



UNITED STATES DEPARTMENT OF EDUCATION
OFFICE FOR CIVIL RIGHTS

1999 BRYAN ST., SUITE 1620
DALLAS, TX 75201-6810

REGION VI
ARKANSAS
LOUISIANA
MISSISSIPPI
TEXAS

September 21, 2017

Ref: 06172159

[XXXX to end of address line]

Via first class mail and via email to [XXXX]

Dear [XXXX XXXX]:

This letter is to notify you that the U.S. Department of Education (Department), Office for Civil Rights (OCR), Dallas Office, has resolved the above-referenced complaint filed against [XXXX XXXX], the Louisiana Community and Technical College System (LCTCS or System), in Baton Rouge, Louisiana. The complainant alleged that the System discriminates against individuals with disabilities.

OCR is responsible for determining whether entities that receive or benefit from Federal financial assistance from the Department, or an agency that has delegated investigative authority to the Department, are in compliance with Section 504 of the Rehabilitation Act of 1973 (Section 504), as amended, 29 U.S.C. § 794, and its implementing regulations at 34 C.F.R. Part 104. Section 504 prohibits discrimination on the basis of disability. OCR also enforces Title II of the Americans with Disabilities Act of 1990 (Title II), 42 U.S.C. §§ 12131 *et seq.*, and its implementing regulations at 28 C.F.R. Part 35. Under Title II, OCR has jurisdiction over complaints alleging discrimination on the basis of disability that are filed against public entities. Because the System is a recipient of Federal financial assistance from the Department and is a public entity, OCR has jurisdictional authority to process this complaint for resolution under Section 504 and Title II.

OCR opened for investigation the following legal issue:

Whether the System discriminates against individuals with disabilities on a systemic basis because certain of its web pages are not accessible to students and adults with disabilities including, but not limited to, vision impairments. The complaint alleges the following web pages are inaccessible:

- a. Homepage (<https://www.lctcs.edu>)
- b. Explore Our Programs
(https://www.lctcs.edu/explore/?utm_source=homepage&utm_campaign=Occupation%20Search&utm_medium=web)
- c. Our Colleges (<https://www.lctcs.edu/our-colleges/>)
- d. Baton Rouge Community College (<http://www.mybrcc.edu>)

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

- e. Baton Rouge Community College/Financial Aid (http://www.mybrcc.edu/financial_aid/index.php)
- f. Build Your Workforce (<https://www.lctcs.edu/#workforce>)
- g. Work Ready-U (<https://www.lctcs.edu/workready-u/>)
- h. Foundation (<https://www.lctcs.edu/foundation/>)
- i. LCTCS & Southern University Announce Pathway Scholarship- (<https://www.lctcs.edu/uncategorized/lctcs-southern-university-system-announce-pathway-scholarship/>)
- j. Louisiana Delta Community College (<http://www.ladelta.edu/>)
- k. Delgado Community College (<http://www.dcc.edu>)
- l. Bossier Parish Community College (<http://www.bpcc.edu>)
- m. Central Louisiana Technical College (<https://www.lctcs.edu/our-colleges/>)
- n. Northshore Technical Community College (<https://www.lctcs.edu/our-colleges/>)
- o. Nunez Community College (<http://www.nunez.edu>)
- p. Northwest Louisiana Technical College (<https://www.lctcs.edu/our-colleges/>)
- q. River Parishes Community College (<http://www.rpcc.edu>)
- r. South Central Louisiana Technical College (<http://www.scl.edu>)
- s. South Louisiana Community College (<http://solacc.edu>)
- t. Southwest Louisiana Technical Community College (<https://www.sowela.edu>)

During its investigation, OCR reviewed information provided by the System. Prior to the completion of OCR's investigation, the System informed OCR that it was interested in resolving the complaint allegation. Section 302 of OCR's *Case Processing Manual* (CPM) provides that a complaint may be resolved at any time when, prior to the conclusion of an investigation, the recipient expresses an interest in resolving the allegation. Further, the CPM provides that the provisions of the resulting voluntary resolution agreement will be aligned with the complaint allegations or the information obtained during the investigation, and will be consistent with applicable regulations. OCR approved the System's request to resolve this complaint prior to the conclusion of the investigation.

The System voluntarily submitted the enclosed Resolution Agreement (Agreement) to resolve this complaint. The enclosed Agreement was signed by the System on September 19, 2017. OCR has determined the provisions of the Agreement are aligned with the complaint allegation and appropriately resolves it. Further, OCR accepts the Agreement as an assurance the System will fulfill its obligations under Section 504 and Title II with respect to this complaint. The dates for implementation and specific actions are detailed in the enclosed Agreement. Accordingly, as of the date of this letter, OCR will cease all investigative actions regarding this complaint. However, OCR will actively monitor the System's implementation of the Agreement. Please be advised that if the System fails to adhere to the actions outlined in the Agreement, OCR will immediately resume its compliance efforts.

This letter sets forth OCR's determination 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 the System may not harass, coerce, intimidate, or discriminate against any individual because he or she has filed a complaint or participated in the complaint resolution process. If this happens, the individual may file another complaint alleging such treatment.

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, we will seek to protect, to the extent provided by law, personally identifiable information, which, if released, could reasonably be expected to constitute an unwarranted invasion of personal privacy.

Thank you for your cooperation during the investigation and resolution of this complaint. If you have any questions regarding this letter, please contact General Attorney Cristin Hedman, the investigator assigned to the matter, at (214)-661-9647 or cristin.hedman@ed.gov, or me, at (214)-661-9648 or at timothy.caum@ed.gov.

Sincerely,

Timothy D. Caum
Supervisory General Attorney/Team Leader
Office for Civil Rights
Dallas Office

Enclosure: Signed Resolution Agreement

CC: [XXXX to end of CC line]