

**Thomas, Andre**

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**From:** ocr\_complaint@ed.gov  
**Sent:** Friday, November 25, 2016 1:22 AM  
**To:** (b)(6),(b)(7)(C) OCR DC  
**Subject:** OCR Electronic Complaint Submission

**PLEASE DO NOT REPLY TO THIS E-MAIL. THIS E-MAIL ADDRESS IS USED BY DEPARTMENT OF EDUCATION AUTOMATED SYSTEMS AND IS NOT MONITORED.**

**SUBMISSION CONFIRMATION**

**Your complaint with the Office for Civil Rights has been automatically forwarded to the following office for review:**

Office for Civil Rights/ED	<b>Phone:</b> 202-453-6020
Washington DC (Metro)	<b>TDD:</b> 800-877-8339
400 Maryland Avenue, SW	<b>Fax:</b> 202-453-6021
Washington, D.C., 20202-1475	<b>Email:</b> <a href="mailto:OCR.DC@ed.gov">OCR.DC@ed.gov</a>

So that we can best assist you, we call your attention to the following:

1. If you need to communicate with OCR regarding your complaint before you are contacted directly, please do not reply to this message, which would result in your reply going to a send-only server address. Instead, please direct your correspondence to the above office at [OCR.DC@ed.gov](mailto:OCR.DC@ed.gov)
2. If you need to modify or supplement your complaint, please do not use the complaint form to submit another complaint with the new information. Instead, you may simply send an email to the office that has your complaint. Filing duplicative complaints may impede our ability to review your concerns in a timely manner. (If you have a separate complaint involving other matters, you may of course use this form to submit it.)
3. Remember that before OCR can process your complaint, we must receive a signed and dated consent form. If we have not received your signed consent form within 20 calendar days of the date of this email, we will close your complaint. A copy of the Office for Civil Rights Consent Form is available for your convenience at [OCR Complaint Consent Form](#). Please sign and date the appropriate response on the consent form and mail it to the OCR Enforcement Office at the address above. If you do not have access to a printer, please email or call the OCR Enforcement Office identified above to request a blank consent form.
4. It is recommended that you print a copy of this message and retain it for your records.

If you have not already read the following documents, they can be downloadable from the links below:

- [Information About OCR's Complaint Processing Procedures](#)
- [Office for Civil Rights Notice About Investigatory Uses of Personal Information](#)

OCDEMAIL0065765L Institution Name: George Washington University

**Office for Civil Rights**  
Online Complaint Database Administration**Discrimination Complaint Form Details****1. Enter information about yourself.**

First Name:  
Last Name:  
Address:  
City:  
State:  
Zip Code:  
Best Time to Call You:  
Primary Phone Number:  
Alternative Phone Number:  
Your Email Address:

(b)(6),(b)(7)(C)

**2. Who else can we call if we cannot reach you?**

Contact's Name:  
Daytime Phone Number:  
Relationship to you:

**3. Who was discriminated against?**

Someone else

If someone other than yourself please include:

Injured Person's Name: Children/Adults w/disabilities  
Daytime Phone Number:  
Evening Phone Number:  
Relationship to You  
(eq. son or daughter)  
Injured Person's Address:  
City:  
State: DC  
Zip Code:

**4. What institution discriminated?**

Institution Name: George Washington University  
Address: 2121 1 Street  
City: Washington  
State: DC  
Zip Code: 20052  
School or department involved: Website

**5. Have you tried to resolve the complaint through the institution's grievance process, due process hearing, or with another agency?**

No

Agency Name:  
Date Filed:  
Current status of the complaint:

**6. Describe the discrimination**

On what basis were you discriminated against?  
disability.

