

- 1000 COMMUNITY RELATIONS
- 1100 COMMUNICATIONS WITH THE PUBLIC
- 1115 WEBSITE ACCESSIBILITY**

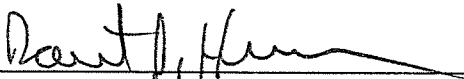
The Marin County Office of Education (MCOE) is committed to ensuring accessibility of its website for students, parents, and members of the community with disabilities. All pages on the MCOE's website will conform to the W3C WAI's Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance,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

The Superintendent is authorized to establish procedures whereby students, parents, and members of the public may present a complaint regarding a violation of the Americans with Disabilities Act (ADA), Section 504 and Title II related to the accessibility of any official MCOE web presence which is developed by, maintained by, or offered through MCOE or third party vendors and open sources.

References:

A.R.S. 15-1492
A.R.S. 15-1492.02
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

Approved as to form:


Robert J. Henry, of Counsel

Approved by
Marin County Board of Education: May 9, 2017

MARIN COUNTY OFFICE OF EDUCATION
ADMINISTRATIVE REGULATIONS AND PROCEDURES

WEBSITE ACCESSIBILITY
(Board Policy 1115)

With regard to the Marin County Office of Education (MCOE) website and any official MCOE web presence which is developed by, maintained by, or offered through third party vendors and open sources, the MCOE 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 MCOE programs, services, and activities delivered online.

All existing web content produced by the MCOE, 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, by May 1, 2019. This Regulation applies to all new, updated, and existing web pages, as well as all web content produced or updated by the MCOE or provided by third-party developers.

The Marin County Office of Education's Senior Director of Information Services will be responsible for reviewing and evaluating new material that is published by MCOE staff and uploaded to the website for accessibility on a periodic basis. The MCOE's Senior Director of Information Services, in conjunction with the Assistant Superintendent of Business, will be responsible for reviewing all areas of the MCOE's website and evaluating its accessibility on a periodic basis, and at least once per quarter. Any department with non-conforming webpages will be asked to correct the problem in a timely manner.

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 Marin County Office of Education (MCOE) web presence that is developed by, maintained by, or offered through the MCOE, third party vendors and/or open sources may complain directly to a MCOE administrator, or the MCOE webmaster. The initial complaint or grievance should be made using Exhibit A-1115, however, a verbal complaint or grievance may be made. When a MCOE administrator or MCOE webmaster receives the information, they shall immediately inform the Senior Director of Information Services.

Whether or not a formal complaint or grievance is made, once MCOE 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 email, or by completing Exhibit A-1115. To file a complaint or grievance regarding the inaccessibility of the MCOE's public website content, the Complainant should submit a description of the problem, including:

- 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 (email and phone number)

The complaint or grievance will be investigated by the MCOE's Senior Director of Information Services or another person designated by the Superintendent. 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 time line may only be approved by the Superintendent.
- 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 made pursuant to Marin County Board of Education Board Policy 1115 shall be maintained at the MCOE. 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 Complaint and Grievance Form

Date of Complaint/Grievance: _____

Complainant Name: _____

Address: _____

Email: _____

Phone: _____

Website address (or location) of accessibility problem: _____

Description of the problem encountered: _____

Solution desired: _____

Thank you for bringing this matter to the Marin County Office of Education's attention. You may be contacted if more information is needed to process your complaint/grievance. The investigation process is typically completed within fifteen (15) working days from the date it was received.

Signature: _____ Date: _____

COMPLETED FORMS MAY BE MAILED TO:
Senior Director of Information Services
Marin County Office of Education
P.O. Box 4925
San Rafael, CA 94913

Email: support@marinschools.org

Phone: 415-499-5847