

Resolution Agreement
University Prep
Case Number 08-17-1253

The U.S. Department of Education, Office for Civil Rights (OCR), initiated an investigation into allegations that University Prep (the School), a charter school, violated Section 504 of the Rehabilitation Act of 1973 (Section 504) and its implementing regulation at 34 Code of Federal Regulations (C.F.R.) Part 104, and Title II of the Americans with Disabilities Act of 1990 (Title II) and its implementing regulation at 28 C.F.R. Part 35. Specifically, the Complainant alleged that the School's website contained barriers to access for people with disabilities, thereby denying them an equal opportunity to participate in the School's programs, services, and activities and denying them effective communication necessary for full participation in the School's programs, services, and activities.

Prior to the completion of OCR's investigation, the School agreed to resolve the issues of this investigation pursuant to Section 302 of OCR's Case Processing Manual (CPM). This resolution has been entered into voluntarily between the parties and does not constitute a finding or admission that the School is not in compliance with Section 504, Title II, and/or their implementing regulations. Accordingly, to ensure compliance with Section 504 and Title II and their implementing regulations and to resolve the issues of this investigation, the School voluntarily agrees to take the actions set forth below.

Assurances of Nondiscrimination. The School hereby reaffirms its commitment to ensure that people with disabilities have an opportunity equal to that of their nondisabled peers to participate in the School's programs, benefits, and services, including those delivered through electronic and information technology, except where doing so would impose an undue burden or create a fundamental alteration.

Benchmarks for Measuring Accessibility. For the purposes of this Agreement, the accessibility of online content and functionality will be measured according to the W3C's Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content, which are incorporated by reference.

Adherence to these accessible technology standards is one way to ensure compliance with the School's underlying legal obligations to ensure people with disabilities are able to acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as their nondisabled peers, with substantially equivalent ease of use; that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any of the School's programs, services, and activities delivered online, as required by Section 504 and Title II and their implementing regulations; and that they receive effective communication of the School's programs, services, and activities delivered online.

The School voluntarily agrees to take the actions set forth below.

Remedies and Reporting

- 1) Proposed Policies and Procedures Regarding New Online Content and Functionality. By October 31, 2017, the School will submit to OCR for its review and approval proposed policies and

procedures (“the Plan for New Content”) to ensure that all new, newly-added, or modified online content and functionality will be accessible to people with disabilities as measured by conformance to the Benchmarks for Measuring Accessibility set forth above, except where doing so would impose a fundamental alteration or undue burden.

- a) When fundamental alteration or undue burden defenses apply, the Plan for New Content will require the School to provide equally effective alternative access. The Plan for New Content will require the School, in providing equally effective alternate access, to take any actions that do not result in a fundamental alteration or undue financial and administrative burdens, but nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services as their nondisabled peers. To provide equally effective alternate access, alternates are not required to produce the identical result or level of achievement for persons with and without disabilities, but must afford persons with disabilities equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement, in the most integrated setting appropriate to the person’s needs.
 - b) The Plan for New Content must include sufficient quality assurance procedures, backed by adequate personnel and financial resources, for full implementation. This provision also applies to the School’s online content and functionality developed by, maintained by, or offered through a third-party vendor or by using open sources.
 - c) Within thirty (30) days of receiving OCR’s approval of the Plan for New Content, the School will officially adopt, and fully implement the amended policies and procedures.
 - d) Reporting: Within 45 days of receiving OCR’s approval, the School will submit to OCR the approved policies and procedures, evidence of their adoption and distribution, and a description of how they are being implemented.
- 2) Undue Burden and Fundamental Alteration. For any technology-related requirement in this Agreement for which the School asserts an undue burden or fundamental alteration defense, such assertion may only be made by University Prep Founder & CEO or by an individual designated by the Founder & CEO who has budgetary authority after considering all resources available for use in the funding and operation of the service, program, or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion, including the cost of meeting the requirement and the available funding and other resources. The written statement will be certified by the determining official. If such a determination is made, the certifying official will describe in the written statement how it will provide equally effective alternate access, *i.e.*, other action that would not result in such an alteration or such burdens but would nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services provided by the School as their nondisabled peers.
 - 3) Replacement of Website. For reasons unrelated to this Resolution Agreement, the School intends to replace its existing website by December 15, 2017. The new website, including its content and functionality, will be thoroughly tested for access for people with disabilities prior to launch and, except as permitted by Section 5 (“Regarding Third Party Providers”) herein, any

content or functionality not strictly conforming to the Benchmarks for Accessibility will not be included in the launch of the new website.