Description of each discriminatory action:

This Complaint is filed pursuant to Section 504 of the Rehabilitation Act of 1973 and the implementing regulations set forth therein (29 U.S.C. § 794 & 34 C.F.R. § 104.2) and Title II of the Americans with Disabilities Act of 1990 (ADA) and the implementing regulations set forth therein (28 CFR Part 35). Both Section 504 and the ADA prohibit discrimination on the basis of disability in federally funded programs and activities. As detailed in the Factual Allegations below the George Washington University is violating the requirements of Section 504 and ADA. The university's website has substantive accessibility issues. In order to address these violations, I request that the Office for Civil Rights ("OCR") investigate this matter to determine; if the following pages have accessibility issues that violate Section 504 and Title II of the ADA; Homepage (including the video), Virtual Tour, Facebook page, Accessibility at GW, Disability Support Services, Classroom Services, Loans and Military Educational Benefits. The George Washington University is failing to afford students and adults with disabilities an opportunity to participate in and benefit from the District's website in violation of the Section 504 implementing regulation at 34 C.F.R. §104.4(h) and the Title II implementing regulation at 28 C.F.R. § 35.130(b). I have run web accessibility checks through PowerMapper, A-Checker and the Wave tool on the aforementioned pages and they come up with accessibility issues for individuals with vision and print disabilities, deaf and hard of hearing, and fine motor impairments. At a minimum, these pages have accessibility issues for individuals with vision and print disabilities, deaf and hard of hearing, and fine motor impairments. Homepage- <https://www.gwu.edu> <http://try.powermapper.com/Reports/802af2fe-e9c1-433f-a119-7726dc34850c/report/map.ACC.htm> Guideline and Line# Count Level A 7 issues on 3 pages Critical Each A element must contain text or an IMG with an ALT attribute. WCAG 2.0 A F89 1 pages Critical This form control has no programmatically determined name. WCAG 2.0 A F66 Section 508 1194.22 (n) 1 pages Critical This form has fields without LABEL elements or TITLE attributes. Section 508 1194.22 (n) 1 pages Critical This LABEL refers to a non-existent control. Section 508 1194.22 (n) 3 pages Critical This page has duplicate IDs which cause problems in screen readers. WCAG 2.0 A F77 2 pages Critical This page has markup errors, causing screen readers to miss content. WCAG 2.0 A F70 3 pages Critical Using the same ALT text on adjacent images results in screen readers stuttering as the same text is read out twice. WCAG 2.0 A 1.1.1 1 pages Level AA 3 issues on 3 pages Very Important Ensure that foreground and background colors have enough contrast. WCAG 2.0 AA 1.4.3 1 pages Very Important Headings should not be empty. WCAG 2.0 AA G130 2 pages Very Important Use relative rather than absolute units in CSS property values. WCAG 2.0 AA 1.4.4 1 pages Expand all 10 issues \*\*\*\*\* Virtual Tour- [https://virtualtour.gwu.edu/?utm\\_campaign=gwhomepage-footer&utm\\_source=footer-cta&utm\\_medium=virtualtour&utm\\_content=button-ghost#IUMAP\\_2013090592962%7CIMGMAP\\_2013100335356](https://virtualtour.gwu.edu/?utm_campaign=gwhomepage-footer&utm_source=footer-cta&utm_medium=virtualtour&utm_content=button-ghost#IUMAP_2013090592962%7CIMGMAP_2013100335356) <http://try.powermapper.com/Reports/d573f730-e257-41e4-9cb2-cc29456a183c/report/map.ACC.htm> Priority Description and URL Guideline and Line# Count Level A 2 issues on 2 pages Critical Content inserted with CSS is not available to some screen readers, and to people with low vision who turn off style sheets. Section 508 1194.22 (d) WCAG 2.0 A F87 1 pages Critical Removing the underline from links makes it hard for color-blind users to see them. Section 508 1194.22 (c) WCAG 2.0 A F73 2 pages Level AA 3 issues on 2 pages Very Important Ensure that foreground and background colors have enough contrast. WCAG 2.0 AA 1.4.3 1 pages Very Important If you set any of the colors on the BODY or A elements you must set all of them. WCAG 2.0 AA F24 2 pages Very Important Use relative rather than absolute units in CSS property values. WCAG 2.0 AA 1.4.4 1 pages Expand all 5 issues \*\*\*\*\*

