

California State University, Stanislaus
Resolution Agreement
OCR Case No. 09-23-2490

California State University, Stanislaus (University) without admitting to any violation of law, agrees to implement this Resolution Agreement (Agreement) to resolve the compliance concerns identified by the U.S. Department of Education, Office for Civil Rights (OCR), under Section 504 of the Rehabilitation Act of 1973 (Section 504), 29 U.S.C. § 794, and Title II of the Americans with Disabilities Act of 1990 (Title II), 42 U.S.C. §§ 12131-12134, and their implementing regulations in the above-referenced OCR case number.

I. Accessibility

- A. The University will at all times provide efficient and effective assistance to people with disabilities to order and pay for food at self-service kiosks. The efficiency and effectiveness of the assistance will be measured by whether people with disabilities have the opportunity to engage in the same transactions within similar timeframes as their nondisabled peers.
- B. By January 8, 2024, the University will provide for OCR's review and approval a plan to ensure that self-service kiosks are accessible to people with disabilities at all times, including the means by which people with disabilities can request assistance and how assistance will be provided.
- C. The University will post large print and Braille signage on the Kiosk to inform patrons with disabilities how to request such assistance.

II. Monitoring and Reporting

- A. Within 30 days of OCR's approval of the Plan described in Section I.B, the University will implement its plan described above to ensure that self-service kiosks are accessible to people with disabilities at all times. The University will provide to OCR, for OCR's review and approval, documentation showing that the University's plan has been implemented.
- B. By January 29, 2024, the University will post large print and Braille signage on the Kiosk to inform patrons with disabilities how to request assistance. The University will provide to OCR, for OCR's review and approval, documentation showing that the University has posted the required signage.

By signing the Agreement, the University agrees to provide data and other information in a timely manner in accordance with the reporting requirements of the Agreement. During the monitoring of the Agreement, OCR may visit the University, interview staff and students, and request such additional reports or data as are necessary for OCR to determine whether the University has fulfilled the terms of the Agreement.

The University understands that OCR will not close the monitoring of the Agreement until such time as OCR determines that the University is in compliance with the Agreement's terms and the statute(s) and regulation(s) at issue in the case.

The University understands that OCR may initiate administrative enforcement proceedings or refer the case to the Department of Justice (DOJ) for judicial proceedings to enforce the specific terms of the Agreement and the applicable statute(s) and regulation(s). Before initiating such proceedings, OCR will give the University written notice of the alleged breach and 60 calendar days to cure the alleged breach.

_____/s/_____

_____Dec 21, 2023_____

Paul Norris
Executive Director, Equity Programs & Compliance

Date