



UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE FOR CIVIL RIGHTS

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SEATTLE, WA 98174-1099

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September 28, 2017

Dr. Monica Goyette  
Superintendent  
Matanuska-Susitna Borough School District  
501 N. Gulkana Street  
Palmer, Alaska 99645

Re: Matanuska-Susitna Borough School District  
OCR Reference No. 10171111

Dear Superintendent Goyette:

This letter is to inform you of the disposition of the above-referenced complaint filed against Matanuska-Susitna Borough School District (District) with the U.S. Department of Education (Department), Office for Civil Rights (OCR), alleging discrimination on the basis of disability. Specifically, the complaint alleged that certain of the District's web pages are not accessible to persons with disabilities. These include, but are not limited to:

1. Homepage at [www.matsuk12.us](http://www.matsuk12.us);
2. Facebook web page at [www.facebook.com/akmatsuk12/](http://www.facebook.com/akmatsuk12/);
3. Calendar web page at [www.matsuk12.us/page/2](http://www.matsuk12.us/page/2);
4. Alaska state standards web page at [www.matsuk12.us/domain/4225](http://www.matsuk12.us/domain/4225);
5. 2017 district news web page at [www.matsuk12.us/domain/5664](http://www.matsuk12.us/domain/5664) (this web page is called 2017 District Headlines);
6. Office of superintendent web page at [www.matsuk12.us/domain/4644](http://www.matsuk12.us/domain/4644);
7. Departments web page at [www.matsuk12.us/domain/4773](http://www.matsuk12.us/domain/4773);
8. Support services web page at [www.matsuk12.us/Page/25792](http://www.matsuk12.us/Page/25792) (this and number 9 are Student Support Services web pages with different subheadings);
9. Student support services web page at [www.matsuk12.us/Page/27248](http://www.matsuk12.us/Page/27248) (this web page has a subheading of Special Education);
10. Student support services checklist live web page at [www.matsuk12.us/Page/973](http://www.matsuk12.us/Page/973);
11. Library resources web page at [www.matsuk12.us/domain/107](http://www.matsuk12.us/domain/107); and
12. Nutrition services web page at [www.matsuk12.us/Page/23959](http://www.matsuk12.us/Page/23959).

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. OCR is also responsible for enforcing Title II of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12131 *et seq.*, and its implementing regulation at 28 C.F.R. Part 35, which prohibit discrimination on the basis of disability by public entities. As a recipient of

*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](http://www.ed.gov)

federal financial assistance and as a public entity, the District is subject to these laws. Accordingly, OCR had jurisdiction to investigate this complaint.

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

- whether the District, 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 and the regulation implementing Title II at 28 C.F.R. § 35.130; and
- whether the District failed to take appropriate steps to ensure that communications with applicants, participants, members of the public, and companions with disabilities are as effective as communications with others, in violation of 28 C.F.R. § 35.160(a).

### **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 are 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**

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 District's website.

The complaint alleges that the District's website is not in compliance with Section 504 and Title II because it is inaccessible to individuals with vision disabilities, print disabilities, physical impairments, and hearing impairments. OCR used website accessibility checkers (PowerMapper and WAVE) on the aforementioned pages which identified accessibility issues for individuals with vision and print

disabilities and physical impairments. Once barriers were identified on the website, OCR's review ceased. In summary, barriers that were identified include linked images that are missing alternative text. This is a concern because images that are the only thing within a link must have descriptive alternative text. If an image is within a link that contains no text and that image does not provide alternative text, a screen reader has no content to present to the user regarding the function of the link. In addition, several web pages contained empty links (a link contains no text.) If a link contains no text, the function or purpose of the link will not be presented to the user. This can introduce confusion for keyboard and screen reader users.

Prior to the completion of OCR's investigation, the District asked to resolve this complaint pursuant to Section 302 of OCR's *Case Processing Manual* (CPM). On September 26, 2017, the District submitted the enclosed signed resolution agreement (Agreement) to OCR. When fully implemented, the Agreement will resolve the allegations in the complaint.

In light of the commitments the District 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 District'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 District has fulfilled the terms of the Agreement and is in compliance with Section 504 and Title II with regard to the issues raised.

If the District 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 District 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 District'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 District 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 complainant 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 District's first monitoring report by **November 30, 2017**. For questions about implementation of the agreement, please contact Tania Lopez, Senior Attorney, who will be monitoring the District's implementation of the agreement, by telephone at (206) 607-1623 or by e-mail at [tania.lopez@ed.gov](mailto:tania.lopez@ed.gov). For questions about this letter, please contact me by telephone at (206) 607-1674 or by e-mail at [barbara.wery@ed.gov](mailto:barbara.wery@ed.gov).

Sincerely,

Barbara Wery  
Team Leader

Enclosure: Resolution Agreement

cc: Honorable Michael Johnson, Commissioner  
Alaska Department of Education and Early Development

District EEO Director