

**Glen Oaks Community College  
Resolution Agreement  
OCR Docket #15-18-2002**

Glen Oaks Community College (the College) voluntarily submits this Resolution Agreement (Agreement) to the U.S. Department of Education's Office for Civil Rights (OCR) for the purpose of resolving the above-referenced complaint alleging violation of Section 504 of the Rehabilitation Act of 1973 (Section 504), 29 U.S.C. § 794, and its implementing regulation at 34 C.F.R. Part 104, and Title II of the Americans with Disabilities Act of 1990 (Title II), 42 U.S.C. § 12131 *et seq.*, and its implementing regulation at 28 C.F.R. Part 35.

"Accessible," as used in this Agreement, means a person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use. A person with a disability must be able to obtain the information as fully, equally, and independently as a person without a disability. Although this might not result in identical ease of use compared to that of persons without disabilities, it still must ensure equal opportunity to the educational benefits and opportunities afforded by the technology and equal treatment in the use of such technology.

The College agrees to take the following actions:

1. By March 31, 2018, the College will draft and submit to OCR for review and approval a revised policy and/or procedures to ensure that online content and functionality provided through its website (online content) is accessible to students, prospective students, employees, guests, and visitors with disabilities, particularly those with visual, hearing, or manual impairments or who otherwise require the use of assistive technology to access information (Web Accessibility Policy). The Web Accessibility Policy will, at minimum, accomplish the following:
  - a. identify and adopt the specific technical standard(s) the College will use to determine whether online content is accessible (e.g., W3C's Web Content Accessibility Guidelines [WCAG], Web Accessibility Initiative - Accessible Rich Internet Applications Suite [WAI-ARIA] techniques for web content, or other standard or combination of standards that will render online content accessible);<sup>1</sup>
  - b. designate at least one individual (Web Accessibility Coordinator) and provide that individual with sufficient resources and authority to coordinate and implement the Web Accessibility Policy, and all other commitments relating to accessibility within this Agreement;
  - c. provide a procedure to ensure that online content provided or developed by third parties is accessible. This procedure should direct administrators and staff to ensure that any

---

<sup>1</sup> This Agreement does not imply that conformity with WCAG, WAI-ARIA and/or other electronic and information technology standard is either required or sufficient to comply with the requirements of either Section 504 or Title II. The technical standard(s) serve only as guidance with respect to whether the online content is accessible.

College acquisition or use of online content provided or developed by third parties (e.g. vendors, video-sharing websites such as YouTube, other open sources) that the College chooses to make available on its website will provide equal opportunity to access the educational benefits and opportunities afforded by the technology and equal treatment in the use of such technology;

- d. provide annual training for any staff members (e.g. administrators, faculty, support staff, student employees) responsible for creating or distributing information with online content to students, employees, guests, and visitors with disabilities, including, but not limited to, training on the Web Accessibility Policy and their roles and responsibilities to ensure that web design, documents, and multimedia content are accessible. The training will be facilitated, in whole or in part, by an individual with sufficient knowledge, skill, and experience to understand and employ the technical standard(s) adopted by the College;
- e. conduct an accessibility audit (Audit) of the College's website to be thereafter completed at regular intervals under the direction of the Web Accessibility Coordinator, during which information provided by the College through its electronic and information technologies is measured against the technical standard(s) adopted in the Web Accessibility Policy. All problems identified through the Audit will be documented, evaluated, and, if necessary, remediated within a reasonable period of time; and
- f. inform students, prospective students, employees, guests, and visitors that they may report violations of the technical standard(s) used by the College, file a formal complaint through its Section 504 and Title II grievance procedure, and/or contact a Web Accessibility Coordinator with any accessibility concerns. The Web Accessibility Policy will include the name and/or title, office address and telephone number, and email address of the Web Accessibility Coordinator.

**Reporting Requirement:** By March 31, 2018, the College will provide for OCR's review and approval the Web Accessibility Policy drafted consistent with Item 1 of this Agreement.

