



UNITED STATES DEPARTMENT OF EDUCATION
OFFICE FOR CIVIL RIGHTS

REGION IX
CALIFORNIA

50 UNITED NATIONS PLAZA
MAIL BOX 1200; ROOM 1545
SAN FRANCISCO, CA 94102

January 8, 2018

VIA ELECTRONIC MAIL ONLY

Paul J. Fitzgerald, S.J.
President
University of San Francisco
Lone Mountain Campus
Rossi Wing, 4th Floor
2130 Fulton St.
San Francisco, CA 94117

Re: OCR No. 09-17-2436
University of San Francisco

Dear President Fitzgerald:

This letter is to inform you of the disposition of the above-referenced complaint filed on May 19, 2017, with the U.S. Department of Education (Department), Office for Civil Rights (OCR) against the University of San Francisco (University), alleging discrimination on the basis of disability. Specifically, the complaint alleged that certain of the University's web pages are not accessible to students and adults with disabilities, including vision impairments. These include, but are not limited to:

- Homepage, <https://www.usfca.edu>
- Student Disability Services, <https://www.usfca.edu/student-disability-services>
- Services and Accommodations, <https://www.usfca.edu/student-disability-services/services-accommodations>
- Parents and Families, <https://www.usfca.edu/parents>
- News and Media, <https://www.usfca.edu/newsroom>
- Library, <https://www.usfca.edu/library>
- Calendar, <https://www.usfca.edu/calendar>
- Financial Aid, <https://www.usfca.edu/admission/financial-aid>
- Types of Financial Aid, <https://www.usfca.edu/admission/financial-aid/types-of-aid>
- Federal and State Grants, <https://www.usfca.edu/admission/financial-aid/types-of-aid/federal-state-grants>

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

www.ed.gov

OCR is responsible for enforcing Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794, and its implementing regulation at 34 C.F.R. Part 104, which prohibit discrimination on the basis of disability by recipients of Federal financial assistance. As a recipient of Federal financial assistance and as a public entity, the University is subject to Section 504 and its regulations. Accordingly, OCR had jurisdiction to investigate this complaint.

Based on the complaint allegations, OCR opened an investigation of the following issues:

- whether the University, on the basis of disability, excluded qualified persons with disabilities from participation in, denied them the benefits of, or otherwise subjected them to discrimination in its programs and activities based on disability, in violation of the regulation implementing Section 504 at 34 C.F.R. § 104.4.

Legal Authority:

Section 504 prohibits 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(a) and (b). Section 504 prohibits 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). 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). 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). 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.

Investigation To Date:

To date, OCR has investigated this complaint by reviewing information provided by the Complainant and conducting a preliminary assessment of the accessibility of several pages from the University’s website.

The complaint alleges that the University’s website is not in compliance with Section 504 because it is inaccessible to individuals with vision disabilities, print disabilities, physical impairments, and hearing impairments. The Complainant used website accessibility checkers (PowerMapper and WAVE) and reported to OCR that the University’s Home, Student Disability Services, Services and

Accommodations, Parents and Families, News and Media, Library, Calendar, Financial Aid, Types of Financial Aid, and Federal and State Grants pages have accessibility issues for individuals with disabilities. The Complainant then provided OCR with a list of errors copied and pasted from the website accessibility checker that she used.

OCR conducted a preliminary examination of the web pages identified by the Complainant and found possible compliance concerns as to whether the University's website is accessible to individuals with disabilities. For example, at the time of OCR's review, on the University's home and student disability services pages important images were missing text descriptions, called "alt tags," that describe the images to blind users who use special software; and keyboard controls were not visually apparent, meaning that highlighting of specific sections of a given page were only apparent with use of a mouse.

Prior to the completion of OCR's investigation, the University requested to resolve this complaint pursuant to Section 302 of OCR's *Case Processing Manual* (CPM). On January 2, 2018, the University submitted the enclosed signed resolution agreement (the Agreement) to OCR. When fully implemented, the Agreement will resolve the allegations in the complaint.

In light of the commitments the University has made in the Agreement, OCR finds that the complaint is resolved, and OCR is closing its investigation as of the date of this letter. OCR will monitor the University's implementation of the Agreement to ensure that the commitments made are implemented timely and effectively. OCR may request additional information as necessary to determine whether the University has fulfilled the terms of the Agreement and is in compliance with Section 504 with regard to the issues raised.

If the University fails to implement the Agreement, OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of the Agreement. Before initiating administrative enforcement (34 C.F.R. §§ 100.9, 100.10), or judicial proceedings to enforce the Agreement, OCR shall give the University written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.

This concludes OCR's investigation of the complaint and should not be interpreted to address the University's compliance with any other regulatory provision or to address any issues other than those addressed in this letter.

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.

Please be advised that the University 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 harmed individual may file a complaint alleging such treatment.

The Complainant may file a private suit in federal court, whether or not OCR finds a violation.

Under the Freedom of Information Act, it may be necessary to release this letter and related correspondence and records upon request. In the event that OCR receives such a request, it 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.

OCR looks forward to receiving the University's first monitoring report by February 1, 2018. For questions about implementation of the Agreement, please contact Maria Asturias, Civil Rights Attorney, who will be monitoring the University's implementation, by e-mail at Maria.Asturias@ed.gov or by telephone at 415-486-5595.

Sincerely,

/s/

Katherine Riggs
Acting Team Leader

Enclosure