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OAKLAND UNIFIED
SCHOOL DISTRICT

Community Schools, Thriving Students

Memo

To Board of Education

From Marion McWilliams, General Counsel
Andrea Epps, Staff Attorney

Board Meeting Date April 26, 2017

Subject **Plan for New Content, Office for Civil Rights – Matter Number 09-16-1560**

Action Requested **Adoption by the Board of Education of the Resolution to implement the Plan for New Content required under Office for Civil Rights Resolution Agreement for Matter No. 09-16-1560.**

Background A complaint was filed with the Office for Civil Rights (“OCR”) that alleged that the District’s webpages were inaccessible to students and adults with disabilities, including but not limited to, vision impairment. On January 25, 2017, the Board of Education approved the Resolution Agreement for Matter 09-16-1560. The Resolution Agreement required the following system-wide changes: development and approval of policies and procedures (“the Plan for New Content”) to ensure that all new, newly added or modified online content and functionality will be accessible to people with disabilities; an audit of all content and functionality on the District website; development of a Corrective Action Plan to address all inaccessible content and functionalities identified during the audit; place a Notice on the District website regarding how to request the webmaster to provide access to online information that is inaccessible; and deliver website accessibility training to all appropriate personnel.

Discussion Attached is the Resolution Agreement and the Plan for New Content. Adoption of a Plan for New Content is required for compliance with the Resolution Agreement. The Plan for New Content is designed to ensure that all new, newly added or modified online content and functionality will be accessible to people with disabilities.

Recommendation **Adoption by the Board of Education of the Resolution to implement the Plan for New Content required under Office for Civil Rights Resolution Agreement for Matter No. 09-14-1465.**

Fiscal Impact N/A

Attachments • **Resolution 1617-0015**

**RESOLUTION
OF THE
BOARD OF EDUCATION
OF THE
OAKLAND UNIFIED SCHOOL DISTRICT**

Resolution No. 1617-0015

**PLAN FOR NEW CONTENT TO IMPLEMENT RESOLUTION AGREEMENT WITH
THE UNITED STATES DEPARTMENT OF EDUCATION,
OFFICE FOR CIVIL MATTER NUMBER 09-16-1560**

WHEREAS, on July 13, 2016, under the authority of Section 504 of Rehabilitation Act and the Individuals with Disabilities Education Act, the US Department of Education, Office for Civil Rights ("OCR") initiated an investigation to determine whether certain of the District webpages were inaccessible to individuals with disabilities, including vision impairments (OCR Docket No 09-16-1560);

WHEREAS, without admitting to any violation of law, the District voluntarily agreed to the following terms:

- A) Development and approval of policies and procedures ("the Plan for New Content") to ensure that all new, newly added or modified online content and functionality would be accessible to people with disabilities as measured by conformance to the Benchmarks for Measuring Accessibility;
- B) Identify auditors to conduct an audit of all content and functionality on the District website and identify any online content or functionality that is inaccessible to persons with disabilities;
- C) Develop a Corrective Action Plan to address all inaccessible content and functionalities identified during the audit;
- D) Place a Notice on the District website regarding how individuals may request the webmaster to provide access to online information that is inaccessible to individuals with disabilities; and
- E) Provide website accessibility training to all appropriate personnel.

NOW THEREFORE, BE IT RESOLVED THAT the Board of Education of the Oakland Unified School District does approve the Plan for New Content required to comply with the agreement to resolve the U.S. Department of Education, Office for Civil Rights Docket No. No 09-16-1560 which is attached hereto and incorporated by reference herein.

PASSED AND ADOPTED by the Governing Board of the Oakland Unified School District this 26th day of April, 2017; by the following vote, to wit:

AYES:

NOES:

ABSTAINED:

ABSENT:

CERTIFICATION

I, Devin Dillon, Interim Superintendent and Secretary of the Board of Education of the Oakland Unified School District, Alameda County, State of California, do hereby certify that the foregoing Resolution was duly approved and adopted by the Board of Education of said district at a meeting thereof held on the 26th day of April, 2017 with a copy of such Resolution being on file in the Administrative Office of said District.

Devin Dillon
Interim Superintendent and Secretary of the Board

PLAN FOR NEW CONTENT

The District is committed to ensuring accessibility of its website for students, parents, and members of the community with disabilities. All pages on the District's website will conform to the World Wide Web Consortium's (W3C's) Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents of these guidelines.

With regard to the District website and any official District web presence which is developed by, maintained by, posted by, or offered through third party vendors and open sources, the District is committed to compliance with the provisions Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504) so that students, parents 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 District programs, services, and activities delivered online.