George Washington University Facebook page- <https://www.facebook.com/georgewashingtonuniversity/> Check Accessibility By: Web Page URL HTML File Upload Paste HTML Markup Address: Expand Guidelines Options Jump past advertisements Accessibility Review Accessibility Review (Guidelines: WCAG 2.0 (Level AA)) Export Format: Report to Export: Known Problems(12)Likely Problems (6)Potential Problems (175)HTML Validation CSS Validation 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background. Success Criteria 1.4.4 Resize text (AA) Check 117: (italic) element used. Repair: Replace your i elements with em or strong. Error Line 6, Column 435: <i class="fb\_logo img sp\_0\_BHInpevbd sx\_6302ad"><u>Facebook</u></i> Error Line 6, Column 3437: <i class="img sp\_09FcbP2-oKL sx\_af8a9b"></i> Error Line 6, Column 4333: <i class="img sp\_09FcbP2-oKL sx\_aa7e2d"></i> Error Line 6, Column 4870: <i class="img sp\_09FcbP2-oKL sx\_550203"></i> Error Line 6, Column 5041: <i class="img sp\_0\_BHInpevbd sx\_361efd"></i> Error Line 6, Column 8941: <i class="img sp\_0\_BHInpevbd sx\_e9130d"></i> 2.1 Keyboard Accessible: Make all functionality available from a keyboard. Success Criteria 2.1.1 Keyboard (A) Check 107: onmouseover event handler missing onfocus event handler. Repair: Add an onfocus handler to your script that performs the same function as the onmouseover handler. Error Line 6, Column 2862: <a class="mvl pvm phi unsupportedBrowserBrowser" href="http://l.facebook.com/l.php?u=http%3A%2F%2Fw... Error Line 6, Column 3529: <a class="mvl pvm phi unsupportedBrowserBrowser" href="https://www.facebook.com/l.php?u=https%3A%2F%... Error Line 6, Column 4423: <a class="mvl pvm phi unsupportedBrowserBrowser"

href="http://i.facebook.com/l.php?u=http%3A%2F%2Fwww... Error Line 6, Column 10745: <a href="http://i.facebook.com/l.php?u=http%3A%2F%2Fmomentsapp.com%2F&h=GAQHxGtPr&s=1" title ... Error Line 6, Column 11186: <a href="https://www.facebook.com/l.php?u=https%3A%2F%2Finstagram.com%2F&h=dAQGAvXkS&s=1" ti ...

\*\*\*\*\* Accessibility at GWU \*\*\*\*\*  
<https://accessibility.gwu.edu> <http://try.powermapper.com/Reports/f03df22c-b98e-4cc1-ab28-7df1ade52f2/report/map.ACC.htm> Priority Description and URL Guideline and Line# Count Level A 4 issues on 1 pages Critical Each A element must contain text or an IMG with an ALT attribute. WCAG 2.0 A F89 1 pages Add text to the link, or ALT text if the link contains an image. If there is no link text or the ALT text is blank, screen readers have nothing to read, so read out the URL instead. The TITLE attribute on the A element doesn't work in: WindowEyes 8.4 with IE11 (the link HREF is read instead) VoiceOver on OSX 10.9 (the image filename is read instead) <https://accessibility.gwu.edu/> Line 133 864 Critical This link uses general text like "Click Here" and has no surrounding text to make the context clear. WCAG 2.0 A F63 1 pages Critical This page has duplicate IDs which cause problems in screen readers. WCAG 2.0 A F77 1 pages Critical This page has markup errors, causing screen readers to miss content. WCAG 2.0 A F70 1 pages Level AA 3 issues on 1 pages Very Important Ensure that foreground and background colors have enough contrast. WCAG 2.0 AA 1.4.3 1 pages Very Important Headings should not be empty. WCAG 2.0 AA G130 1 pages Very Important Provide information about the general layout of a site using a site map or table of contents. WCAG 2.0 AA 2.4.5 1 pages Expand all 7 issues

