

110 WEBSITE ACCESSIBILITY POLICY

I. PURPOSE OF POLICY

Duluth Public Schools recognizes its responsibility to ensure that all individuals, regardless of disability, can access the information and services provided on our websites. This policy establishes a framework for achieving and maintaining website accessibility, in accordance with Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990. By adhering to the Web Content Accessibility Guidelines (WCAG) set forth by the World Wide Web Consortium (W3C), we strive to create an accessible and user-friendly online experience for all students, caregivers, and members of the community.

II. GENERAL STATEMENT OF POLICY

The Duluth Public Schools is committed to ensuring accessibility of its website for students, caregivers, and members of the community with disabilities. All pages on the Duluth Public Schools website will conform to the W3C Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines (WCAG) 2.1, Level AA conformance, or updated equivalents of these guidelines.

The Superintendent, or designee, is directed to establish procedures whereby students, families, caregivers, and members of the public may present a complaint regarding a violation of the Americans with Disabilities Act (ADA), Section 504 and Title II related to the accessibility of any official District web presence which is developed by, maintained by, or offered through the District or third party vendors and open sources.

III. WEBSITE ACCESSIBILITY

With regard to the Duluth Public Schools website and any official Duluth Public Schools web presence which is developed by, maintained by, or offered through third party vendors and open sources, the Duluth Public Schools is committed to compliance with the provisions of the Americans with Disabilities Act (ADA), Section 504 and Title II so that students, families, caregivers and members of the public with disabilities are able to independently acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as those without disabilities, with substantially equivalent ease of use; and that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any Duluth Public Schools programs, services, and activities delivered online.

All existing web content produced by the Duluth Public Schools, and new, updated and existing web content provided by third-party developers, will conform to Web Content Accessibility Guidelines (WCAG) 2.1, Level AA conformance, or updated equivalents.

IV. WEBSITE ACCESSIBILITY CONCERNS, COMPLAINTS AND GRIEVANCES

A student, parent, caregiver or member of the public who wishes to submit a complaint or grievance regarding a violation of the Americans with Disabilities Act (ADA), Section 504 or Title II related to the accessibility of any official Duluth Public Schools web presence that is developed by, maintained by, or offered through the Duluth Public Schools, third party vendors and/or open sources may contact the communications department.

Whether or not a formal complaint or grievance is made, once the Duluth Public Schools has been notified of inaccessible content, that content will be made available in an accessible format to the reporting party as soon as possible.

Complaints should be submitted in writing, via email, by phone:

- Phone: 218-336-8735
- Email: info@isd709.org
- Mail: 709 Portia Johnson Drive, Duluth, MN 55811

The formal ADA non-compliance complaint should include the following:

- Name
- Address
- Date of the Complaint
- Description of the problem encountered
- Web address or location of the problem page
- Solution desired
- Contact information in case more details are needed (email and phone number)

The ADA non-compliance complaint or grievance will be investigated by the Superintendent's Office or another person designated by the Superintendent. The student, parent, caregiver, or member of the public shall be contacted no later than five (5) working days following the date the Superintendent's Office receives the information. The procedures to be followed are:

- An investigation of the complaint shall be completed within fifteen (15) working days. Extension of the timeline may only be approved by the Superintendent.
- The investigator shall prepare a written report of the findings and conclusions within five (5) working days of the completion of the investigation.
- The Superintendent or designee shall contact the Complainant upon conclusion of the investigation to discuss the findings and conclusions and actions to be taken as a result of the investigation.
- A record of each ADA non-compliance complaint and grievance made pursuant to Policy 110 shall be maintained at the Duluth Public Schools Assistant Superintendent's office. The record shall include a copy of the complaint or grievance filed, report of findings from the investigation, and the disposition of the matter.

Legal References: Section 504 of the Rehabilitation Act of 1973
Title II of the Americans with Disabilities Act of 1990

Cross References: W3C Web Accessibility Initiative (WAI) <https://www.w3.org/WAI/>

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