



UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE FOR CIVIL RIGHTS

THE WANAMAKER BUILDING  
100 PENN SQUARE EAST, SUITE 515  
PHILADELPHIA, PA 19107-3323

REGION III  
DELAWARE  
KENTUCKY  
MARYLAND  
PENNSYLVANIA  
WEST VIRGINIA

May 8, 2023

*By email only to: [president@miami.edu](mailto:president@miami.edu)*

Julio Frenk  
President  
University of Miami  
P.O. Box 248006  
Coral Gables, FL 33124

Re: OCR Docket No. 04-19-6926  
University of Miami, Florida

Dear President Frenk:

This letter is to advise you of the resolution of the directed investigation that the U.S. Department of Education (Department), Office for Civil Rights (OCR) initiated in University of Miami (University). OCR investigated whether the University's online programs, services, and activities exclude qualified persons with disabilities from participation in, deny them the benefits of, or otherwise subject them to discrimination under any program or activity, in violation of Section 504 of the Rehabilitation Act of 1973 and its implementing regulation at 34 C.F.R. § 104.4.

OCR enforces Section 504 of the Rehabilitation Act of 1973 (Section 504) and its implementing regulation at 34 C.F.R. Part 104, which prohibit discrimination on the basis of disability in any program or activity receiving Federal financial assistance from the Department.

OCR conducted an assessment of the University's online programs, services, and activities and noted possible compliance concerns including, but not limited to:

- Users with disabilities who use computer keyboards for navigation due to a disability did not have access to all contents and functions.
- Users with disabilities who use computer keyboards for navigation due to a disability were unable to tell visually where they were on a page, as visual focus indicators were missing.
- The foreground and background colors of important content lacked sufficient contrast, posing a barrier to people with low vision.

*The Department of Education's mission is to promote student achievement and preparation for global competitiveness by fostering educational excellence and ensuring equal access.*

[www.ed.gov](http://www.ed.gov)

On May 8, 2023, the University signed the enclosed resolution agreement (Agreement) to voluntarily resolve the investigation pursuant to Section 302 of OCR's *Case Processing Manual*. OCR will monitor the implementation of the Agreement.

This concludes OCR's investigation. This letter 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. This letter sets forth OCR's determination in an individual matter. 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. An individual may have the right to file a private suit in federal court whether or not OCR finds a violation.

Under the Freedom of Information Act, it may be necessary to release this document and related correspondence and records upon request. If OCR receives such a request, we will seek to protect personally identifiable information that could reasonably be expected to constitute an unwarranted invasion of personal privacy if released, to the extent provided by law.

If you have any questions, please contact Cynthia Wesley at (202) 987-1424 or [cynthia.wesley@ed.gov](mailto:cynthia.wesley@ed.gov).

Sincerely,

/s/

Judith Risch  
Co-Lead, National Digital Accessibility Team

Enclosure

*Courtesy copy by email only to:*

Jessica Pacheco  
Executive Director, Workplace Equity and Inclusion  
[jessica.pacheco@miami.edu](mailto:jessica.pacheco@miami.edu)

Judd Goldberg  
Associate Vice President and Deputy General Counsel  
[jgoldberg@miami.edu](mailto:jgoldberg@miami.edu)

Aileen Ugalde  
Senior Vice President and General Counsel  
[augalde@miami.edu](mailto:augalde@miami.edu)