

G-13: Administrative Procedures

Website Accessibility



DEFINITIONS

District Website: A website that has been created or sponsored by the district, its schools or departments, and that is used in the process of conducting official district business. In addition, Web applications – both those developed in-house and those purchased from outside vendors – are considered official.

Web Accessibility: The practice of making webpages more accessible to a wide range of users by applying specific design standards and programming that offers alternative forms of access and that enables assistive technologies to function effectively.

PROCEDURES FOR IMPLEMENTATION

I. Website Accessibility

- A. All existing Web content produced by the district, and new, updated and existing Web content provided by third-party developers, will conform to Web Content Accessibility Guidelines (“WCAG”) 2.0, Level AA, or updated equivalents.
 1. This applies to all new, updated, and existing webpages, as well as all Web content produced or updated by the district or provided by third-party developers.
- B. On a periodic basis, the district’s information systems and technology (“IT”) department will be responsible for reviewing and evaluating new material that is published by district personnel and uploaded to the website for accessibility.
- C. The district’s IT department will be responsible for reviewing all areas of the district’s website and evaluating accessibility on a periodic basis, and at least once per quarter.
- D. Any non-conforming webpages will be corrected in a timely manner.

II. Website Accessibility Concerns, Complaints, and Grievances

- A. A student, parent or member of the public who wishes to submit a complaint related to the accessibility of any page on the district’s website, may complain directly to a school administrator or the district’s webmaster.
 1. Verbal or written complaints may be made.
 2. Complaints may be made to the district’s webmaster at: <https://www.slcschools.org/contact-us/>. Assistance is also available by phone at 801.578.8224.
- B. To file a complaint or grievance regarding the inaccessibility of the district’s website, the complainant should submit the following information:
 1. name;
 2. email address;
 3. date of complaint;
 4. description of the problem encountered;
 5. Web address or location of the problem page;
 6. solution desired; and
 7. contact information in case more details are needed (e.g., phone number).
- C. A school administrator or district employee receiving a verbal complaint must document in writing the specifics of the complaint. (See, Section II.B. for items that should be included.)
- D. The district’s chief information officer shall be informed of all complaints immediately.
- E. Whether or not a formal complaint or grievance is made, once the district has been notified of inaccessible content, the district must communicate with the reporting party as soon as possible to indicate how the district will be providing access to the information.
- F. The reporting party does not have to wait for the investigation of the complaint to be concluded before receiving the information that s/he was unsuccessful in accessing.
- G. The investigation procedures to be followed are:
 1. The complaint or grievance will be investigated by the chief information officer or his/her designee.
 2. The complaining party will be contacted no later than five working days following the date the investigator receives the information.
 3. An investigation of the complaint shall be completed within 15 working days. Extension of the timeline may only be approved by the superintendent.
 4. The investigator shall prepare a written report of the findings and conclusions within five working days of the completion of the investigation.

5. The investigator shall contact the complaining party upon conclusion of the investigation to discuss the findings and conclusions, and actions to be taken as a result of the investigation.
6. A record of each complaint and grievance made pursuant to these administrative procedures shall be maintained in the district's IT department. The record shall include a copy of the complaint or grievance filed, a report of findings from the investigation, and the disposition of the matter.