Existing web content produced by the District and existing web content provided by third-party developers, will be updated to conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents. New web content produced by the District and provided by third-party developers will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents. The District's Deputy Chief of Communications and Public Affairs or designee, in conjunction with the Chief Technology Officer, and other District staff with authority to upload and place web content on the District's website will be responsible for reviewing web content to ensure accessibility prior to placement on District's website. (See Exhibit A). Individuals who evaluate new web content will first receive training in recognizing and correcting all forms of inaccessible content including PDF, HTML, and Word documents, and videos.

This Regulation applies to all new, updated, and existing web pages, as well as web content produced or updated by the District or provided by third-party developers. Web content will be check periodically. The District's Deputy Chief of Communications and Public Affairs or designee will be responsible for reviewing and evaluating material that is published by District staff and uploaded to the website for accessibility on a periodic basis. The District's Deputy Chief of Communications and Public Affairs or designee, in conjunction with the Chief Technology Officer, will be responsible for reviewing all areas of the District's website and evaluating its accessibility and feasibility on a periodic basis. Any department with non-conforming webpages will be asked to correct the problem in a timely manner.

Students, parents, and members of the public may present a comment related to the accessibility or functionality of any official District web presence which is developed by, maintained by, or offered through the District, third party vendors, and open sources. Comments may be directed to the Executive Director of Technology at 1000 Broadway, 3rd Floor, Suite 300, Oakland, CA 94607.

Student, parents, and members of the public may present a complaint related to the accessibility or functionality of any official District web presence which is developed by, maintained by, or offered

through the District, third party vendors, and open sources. The District designates the individual(s) identified below as the employee(s) responsible for coordinating the District's response to such complaints. The individual(s) shall receive and coordinate the investigation of complaints and shall ensure compliance with the law.

Gabriel Valenzuela

Ombudsperson

Office of the Ombudsperson

1000 Broadway, 1st Floor, Suite 150

Oakland, California 94607

PHONE (510) 879-4281

FAX (510) 879-3678

Email: Gabriel.Valenzuela@ousd.org

Legal Reference:


29 U.S.C. 794, Rehabilitation Act of 1973, (Section 504)

42 U.S.C. 2000, Civil Rights Act of 1964,

Titles VI and VII 42 U.S.C. 12101 et seq., Americans with Disabilities Act

EXHIBIT A

TITLE	DEPARTMENT
Section Editor	
Registered User	
School Website Managers	Network 1
School Website Managers	Network 2
School Website Managers	Network 3
School Website Managers	Network 4
School Website Managers	Middle School Network
School Website Managers	High School Network
School Website Managers	Elevation Network
Section Editor	
Section Editor	
Registered User	
Registered User	
Section Editor	
Director of Software and Support	Information Technology Services
Internal & Web Communications Manager	Communications
Chief Technology Officer	Information Technology Services
Deputy Chief of Communications and Public Affairs	Communications

Board Office Use: Legislative File Info.	
File ID Number	16-2757
Introduction Date	1/25/17
Enactment Number	17-0152
Enactment Date	1/25/17 



OAKLAND UNIFIED
SCHOOL DISTRICT

Community Schools. Thriving Students

Memo

To Board of Education

From Marion McWilliams, General Counsel
Andrea Epps, Staff Attorney

Board Meeting Date January 25, 2017

Subject **Resolution Agreement, Office for Civil Rights – Matter Number 09-16-1560**

Action Requested **Approval by the Board of Education of the Office for Civil Rights Resolution Agreement for Matter No. 09-16-1560**

Background A complaint was filed with the Office for Civil Rights (“OCR”) that alleged that the District’s webpages were inaccessible to students and adults with disabilities including but not limited to, vision impairments. District and OCR attorneys were able to finalize a resolution agreement to resolve the matter.

Discussion Attached is the Resolution Agreement. The District has agreed to: approve policies and procedures (“the Plan for New Content”) to ensure that all new, newly-added, or modified online content and functionality will be accessible to people with disabilities; issue a Request for Proposal (“RFP”) to identify auditors to audit all content and functionality on the District website and to identify any online content or functionality that is inaccessible to persons with disabilities; audit all content and functionality of the District’s website to identify any online content or functionality that is inaccessible to persons with disabilities; develop a Corrective Action Plan to address all inaccessible content and functionality identified during the Audit; place a Notice on the District website regarding how to request the webmaster or other appropriate person to provide access to (or notify the District regarding) online information or functionality that is currently inaccessible to persons with disabilities; and deliver website accessibility training to all appropriate personnel.

