

1 **Digital Accessibility**

2 Effective: February 10, 2022
3 Updated/Revised: August 3, 2023
4 Contact: **Information Technology Services (ITS)**

5 **Introduction**

6 Iowa State University is committed to ensuring the accessibility of electronic and information
7 technology resources used by members of the university community and general public. This
8 commitment supports the university's mission of teaching, research and service, and is maintained in
9 accordance with relevant federal and state laws.

10 "Accessible" means that individuals with disabilities can independently acquire the same information,
11 engage in the same interactions, and enjoy the same services within the same timeframe as
12 individuals without disabilities, with substantially equivalent ease of use.

13 **Scope**

- 14 • This policy applies to all electronic and information technology used by the university. This
15 includes, but is not limited to, the contexts of teaching, learning, research, service,
16 employment, and other official functions of the university.
- 17 • This policy applies to materials hosted or provided by the university or by third parties,
18 whenever these materials are used in official functions of the university.

19 **Policy Statements**

- 20 • In order to maintain equal opportunities for all individuals, the goal of this policy is to achieve
21 accessibility as a proactive need, rather than a reactive response. While timely
22 accommodation is required whenever accessibility is not achieved, an accommodation-only
23 strategy is insufficient under this policy.
- 24 • The university will maintain processes for evaluating accessibility as part of the procurement
25 process.
- 26 • All individuals will have access to education on the expectations, knowledge and skills
27 related to accessibility. Information about these opportunities will be posted in the Digital
28 Accessibility section of the Information Technology Services website and the IT Portal
29 knowledge base.
- 30 • The Office of the Chief Information Officer in Information Technology Services (ITCIO) will
31 oversee coordination and implementation of this policy. The ITCIO will publish and maintain
32 technical standards for implementing IT digital accessibility, including standards for web-
33 based and non-web technologies.
- 34 • Exceptions to the policy are permitted only when full compliance would impose an "undue
35 burden;" when an accessible format constitutes a fundamental alteration to the nature of the
36 program, service, or activity; or when an accessible version of the materials does not exist. In
37 all cases, the requesting individual or unit will be required to document and obtain
38 approval(s) for the exception. The processes for documentation and approval will be found in
39 the Digital Accessibility section of the IT Portal knowledge base.

40 **Standards**

- 41 • The technical standards for measuring compliance with this policy will be maintained in the
42 Digital Accessibility section of the IT Portal knowledge base.

43 **Resources**

- 44 1. The ITCIO will maintain a Digital Accessibility section of the Information Technology Services
45 website and the IT Portal knowledge base. This site will include news, information, tools, and
46 best practices, as well as links to other campus resources related to digital accessibility and
47 services for persons with disabilities. This site will also include frequently asked questions
48 related to this policy.
49 2. The ITCIO will offer training and consultation on topics related to digital accessibility.
50 3. The ITCIO will develop processes to periodically assess the accessibility of university
51 websites. The results of these assessments will be shared with appropriate individuals. Site
52 owners will be responsible for addressing issues identified within a timely manner.

53 **Enforcement**

- 54 1. Address any accessibility-related complaints to the ADA Compliance Coordinator in the
55 Office of Equal Opportunity.
56 2. As part of the complaint process, ISU resources in violation will be referred to the ISU ITCIO
57 by the ADA Compliance Coordinator for assistance with remediation or replacement.
58 Remediation may include removal until compliant with this policy.

59 **Policy Review**

60 This policy will be reviewed bi-annually, understanding that updates or modifications may be made
61 as the need arises.

62 **Related Policies, References and Attachments:**

63 This collection of Iowa State University Information Technology Services policies and procedures
64 contain acceptable use, security, networking, administrative, and academic policies that have been
65 developed to supplement and clarify Iowa State University policy.

- 66 • [Digital Accessibility Website Timeline](#)
67 • [Iowa Board of Regents IT Policy](#)
68 • [ISU Digital Accessibility Website](#)
69 • [ISU Information Technology Services website](#)
70 • [Acceptable Use of Information Technology Resources](#)
71 • [Copyright Ownership and Management of Software](#)
72 • [Procurement Services](#)
73 • [Office of General Counsel](#)
74 • [Human Resources](#)
75 • [Student Accessibility Services](#)
76 • [Office of Equal Opportunity](#)