



# DONNELLY COLLEGE

EST. 1949

## Website Accessibility Policy

Donnelly College (the “College”) is committed to ensuring accessibility of its website for students, parents, and members of the community with disabilities.

### Website Accessibility

The Vice President of Business Affairs shall establish and maintain procedures whereby students, parents, and members of the public may present a complaint regarding a violation of the Americans with Disabilities Act (ADA), Section 504 and Title II related to the accessibility of any official College web presence which is developed by, maintained by, or offered through the College or third party vendors and open sources.

With regard to the College website and any official College web presence which is developed by, maintained by, or offered through third party vendors and open sources, the College is committed to compliance with the provisions of the Americans with Disabilities Act (ADA), Section 504 and Title II so that students, parents and members of the public with disabilities are able to independently acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as those without disabilities, with substantially equivalent ease of use; and that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any College programs, services, and activities delivered online.

All existing web content produced by the College, and new, updated and existing web content provided by third-party developers, will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents, by June 30, 2017. This applies to all new, updated, and existing web pages, as well as all web content produced or updated by the College or provided by third-party developers.

### Website Accessibility Concerns, Complaints and Grievances

A student, parent or member of the public who wishes to submit a complaint or grievance regarding a violation of the Americans with Disabilities Act (ADA), Section 504 or Title II related to the accessibility of any official College web presence that is developed by, maintained by, or offered through the College, third party vendors and/or open sources should submit the

concern, complaint, or grievance in writing, via email, or by completing the website complaint form.

The formal ADA non-compliance complaint should include the following:

- Name
- Address
- Date of the Complaint
- Description of the problem encountered
- Web address or location of the problem page
- Solution desired
- Contact information in case more details are needed (email and phone number)

A complaint may also be made directly to any College administrator. When a school administrator receives the information, he/she shall note the complaint information above and immediately inform the Vice President of Business Affairs.

Whether or not a formal complaint or grievance is made, once the College has been notified of inaccessible content, effective communication shall be provided as soon as possible to the reporting party to provide access to the information. The Complainant will not be required to wait for the investigation of the complaint to be concluded before receiving the information that he/she was unsuccessful in accessing.

The complaint or grievance will be investigated by the Vice President of Business Affairs or another person designated by the College President. The procedures to be followed are:

- An investigation of the complaint shall be completed and the investigator shall prepare a written report of the findings and conclusions within fifteen (15) working days of receipt of the complaint.
- The investigator shall contact the Complainant upon conclusion of the investigation to discuss the findings and conclusions and actions to be taken as a result of the investigation.
- A record of each complaint and grievance made pursuant to this policy shall be maintained in the College Business Affairs Office. The record shall include a copy of the complaint or grievance filed, report of findings from the investigation, and the disposition of the matter.