Recommendation **Approval by the Board of Education of Office for Civil Rights Resolution Agreement for Matter No. 09-16-1560.**

Fiscal Impact Approximately \$50,000-\$75,000 over 18 month corrective action and implementation period.-

Attachments • **Resolution 1617-0008**

**RESOLUTION
OF THE
BOARD OF EDUCATION
OF THE
OAKLAND UNIFIED SCHOOL DISTRICT**

Resolution No. 1617-0008

**AGREEMENT TO RESOLVE UNITED STATES DEPARTMENT OF EDUCATION,
OFFICE FOR CIVIL MATTER NUMBER 09-16-1560**

WHEREAS, on August 12, 2016, under the authority of Section 504 of Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Education Act of 1990, the United States Department of Education, Office for Civil Rights ("OCR") initiated an investigation to determine whether the District's webpages were inaccessible to students and adults with disabilities including but not limited to, vision impairments (OCR Docket No 09-16-1560);

WHEREAS, pursuant to OCR's Case Processing Manual, OCR has the authority to resolve this compliance review by means of a resolution agreement before the conclusion of the investigation;

WHEREAS, without admitting to any violation of law, the District voluntarily agrees to the following terms:

- A) Approve policies and procedures ("the Plan for New Content") to ensure that all new, newly-added, or modified online content and functionality will be accessible to people with disabilities as measured by conformance to the Benchmarks for Measuring Accessibility;
- B) Issue a Request for Proposal ("RFP") to identify auditors to audit all content and functionality on its website and to identify any online content or functionality that is inaccessible to persons with disabilities;
- C) Audit all content and functionality of the District's website, including, but not limited to, the home page, all subordinate pages, to identify any online content or functionality that is inaccessible to persons with disabilities;
- D) Develop a Corrective Action Plan to address all inaccessible content and functionality identified during the Audit;
- E) Place a Notice on the District website regarding how to request the webmaster or other appropriate person to provide access to (or notify the District regarding) online information or functionality that is currently inaccessible to persons with disabilities;
- F) Deliver website accessibility training to all appropriate personnel, including, but not limited to: content developers, webmasters, procurement officials,

and all others responsible for developing, loading, maintaining, or auditing web content and functionality.

NOW THEREFORE, BE IT RESOLVED THAT the Board of Education of the Oakland Unified School District does approve the agreement to resolve the U.S. Department of Education, Office for Civil Rights Docket No. No 09-16-1560 by agreeing to enter into the Resolution Agreement which is attached hereto and incorporated by reference herein.

PASSED AND ADOPTED by the Governing Board of the Oakland Unified School District this 25th day of January, 2017; by the following vote, to wit:

Jumoke Hinton Hodge, Aimee Eng, Shanthi Gonzales, Jody London, Roseann Torres, Vice

AYES: President Nina Senn, President James Harris

NOES: None

ABSTAINED: None

ABSENT: None

CERTIFICATION

I, Antwan Wilson, Superintendent and Secretary of the Board of Education of the Oakland Unified School District, Alameda County, State of California, do hereby certify that the foregoing Resolution was duly approved and adopted by the Board of Education of said district at a meeting thereof held on the 25th day of January, 2017 with a copy of such Resolution being on file in the Administrative Office of said District.



Antwan Wilson
Superintendent and Secretary of the Board

Resolution Agreement

Oakland Unified School District
OCR Reference No. 09-16-1560

The Office for Civil Rights (OCR) of the U.S. Department of Education initiated an investigation into an allegation that the Oakland Unified School District (District) violated Section 504 of the Rehabilitation Act of 1973 ("Section 504") and that statute's implementing regulations at 34 C.F.R. Part 104, and Title II of the Americans with Disabilities Act of 1990 ("Title II") and that statute's implementing regulations at 28 C.F.R. Part 35. Specifically, the complainant alleges that the District's website contains barriers to access for people with disabilities, thereby denying them an equal opportunity to participate in the District's programs, services, and activities, and denying them effective communication necessary for full participation in the District's programs, services, and activities.

Assurances of Nondiscrimination. The District hereby reaffirms its commitment to ensure that people with disabilities have an opportunity equal to that of their nondisabled peers to participate in the District's programs, benefits, and services, including those delivered through electronic and information technology, except where doing so would impose an undue burden or create a fundamental alteration.

Benchmarks for Measuring Accessibility. For the purposes of this Agreement, the accessibility of online content and functionality will be measured according to the World Wide Web Consortium's (W3C's) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content, which are incorporated by reference.

