



UNITED STATES DEPARTMENT OF EDUCATION  
Office for Civil Rights

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REGION VIII

ARIZONA  
COLORADO  
NEW  
MEXICO  
UTAH

August 31, 2016

Dr. Peter Bezanson, CEO  
BASIS Charter Schools  
7975 N Hayden Road, #B100  
Scottsdale, Arizona 85258

Re:

08-16-1201 - BASIS Chandler Primary  
08-16-1202 - BASIS Chandler  
08-16-1203 - BASIS Goodyear  
08-16-1204 - BASIS Oro Valley  
08-16-1205 - BASIS Peoria  
08-16-1206 - BASIS Phoenix Central  
08-16-1207 - BASIS Prescott  
08-16-1208 - BASIS Tucson North  
08-16-1209 - BASIS Tucson Primary  
08-16-1210 - BASIS Flagstaff  
08-16-1171 - BASIS Ahwatukee  
08-16-1172 - BASIS Phoenix  
08-16-1173 - BASIS Mesa  
08-16-1174 - BASIS Scottsdale

Dear Dr. Bezanson:

This is to advise you of the resolution of the above-referenced complaint investigations of BASIS Schools, Inc. (hereinafter, "BASIS") by the United States Department of Education ("Department"), Office for Civil Rights ("OCR"). The complaints, which were received on February, 8, 2016, February 22, 2016, and February 23, 2016, alleged that BASIS was discriminating, on the basis of disability, because certain pages on the BASIS websites are not accessible to persons with disabilities.

OCR is responsible for enforcing section 504 of the Rehabilitation Act of 1973, as amended (Section 504), 29 United States Code (U.S.C.) § 794, *et seq.*, 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, as amended (Title II), 42 U.S.C. § 12131, *et seq.*, and its implementing regulations at 28 C.F.R. Part 35,

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

which prohibit discrimination on the basis of disability in programs, services, and activities of public entities. As recipients of federal financial assistance from the Department and as public entities, BASIS is subject to OCR's jurisdiction under Section 504 and Title II.

This letter summarizes the applicable legal standards, the information gathered during the investigations, and how the investigations were resolved.

### Legal Authority:

Section 504 and Title II prohibit people, 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. People with disabilities must have equal access to recipients' 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 people 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.

### Investigation To Date:

During the course of the investigations, OCR examined a number of pages on the BASIS websites to determine whether they are accessible to persons with disabilities. These web pages included:

- Homepage- <http://www.basischandlerprimary.org/>
- Special Education- <http://www.basischandlerprimarysc.org/special-education.aspx>
- School Managers- [http://www.basischandlerprimarysc.org/management-staff\\_basis-chandler-primary-south-campus.aspx](http://www.basischandlerprimarysc.org/management-staff_basis-chandler-primary-south-campus.aspx)

OCR evaluated the above-listed pages and determined that some important content of the websites could only be accessed by people who can use a computer mouse, which meant that content was not available to those who are blind, many who have low vision, and those with disabilities affecting fine motor control; videos did not have accurate captions; some links were not meaningfully labeled; some forms were not properly labeled; and parts of the website used color combinations that made text difficult or impossible for people with low vision to see. These barriers deny persons with disabilities access to programs, services, and activities offered on the websites and may impede BASIS' communications with persons with disabilities.

Prior to the conclusion of OCR's investigation, BASIS expressed an interest in voluntarily resolving these cases. In order to conclude OCR's investigations of these complaints, OCR would have had to conduct interviews, review documents, and examine a broader range of pages on BASIS' websites; OCR would have sought to learn, for example, whether BASIS had received previous complaints of inaccessible website content or functionality, and how those complaints were resolved; and whether their information technology staff members and people responsible for uploading content or maintaining web pages had received training in website accessibility. In light of BASIS' willingness to address their websites comprehensively without further investigation, OCR determined entering into a voluntary resolution agreement would be appropriate.

#### Resolution Agreement:

BASIS submitted a signed resolution agreement (Agreement) to OCR on August 31, 2016. BASIS committed to take actions such as:

- Selecting an auditor who has the requisite knowledge and experience to identify barriers to access on BASIS' 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 over an 18-month period;
- 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 complaints. These findings should not be interpreted to address BASIS' compliance with any other regulatory provision or to address any issues other than those addressed in this letter. OCR will monitor BASIS' implementation of the Agreement. When OCR concludes that BASIS 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 cases. If BASIS 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 Agreement.

This letter sets forth OCR's determination in these individual OCR cases. 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 BASIS 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 your assistance to OCR in resolving this complaint. We look forward to receiving BASIS' first reports about its implementation of the Agreement. If you have any questions, please contact me at Stephen.Chen@ed.gov or 303-844-2557.

Sincerely,

/s/

Stephen Chen  
Program Manager

Enclosure: Resolution Agreement

cc: State Superintendent of Public Instruction  
Kate Gottfredson, Director of Research, Civil Rights, and ESS for BASIS