

**Resolution Agreement
Colorado Technical
University Case Number
08-17-2214**

The U.S. Department of Education, Office for Civil Rights (OCR), initiated an investigation into allegations that Colorado Technical University (“University”) violated Section 504 of the Rehabilitation Act of 1973 and its implementing regulation at 34 C.F.R. Part 104. Specifically, the complainant alleged that the University’s website contained barriers to access for people with disabilities, thereby denying them an equal opportunity to participate in the University’s programs, services, and activities and denying them effective communication necessary for full participation in the University’s programs, services, and activities.

This Agreement has been entered into voluntarily between the Parties and does not constitute a finding or admission that the University is not in compliance with Section 504 and/or its implementing regulations. Rather, to ensure compliance with Section 504 and its implementing regulations and to resolve the issues of this investigation, the University voluntarily agrees to take the actions set forth below.

Definitions

Equally effective alternate access - for persons with disabilities is based on (1) timeliness of delivery, (2) accuracy of content, and (3) delivery in a manner and medium appropriate to the person's disability.

Fundamental alteration - a change to the essential purpose of the service, program, or activity at issue.

Assurances of Nondiscrimination. The University hereby reaffirms its commitment to ensure that people with disabilities have an opportunity equal to that of their nondisabled peers to participate in the University's programs, benefits, and services, including with respect to the University's website, 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 website content and functionality will be measured according to the Worldwide Web Consortium's (W3C) 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 University's underlying legal obligations to ensure people with disabilities are able to acquire equal information, engage in equal interactions, and enjoy equal 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 University programs, services, and activities delivered online, as required by Section 504 and its implementing regulations; and that they receive effective communication of the University's programs, services, and activities as set forth on the University's website.

Remedies and Reporting

- 1) Proposed Policies and Procedures Regarding New Online Content and Functionality. By May 1, 2018 the University 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 website 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 University to provide equally effective alternate access. The Plan for New Content will require the University, 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 equal 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 an equal result, to gain equal benefit, or to reach an equal 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 University's website content and functionality developed by, maintained by, or offered through a third-party vendor or by using open sources. The University is not obligated under this Agreement to demonstrate, guarantee, or require that the website content of third-party vendors that provide website services conforms to WCAG 2.0 Level AA, WAI-ARIA 1.0, or other accessible technology standard or combination of accessible technology standards.
 - c) Within thirty (30) days of receiving OCR's approval of the Plan for New Content, the University will officially adopt, and fully implement the amended policies and procedures.
 - d) Reporting: Within 45 days of receiving OCR's approval, the University will submit to OCR the approved Plan for New Content, evidence of its adoption and distribution, and a description of how it is being implemented.
- 2) Undue Burden and Fundamental Alteration. For any technology-related requirement in this Agreement for which the University asserts an undue burden or fundamental alteration defense, such assertion may only be made by the Chief Information Officer/Director of Information Technology Services or by an individual designated by the CIO/Director of Information Technology Services 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 University as their nondisabled peers.
 - 3) Proposed Action Plan. The University will submit to OCR for its review and approval a proposed Action Plan to address the allegedly inaccessible content and functionality of its website identified

during OCR's investigation. The proposed Action Plan will set out a detailed schedule for: (1) addressing problems related to the allegedly inaccessible content and functionality of its website identified during OCR's investigation, taking into account identified priorities, with all actions to be completed within 6 months of the date OCR approved the Action Plan; (2) setting up systems of accountability and assessing claims of accessibility by vendors or open sources; and (3) setting up a system of testing and accountability to maintain the accessibility of the allegedly inaccessible website content and functionality of its website identified during OCR's investigation on an ongoing basis. In its Action Plan, the University will acknowledge that if the allegedly inaccessible content and functionality of its website identified during OCR's investigation is not removed or made accessible on a timely basis, the University will be in violation of this Agreement and Section 504, and OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of the Agreement. The University is not obligated under this Agreement to demonstrate, guarantee, or require that the website content of third-party vendors that provide website services conforms to WCAG 2.0 Level AA, WAI-ARIA 1.0, or other accessible technology standard or combination of accessible technology standards.

- a) Within 30 days of receiving OCR's approval of the proposed Action Plan, the University will officially adopt and implement the Action Plan.
 - b) Reporting. Within 45 days of receiving OCR's approval of the proposed Action Plan, the University will submit to OCR the approved Action Plan, and documentation establishing that the approved Action Plan is being implemented according to the approved schedule. Reports will be due every sixth months thereafter until the Action Plan has been completed.
- 4) Notice. The University will post a notice on its website regarding website accessibility under a link entitled "ADAAA compliance" to appear on the footer throughout many pages of its website:

Colorado Technical University strives to make its web page material accessible and usable. We use the Web Content Accessibility Guidelines (WCAG) 2.0 developed by the World Wide Web Consortium Level AA for guidance. If you are having difficulty accessing content or are aware of a specific concern, please submit a website feedback request on our Contact Us page, or similarly titled page.

The University hereby reaffirms its commitment to retaining this or a similar notice, and will ensure that such notice is visible on every page throughout its website.

- a) Reporting. Within 60 days of this Agreement, the University will ensure the applicable notice is linked from every page.
- 5) Training. On an annual basis throughout the life of this Agreement, the University 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.¹

¹ If all other terms of the Agreement have been met before the date of the next required training session, OCR will close the monitoring of the Agreement and will not keep open this matter just to monitor this training provision.

- a) Reporting: For each training session required by this Agreement, until such time as OCR closes the monitoring of this Agreement, the University 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.
- 6) The University understands that OCR will not close the monitoring of this Agreement until OCR determines that the University 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.
- 7) The University 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 University understands that during the monitoring of this Agreement, if necessary, OCR may visit the University, interview staff, and request such additional reports or data, including simulated website accounts and passwords, as are necessary for OCR to determine whether the University 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, which were at issue in this case. OCR will provide notice of at least five (5) business days of any such site visits and will use reasonable discretion in working with the University to consider the impact of its visit in consideration of the University's academic calendar and other scheduled activities and events that could impact the effectiveness of OCR's visit.
- 8) The University 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 University written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.
- 9) If the University determines that it is unable to fulfill the terms of this Agreement, including timeframes provided by this Agreement, the University will make a written request to OCR for a modification to the substantive terms of this Agreement or for an extension of the Agreement timeframes. OCR will respond to the University's modification request in writing.
- 10) The University and OCR will communicate and work in good faith to fully implement the terms of this Agreement.

/s/

For the University

3/27/2018

Date