Adherence to these accessible technology standards is one way to ensure compliance with the District's underlying legal obligations to ensure people with disabilities are able to acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as their nondisabled peers, with substantially equivalent ease of use; that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any the District's programs, services, and activities delivered online, as required by Section 504 and Title II and those statutes' implementing regulations; and that they receive effective communications with the District's programs, services, and activities delivered online.

The District voluntarily agrees to take the actions set forth below.

Remedies and Reporting

1. Policies and Procedures for New Online Content and Functionality. By February 17, 2017 the District will submit to OCR for its review and approval proposed policies and procedures ("the Plan for New Content") to ensure that all new, newly-added, or modified online content and functionality will be accessible to people with disabilities as measured

by conformance to the Benchmarks for Measuring Accessibility set forth above, except where doing so would impose a fundamental alteration or undue burden.

- a) When fundamental alteration or undue burden defenses apply, the Plan for New Content will require the District to provide equally effective alternate access. The Plan for New Content will require the District, in providing equally effective alternate access, to take any actions that do not result in a fundamental alteration or undue financial and administrative burdens, but nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services as their nondisabled peers. To provide equally effective alternate access, alternatives are not required to produce the identical result or level of achievement for persons with and without disabilities, but must afford persons with disabilities an equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement, in the most integrated setting appropriate to the person's needs.
 - b) The Plan for New Content must include sufficient quality assurance procedures, backed by adequate personnel and financial resources, for full implementation. This provision also applies to the District's online content and functionality developed by, maintained by, or offered through a third-party vendor or through the use of open sources.
 - c) Within 60 calendar days of receiving OCR's approval of the Plan for New Content, the District will officially adopt, and fully implement, the amended policies and procedures.
 - d) Reporting: Within 80 calendar days of receiving OCR's approval, the District will submit to OCR the approved policies and procedures, evidence of their adoption and distribution, and a description of how they are being implemented.
2. Undue Burden and Fundamental Alteration. For any technology-related requirement in this Agreement for which the District asserts an undue burden or fundamental alteration defense, such assertion may only be made by the District Superintendent ("Superintendent") or by an individual designated by the Superintendent and who has budgetary authority after considering all resources available for use in the funding and operation of the service, program, or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion, including the cost of meeting the requirement and the available funding and other resources. The written statement will be certified by the Superintendent or designee. If such a determination is made, the certifying official will describe in the written statement how it will provide equally effective alternate access, i.e., other action that would not result in such an alteration or such burdens but would nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services provided by the District as their nondisabled peers.

3. Designation of Auditor. Within 60 calendar days of execution of this Agreement, the District will issue a Request for Proposal (“RFP”) to identify auditors to audit all content and functionality on its website and to identify any online content or functionality that is inaccessible to persons with disabilities. By March 17, 2017, the District will propose for OCR’s review and approval the identity and bona fides of Auditors (corporation or individual), selected through the District’s RFP process, to audit all content and functionality on its website, including, but not limited to, the home page, all subordinate pages, to identify any online content or functionality that is inaccessible to persons with disabilities, including online content and functionality developed by, maintained by, or offered through a third-party vendor or an open source. The Auditors will have sufficient knowledge and experience in website accessibility for people with disabilities to carry out all related tasks, including developing a proposed Corrective Action Plan.
 - a) Reporting: OCR will evaluate whether the Auditors proposed according to Paragraph 3 have the requisite experience and knowledge to carry out an appropriate Audit and to develop a proposed Corrective Action Plan. Within 45 calendar days of receiving OCR’s approval of the proposed Auditors, the District will submit to OCR documentation that it has assigned or retained an Auditor approved by OCR to conduct the Audit of existing content and functionality.

4. Audit of Existing Content and Functionality. The Auditor approved by OCR will audit all content and functionality of the District’s website, including, but not limited to, the home page, all subordinate pages, to identify any online content or functionality that is inaccessible to persons with disabilities, including online content and functionality developed by, maintained by, or offered through a third-party vendor or an open source. The Audit will use the Benchmarks for Measuring Accessibility set out above, unless the District receives prior permission from OCR to use a different standard as a benchmark. During the Audit, the District will also seek input from members of the public with disabilities, including parents, students, employees, and others associated with the District, and other persons knowledgeable about website accessibility, regarding the accessibility of its online content and functionality.
 - a) Reporting: Within 120 calendar days of receiving OCR’s approval of the proposed Auditor, the District will submit to OCR documentation of the steps taken by the Auditor during the Audit, a description of the outreach it undertook and the input it received, and a detailed accounting of the results of the Audit.

