

Resolution Agreement

Heartland Educational Consortium OCR Reference No. 04-16-4015

The U.S. Department of Education's (Department) Office for Civil Rights (OCR) initiated an investigation into an allegation that the Heartland Educational Consortium (Consortium) violated Section 504 of the Rehabilitation Act of 1973 (Section 504), 29 U.S.C. § 794, and its implementing regulation, 34 C.F.R. Part 104; and Title II of the Americans with Disabilities Act (Title II), 42 U.S.C. §§ 12131, *et seq.*, and its implementing regulations at 28 C.F.R. Part 35, which alleged that the Consortium's website contains barriers to access for individuals with disabilities, thereby denying them an equal opportunity to participate in the Consortium's programs, services, and activities.

Assurances of Nondiscrimination. The Consortium hereby reaffirms its commitment to ensure that people with disabilities have an opportunity equal to that of their nondisabled peers to participate in the Consortium's programs, benefits, and services, including those delivered through electronic and information technology, except where doing so would impose an undue burden or create a fundamental alteration.

Benchmarks for Measuring Accessibility. For the purposes of this Agreement, the accessibility of online content and functionality will be measured according to the World Wide Web Consortium's (W3C's) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content, which are incorporated by reference.

Adherence to these accessible technology standards is one way to ensure compliance with the Consortium's underlying legal obligations to ensure individuals with disabilities are able to acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as their nondisabled peers, with substantially equivalent ease of use; that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any Consortium programs, services, and activities delivered online, as required by Section 504 and Title II; and that they receive effective communications with Consortium programs, services, and activities delivered online.

The Consortium voluntarily agrees to take the actions set forth below.

Remedies and Reporting

- 1) Proposed Policies and Procedures Regarding New Online Content and Functionality. By **February 31, 2017**, the Consortium will submit to OCR for its review and approval proposed policies and procedures ("the Plan for New Content") to ensure that all new, newly-added, or modified online content and functionality will be accessible to people

with disabilities as measured by conformance to the Benchmarks for Measuring Accessibility set forth above, except where doing so would impose a fundamental alteration or undue burden.

- a) When fundamental alteration or undue burden defenses apply, the Plan for New Content will require the Consortium to provide equally effective alternative access. The Plan for New Content will require the Consortium, in providing equally effective alternate access, to take any actions that do not result in a fundamental alteration or undue financial and administrative burdens, but nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services as their nondisabled peers. To provide equally effective alternate access, alternates are not required to produce the identical result or level of achievement for persons with and without disabilities, but must afford persons with disabilities equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement, in the most integrated setting appropriate to the person's needs.
 - b) The Plan for New Content must include sufficient quality assurance procedures, backed by adequate personnel and financial resources, for full implementation. This provision also applies to the Consortium's online content and functionality developed by, maintained by, or offered through a third-party vendor or by using open sources.
 - c) Policy Adoption: The Consortium will adopt, and fully implement new or amended policies pursuant to its regular policy adoption procedures within a period not to exceed ninety (90) days after receiving OCR's approval of the Plan for New Content.
 - d) Reporting: Within 15 days after formal adoption of new or modified policies, the Consortium will submit to OCR the new policies, evidence of their adoption and distribution, and a description of how they are being implemented.
2. Undue Burden and Fundamental Alteration. For any technology-related requirement in this Agreement for which the Consortium asserts an undue burden or fundamental alteration defense, such assertion may only be made by the Executive Director or by an individual designated by the Executive Director who has budgetary authority after considering all resources available for use in the funding and operation of the service, program, or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion, including the cost of meeting the requirement and the available funding and other resources. The written statement will be certified by the determining official. If such a determination is made, the certifying official will describe in the written statement how it will provide equally effective alternate access, *i.e.*, other action that would not result in such an alteration or such burdens but would nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services provided by the Consortium as their nondisabled peers.

