



	Administrative
Policy Type:	Web Accessibility
Policy Number:	LC-2102
Date Adopted:	10/31/2018
Version:	3.0
Reviewed Cycle:	Biennially
Date Last Reviewed:	04/11/2025
Office Responsible:	Marketing Department
Reviewing Committee:	Leadership
Related Policies:	Web Accessibility Procedure
Related Laws:	ADA Section 508; Ada Section 504 and Title II

Policy Summary:

The purpose of this policy is to ensure and verify that information provided through the College's website is accessible to students, prospective students, employees, guests, and visitors with disabilities, particularly those with visual, hearing or manual impairments or who otherwise require the use of assistive technology to access information.

Scope: All employees, students, board members and guests of Jackson College.

Policy Statement:

With regard to the Jackson College website and any official Jackson College web presence which is developed by, maintained by, or offered through third party vendors and open sources, Jackson College is committed to compliance with the provisions of the Americans with Disabilities Act (ADA), Section 504 and Title II 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 Jackson College program, service, and activity delivered online.

All existing web content produced by Jackson College and new, updated



and existing web content provided by third-party developers, will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents. This regulation applies to all new, updated, and existing web pages, as well as all web content produced by third-party developers.

Definitions:

- **Accessible:** A person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use. A person with a disability must be able to obtain the information as fully, equally and independently as a person without a disability. Although this might not result in identical ease of use compared to that of persons without disabilities, it still must ensure equal opportunity to the educational benefits and opportunities afforded by the technology and equal treatment in the use of such technology.
- **Disability:** A physical or mental impairment that substantially limits one or more major life activities.
- **Online Content:** Any information or service that may be accessed via a web browser, including—but not limited to—internet websites, images, audio, video, search engines and locally or remotely hosted (e.g., “cloud”) software systems.
- **Web Content Accessibility Guidelines (WCAG):** A set of web accessibility guidelines published by the W3C. As of the drafting of this Policy, the most current version of these guidelines is WCAG 2.0. These guidelines may change as technology advances.
- **World Wide Web Consortium (W3C):** The main international standards organization for the web

Website Accessibility Concerns, Complaints and Grievances (Move to Process)



A student, parent or member of the public who wishes to submit a complaint or grievance form. To file a complaint or grievance regarding the inaccessibility of the Jackson College public website content, the complainant should submit the website feedback form at <https://www.jccmi.edu/accessibility>, however a verbal complaint or grievance maybe made. When a College administrator or webmaster receives the information, they shall immediately inform the website compliance coordinator (Chief Operating Officer)

Whether or not a formal complaint or grievance is made, once Jackson College has been notified of inaccessible content, effective communication shall be provided as soon as possible to the reporting party to provide access to the information. The complainant should not have to wait for the investigation of the complaint to be concluded before receiving the information that he/she was unsuccessful in accessing.

Complaints should be submitted in writing, via e-mail, or by completing the website complaint form. To file a complaint or grievance regarding the inaccessibility of the Jackson College public website content, the complainant should submit the website feedback form at <https://www.jccmi.edu/accessibility>

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 (e-mail and phone number)

The complaint or grievance will be investigated by the website compliance coordinator, or another person designated by Jackson College. The student, parent, or member of the public shall be contacted no later than five (5) working days following the date the website accessibility



compliance coordinator 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 Jackson College.

- The investigator shall prepare a written report of the findings and conclusions within five (5) working days of the completion of the investigation.
- The investigator 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 complaint and grievance shall be maintained. The record shall include a copy of the complaint or grievance filed, report of findings from the investigation, and the disposition of the matter.

Website Accessibility Concerns, Complaints and Grievances

A student, parent 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 college web presence that is developed by, maintained by, or offered through Jackson College, third party vendors and/or open sources may complain directly to a college administrator, or the college webmaster. The initial complaint or grievance should be made using the website accessibility complaint/request form, however, a verbal complaint or grievance may be made. When a college administrator or webmaster receives the information, they shall immediately inform the website compliance coordinator.

Date Of Change	Description of Change	Responsible Party
10/13/2018	1.0	Cindy Allen
3/29/2023	2.0	C. Allen / D. Karkheck
04/11/2025	3.0	C. Allen / D. Karkheck