- a) Reporting: The School will confirm to OCR no later than December 15, 2017, that the new website is “live” and that all of the School’s content and functionality on the new website supports the ability of people with disabilities to have an equal opportunity to enjoy the School’s programs, services, and activities. If the School finds it is unable to meet its intended launch date, it will immediately report to OCR the new anticipated launch date and a detailed plan for OCR’s review and approval regarding how it intends to ensure that it is meeting its ongoing nondiscrimination obligations under Section 504 and Title II in the meantime, with respect to its online programs, services, and facilities. If OCR notifies the School that the new website contains barriers to access that interfere with the School’s ability to meet its ongoing nondiscrimination obligations, the School will immediately remove such barriers and report back to OCR within 30 days that it has done so.
- 4) Audit of The School Online Programs, Services, and Activities Hosted by Third Party Providers. By October 15, 2017, the School will propose for OCR’s review and approval the identity and bona fides of an Auditor (corporation or individual) to audit online content and functionality developed by, maintained by, or offered through a third party vendor or an open source. The Auditor will have sufficient knowledge and experience in website accessibility for people with disabilities to carry out all related tasks, including developing a Proposed Corrective Action Plan. The Audit will use the Benchmarks for Measuring Accessibility set out above, unless the School receives prior permission from OCR to use a different standard as a benchmark. The Auditor may be the web developer that the School has previously employed.
 - a) Reporting: By October 31, 2017, the School will submit the *bona fides* of its proposed Auditor to OCR for review and approval. OCR will evaluate whether the proposed Auditor has the requisite experience and knowledge to carry out an appropriate Audit and to develop a Proposed Corrective Action Plan. If the School chooses to use their existing web developer, OCR will be available to meet with the developer to share our expertise and to ensure that that Auditor can meet the expectations of this provision. Within ninety (90) days of receiving OCR’s approval of the proposed Auditor, the School will submit to OCR documentation of the steps taken by the Auditor during the Audit, a description of the outreach it undertook and the input it received, and a detailed accounting of the results of the Audit.
- 5) Simultaneously with the submission of the Audit, the School will submit to OCR for its review and approval a proposed Corrective Action Plan Regarding Third Party Providers to address all of the School’s online content and functionality developed by, maintained by, or offered through a third party vendor or an open source. The proposed Corrective Action Plan Regarding Third Party Providers will set out a detailed schedule for: (1) addressing problems, taking into account identified priorities, with all corrective actions to be completed within 18 months of the date OCR approved the Corrective Action Plan Regarding Third Party Providers; (2) setting up systems of accountability and verifying claims of accessibility by vendors or open sources; and (3) setting up a system of testing and accountability to maintain the accessibility of all relevant online content and functionality on an ongoing basis.

- 6) Within 30 days of receiving OCR's approval of the proposed Corrective Action Plan Regarding Third Party Providers, the School will officially adopt and implement the Corrective Action Plan Regarding Third Party Providers.
- a) Reporting: Within 45 days of receiving OCR's approval of the proposed Corrective Action Plan Regarding Third Party Providers, the School will submit to OCR the approved Corrective Action Plan Regarding Third Party Providers, and documentation establishing that the approved Corrective Action Plan is being implemented according to the approved schedule. Reports will be due every sixth months thereafter until the Corrective Action Plan Regarding Third Party Providers has been completed.
- 7) Interim Notice. Within 30 days of the date of this Agreement, the School will adopt and prominently post throughout its website the following notice:

"University Prep recognizes that our current website does not meet all requirements for full compliance with Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. It is University Prep's intention to achieve compliance for all persons who wish to engage with our School. University Prep is working to achieve this compliance through a new website that is scheduled for release on December 15, 2017. If you are searching for information that is currently not accessible, please submit your request via email to **(insert the School's website coordinator's email information here)**. The University Prep Website Team will respond directly to your inquiry by providing the requested information in an alternate format or by otherwise making our online program, service, or activity accessible to you. To find information on how to file a formal grievance under Section 504 and Title II, please contact our Section 504 Coordinator at **(insert the School's Section 504 email contact information here)**."

- 8) Permanent Notice. Simultaneously with the launch of the new website, the School will adopt and prominently post throughout its website the following notice:

"It is University Prep's intention to achieve full compliance with Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act for all persons who wish to engage with our School. If you are searching for information that is currently not accessible to you due to a disability, please submit your request via email to **(insert the School's website coordinator's email information here)**. The University Prep Website Team will respond directly to your inquiry by providing the requested information in an alternate format or by otherwise making our online program, service, or activity accessible to you. To find information on how to file a formal grievance under Section 504 and Title II, please contact our Section 504 Coordinator at **(insert the School's Section 504 email contact information here)**."

- 9) Training. Starting no later than 30 days from this date of this Agreement, and annually thereafter, the School will deliver website accessibility training to all appropriate personnel, including, but not limited to: content developers, webmasters, procurement officials, and all others responsible for developing, loading, maintaining, or auditing web content and functionality.

- a) Reporting: For each training session required by this Agreement, until such time as OCR closes the monitoring of this Agreement, the School will submit to OCR documentation that it has been delivered. The documentation will include a list of invitees and attendees, including titles; a description of the delivered training content; and the presenters' credentials for giving such training.
- 10) The School understands that OCR will not close the monitoring of this Agreement until OCR determines that the School has fulfilled the terms of this Agreement and is in compliance with the regulations implementing Section 504, at 34 C.F.R. §§ 104.4 (a) and (b), 104.8, and 104.21, and Title II, at 28 C.F.R. §§ 35.130, 35.149, and 35.160, which were at issue in this case.
- 11) The School also understands that by signing this Agreement, it agrees to provide data and other information in a timely manner in accordance with the reporting requirements of this Agreement. Further, the School understands that during the monitoring of this Agreement, if necessary, OCR may visit the School, interview staff, and request such additional reports or data, including simulated website accounts and passwords, as are necessary for OCR to determine whether the School has fulfilled the terms of this Agreement and is in compliance with the regulations implementing Section 504, at 34 C.F.R. §§ 104.4 (a) and (b), 104.8, and 104.21, and Title II, at 28 C.F.R. §§ 35.130, 35.149, and 35.160, which were at issue in this case.
- 12) The School understands and acknowledges that OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of this Agreement. Before initiating administrative enforcement (34 C.F.R. §§ 100.9, 100.10), or judicial proceedings to enforce this Agreement, OCR shall give the School written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.

/s/

David Singer, Founder & CEO
University Prep

Date