

INTERNAL POLICY AND PROCEDURE

**TITLE:** **Accessibility of Content Delivered Electronically**

**EFFECTIVE DATE:** June 14, 2018

**DIVISION:** Institutional Advancement

**CATEGORY:** Public Relations and Marketing

**RESPONSIBLE DEPARTMENT:** Office of Institutional Advancement

**CANCELLATION:** None

## PROCEDURES & SPECIFIC INFORMATION

1. **Purpose**

To publish the College's process and procedures for facilitating compliance with the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, in accordance with [Louisiana Community and Technical College System \(LCTCS\) Policy #7.008, Accessibility of Content Delivered Electronically](#).

2. **Scope and Applicability**

This policy and procedures apply to all units and individuals involved in publishing electronic content on behalf of Delgado Community College.

3. **Policy**

A. Delgado Community College is committed to making its website accessible to the widest possible audience, including individuals with disabilities. The College strives to meet the accessibility and functionality of online content according to the World Wide Web Consortium's (W3C) [Web Content Accessibility Guidelines \(WCAG 2.0\) Level AA](#) for web content.

B. All websites, web pages, and web-based applications, including ancillary websites managed by the College or otherwise directly used to conduct official College academic and business activities must be in compliance with this policy and must meet accessibility standards as published on the [Delgado Web Accessibility webpage](#).

- C. Official College websites, including ancillary websites managed by the College or otherwise directly used to conduct official College academic and business activities, must contain a link to the [Delgado Web Accessibility webpage](#), which describes the College’s accessibility efforts, the method to report barriers, and/or to receive an equally effective accessible format. In accordance with the Americans with Disabilities Act, the information on Delgado’s web resources is available in alternate formats upon request. Users having difficulty accessing the content of a Delgado site are encouraged to visit the [Delgado Web Accessibility webpage](#) for assistance or information in an alternate format.

4. **General Provisions**

All websites under the College’s jurisdiction, to include online content and functionality developed by, maintained, or offered through third-parties, at a minimum, must meet the following requirements:

- (1) All existing content, functionality and accessibility prior to January 1, 2018, must 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 must comply with “benchmarks for accessibility” as required by any the U.S. Department of Education, Office of Civil Rights.

5. **Procedures**

The offices or positions managing each specific website are responsible for the content, functionality and accessibility of the websites under their administration. The College maintains the following procedures by which content, functionality and accessibility issues are maintained, reviewed and tested for compliance with “benchmarks for accessibility”:

A. The Delgado Community College Website:

- (1) The Delgado Community College Website ([www.dcc.edu](http://www.dcc.edu))’s content, functionality, and accessibility are maintained by the Office of Institutional Advancement by utilizing the content management system’s accessibility standards and mechanisms prior to implementation into a live environment.
- (2) The Office of Institutional Advancement has an established process for reviewing and testing, at a minimum once quarterly, via the Delgado website’s content management system and software specifically for the purpose of identifying noncompliance with “benchmarks for accessibility.”

- (3) The Office of Institutional Advancement ensures the [Delgado Web Accessibility webpage](#) is available to persons with disabilities regarding how to request online information or functionality that is currently inaccessible. Complaints, concerns, or requests for web content in alternative formats are submitted to the Web Content Specialist via the [Delgado Web Accessibility webpage](#) online complaint form or via published direct contact information.
- (4) The Office of Institutional Advancement serves as a resource to faculty and staff for creating web accessible content and publishes web accessibility guidelines and resource information on the Delgado Community College Website ([www.dcc.edu](http://www.dcc.edu)).

B. Ancillary Websites:

For each of the College's ancillary websites, the offices or positions managing the websites are responsible for the content, functionality and accessibility of the websites under their administration as follows.

- (1) The ancillary website is maintained by the office or position managing the specific website's content (e.g., the Distance Learning and Instructional Technology office for the College's learning management system website, the College Library for the Library website, the Athletics Department for the Delgado Athletics website, and other offices responsible for content on other third-party websites) by utilizing the website's respective content management system's accessibility standards and mechanisms prior to implementation into a live environment.
- (2) The Office of Institutional Advancement assists the responsible administrator by including the ancillary website in the College's process for reviewing and testing, at a minimum once quarterly, via software specifically for the purpose of identifying noncompliance with "benchmarks for accessibility."
- (3) The responsible administrator is required to work with the third-party content management system's support team to address non-compliance accessibility issues for the ancillary website.
- (4) The responsible administrator ensures the [Delgado Web Accessibility webpage](#) is available on the ancillary website to persons with disabilities regarding how to request online information or functionality that is currently inaccessible. Complaints, concerns, or requests for web content in alternative formats are submitted to the Web Content Specialist via the [Delgado Web Accessibility webpage](#)'s online complaint form or via the published direct contact information.

C. Coordination with LCTCS Office

In accordance with [LCTCS Policy #7.008, Accessibility of Content Delivered Electronically](#), the LCTCS Office has instituted a process for scanning materials delivered electronically for Delgado and all LCTCS institutions, 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. These results are audited by the LCTCS Internal Audit Department to ensure compliance. The Office of Institutional Advancement works to address all identified non-compliance results on behalf of the College.

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*Policy Reference:*

[LCTCS Policy #7.008, Accessibility of Content Delivered Electronically](#)  
Delgado Policy and Procedures Memorandum, [External Public Relations](#)  
Delgado Policy and Procedures Memorandum, [Internet Webpages](#)

*Reviewed by:* Ad Hoc Committee on Website Accessibility Policy 6/13/18

*Approval:* Vice Chancellor for Workforce and Institutional Advancement 6/14/18