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Louisiana
Community
& Technical
College System

265 South Foster Drive
Baton Rouge, LA 70806

Phone: 225-922-2800
Fax: 225-922-1185

www.lctcs.edu

TO: Dr. Monty Sullivan
LCTCS President

FROM: Joseph F. Marin
Chief Operations Officer

SUBJECT: Proposed IT Policy #7.008 "Accessibility of Content Delivered Electronically

DATE: November 27, 2017

FOR BOARD ACTION

Recommendation: Staff recommends that the Board approve the attached proposed policy #7.008 "Accessibility of Electronic Information", proposed to become effective January 1, 2018.

Background: In late May 2017, the LCTCS was notified by the Federal Department of Education, Office of Civil Rights (OCR) of a complaint filed with them stating that the web sites of LCTCS colleges and the system office did not meet the requirements of the Americans with Disabilities Act (ADA) of 1990, particularly regarding the accessibility of information for the visually impaired. As a note, this appears to be an ongoing issue that has arisen at other colleges and universities throughout the country.

Upon being notified, the LCTCS system office took proactive steps to utilize free available software to scan all LCTCS websites to ascertain the extent of non-compliance. Additionally, the board office purchase a third party software package specifically designed to scan, identify, categorize and provide longitudinal data of ADA compliance issues needing remediation to both IT technicians, upper management and all LCTCS college CEOs.

As part of this process, it was determined that there existed no system policy to specifically address the accessibility of data via electronic means by the visually impaired or more importantly, a process by which to self-evaluate compliance with federal regulations on this issue. As such, the attached policy addressing these items was submitted for review and advisement at the November meeting and is being presented for final action at the December meeting.

In the meantime, the LCTCS has entered into an agreement with the OCR to commit the resources and a remediation plan necessary to bring LCTCS college websites and board office into compliance with federal regulations.

Fiscal Impact: Estimated not to exceed \$150,000.

History of Prior Actions: The proposed policy was submitted to the Board for review and advisement at the November 8, 2017 meeting.

Benefits to System: This action will help provide guidance and compliance of LCTCS websites with the Americans with Disabilities Act.

Approved for Distribution to the Board
Dr. Monty Sullivan, President

Date

DRAFT
LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM
Policy # 7.008

Title: Accessibility of Content Delivered Electronically

Authority: Board Action

Original Adoption: Initial
Effective Date: January 1, 2018
Last Revision: January 1, 2018

Access to Content Delivered Electronically

To facilitate compliance with the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, the LCTCS and all member institutions will establish policies and procedures for the management and administration of any websites (internet and intranet) under their jurisdiction, to include online content and functionality developed by, maintained, or offered through third-party vendors that, at a minimum, meet the following:

Responsibility of LCTCS Colleges and Board Office:

1. Any existing content, functionality and accessibility prior to the effective date of this policy shall comply with “benchmarks for accessibility” timeframes as required by any agreement(s) entered into by the LCTCS with the U.S. Department of Education, Office of Civil Rights (OCR).
2. Any new or modified content, functionality and accessibility provided after the effective date of this policy and afterwards shall comply with “benchmarks for accessibility” as required by any the U.S. Department of Education, Office of Civil Rights.
3. Internal written procedures will be developed that specify the following:
 - a) The offices or positions responsible for content, functionality and accessibility and their respective roles/duties as related to the management of websites under their administration.
 - b) The written procedures shall specify a documentable process by which content, functionality and accessibility issues are reviewed and tested for compliance with “benchmarks for accessibility” prior to their implementation in a live environment.
 - c) A process by which all content delivered electronically under their administration are reviewed and tested, at a minimum once quarterly, via software specifically for the purpose of identifying non-compliance with “benchmarks for accessibility”.

- d) Notice shall be made available to persons with disabilities regarding how to request the webmaster or other appropriate personnel regarding online information or functionality that is currently inaccessible with an office or position designated to perform this function.

Oversight Responsibility of LCTCS Board Office:

1. The LCTCS Board Office shall institute a process for scanning materials delivered electronically for all LCTCS entities, via software designed for such purpose that meets requirements of the Federal Office of Civil Rights, at regularly scheduled intervals not to exceed once quarterly during the calendar year.
2. The LCTCS Internal Audit Department shall specify a process by which the results of these scans are provided to them and will audit these results to ensure compliance with OCR guidelines. Any non-compliance issues identified shall be reported to the board at least once a year. The Internal Audit Division, or other auditor with the qualifications required with sufficient knowledge or expertise in website accessibility for people with disabilities, shall provide for a "Corrective Action Plan" to address any deficiencies identified. Such "Corrective Action Plan" shall comply with the requirements stipulate by the OCR.
3. A process by which accessibility training is provided, at least annually, to all appropriate personnel, including but not limited to: webmasters, procurement officials, and all others responsible for developing, maintaining, or auditing web content and functionality. Documentation will be maintained to provide the list of invitees and attendees, including their titles; a description of the delivered training content; and the presenter's credentials for giving such training.