- 2. Within 60 calendar days of OCR's approval of the College's Web Accessibility Policy, the College will post the Web Accessibility Policy in a logical and readily identifiable location on its website and will provide notification to students, prospective students, employees, guests, and visitors. The notification will occur by written correspondence, email, and/or website notification and will further provide information on the Web Accessibility Policy's location on the website and, alternatively, where individuals may request or obtain a copy.

**Reporting Requirement:** Within 60 calendar days of OCR's approval of the College's Web Accessibility Policy, the College will provide documentation to OCR verifying implementation of Item 2 of this Agreement, including a copy of the notification and the URL (web address) for the location of the Web Accessibility Policy.

- 3. Within 180 calendar days of OCR's approval of the College's Web Accessibility Policy, the College will complete an initial Audit to examine whether the College's online content is

currently accessible, measured against the technical standard(s) adopted by the Web Accessibility Policy. The College will document the results of the Audit and develop a corrective action strategy based on the audit findings that includes relevant timeframes for completion.

**Reporting Requirement:** Within 180 calendar days of OCR's approval of the College's Web Accessibility Policy, the College will provide to OCR for review and approval copies of the Audit report and corrective action strategy, including the timeline for implementation and the credentials of a third-party web accessibility consultant or employee of the College with sufficient knowledge, skill, and experience to understand and employ the technical standard(s) adopted that will be certifying (pursuant to Item 4 below) that the College's online content meets the technical requirements adopted in the Web Accessibility Policy.

4. Within 30 calendar days of OCR's approval of the corrective action strategy, including the timeline for implementation and the credentials of the College's consultant or responsible employee described above, the College will begin implementation of the corrective action strategy to make online content accessible to individuals with disabilities, particularly students with visual, hearing, or manual impairments or who otherwise require the use of assistive technology to access online content.

**Reporting Requirements:** Within 180 calendar days of OCR's approval of the corrective action strategy, the College will submit documentation to OCR confirming implementation consistent with established timeframes, including certification to OCR that online content meets the technical requirements adopted in the Web Accessibility Policy. The College will also provide to OCR the bases for this certification including copies of any accessibility evaluation or report, dates of correction actions, and copies of any reports from interim audits conducted pursuant to the Web Accessibility Policy.

5. Within 60 calendar days of OCR's approval of the College's Web Accessibility Policy, the College will develop and conduct training on how to ensure accessibility in web design and implementation. The training will be provided by qualified personnel, or through an online training program vetted by said qualified personnel, to all staff involved in web design and implementation, including, but not limited to, administrators, teachers, staff, and volunteers who develop content for online instruction and/or post material on College webpages/portals. The training will include, at a minimum, training on the Web Accessibility Policy and the roles and responsibilities of College staff to ensure that web design, documents, multimedia videos and any other content are accessible.

**Reporting Requirement:** Within 60 calendar days of OCR's approval of the College's Web Accessibility Policy, the College will provide to OCR the name and credentials of the individual who conducted the training; a list of individuals, by name and title, who attended the training; and a copy of any training materials (e.g., pamphlets, presentation materials).

## General Requirements

The College understands that, by signing this Agreement, it agrees to provide the foregoing information in a timely manner in accordance with the reporting requirements of this Agreement. Further, the College understands that during the monitoring of this Agreement, if necessary, OCR may visit the College, interview staff and students, and request such additional reports or data as are necessary for OCR to determine whether the College has fulfilled the terms of this Agreement and is in compliance with Section 504 and its implementing regulation at 34 C.F.R. § 104.4, and Title II and its implementing regulation at 28 C.F.R. §§ 35.130 and 35.160. Upon completion of the obligations under this Agreement, OCR will close this case.

The College 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 College written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.

This Agreement will become effective immediately upon the signature of the College's representative below.

/s/

2/8/2018

---

Glen Oaks Community College  
Authorized Representative

---

Date