Web Accessibility Procedures

In accordance with Delgado's IA-02 Web Accessibility Policy, the following procedures establish requirements to ensure Delgado Community College complies with WCAG 2.1, Level AA accessibility standards and applicable state and federal laws. All Delgado-operated web properties, digital content, and applications, whether centrally managed, independently maintained, or provided through a third-party, are subject to the College's Web Accessibility Policy, these procedures, and the same remediation requirements.

A.   **Responsibilities**

The accessibility responsibilities for Delgado web properties are assigned as follows:

1.   **Web Content Specialist** – designated by the College Chancellor to administratively oversee the College's Web Accessibility compliance with IA-02 Web Accessibility Policy and federal and state regulations. The Web Content Specialist directly ensures accessibility compliance for the College's primary website and all web properties relevant to the functions of the Office of Communications, Marketing, and Public Relations. The Web Content Specialist is also responsible for coordinating compliance efforts with and providing support to Web Property Accessibility Designees. The Web Content Specialist, in coordination with Web Property Accessibility Designees as necessary, ensures non-compliant content is removed or updated when deemed appropriate.

2.   **Web Property Accessibility Designee** – the primary individual with coordination responsibility to ensure accessibility compliance for the web properties under their position's jurisdiction, with the support of the Web Content Specialist. These include:

Designated Web Property	Web Property Accessibility Designee
Instructional technology and online learning management web properties	Director of Instructional Technology, Support, and Professional Development
Library web properties	Dean, Delgado Libraries
Delgado Mobile Application	Associate Vice Chancellor for Student Affairs
Student services web properties and student digital correspondence	Director, Enrollment Management
Official Delgado social media platforms	Social Media Coordinator
Financial Services web properties	Executive Director, Financial Services/ Associate Controller
Delgado Athletics	Athletics Communication/Advancement Coordinator

3.   **Web Vendor** – a third-party vendor that designed and/or supports the web properties under the jurisdiction of a Web Property Accessibility Designee.

Web Property Accessibility Designees are responsible for ensuring all web vendors provide an Accessibility Conformance Report (ACR) demonstrating their product(s) conform to WCAG standards, based on a completed VPAT (Voluntary Product Accessibility Template). If parts of the product do not support or partially support WCAG standards, the ACR must include a detailed remediation plan. ACRs are required upon contract signage, contract, renewal, and when requested by the College.

B.   **Systems**

Delgado Community College utilizes multiple systems and tools to support digital accessibility efforts. These may include:

1.   **Content Management Systems (CMS)** – Platforms used to create, manage, and publish web content. Access, training, and permissions are coordinated through appropriate Delgado administrative channels.

2.   **Learning Management Systems (LMS)** – Digital platforms for creating, managing, and tracking educational courses and training. Access, training, and permissions are coordinated through appropriate Delgado academic channels.

3.   **Automated Accessibility Monitoring Tools** – Cloud-based platforms used to scan websites and digital content for accessibility and quality issues. These tools may be used to identify confirmed and potential accessibility issues, broken links, and document accessibility concerns.

4.   **Document Authoring Tools** – Software used to create digital documents that include built-in accessibility checking features.

C.   **Internal Control Procedures**

1.   **Accessibility Training**

The Web Content Specialist, Web Property Accessibility Designees, and other Delgado employees when deemed necessary, shall complete accessibility training as required by the College. Training may include online modules, internal guidance, or vendor-provided resources covering:

a.   Accessibility standards and requirements
b.   Web and document accessibility best practices
c.   Use of accessibility checking tools

Training shall be completed within a reasonable timeframe following assignment of responsibilities or updates to accessibility requirements. Completion records may be retained for compliance and reporting purposes.

2.   **Ongoing Monitoring and Corrections**

Automated accessibility monitoring tools may be configured to routinely scan Delgado web properties. On a recurring basis, the Web Content Specialist will request that the Web Property Accessibility Designees:

a.   Review dashboards and reports identifying accessibility and quality issues.

b.   Ensure that identified issues are addressed according to their nature:

- **CMS-based and LMS-based issues**: Issues that can be corrected directly within the CMS or LMS, such as missing alternative text, heading structure errors, or broken links, shall be corrected in a timely manner;

- **Platform or code-based issues**: Issues requiring vendor or technical support shall be reported for remediation and followed up until resolved.

c.   Share accessibility monitoring reports for reporting and oversight purposes.

3.   **Digital Documents and PDFs**

For digital documents linked on Delgado web properties:

a.   New or updated documents shall be created in accessible formats, such as Microsoft Word, Excel, PowerPoint, or tagged PDF;

b.   Built-in accessibility checkers should be run, and identified issues resolved prior to publication;

c.   When accessibility issues are identified in existing documents, remediation actions may include:

- Updating or fixing the document;
- Converting the document to an alternative accessible format;
- Removing outdated or unnecessary documents;
- Temporarily removing documents until they can be remediated, with an option for users to request access.

4.   **Reporting and Oversight**

Accessibility monitoring reports may be shared with leadership or designated supervisors when requested.

5.   **Review and Updates**

These procedures should be reviewed periodically and updated as necessary to reflect changes in accessibility standards, technology, tools, or institutional structure.

Review/Approval: Web Accessibility Task Force Review 3/23/26
                         College Chancellor Approval 3/25/26