

Section: 70.X

Section Title: Information Technology

Policy Name: Rutgers University World Wide Web Accessibility Policy

Approval Authority Senior Vice President for Academic Affairs and the Senior Vice President for Administration

Responsible Executive: Senior Vice President for Academic Affairs
Senior Vice President for Administration

Responsible Office: Office of Information Technology (OIT), the Office of Disability Services, and the Office of Employment Equity

Originally Issued: XX

Revisions: XX

Contact: oitpolicies@rutgers.edu

1. Policy Statement

This policy establishes standards for the accessibility and usability of web-based information and services to ensure compliance with applicable local, state and federal regulations and laws.

2. Reason for Policy

Rutgers University is committed to ensuring equal access to information, programs, and activities through its technologies, web pages, services and resources for all its constituencies.

3. Who Should Read This Policy

All University Administrative Councils and their representatives who support university business and academic activities through their web sites.

4. Related Documents

Rutgers has identified helpful hints, resources and trainings for faculty, staff and students that will assist in adhering to this policy. Point to accessibility.rutgers.edu

5. Contacts

Office of Instructional and Research Technology
848-445-8721
oir@rutgers.edu

Office of Disability Services
848-445-6800
dsoffice@echo.rutgers.edu

All regulations and procedures are subject to amendment.

Office of Employment Equity
(848) 932-3973
Need email or web address

6. The Policy

A. Definitions

1. **Assistive Technologies:** Assistive Technology includes but is not limited to any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.
2. **University business and academic activities:** University business and academic activities refer to those activities that students, employees, faculty or visitors must access in order to effectively participate in a program, service, or activity offered by the university.
3. **Information Technology Accessibility Council:** The ITAC will be established to coordinate efforts to improve the accessibility of Rutgers Information Technology. The ITAC will be made up of IT and Web Technology Managers from departments and schools across the Rutgers University system. The charge of the ITAC is to determine which practice groups will be formed, identify leadership chairs (members of the ITAC group) for the proposed practice groups; and determine a three year strategic and implementation plan for auditing, remediation, reporting and implementation of the accessible information technology for all Rutgers system departments and schools. The Manager of Accessible Technology will be the Chair of the ITAC group and work with the chairs of each practice group proposed.
4. **University Website:** Any website hosted by or for university units, organizations, faculty, students or staff that provides content related to university business or academic activities.
5. **Web Accessibility:** The practice of making web content *accessible* by applying specific principles for web design and programming that enable *assistive technologies* to function properly.

B. Scope of the Policy:

All web pages newly created or redesigned by the University, any of its units, or any of its faculty on or after the establishment of this policy must be in compliance with the latest version of the World Wide Web Consortium's standard: [Web Content Accessibility Guidelines \(WCAG\) Version 2.0 AA](#) conformance level. This policy applies to all University websites.

Each University website, including legacy pages, must indicate, in plain text a method of contact for users having trouble accessing content within the site, using the following language: "Rutgers University is an equal access/equal opportunity institution. If you have trouble accessing this page because of a disability, please contact [insert job title] at [insert phone number and email address]."

Web pages created or modified before the establishment of this policy are considered legacy web pages. Each University College, department, program, or unit must establish priorities and timetables for updating legacy web pages. Priority must be given to creating accessible web pages for university business and academic activities, those activities that students, employees, faculty or visitors must access in order to effectively participate in a program, service, or activity offered by the university.

Web pages or resources specifically requested to be made accessible as part of a formal accommodation request shall be made accessible as soon as possible, or an equally effective alternative shall be provided. Equally effective means that it communicates the same information and provides the equivalent functions in as timely a fashion as does the web page or resource.

C. Not covered by policy

Individual web pages published by students, faculty, staff, or non-university organizations that are hosted by the university and do not conduct university-related business are encouraged to adopt the university's policy and standards but fall outside the jurisdiction of this policy.

D. Undue Burden:

Where compliance is not technically possible or may require extraordinary measures due to the nature of the information and intent of the web page, a request for exception from this policy can be made. Units seeking an exception must submit a written request to the Manager of Accessible Technology with final approval by the Senior Vice President of Administration and the Senior Vice President of Academic Affairs. The written request should detail why compliance is not feasible and how the unit will make information from its web pages available to individuals with a disability in an equally effective manner.

E. Roles and Responsibilities

Status reports of progress related to this policy will be submitted at least annually to the ITAC by each college, school, department, program or unit of Rutgers University. The ITAC will determine appropriate reporting methods and the Administrative Council member will determine responsible parties for the report from their respective units. A summary of all reports will be submitted to the Senior Vice President for Academic Affairs by the ITAC members.

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