



Applies to: Any website conducting university business.

POLICY

Issued: 07/01/2003

Revised:

The creation and dissemination of knowledge is a defining characteristic of universities and is fundamental to The Ohio State University's mission. The use of state of the art digital and web based information delivery of information is increasingly central in carrying out our mission. Ohio State is committed to ensuring equal access to information for all its constituencies. This policy establishes minimum standards for the accessibility of web based information and services considered necessary to meet this goal and ensure compliance with applicable state and federal regulations.

Definitions

| Term | Definition |
|-----------------|---|
| Eligible person | A person with a disability who has standing to access the web page content. |
| Legacy pages | Web pages published prior to June 30, 2004. |

Policy Details

Requirements

- I. All new and redesigned web pages published by any college, department, program, or unit must be in compliance with the university Minimum Web Accessibility Standards (MWAS).
- II. Legacy pages are subject to the standards in place at the time of their development and to the legacy page guidelines provided for in this policy.
- III. Each university web site, including legacy pages, must indicate, in plain text, a method of contact for users having trouble accessing content within the site. Suggested language:
 - A. "If you have trouble accessing this page and need to request an alternate format, contact _____ at _____.";
 - B. The contact information must be an e-mail and/or phone number that puts the user in touch with someone responsible for the content and function of the page who can respond within one business day.
- IV. Upon a specific request for access by an individual with a disability, legacy pages must be updated to be in compliance with the MWAS or the content must otherwise be made available to any individual requesting access in a timely manner. Timeliness should be considered in the context of the type of information or service a page provides and generally within 10 business days.
- V. Upon specific request for access, web sites and pages in archive status (e.g. no longer in use but subject to records retention schedules) containing core administrative or academic information, official records, and similar information be must be made available/accessible to any individual eligible for and needing access to such web content, by revision or otherwise.

PROCEDURE

Issued: 07/01/2003

Revised:

I. Exceptions

- A. Web pages, including those in legacy or archive status, that are specifically requested to be made accessible as an accommodation for an individual with a disability shall be made accessible or an equally effective alternative must be provided within 10 business days. For information based pages equally effective means that it communicates the same information with a comparable level of accuracy. For interactive or service



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pages equally effective means that the end results (e.g. registration) is accomplished in a comparable time and with comparable effort on the part of the requestor.

- B. Web sites and pages that are no longer actively linked to but are subject to records retention plans are considered to be in archive status and do not have to be converted to the MWAS unless specifically requested by an eligible individual.
- C. When compliance is not technically possible or may require extraordinary measures due to the nature of the information and the intent of the web page, exceptions to this policy may be granted by the ADA Coordinator's Office. Requests for such exceptions must be made in writing and must be based on issues other than cost alone.

II. Review

The ADA Coordinator's Office will initiate a review and necessary revisions of this policy and its associated standards at least once every five years. The review group will include designees from the Office of the Chief Information Officer, the Web Accessibility Center, and the office currently responsible for managing the university website www.osu.edu/.

Responsibilities

| Position or Office | Responsibilities |
|--------------------------|--|
| ADA Coordinator's Office | <ol style="list-style-type: none"> 1. Grant exceptions to the policy as appropriate. 2. Take and resolve complaints about the policy. 3. Provide guidance to offices and individuals. 4. Consult with units on web accessibility. 5. Provide training on web accessibility. |
| Colleges and units | Ensure all web sites are accessible according to the MWAS. |

Resources

ADA Coordinator's Office, ada.osu.edu/
Web Accessibility Center, wac.osu.edu/

Contacts

| Subject | Office | Telephone | E-mail/URL |
|---|---|----------------------------------|--|
| Policy and complaints | ADA Coordinator's Office, Office of Diversity and Inclusion | 614-292-6207 TTY 614-688-8605 | ada-osu@osu.edu ada.osu.edu/ |
| Web accessibility training and technical assistance | Web Accessibility Center, ADA Coordinator's Office and Office for Disability Services | 614-292-1726 | wac@osu.edu wac.osu.edu/ |

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