

Southern Nazarene University

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Website Accessibility Policy

Statement

Southern Nazarene University is committed to providing equal opportunity to persons with disabilities, including equal access to participate in and benefit from University programs, services and activities. SNU is committed to ensuring that its websites are accessible to students, employees and visitors with disabilities. This Policy describes the process and guidelines which will govern SNU's efforts to provide accessible websites; establishes a Website Accessibility Coordinator to oversee those efforts; and outlines the process by which individuals may seek assistance with or file complaints related to website accessibility issues.

SNU's websites are a major source of information for the University community and third parties. Acknowledging that SNU is engaged in web development and web publication for these constituencies, SNU has adopted this policy to establish minimum standards for web accessibility to achieve the University's compliance with state and federal law and moral and ethical commitments in the digital environment, in addition to providing a culture of inclusivity as we are "Making Christlike disciples through higher education in Christ-centered community."

Scope

This policy affects all members of the SNU University community.

For purposes of this policy, the term "websites" refers to the collection of pages that the University makes available online through the World Wide Web for purposes of conducting official University business. This policy does not apply to unofficial websites not sponsored or controlled by SNU published by an employee or by an organization.

Responsibilities

All members of the Southern Nazarene University community with responsibility for managing the website and creating web content are responsible for ensuring that the website is compliant with this policy and the related standards.

Policy

It is the policy of Southern Nazarene University that all community members must make a reasonable effort to ensure that the website is accessible to students, employees and the general public, except as described below or otherwise governed by applicable law.

This policy is in accordance with federal and state laws including the Americans with Disabilities Act of 1990 (ADA), as amended, and Section 504 of the Rehabilitation Act of 1973.

Procedures

- A. **Standards** - Southern Nazarene University follows the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA in the maintenance and operation of its websites.
- B. **Exceptions** - In certain circumstances, exceptions to this policy may be granted. This policy does not require adherence to WCAG 2.0 when compliance is not possible or would constitute an undue administrative burden or result in a fundamental alteration of a program, service or activity. SNU will make determinations on the applicability of these exceptions on a case by case basis. Individual content creators or approvers may request exceptions to this policy by contacting the Website Accessibility Coordinator. When an exception is appropriate based on these criteria, the University will ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services as persons without disabilities.

SNU has designated the Web Administrator as the Website Accessibility Coordinator to oversee the implementation of this policy. The Website Accessibility Coordinator's contact information is provided below.

SNU is committed to ensuring that all newly created or revised webpages are compliant with the WCAG 2.0, Level AA. The Website Accessibility Coordinator and web content approvers are responsible for ensuring that new and revised content complies with WCAG 2.0, Level AA.

SNU will assess web content on a periodic basis as necessary to determine compliance with WCAG 2.0 and will engage in necessary remedial efforts within a reasonable period of time of the completion of such assessments. Assessments will include newly created or revised content, as well as legacy content.

In addition to overseeing the implementation of this policy and SNU's web accessibility efforts, the Website Accessibility Coordinator will maintain resources, including training resources, to assist individuals in complying with this policy when creating or managing web content. The Website Accessibility Coordinator and/or his or her designee will oversee mandatory, periodic training on website accessibility for all developers and content approvers for SNU's website. To request additional or customized individual or department training regarding Website Accessibility, contact the Website Accessibility Coordinator.

SNU employees or business units who hire third-party vendors to provide website services are strongly encouraged to use vendors with a proven commitment to website accessibility. If a vendor is unable or unwilling to provide written assurance that its services will be accessible to individuals with disabilities, the hiring employee or unit can consult with the Website Accessibility Coordinator regarding alternative solutions.

Policy Violations

Violations of University policies are adjudicated according to procedures outlined in the SNU Student Handbook and the SNU Faculty Handbook, with disciplinary consequences imposed by the adjudicating authority. Some offenses are punishable under state and federal laws.

Grievance Procedure

Individuals who experience a barrier related to SNU's web content should contact the Website Accessibility Coordinator. Complaints regarding Website Accessibility can be filed by contacting the Website Accessibility Coordinator or by completing the form available at the following link: <http://snu.edu/website-report-form/>.

The Website Accessibility Coordinator will review a submitted form or other information provided by a complainant. The Website Accessibility Coordinator or a designee will assess the complaint and the web content issue. The Website Accessibility Coordinator or a designee will collectively determine a means to resolve the accessibility issue, in most cases within 30 days of receiving the complaint. The resolution will be communicated to the complainant. If the determination is made that there is not an accessibility barrier, this will also be communicated to the complainant.

Individuals may also raise a web accessibility complaint through SNU's Disability Services Office to the Director of Disability Services. Complaints made through this office will be addressed by the Website Accessibility Coordinator in coordination with the Director of Disability Services.

Contact Information

Web Accessibility Coordinator:

Email: webmaster@snu.edu

Phone: 405-491-6602

Director of Disability Services:

Email: tpope@mail.snu.edu

Phone: 405-717-6272

Responsible Senior Staff Member: Dr. Scott Strawn

Responsible Office: Office of Business and Finance