\*\*\*\*\* Disability Support Services \*\*\*\*\*  
<https://accessibility.gwu.edu/disability-support-services> <http://try.powermapper.com/Reports/42643968-c1ea-4b1c-9148-e6d0173ad6e5/report/map.ACC.htm> Level A 3 issues on 2 pages Critical Each A element must contain text or an IMG with an ALT attribute. WCAG 2.0 A F89 2 pages Critical This page has duplicate IDs which cause problems in screen readers. WCAG 2.0 A F77 1 pages Critical This page has markup errors, causing screen readers to miss content. WCAG 2.0 A F70 2 pages Level AA 3 issues on 2 pages Very Important Ensure that foreground and background colors have enough contrast. WCAG 2.0 AA 1.4.3 1 pages Very Important Headings should not be empty. WCAG 2.0 AA G130 2 pages Very Important Provide information about the general layout of a site using a site map or table of contents. \*\*\*\*\*

Digital Accessibility - <https://accessibility.gwu.edu/digital-accessibility> <http://try.powermapper.com/Reports/5ff3f00-633c-4ebc-8d42-4bd42ff8836/report/map.ACC.htm> Priority Description and URL Guideline and Line# Count Level A 3 issues on 2 pages Critical Each A element must contain text or an IMG with an ALT attribute. WCAG 2.0 A F89 2 pages Critical This page has duplicate IDs which cause problems in screen readers. WCAG 2.0 A F77 2 pages Critical This page has markup errors, causing screen readers to miss content. WCAG 2.0 A F70 2 pages Level AA 3 issues on 2 pages Very Important Ensure that foreground and background colors have enough contrast. WCAG 2.0 AA 1.4.3 1 pages Very Important Headings should not be empty. WCAG 2.0 AA G130 2 pages Very Important Provide information about the general layout of a site using a site map or table of contents. WCAG 2.0 AA 2.4.5 1 pages Expand all 6 issues

\*\*\*\*\* Classroom Services \*\*\*\*\*  
<https://accessibility.gwu.edu/classroom-services> <http://try.powermapper.com/Reports/1a920dc7-d94d-4b0e-9c09-6b663555042e/report/map.ACC.htm> Priority Description and URL Guideline and Line# Count Level A 3 issues on 2 pages Critical Each A element must contain text or an IMG with an ALT attribute. WCAG 2.0 A F89 2 pages Critical This page has duplicate IDs which cause problems in screen readers. WCAG 2.0 A F77 2 pages Critical This page has markup errors, causing screen readers to miss content. WCAG 2.0 A F70 2 pages Level AA 3 issues on 2 pages Very Important Ensure that foreground and background colors have enough contrast. WCAG 2.0 AA 1.4.3 1 pages Very Important Headings should not be empty. WCAG 2.0 AA G130 2 pages Very Important Provide information about the general layout of a site using a site map or table of contents. WCAG 2.0 AA 2.4.5 1 pages Expand all 6 issues

\*\*\*\*\* Undergraduate Admissions \*\*\*\*\*  
<https://www.gwu.edu/undergraduate-admissions> <http://try.powermapper.com/Reports/e3c34446-39d1-4048-9049-5cbe29f5bdee/report/map.ACC.htm> Priority Description and URL Guideline and Line# Count Level A 7 issues on 4 pages Critical Each A element must contain text or an IMG with an ALT attribute. WCAG 2.0 A F89 1 pages Add text to the link, or ALT text if the link contains an image. If there is no link text or the ALT text is blank, screen readers have nothing to read, so read out the URL instead. The TITLE attribute on the A element doesn't work in: WindowEyes 8.4 with IE11 (the link HREF is read instead) VoiceOver on OSX 10.9 (the image filename is read instead) <https://www.gwu.edu/undergraduate-admissions> Line 295 Critical This form control has no programmatically determined name. WCAG 2.0 A F68 Section 508 1194.22 (n) 1 pages Critical This form has fields without LABEL elements or TITLE attributes. Section 508 1194.22 (n) 1 pages Critical This LABEL refers to a non-existent control. Section 508 1194.22 (n) 4 pages Critical This page has duplicate IDs which cause problems in screen readers. WCAG 2.0 A F77 3 pages Critical This page

has markup errors, causing screen readers to miss content. WCAG 2.0 A F70 4 pages Critical Using the same ALT text on adjacent images results in screen readers stuttering as the same text is read out twice. WCAG 2.0 A 1.1.1 1 pages Level AA 2 issues on 4 pages Very Important Headings should not be empty. WCAG 2.0 AA G130 4 pages Very Important Use relative rather than absolute units in CSS property values. WCAG 2.0 AA 1.4.4 1 pages Expand all 9 issues

