

# VOLUNTARY RESOLUTION AGREEMENT

## I. INTRODUCTION

The Miami Dade College (College) enters into this Voluntary Resolution Agreement (Agreement) to resolve Docket No. 04-21-2253, which is a case filed with the U.S. Department of Education, Office for Civil Rights (OCR), under Section 504 of the Rehabilitation Act of 1973 (Section 504) and Title II of the Americans with Disabilities Act of 1990 (Title II).

## II. RESOLUTION PROVISIONS

### A. Action Steps

With respect to official College email communications sent College-wide about student events and services (hereinafter, “Email Communications”), and official College online postings on SharkNet, the College’s online club and organization portal, about student events and services (hereinafter, “SharkNet Postings”), the College makes the following commitments to satisfy its legal obligations under the Section 504 and Title II regulations:

#### 1. Policies

- (a) The College, in consultation with OCR, will review and revise its policies, procedures, and guidelines (“Policies”), as may be needed, regarding its Email Communications, and regarding SharkNet Postings, to ensure that these activities and services are conducted in a manner that is accessible to people with disabilities. At a minimum, the College’s Policies will:
  - i. Ensure that the College’s Email Communications comply with a College-selected accessibility standard, such as the Web Content Accessibility Guidelines 2.0 or 2.1, Level AA (WCAG 2.0 AA or WCAG 2.1 AA), or similar standard.
  - ii. Ensure that SharkNet Postings of Single Stop-related events, which were the focus of OCR’s limited inquiry, comply with a College-selected accessibility standard, such as WCAG 2.0 AA, WCAG 2.1 AA, or similar standard.
  - iii. Identify, by position, title, and contact information, the employee(s) who will be responsible for receiving and resolving reports and complaints of inaccessible emails and inaccessible postings on SharkNet.

- iv. Ensure that the College publishes an accessibility statement on its Homepage (or linked from its Homepage), on SharkNet, and in its Email Communications. The accessibility statement will inform individuals with disabilities of the process for reporting accessibility problems regarding the College’s electronic and information technology, and email communications, including the position title and contact information of the employee(s) identified in the preceding paragraph.
- (b) **Reporting Provision:** By May 31, 2022, the College will submit to OCR for its review and approval a copy of its Policies developed pursuant to Section II.A.1(a), above. If OCR requires any changes to the Policies, the College will re-submit them within 30 days of receiving notice of the required changes. OCR and the College will continue this process until OCR approves the Policies.
- (c) **Reporting Provision:** Within thirty (30) days of OCR’s approval of the Policies, the College will submit a report demonstrating that the College has adopted the Policies, has included notice of the Policies on the College’s website, and has made a copy of the Policies available to the employee(s) who are responsible for implementing them.
- (d) **Reporting Provision:** Within ninety (90) days of OCR’s approval of the Policies, the College will submit a report demonstrating that its Email Communications and the Single Stop-related online postings on SharkNet are consistent with its Policies and chosen accessibility standard. The report will include but is not limited to: a description of the College’s methods for implementing the Policies, benchmarks used to measure progress, and ongoing efforts to ensure its Email Communications and SharkNet Postings are accessible. Regarding Email Communications and SharkNet Postings generated after the Policies and accessibility standard are adopted, the report will also include: all of the Email Communications, up to a limit of 200 or 50%, whichever is smaller; all Email Communications regarding mental health events; and a list of all SharkNet Postings regarding Single Stop student events and services, with their URLs, if still available.

## 2. Notice and Training

- (a) Taking appropriate roles into account, the College will provide notice or training regarding the College’s revised Policies and

chosen accessibility standard to: all College employees responsible for implementing the Policies revised pursuant to Section II.A.1.(a), above; all College employees who create Email Communications; and all College employees who create Single Stop-related SharkNet Postings.

- (b) **Reporting Provision:** By July 31, 2022, the College will submit to OCR for its review and approval a copy of its proposed notice and training curriculum, its proposed plan as to which employees will receive notice or who will receive training, and the names, position titles, and qualifications of the individuals who will conduct the training, pursuant to Section II.A.2(a), above. If OCR requires any changes to the notice, training curriculum, or plan, the College will re-submit them within 30 days of receiving notice of the required changes. OCR and the College will continue this process until OCR approves the notice, the training curriculum, the plan, and the individuals conducting the trainings.
- (c) **Reporting Provision:** Within thirty (30) days of OCR’s approval of the notice, the College will submit a report demonstrating that the College has disseminated the notice to all required College employees. The report will include documentation that the notice was distributed to employees and a list of all employees who received the notice.
- (d) **Reporting Provision:** Within ninety (90) days of OCR’s approval of the training curriculum and the plan as to which employees will receive the notice and who will receive the training, the College will provide a report to OCR demonstrating that it has completed its training activities. The report will include a copy of the training materials, and documentation of the dates and locations of the training sessions, and the employees who attended the training sessions with their names and position titles.

**B. Technical Assistance**

Upon request, OCR will provide technical assistance to the College and its vendors, to the extent practicable, during the College’s implementation of this Agreement. The College’s duty to comply with this Agreement is not altered by the availability of technical assistance.

**III. GENERAL PROVISIONS**

The College understands that by signing this Agreement, it agrees to provide OCR relevant data and other information in a timely manner. Further, the College understands that during the monitoring of this Agreement, if necessary, OCR may visit the College, interview employees and students, and request such additional reports or data as are necessary for OCR to determine whether the College has fulfilled the terms of the Agreement. Upon completion of the obligations under this Agreement, OCR shall close this complaint.

The College understands and acknowledges that OCR may initiate proceedings to enforce the specific terms and obligations of this Agreement and/or the applicable statutes and regulations. Before initiating such proceedings, 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 upon the signature of the representative for the College, set out below.

**Signed:**

/s/

December 9, 2021

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Malou C. Harrison, Ph.D.  
Executive Vice President and Provost  
Miami Dade College

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Date