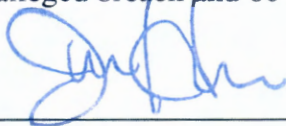
5. Proposed Corrective Action Plan. Simultaneously with the submission of the Audit, The District will submit to OCR for its review and approval a proposed Corrective Action Plan to address all inaccessible content and functionality identified during the District’s Audit.

The proposed Corrective Action Plan will set out a detailed schedule for addressing problems, taking into account identified priorities, with all corrective actions to be completed within 18 months of the date OCR approved the Corrective Action Plan, setting up systems of accountability and verifying claims of accessibility by vendors or open sources; and setting up a system of testing and accountability to maintain the accessibility of all online content and functionality on an ongoing basis.

- a) In its Corrective Action Plan, the District will acknowledge that if all inaccessible content and functionality identified during the Audit is not removed or made accessible on a timely basis, the District will be in violation of this Agreement, Section 504, and Title II, and OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of this agreement.
 - b) Within 45 calendar days of receiving OCR's approval of the proposed Corrective Action Plan, the District will officially adopt and implement the Corrective Action Plan.
 - c) Reporting: Within 60 calendar days of receiving OCR's approval of the proposed Corrective Action Plan, the District will submit to OCR the approved Corrective Action Plan, and documentation establishing that the approved Corrective Action Plan is being implemented according to the approved schedule. Reports will be due every six months thereafter until the Corrective Action Plan has been completed.
6. Notice. Within 60 calendar days of the date of this Agreement, the District will submit to OCR for review and approval a proposed Notice on its website to persons with disabilities regarding how to request the webmaster or other appropriate person to provide access to (or notify the District regarding) online information or functionality that is currently inaccessible. The proposed Notice will also include information or an accessible link to information instructing people how to file more formal grievances under Section 504 and Title II. Within 10 calendar days of receiving OCR's approval of the proposed Notice, the District will officially adopt and publish the approved Notice by prominently posting the approved Notice on its home page and throughout its website (including all subordinate pages and intranet pages and sites).
- a) Reporting. Within 15 calendar days of receiving OCR's approval of the District's proposed Notice, The District will provide documentation to OCR regarding the locations and content of its published Notice.
7. Training. Starting no later than 60 calendar days from the date of this Agreement, and annually thereafter until such time as OCR closes its monitoring of this Agreement, the District, will deliver website accessibility training to all appropriate personnel, including, but not limited to: content developers, webmasters, procurement officials, and all others

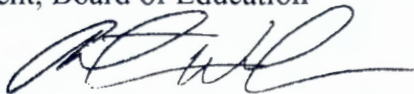
responsible for developing, loading, maintaining, or auditing web content and functionality. After OCR closes monitoring of this agreement, training shall be continued on a schedule designed to maintain website accessibility consistent with, or superior to, that which is required under federal law.

- a) Reporting: For each training session required by this Agreement, until such time as OCR closes its monitoring of this Agreement, the District will submit to OCR documentation that the training has been delivered. The documentation will include a list of invitees and attendees and their position titles, a description of the delivered training content, and the presenters' credentials for providing such training.
8. The District understands that OCR will not close the monitoring of this Agreement until OCR determines that the District has fulfilled the terms of this agreement and is in compliance with the regulations implementing Section 504 at 34 C.F.R. 104.4 and the regulations implementing Title II at 28 C.F.R. 35.130 and 35.160(a), which were at issue in this case.
9. The District also understands that by signing this Agreement, it agrees to provide data and other information in a timely manner in accordance with the reporting requirements of this agreement. Further, the District understands that during the monitoring of this agreement, if necessary, OCR may visit the District, interview staff members, and request such additional reports or data, including simulated website accounts and passwords, as are necessary for OCR to determine whether the District has fulfilled the terms of this agreement and is in compliance with the regulations implementing Section 504 at 34 C.F.R. 104.4 and the regulations implementing Title II at 28 C.F.R. 35.130 and 35.160(a), which are at issue in this case.
10. The District understands and acknowledges that OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of this Agreement. Before initiating administrative enforcement (34 C.F.R. 100.9 and 100.10), or judicial proceedings to enforce this agreement, OCR shall give the District written notice of the alleged breach and 60 calendar days to cure the alleged breach.



James Harris
President, Board of Education

Dated: 1/26/17



Antwan Wilson
Superintendent & Board Secretary

Dated: 1/26/17