\*\*\*\*\* Loans

<https://financialaid.gwu.edu/loans> <http://try.powermapper.com/Reports/d86c8fe0-5672-4409-86bd-78575f05375a/report/map.ACC.htm> Priority Description and URL Guideline and Line# Count Level A 4 issues on 2 pages Critical Each A element must contain text or an IMG with an ALT attribute. WCAG 2.0 A F89 2 pages Critical This page has duplicate IDs which cause problems in screen readers. WCAG 2.0 A F77 2 pages Critical This page has links to a PDF file, but does not provide a link to download Acrobat Reader. Section 508 1194.22 (m) 2 pages Critical This page has markup errors, causing screen readers to miss content. WCAG 2.0 A F70 2 pages Level AA 2 issues on 2 pages Very Important Ensure that foreground and background colors have enough contrast. WCAG 2.0 AA 1.4.3 1 pages Very Important Headings should not be empty. WCAG 2.0 AA G130 2 pages Expand all 6 issues

Military Educational Benefits: <https://financialaid.gwu.edu/military-educational-benefits>

<http://try.powermapper.com/Reports/ae0dadbd-d2ed-45ed-a280-7b6fe2850921/report/map.ACC.htm> Priority Description and URL Guideline and Line# Count Level A 4 issues on 2 pages Critical Each A element must contain text or an IMG with an ALT attribute. WCAG 2.0 A F89 2 pages Critical This page has duplicate IDs which cause problems in screen readers. WCAG 2.0 A F77 2 pages Critical This page has links to a PDF file, but does not provide a link to download Acrobat Reader. Section 508 1194.22 (m) 2 pages Critical This page has markup errors, causing screen readers to miss content. WCAG 2.0 A F70 2 pages Level AA 2 issues on 2 pages Very Important Ensure that foreground and background colors have enough contrast. WCAG 2.0 AA 1.4.3 1 pages Very Important Headings should not be empty. WCAG 2.0 AA G130 2 pages Expand all 6 issues

Do you have written information that you think will help us understand your complaint?

No

**7. When did the last act of discrimination occur?**

Enter the date: 11/23/2016

Are you requesting a waiver of the 180-day filing time limit for discrimination that occurred more than 180 days before the filing of this complaint?

No

Reason for not filing complaint before 180 days.

Reason:

**8. What would you like the institution to do as a result of your complaint?**

1. Ensure the George Washington University will conduct a comprehensive evaluation of the university's website and draft a formal plan to bring the website and webpages into compliance with web accessibility as it applies to Section 504 and Title II of the ADA. 2. Ensure the university will create all new website/webpage content to meet web accessibility standards as they apply to Section 504 and Title II of the ADA. 3. Ensure all university staff responsible for website/webpage content will be trained on web accessibility standards.

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U.S. Department of Education Office for Civil Rights Home Page



UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE FOR CIVIL RIGHTS

400 MARYLAND AVENUE, SW  
WASHINGTON, DC 20202-1475

REGION XI  
NORTH CAROLINA  
SOUTH CAROLINA  
VIRGINIA  
WASHINGTON, DC

March 30, 2018

Steven Knapp  
President  
The George Washington University  
2121 I Street, NW  
Suite 801  
Washington, DC 20052

Re: OCR Complaint No. 11-17-2060  
Resolution Letter

Dear Dr. Knapp:

This is to advise you of the resolution of the above-referenced complaint investigation of The George Washington University (the University) by the United States Department of Education (Department), Office for Civil Rights (OCR). The complaint, which was received on November 25, 2016, alleged that the University is discriminating, on the basis of disability, because certain pages of the University's website are not accessible to students and adults with disabilities including, but not limited to, vision impairments.

OCR is responsible for enforcing section 504 of the Rehabilitation Act of 1973, as amended (Section 504), 29 United States Code (U.S.C.) § 794, *et seq.*, and its implementing regulations at 34 Code of Federal Regulations (C.F.R.) Part 104, which prohibit discrimination on the basis of disability in programs and activities of recipients of federal financial assistance. As a recipient of federal financial assistance from the Department and as a public entity, the University is subject to OCR's jurisdiction under Section 504.

