
SUBJECT: ACCESSIBILITY

1.0 PURPOSE

1.1. The creation and dissemination of knowledge is a defining characteristic of higher education and is fundamental to Snow College's mission of providing a vibrant learning environment. Delivery of information electronically is central to carrying out this mission. Acknowledging this fact, Snow College is adopting a policy to demonstrate its commitment to providing Electronic Information Technology and Content accessibility to all Snow students, faculty, staff and the general public regardless of ability.

2.0 DEFINITIONS

- 2.1. **Electronic Information Technology and Content (EITC):** Any electronic system used to deliver information. This includes computer hardware and software, operating systems, web-based information and applications, video, multimedia and specific College systems and programs such as Canvas, as well as the content delivered in those systems.
- 2.2. **Accessible:** That individuals with disabilities are able to independently acquire the same information, engage in the same interactions, and enjoy the same services within the same timeframe as individuals without disabilities, with substantially equivalent ease of use.
- 2.3. **Disability:** A physical or mental impairment that substantially limits one or more major life activities.
- 2.4. **Equally effective:** An alternative format or medium that communicates the same information in as timely a fashion as does the original format or medium.

3.0 POLICY

3.1. It is the policy of Snow College to make all Electronic Information Technology resources and services accessible to all Snow students, faculty, staff and the general public regardless of ability. This is an institution-wide responsibility that requires commitment and involvement from leadership and the active engagement and participation of faculty, staff and everyone else in the Snow College Community. Technology access for individuals with disabilities must provide comparable functionality, affordability, and be equally effective and should be delivered in as seamless a manner as possible.

4.0 PROCEDURES

4.1. The purpose of these procedures is to provide processes by which Snow College administrators, faculty, and staff will create, obtain and maintain all EITC in a manner that ensures to the extent reasonably possible that EITC is accessible to individuals with disabilities.

- 4.2. Order of making EITC compliant and accompanying deadlines:
 - 4.2.1. All EITC that is newly created from the adoption of this policy or for which a request is made by a student to be made compliant shall be compliant immediately.
 - 4.2.2. All video, graphics and scanned images that are already posted at time of the adoption of this policy shall be made compliant no later than one year from the adoption of this policy.
 - 4.2.3. All other content which is already posted at the time of adoption of this policy shall be made compliant no later than two years from the adoption of this policy.
 - 4.2.4. All non-compliant EITC which is no longer used in teaching or communicating with students shall be archived immediately upon adoption of this policy.
- 4.3. An Electronic Information Technology and Content Committee (“EITC Committee”) shall be appointed by the President.
- 4.4. The EITC Committee shall create and publish EITC standards and be responsible for implementing and enforcing them. The EITC Committee shall recommend resources to help administration, faculty and staff understand and implement the standards. At a minimum the standards shall include the following areas:
 - 4.4.1. General Standard. Currently the general standard for accessibility is the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG2.0) level AA found at <https://www.w3.org/TR/WCAG20/>. The General Standard should be reviewed and updated as necessary.
 - 4.4.2. Web Accessibility.
 - 4.4.3. Instructional Materials Accessibility.
 - 4.4.4. Document Accessibility.
 - 4.4.5. Electronic Media Accessibility.
 - 4.4.6. Software, Hardware and Systems Accessibility.
 - 4.4.7. Procurement including the prioritization of replacement of Legacy Technology that is not fully accessible.
- 4.5. The EITC Committee shall enforce this Policy including addressing complaints or concerns raised about lack of accessibility or compliance with this Policy. The EITC Committee shall create a complaint process where any person can file a complaint or raise a concern about lack of accessibility or compliance with this Policy.

- 4.5.1. Persons who are not satisfied with the complaint process may appeal by promptly filing a written notice of appeal with the EITC Committee which states why they are dissatisfied with the result achieved through the complaint process. A committee consisting of the College Risk Manager, a representative of the EITC Committee, and a designee of the President shall consider the matter in an informal discussion with the complainant and issue a final decision on the matter.
- 4.6. As part of its enforcement duties the EITC Committee may issue directions to staff and faculty requiring compliance with the Policy and to make materials accessible. Such directions may be in writing (email to a Snow account is acceptable), shall state in detail what materials are not in compliance or other deficits, shall state a date by which materials must be brought into compliance or other directions, and may recommend to department chairs and supervisors that appropriate corrective action be undertaken in the event of a failure to comply.
 - 4.6.1. Employees disagreeing with the directions may appeal within 5 days of receipt by filing a written notice of appeal with the EITC Committee which states why the Employee disagrees with the direction, stating that the materials are accessible or why there should be an exception, and setting forth a proposed alternate solution. A committee consisting of the College Risk Manager, a representative of the EITC Committee, and a designee of the President shall consider the matter in an informal discussion with the Employee and shall then issue a final direction to the Employee.