



UNITED STATES DEPARTMENT OF EDUCATION
OFFICE FOR CIVIL RIGHTS, REGION XV

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CLEVELAND, OH 44115

REGION XV
MICHIGAN
OHIO

December 20, 2017

Ms. Debbie Osgood
Hogan Marren Babbo & Rose
321 North Clark Street
Suite 1301
Chicago, Illinois 60654

Re: OCR Docket #15-17-2078

Dear Ms. Osgood:

This letter is to inform you of the disposition of the above-referenced complaint filed against Hope College (the District) with the U.S. Department of Education (Department), Office for Civil Rights (OCR), on January 17, 2017, alleging discrimination on the basis of disability. Specifically, the complaint alleged that certain of the District's web pages are not accessible to students and adults with disabilities, including vision impairments. These include, but are not limited to:

1. Financial aid – <http://www.hope.edu/admissions/costs-financial-aid.html>
2. Home page - <http://www.hope.edu/index.html>
3. Admissions - <http://www.hope.edu/admissions>
4. Academics - <http://www.hope.edu/academics/index.html>

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 College is subject to Section 504 and its implementing regulation. Accordingly, OCR had jurisdiction to investigate this complaint.

Based on the complaint allegations, OCR opened an investigation of the whether the College, 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, activities, aids, benefits, or services 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. Section 504 also 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 by conducting a preliminary assessment of the accessibility of several pages from the College’s website.

The Complainant used website accessibility evaluation tools (PowerMapper and WAVE) and reported to OCR that the College’s website, including but not limited to the homepage, the financial aid page, the admissions page and the academics page had accessibility issues for individuals with disabilities. She then provided OCR with a list of errors copied and pasted from the website accessibility tools that she used.

During the investigative stage of the complaint, OCR conducted a preliminary examination of the web pages identified by the Complainant, delineated above, and found possible compliance concerns as to whether the College’s website is accessible to individuals with disabilities. For example there were hundreds of contrast errors on the checked pages, tabbing through content was not possible, and there were no visual cues for tabbing.

Prior to the completion of OCR’s investigation, the College asked to resolve this complaint pursuant to Section 302 of OCR’s *Case Processing Manual* (CPM). On December 19, 2017, the College 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 College 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 College'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 College has fulfilled the terms of the Agreement and is in compliance with Section 504 with regard to the issues raised.

If the College 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 College 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 College'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 College 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 College's first monitoring report by February 28, 2018. For questions about implementation of the Agreement, please contact XXXXX who will be monitoring the District's implementation, by e-mail at XXXXX or by telephone at XXXXX. For questions about this letter, please contact XXXXX.

Sincerely,

/s/

Sacara M. Martin
Supervisory Attorney/Team Leader

Enclosure