

October 3, 2016

Dr. Hector Garcia
Superintendent
Plano Community Unit School District #88
800 S. Hale St.
Plano, IL 60545-2000

Re: OCR #05161337

Dear Superintendent Garcia:

This is to advise you of the resolution by the United States Department of Education (Department), Office for Civil Rights (OCR), of the above-referenced complaint filed against the Plano Community Unit School District #88 (District). Specifically, the complaint alleged that certain District web pages are not accessible to students and adults with disabilities, including vision and print disabilities and physical impairments. These include:

- the District's homepage;
- the School Calendar 2015-2016 webpage;
- the Free Summer Meals webpage;
- the Student Services webpage;
- the Resources webpage; and
- the Power School/Parent Sign-up webpage.

OCR is responsible for enforcing Section 504 of the Rehabilitation Act of 1973 (Section 504), 29 United States Code (U.S.C.) § 794, and its implementing regulations at 34 Code of Federal Regulations (C.F.R.) Part 104, which prohibit discrimination on the basis of disability in programs and activities of recipients of federal financial assistance. OCR also is responsible for enforcing Title II of the Americans with Disabilities Act of 1990 (Title II), 42 U.S.C. §§ 12131 - 12134, and its implementing regulations at 28 C.F.R. Part 35, which prohibit discrimination on the basis of disability in programs, services, and activities of public entities. As a recipient of Federal financial assistance from the Department and a public entity, the District is subject to these laws.

This letter summarizes the applicable legal standards, the information gathered during the investigation, and how the investigation was resolved.

Legal Standards

Section 504 and Title II prohibit individuals, on the basis of disability, from being excluded from participation in, being denied the benefits of, or otherwise being subjected to discrimination by recipients of federal financial assistance or by public entities. 34 C.F.R. § 104.4 and 28 C.F.R. § 35.130. Individuals with disabilities must have equal access to the programs, services, or activities unless doing so would fundamentally alter the nature of the programs, services, or activities, or would impose an undue burden. 28 C.F.R. § 35.164. Both Section 504 and Title II prohibit affording individuals with disabilities an opportunity to participate in or benefit from aids, benefits, and services that is unequal to the opportunity afforded others. 34 C.F.R. § 104.4(b) (1) (ii); 28 C.F.R. § 35.130(b) (1) (ii). Similarly, individuals with disabilities must be provided with aids, benefits, or services that provide an equal opportunity to achieve the same result or the same level of achievement as others. 34 C.F.R. § 104.4(b) (2); 28 C.F.R. § 35.130(b) (1) (iii). An individual with a disability, or a class of individuals with disabilities, may be provided with a different or separate aid, benefit, or service only if doing so is necessary to ensure that the aid, benefit, or service is as effective as that provided to others. 34 C.F.R. § 104.4(b)(1)(iv); 28 C.F.R. § 35.130(b)(1)(iv). Title II also requires public entities to take steps to ensure that communications with individuals with disabilities are as effective as communications with others, subject to the fundamental alteration and undue burden defenses. 28 C.F.R. § 35.160(a)(1). In sum, programs, services, and activities—whether in a “brick and mortar,” on-line, or other “virtual” context—must be operated in ways that comply with Section 504 and Title II.

Recipients and public entities must ensure equal access to the educational benefits and opportunities afforded by technology and equal treatment in the use of the technology for all individuals with disabilities who access their programs or activities, including members of the public.

Investigation To Date

During the course of the investigation OCR examined a number of pages on the District’s website to determine whether they are accessible to persons with disabilities. These webpages included:

- the District’s homepage;
- the School Calendar 2015-2016 webpage;
- the Free Summer Meals webpage;
- the Student Services webpage;
- the Resources webpage; and
- the Power School/Parent Sign-up webpage.

OCR conducted a preliminary evaluation of the above-listed pages and had concerns with the accessibility of certain features to persons with disabilities. These concerns include missing form labels so visually impaired persons might not have access to forms on web pages, missing “alt tabs,” descriptions or text labels for persons who are blind and use a screen reader, and certain items with low contrast, which may render the item unreadable for persons with low vision.

These barriers may deny persons with disabilities access to programs, services, and activities offered on the webpages and may impede the District's communications with persons with disabilities.

Prior to the conclusion of OCR's investigation, the District expressed an interest in voluntarily resolving this case. In order to conclude OCR's investigation of this complaint, OCR would have had to conduct interviews, review documents, and examine a broader range of pages on the District's website. In light of the District's willingness to address its website comprehensively without further investigation, OCR determined entering into a voluntary resolution agreement would be appropriate.

Resolution Agreement

The District submitted a signed resolution agreement (Agreement) to OCR on September 19, 2016. The District committed to take actions such as:

- Selecting an auditor who has the requisite knowledge and experience to identify barriers to access on the District's website and conducting a thorough audit of existing online content and functionality;
- Making all new website content and functionality accessible to people with disabilities;
- Developing a corrective action plan to prioritize the removal of online barriers;
- Posting a notice to persons with disabilities about how to request access to online information or functionality that is currently inaccessible; and
- Providing website accessibility training to all appropriate personnel.

This concludes OCR's investigation of the complaint. These findings should not be interpreted to address the District's compliance with any other regulatory provision or to address any issues other than those addressed in this letter. OCR will monitor the District's implementation of the Agreement. When OCR concludes the District has fully implemented the terms of the Agreement and is in compliance with the statutes and regulations at issue in the case, OCR will terminate its monitoring and close the case. If the District fails to implement the Agreement, OCR may seek compliance with the federal civil rights laws through any means authorized by law, including to enforce the specific terms of the enclosed Agreement.

This letter sets forth OCR's determinations in an individual OCR case. 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. The complainant may have the right to file a private suit in federal court whether or not OCR finds a violation.

Please be advised that the District may not harass, coerce, intimidate, discriminate or otherwise retaliate against any individual because he or she asserted a right or privilege under a law enforced by OCR or filed a complaint, testified, or participated in the complaint resolution process. If this happens, the individual may file a retaliation complaint with OCR.

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

Thank you for the assistance the District and its counsel, Mr. Kevin Gordon, extended to OCR in resolving this complaint. We look forward to receiving the District's first report about its implementation of the Agreement by February 28, 2017. If you have any questions, please contact Sherry Rosenblum at Sherry.Rosenblum@ed.gov or at 312-730-1601.

Sincerely,

Jeffrey Turnbull
Team Leader

Enclosure

cc: Mr. Kevin Gordon