionality, and the accessible process for users to alert the University to accessibility problems.

The University understands that by signing this agreement, it agrees to provide data and other information in a reasonably timely manner in accordance with the reporting requirement of this agreement. Further, the University understands that during OCR's monitoring of this agreement, if necessary, OCR may visit the University, interview staff and students, and request such additional reports or data as are necessary for OCR to determine whether the University has fulfilled the terms of this agreement. Upon the University's satisfaction of the commitments made under this agreement, OCR will close the case.

The University 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 the agreement, OCR will give the University written notice of the alleged breach, and sixty (60) calendar days to cure the alleged breach.

This agreement will become effective upon the signature of the representative for the University, set out below.

/s/

9/11/2020

Mr. Randy Boyd
President
University of Tennessee

Date