ELECTRONIC AND INFORMATION TECHNOLOGY (EIT) ACCESSIBILITY POLICY

I. Policy Statement

It is the policy of Portland State University (University) to provide all students, faculty, and staff equal opportunities in education and employment in accordance with the University’s Prohibited Discrimination and Harassment Policy. An important aspect of that commitment is to make electronic and information technology accessible to all individuals, including those with disabilities.

II. Reason for Policy/Purpose

This policy advances the University’s commitment to accessibility for all students, faculty, and staff and facilitates compliance with federal and state laws, including the Americans with Disabilities Act of 1990 (ADA), the Amendments Act of 2008, Section 504 of the Rehabilitation Act of 1973. This policy establishes minimum standards for the accessibility of web-based information and services necessary to meet the University’s accessibility goals and to ensure compliance with applicable regulations. The purpose of this policy is to provide processes by which University administrators, faculty, and staff will create, obtain, and maintain all Electronic and Information Technology (EIT) so that it is accessible to all individuals, including those with disabilities. An accessible EIT environment enhances usability for everyone. By supporting EIT accessibility, the University helps ensure that as broad a population as possible is able to access, benefit from, and contribute to the University’s programs and services.

III. Applicability

This policy applies to all digital materials on the University’s public website and all EIT, as defined herein. Web pages that are not hosted by the University (pdx.edu) and do not conduct University related business are encouraged to adopt the University's policy and standards, but fall outside the scope of this policy.
IV. Definitions

"Accessible" means 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.

“Disability” means a physical or mental impairment that substantially limits one or more major life activities. Specifically, for purposes of this policy, the following individuals may be most impacted in their access to electronic and information technology:

- people who may have severe or moderate visual impairment
- people who may be colorblind
- people who may be deaf or hard of hearing
- people who may have motor disabilities
- people who may have cognitive disabilities

“Electronic and Information Technology" or "EIT" is electronic text and any hardware or software that is used in the creation, conversion, or duplication of data or information. The term EIT includes:

- website templates,
- publicly-facing instructional materials and other documents,
- audio and visual media, and
- software, hardware, and systems.

“Equally effective” means that the alternative format or medium communicates the same information in essentially as timely a fashion as does the original format or medium.

“Public Websites” refers to externally facing electronic and web materials, systems, applications, web pages, social media, documents, etc. that the public and members of the PSU community can access, with or without login or direct affiliation with Portland State University.

V. Standards

Portland State University adopts the World Wide Web Consortium’s (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 at the AA level of Success Criteria and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 as the standard applicable to the University’s public websites. More information about the W3C Standards for accessibility can be found at the https://www.w3.org/. See links to related policies, procedures, or information.
VI. Policy / Procedure

1. Policy

Portland State University is committed to providing all students, faculty, staff and the public equally effective access to information and communication provided through EIT. This policy establishes minimum standards for accessibility of web-based information and services necessary to meet this goal and to ensure compliance with applicable regulations.

2. Procedure

2.1. Responsibility for EIT compliance on all University public web pages. All University departments are responsible for ensuring that all public web pages hosted by the University (pdx.edu) are in compliance with the WCAG 2.0 at the AA standards and the WAI-ARIA 1.0.

2.1.1. Website Accessibility Statement. The following statement must be posted on the University homepage: “Portland State University is committed to making its website accessible for all users. For more information, or if you wish to report an issue related to website accessibility, please see the Accessibility page to contact the EIT Accessibility Coordinator. If you wish to file a complaint/grievance regarding the accessibility of web content, you may do so by completing an online complaint form through the Equity & Compliance webpage.” All public University web pages must have a link to the PSU Accessibility webpage.

2.1.2. Contact Information. Information about the appropriate standard, who to contact for questions or concerns, and how to file a complaint/grievance must be available on the PSU Accessibility webpage.

2.2. Requirements for EIT procurement.

2.2.1. The University will require vendors who develop or maintain online content for the University’s public websites to comply with the University’s accessibility standards.

2.2.2. Contracting and Procurement Services, in coordination with the EIT Coordinator, The University will evaluate hardware and software products purchased or acquired by the University to assure they meet the University’s accessibility standards, to the extent feasible.

2.3. Requests for receiving accessible internally facing (login-required) EIT as an accommodation. All individuals requesting access to internally facing web and electronic materials (such as online course shells, departmental drives, etc.) need to make a request to the Disability Resource Center (for students needing access)
or to Human Resources (for employees needing access). See the PSU Reasonable Accommodations and Access Policy for more information on requesting accommodations due to a disability.

2.4. Resolving Disagreements / Filing a Complaint. As is the process under the PSU Reasonable Accommodations and Access Policy, a current or prospective student, employee, candidate for employment, or member of the public who disagrees with a determination and/or proposed accommodation after engaging in the interactive process may contact Global Diversity & Inclusion, Equity & Compliance. Any person who wishes to file a complaint regarding prohibited discrimination and/or harassment based on disability, or any other protected class, may file a complaint through the Equity & Compliance webpage.

3. Exceptions for Web Content. University departments may request an exception from this policy if the creation of accessible web content would result in a fundamental alteration or constitute an undue burden to the University. In this instance, an Accessibility Exceptions Request form must be submitted. The EIT Accessibility Coordinator will make a recommendation regarding the request for an exception to the ADA/504 Coordinator, who will make the final decision.

VII. Links To Related Forms

- Accessibility Exceptions Request form

VIII. Links To Related Policies, Procedures or Information

- Portland State University
  - Accessibility Website
  - Copyright Policy
  - Prohibited Discrimination & Harassment Policy
  - Reasonable Accommodation/Access Policy
  - Global Diversity and Inclusion
  - Disability Resource Center
  - Office of Human Resources

- External
  - Americans with Disabilities Act (ADA)
  - ADA as it applies to electronic information
  - Section 504 of the Rehabilitation Act
  - Web Content Accessibility Guidelines (WCAG 2.0)
IX. Contacts

<table>
<thead>
<tr>
<th>Subject</th>
<th>Contact</th>
<th>Telephone/Email</th>
<th>Web Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Clarification</td>
<td>ADA/504 Coordinator</td>
<td>503-725-5919</td>
<td><a href="http://www.pdx.edu/diversity">www.pdx.edu/diversity</a></td>
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<tr>
<td>Accessibility Complaint</td>
<td>ADA/504 Coordinator</td>
<td>503-725-5919</td>
<td><a href="http://www.pdx.edu/diversity">www.pdx.edu/diversity</a></td>
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<tr>
<td>Exception Requests</td>
<td>ADA/504 Coordinator and EIT Accessibility Coordinator</td>
<td>503-725-5919</td>
<td><a href="http://www.pdx.edu/diversity">www.pdx.edu/diversity</a></td>
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<td>Accessibility Training</td>
<td>EIT Accessibility Coordinator</td>
<td></td>
<td><a href="mailto:EITACemail@pdx.edu">EITACemail@pdx.edu</a></td>
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X. History/Revision Dates  [use this date format: May 27, 2012]

Adoption Date: January 30, 2019

Next Review Date: January 30, 2024