Before OCR completed its investigation, the University expressed a willingness to resolve the complaint by taking the steps set out in the enclosed Resolution Agreement. Following is a summary of the relevant legal standards and information obtained by OCR during the investigation.

Legal Authority:

Section 504 prohibits individuals, on the basis of disability, from being excluded from participation in, being denied the benefits of, or otherwise being subjected to discrimination by recipients of federal financial assistance or by public entities. 34 C.F.R. § 104.4. Section 504 prohibits affording individuals with disabilities an opportunity to participate in or benefit from aids, benefits, and services that is unequal to the opportunity afforded others. 34 C.F.R. § 104.4(b)(1)(ii). Similarly, individuals with disabilities must be provided with aids, benefits, or

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services that provide an equal opportunity to achieve the same result or the same level of achievement as others. 34 C.F.R. § 104.4(b)(2). An individual with a disability, or a class of individuals with disabilities, may be provided with a different or separate aid, benefit, or service only if doing so is necessary to ensure that the aid, benefit, or service is as effective as that provided to others. 34 C.F.R. § 104.4(b)(1)(iv). In sum, programs, services, and activities—whether in a “brick and mortar,” on-line, or other “virtual” context—must be operated in ways that comply with Section 504.

Investigation To Date:

OCR examined the pages on the University’s website identified by the complainant to determine whether they are accessible to persons with disabilities. These web pages included:

- *The George Washington University’s Homepage* (<http://www.gwu.edu/>)
- *The George Washington University’s Virtual Tour* (<https://virtualtour.gwu.edu/>)
- *The George Washington University’s Facebook* (<https://www.facebook.com/georgewashingtonuniversity>)
- *Accessibility at GW* (<https://accessibility.gwu.edu/>)
- *Accessibility at GW Disability Support Services* (<https://accessibility.gwu.edu/disability-support-services>)
- *Accessibility at GW Digital Accessibility* (<https://accessibility.gwu.edu/digital-accessibility>)
- *Accessibility at GW Classroom Services* (<https://accessibility.gwu.edu/classroom-services>)
- *The George Washington University’s Undergraduate Admissions* (<https://www.gwu.edu/undergraduate-admissions>)
- *Office of Student Financial Assistance Loans* (<https://financialaid.gwu.edu/loans>)
- *Office of Student Financial Assistance Military Educational Benefits* (<https://financialaid.gwu.edu/military-educational-benefits>)

OCR evaluated the above-listed pages and identified concerns as to whether the University’s website is accessible to individuals with disabilities. For example, parts of the website pages, including videos, examined are not fully accessible to the keyboard and the focus of where they are is not apparent, which means that important content of the websites could only be accessed by people who can use a computer mouse, and the content and functions are not available to those who are blind, many who have low vision, and those with disabilities affecting fine motor control; certain videos did not have captions; important images were missing text descriptions, called “alt tags,” that describe the images to blind users who use special software; some links were not labeled; and calendars were improperly formatted so that the content and functions are not available to those who are blind or may have low vision.

Pursuant to Section 302 of OCR’s *Case Processing Manual*, the University signed the enclosed Resolution Agreement on March 28, 2018 which, when fully implemented, will resolve the allegations raised in this complaint. The provisions of the Agreement are aligned with the allegations and issues raised by the Complainant and the information obtained during OCR’s investigation, and are consistent with applicable law and regulation. OCR will monitor the

University's implementation of the Agreement until the University has fulfilled the terms of the Agreement. Failure to implement the Agreement could result in OCR reopening the complaint.

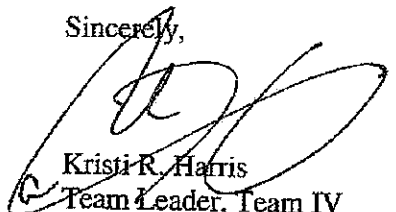
This concludes OCR's investigation of the complaint. This letter should not be interpreted to address the University's compliance with any other regulatory provision or to address any issues other than those addressed in this letter. This letter sets forth OCR's determination in an individual OCR case. This letter is not a formal statement of OCR policy and should not be relied upon, cited, or construed as such. OCR's formal policy statements are approved by a duly authorized OCR official and made available to the public. The Complainant may have the right to file a private suit in federal court whether or not OCR finds a violation.