3. Audit of Existing Content and Functionality. After completion of the training detailed below in provision 7, the Consortium’s webmaster will serve as the Auditor to audit all content and functionality on its website using available online accessibility checkers (obtained from the W3C’s list of Web Accessibility Evaluation Tools at <https://www.w3.org/WAI/ER/tools/>), as a tool to be used in conjunction with individual review, including, but not limited to, the home page to identify any online content or functionality that is inaccessible to persons with disabilities, including online content and functionality developed by, maintained by, or offered through a third party vendor or an open source. The Auditor will have sufficient knowledge and experience in website accessibility for people with disabilities to carry out all related tasks, including developing a Proposed Corrective Action Plan. The Audit will use the Benchmarks for Measuring Accessibility set out above, unless the Consortium receives prior permission from OCR to use a different standard as a benchmark. During the Audit, the Consortium will also seek input from members of the public with disabilities, including parents, students, employees, and others associated with the Consortium, and other persons knowledgeable about website accessibility, regarding the accessibility of its online content and functionality.
 - a) Reporting: Within one hundred twenty (120) days of receiving OCR’s approval of the proposed Auditor, the Consortium will submit to OCR documentation of the steps taken by the Auditor during the Audit, a description of the outreach it undertook and the input it received, and a detailed accounting of the results of the Audit.
4. Proposed Corrective Action Plan. Simultaneously with the submission of the Audit, the Consortium will submit to OCR for its review and approval a proposed Corrective Action Plan to address all inaccessible content and functionality identified during the Consortium’s Audit. The proposed Corrective Action Plan will set out a detailed schedule for: (1) addressing problems, taking into account identified priorities, with all corrective actions to be completed within 18 months of the date OCR approved the Corrective Action Plan; (2) setting up systems of accountability and verifying claims of accessibility by vendors or open sources; and setting up a system of testing and accountability to maintain the accessibility of all online content and functionality on an ongoing basis. In its Corrective Action Plan, the Consortium will acknowledge that if all inaccessible content and functionality identified during the Audit is not removed or made accessible on a timely basis, the Consortium will be in violation of this Agreement, Section 504, and Title II and OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of the Agreement.
5. Within thirty (30) days of receiving OCR’s approval of the proposed Corrective Action Plan, the Consortium will officially adopt and implement the Corrective Action Plan.
 - a) Reporting: Within forty-five (45) days of receiving OCR’s approval of the proposed Corrective Action Plan, the Consortium will submit to OCR the approved Corrective Action Plan, and documentation establishing that the approved Corrective Action Plan

is being implemented according to the approved schedule. Reports will be due every sixth months thereafter until the Corrective Action Plan has been completed.

6. Notice. Within 30 days of the date of this Agreement, the Consortium will submit to OCR for review and approval a proposed Notice to persons with disabilities regarding how to request the webmaster or other appropriate person to provide access to (or notify the Consortium regarding) online information or functionality that is currently inaccessible. The proposed notice will also include information or an accessible link to information instructing people how to file formal grievances under Section 504 and Title II. Within 10 days of receiving OCR's approval of the proposed Notice, the Consortium will officially adopt and prominently post the approved Notice on its home page and throughout its website (including all subordinate pages and intranet sites).
 - a) Reporting. Within fifteen (15) days of receiving OCR's approval of the Consortium's proposed Notice, the Consortium will provide documentation to OCR regarding the locations and content of its published Notice.

7. Training. Within one hundred twenty (120) days from the date of this Agreement, the Consortium will complete website accessibility training annually for all appropriate personnel, including, but not limited to: content developers, webmasters, procurement officials, and all others responsible for developing, loading, maintaining, or auditing web content and functionality. Website accessibility training will be provided through online sources such as the W3C's Web Accessibility Tutorials and Presentations at <https://www.w3.org/WAI/train.html>, the W3C's Accessibility Evaluation Resources at <https://www.w3.org/WAI/eval/Overview.html>, and through other online or in-person trainings as they become available.
 - a) Reporting: For each training session required by this Agreement, until such time as OCR closes the monitoring of this Agreement, the Consortium will submit to OCR documentation that it has been delivered. The documentation will include a list of invitees and attendees, including titles; a description of the delivered training content; and the presenters' credentials for giving such training.

The Consortium understands that OCR will not close the monitoring of this Agreement until OCR determines that the Consortium has fulfilled the terms of this Agreement and is in compliance with the regulations implementing Section 504, at 34 C.F.R. § 104.4, and Title II, at 28 C.F.R. §§ 35.130 and 35.160(a), which were at issue in this case.

The Consortium also understands that by signing this Agreement, it agrees to provide data and other information in a timely manner in accordance with the reporting requirements of this Agreement. Further, the Consortium understands that during the monitoring of this Agreement, if necessary, OCR may visit the Consortium, interview staff, and request such additional reports or data, including simulated website accounts and passwords, as are necessary for OCR to determine whether the Consortium has fulfilled the terms of this

Agreement and is in compliance with the regulations implementing Section 504, at 34 C.F.R. §§ 104.4 (a) and (b), 104.8, and 104.21, and Title II, at 28 C.F.R. §§ 35.130, 35.149, and 35.160, which were at issue in this case.

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

Executive Director or Designee

Date

Printed Name and Title