<u>**UAM OPERATING PROCEDURE 250.7**</u>

IT WEBSITE STANDARDS AND ACCESSIBILITY

<u>**Part I: Introduction:**</u> The University of Arkansas at Monticello (UAM) is committed to providing equality of opportunity to persons with disabilities, including equal access to institutional programs, services, and activities provided through Information Technology (IT). With its rapid proliferation, information technology is increasingly the medium for institutional programs and services. Consequently, accessibility considerations are in the forefront as the institution designs, acquires, or uses new information technology. Because of its myriad forms and the numerous individuals throughout the institution involved in the design, acquisition or use of information technology, without a policy and required minimum standards and expectations we are challenged in achieving institutional-wide adherence to practices that ensure access for persons with disabilities. Therefore, this policy establishes minimum standards and expectations regarding the design, acquisition or use of information technology while supporting the University of Arkansas Board and UA Systemwide Policy Nos. 280.1.

<u>**Part II: Policy Statement:**</u> UAM is committed to ensuring equal access to all institutional programs, services, and activities provided through IT. Unless an exemption has been granted (see Part IV: Reasonable Accommodations) all academic units, departments, offices, and entities of the institution will:

- Use websites, online tools, supporting web products and services, and mobile applications, electronic documents and multimedia that are consistent with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines 2.0 (WCAG) Level AA.
- Ensure each website contains the following contact information for users to report information regarding accessibility problems in either the Contact Us or About Us links:
    Office of Web Support Services
    Telephone: (870) 460-1663
- Work with the Director of Procurement Services to ensure all website-related contracts and technology purchases conform to WCAG 2.0 Level AA where applicable. Preferred language for vendor contracts may be obtained from the Office of Procurement Services or University System Office of General Counsel.
- Use good-faith efforts, subject to the requirements and exceptions of the applicable laws, to delete noncompliant materials or bring the websites, online tools, supporting web products and service, mobile applications, electronic documents, or multimedia into conformance with WCAG 2.0 Level AA. A plan will be developed for remediating legacy pages, which will include the identification of available personnel to assist in this process and prioritization based on the following criteria:
    1. Web pages that have been specifically requested to be made accessible as part of a formal accommodation request;
    2. Web pages that experience a high volume of traffic;
    3. Web pages that can be remediated with relative ease;
    4. Web pages required for participation, funding, disability-related services, and other key pages needed by persons with disabilities;

5. Web pages that provide core institutional information, such as information pertaining to admissions, housing, registration, financial aid, employment, and educational materials;
6. Web pages categorized as a Level "A" items under WCAG 2.0 Success Criteria; and
7. Online course materials.

Part III: Reporting Accessibility Issues: For all reported information technology accessibility issues the following process will be used:

- Upon being made aware of an accessibility issue the following information will need to be collected from the user reporting the issue:
  o Name
  o Contact Number
  o Email Address
  o Website URL
  o Brief description of the issue
- Once the information has been collected from the user, a support ticket will be entered in the Web Support Services ticketing system.
- Web Support Services will provide the Office of Student Support Services with a copy of the support ticket and begin the investigation/remediation of the reported issue. All reported information technology accessibility issues will be moved to the highest priority.
- The user and Office of Student Special Services will be informed of all updates to the issue and upon final resolution, the user will acknowledge the problem has been resolved.

Part IV: Reasonable Accommodations: Conformance with WCAG 2.0 Level AA guidelines may occasionally be an undue burden due to the nature of the content, the lack of accessible solutions, or an unreasonably high cost associated with addressing the issue.

In these circumstances, the institution shall work to provide reasonable accommodations to students or other persons in regard to accessing the content and services provided via information technology. Persons responsible for managing programs and activities must be prepared to provide the content or service in an alternative manner or format (e.g., electronic text files or audio descriptions) upon request. Note: all requests will be documented with the Office of Student Special Services.

If Web Support Services, in consultation with the Office of Student Special Services and the Office of General Counsel, determines that information or content on a website cannot be made accessible or that doing so would constitute an undue burden or fundamental alteration, the institution or unit will engage in an interactive process with the user about alternative methods for providing the information or services and will provide an equally effective alternative format or service.

Part V: Information Technology Accessibility Committee: A committee will be established with the charge of assisting in the identification and prioritization of any websites, online tools, supporting web products and service, mobile applications, electronic documents, and multimedia which have been identified by an industry standard software tool designed for website

accessibility testing. The committee will meet quarterly to review the latest compliance audit reports from the aforementioned software tool, remediation updates, newly reported issues or concerns, and re-prioritize accessibility deficiencies providing a detailed progress and remediation report to the Executive Council within a week of the meeting.

The committee will be made up of representatives from the following units across the institution:
- Office of Student Special Services
- Information Technology
- Media Services
- Admissions and Recruitment
- College of Technology – Crossett
- College of Technology – McGehee

The Committee will provide the Chancellor's office and Director of Disability Services an annual status report of accessibility issues/concerns and remediations, compliance audit, and any outstanding issues which need to be addressed.

Part VI: Information Technology Accessibility Support: Web Support Services will provide WCAG 2.0 guidelines, training for developers and content editors to comply with WCAG 2.0 AA Success Criteria will be provided annually during the first week of September and as requested by faculty or staff and technical assistance for designing and implementing websites that meet accessibility guidelines, and evaluate the accessibility of websites and those under development. The evaluation will be provided as part of the compliance report to the Information Technology Accessibility Committee.

Part VII: Compliance Concerns: All concerns regarding compliance with this policy or complaints of disability discrimination should be directed to the Office of Special Student Services:

Director: Ms. Mary Whiting
Telephone: (870) 460-1226
TDD: (870) 460-1626

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