Please be advised that the University must not harass, coerce, intimidate, discriminate, or otherwise retaliate against an individual because that individual asserts a right or privilege under a law enforced by OCR or files a complaint, testifies, assists, or participates in a proceeding under a law enforced by OCR. If this happens, the individual may file a retaliation complaint with OCR.

Under the Freedom of Information Act, it may be necessary to release this document and related correspondence and records upon request. If OCR receives such a request, we will seek to protect personally identifiable information that could reasonably be expected to constitute an unwarranted invasion of personal privacy if released, to the extent provided by law.

Thank you for the assistance the University personnel, especially Ms. Toi Carter, University Counsel, extended to OCR in resolving this complaint. If you have any questions, please contact Jan D. Gray at [Jan.Gray@ed.gov](mailto:Jan.Gray@ed.gov) or 202-453-6028, the OCR attorney assigned to this complaint.

Sincerely,



Kristi R. Harris  
Team Leader, Team IV  
District of Columbia Office  
Office for Civil Rights

Enclosure: Resolution Agreement

cc: Toi Carter, University Counsel



**Resolution Agreement  
George Washington University  
OCR Case No. 11-17-2060**

To resolve the above-referenced complaint brought under Section 504 of the Rehabilitation Act of 1973, the Office for Civil Rights (OCR) of the U.S. Department of Education and George Washington University (the "University") enter into the following agreement. This agreement was entered into voluntarily and does not constitute an admission of liability, non-compliance, or wrongdoing by the University.

1. **Current Online Content and Functionality.** By April 1, 2020, the University agrees that it will take all actions necessary to ensure that individuals with disabilities have an equal opportunity to participate in the University's programs and activities offered through the University's website or equally effective alternate access. To meet this commitment, the University will: develop a strategy for identifying inaccessible content and functionality for individuals with disabilities; develop a notice to persons with disabilities regarding how to request that the University provide access to online information or functionality; prominently post this notice on its home page and throughout its website; and develop a process to ensure that, upon request, inaccessible content and functionality will be made accessible<sup>1</sup> in an expedient manner.
2. **New Online Content and Functionality.** By October 1, 2018, the University will establish a plan to ensure that all new online content and functionality developed, procured, or used after the date of this agreement will be fully accessible to individuals with disabilities. The plan should include any staff training that may be necessary to ensure full implementation with the plan.
3. **Undue Burden and Fundamental Alteration.** This agreement does not require the University to take any action that it can demonstrate would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens. In those circumstances where the University can demonstrate compliance would result in such an alteration or burden, the University will ensure that, to the maximum extent possible, individuals with disabilities receive the benefits or services provided by the recipient.
4. **Technical Assistance.** OCR will make itself available to provide technical assistance to the University during the University's implementation of this agreement.
5. **Reporting Provision.** By April 1, 2020, the University will submit a report to OCR demonstrating that it has fully satisfied the terms of this agreement. The report will describe benchmarks the University has reached and on-going efforts to maintain web accessibility and usability of the University's website.

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<sup>1</sup> "Accessible," for purposes of this agreement, means 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, within the same timeframes, and with substantially equivalent ease of use.

Resolution Agreement – 11-17-2060

The University understands that by signing the agreement, it agrees to provide data and other information in a timely manner in accordance with the reporting requirement of this agreement. Further, the University understands that during OCR's monitoring of this agreement, if necessary, OCR may visit the University, interview staff and students, and request such additional reports or data as are necessary for OCR to determine whether the University has fulfilled the terms of this agreement. Upon the University's satisfaction of the commitments made under this agreement, OCR will close the case.

The University 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, 100.10), or judicial proceedings to enforce the agreement, OCR will give the University written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.

This agreement will become effective immediately upon the signature of the University's representative below.

  
\_\_\_\_\_  
Louis H. Katz  
Executive Vice President and Treasurer  
George Washington University

3/28/2018  
Date