

MORGAN STATE UNIVERSITY WEB ACCESSIBILITY POLICY

I. PURPOSE

Morgan State University is committed to providing equal access to information, programs, and activities for all its constituencies through its official web resources. Morgan State University strives to employ principles of Universal Design and use the Web Content Accessibility Guidelines (WCAG) 2.0 and standards in the design, implementation, enhancement, and replacement of Web content and services. Official web resources include all websites, web applications (including, but not limited to Blackboard, MyMSU and other systems), and media delivered through the web used to conduct academic activities and/or university business.

II. DEFINITIONS

- A. **Disability** refers to the definition listed in the [Americans with Disabilities Act](#).
- B. **Archive status** refers to web pages or websites that are no longer actively linked but are subject to being viewed online by the end user/visitor.
- C. **Content** refers to images including, but not limited to, JPG files, GIF files, Microsoft Word documents, Microsoft PowerPoint presentations, and Portable Document Format (PDF). These resources must also be considered when making content accessible.
- D. **Legacy web pages** or **Legacy pages** refer to web pages that were published prior to July 1, 2014.
- E. **Top 20%** refers to the pages and content on a web page that receive the largest amount of internet visits/hits.
- F. **Universal Design** refers to the design of products in such a way that they are useable by all regardless of ability. Universal Design supports the use of emerging technologies, use in different environments, use by people with different learning styles or literacy levels, and multi-lingual usage.
- G. [Web Content Accessibility Guidelines \(WCAG\) 2.0](#) refers to a wide range of recommendations established by the Accessibility Guidelines Working Group

(AG WG), which is part of the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI). The guidelines serve to make web content more accessible to users in general and to a wider range of people with disabilities to include but not limited to, blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these.

- H. Web pages** refers to both web pages and websites, including their design and any web-delivered content or service.

Web pages that are utilized for academic activities include those pages that students, employees, or visitors must access in order to effectively participate in a program, service, or activity offered by the University. Examples of core academic activities include (but are not limited to) admissions, registration, advising, and web-assisted/online academic course work. Web pages that are utilized for university business include those pages that employees, or visitors must access in order to effectively participate in a service or activity offered by the University. Examples of university business include (but are not limited to) business services or personnel activities of Human Resources, Controllers Office, Athletics, or other University services frequently used by employees or visitors.

III. SCOPE

This Policy applies to all University web pages that are utilized for academic activities and/or University business. This Policy also applies to all content contained on a web page, including but not limited to images, documents, and web links to internal and external resources.

All new websites or revisions to existing sites are subject to this policy.

IV. REQUIREMENTS

- A.** All new and redesigned web pages published after October 31, 2018 by any academic or administrative unit or program must be in compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 at a Conformance Level AA.
- B.** Automated reports on accessibility of their web pages will be provided to units on a monthly basis.

- C.** Within 90 days of the effective date of this policy:
- a.** Each University web page, including legacy pages, must provide in plain text contact information for users having trouble accessing content within their web page. The contact information must be an email address and/or phone number that puts the user in contact with the individual responsible for the content of the page and who can respond within one (1) business day.

V. ASSESSMENT PROCEDURES

It is recommended that a variety of evaluation methods be utilized in order to assess/test the accessibility of web pages. Methods may include, but are not limited to, automated testing, client-side and/or device-side testing, and manual user testing.

VI. IMPLEMENTATION

Each academic and/or administrative unit or program that manages web pages is expected to assess its current content and develop a plan for replacing or remediating existing web content that is not in compliance with WCAG 2.0 at a Conformance Level AA.

To determine priority in making web pages accessible, the following is suggested:

- Web pages and resources that serve as a core function for information such as course work, registration, advising, and other academic information.
- All new and revised web pages should be made accessible at the time of creation and/or revision.
- The top twenty percent (20%) of existing web pages most frequently used should be immediately prioritized for review and made accessible as indicated.
- Web pages that are required for interaction by people with disabilities, disability-related services, and other key information needed by people with disabilities should also be placed in the first priority.

VII. LEGACY PAGES

Reasonable effort must be exercised to ensure that legacy web pages are in compliance with WCAG 2.0 and Section 508 of the Rehabilitation Act of 1973.

Upon specific request from an individual with a disability, legacy web pages must be updated to be in compliance with Section 508 of the Rehabilitation Act of 1973 and WCAG 2.0 at a Conformance Level AA; or the content must otherwise be made available to any individual requesting access in a timely manner. Timeliness should be considered in the context of the type of information and/or service the page(s) provides; however, efforts should be made to provide access within ten (10) business days.

Upon specific request for access, web pages that are in archive status that contain administrative and/or academic information must be made available/accessible to any individual eligible for and needing access to such web content in a timely manner. Timeliness should be considered in the context of the type of information and/or service the page(s) provides; however, efforts should be made to provide access within ten (10) business days.

VIII. EXCEPTIONS

Exceptions to the Policy may be considered only when full compliance would impose an undue burden or fundamental alteration. In determining whether full compliance poses an undue burden or fundamental alteration, the academic and/or administrative unit or program must consider all resources available to it, as well as the technical difficulty involved in complying with policy standards.

An academic and/or administrative unit or program may request an exception from the Policy only when it determines and submits documentation to the University's Web Accessibility Specialist to indicate that an undue burden or fundamental alteration exists which would preclude full compliance.

An exception request must be submitted via email to: webaccessibility@morgan.edu.

If an exception is granted, the academic and/or administrative unit or program must work with the University's Web Accessibility Specialist to provide equally effective alternative access to ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services as their nondisabled peers. In providing equally effective alternate access, alternates are not required to produce the identical result or level of achievement for person with and without disabilities but must afford persons with disabilities equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement, in the most integrated setting appropriate to the person's needs.

IX. VIOLATIONS

University web pages in violation of this Policy will be referred to the University's Web Accessibility Specialist for remediation or replacement. The web page may be removed until the web page is in compliance with this Policy. Owners of official web resources will be required to provide a plan and timeframe to remediate content within their systems should they not meet the WCAG 2.0 level AA accessibility requirement.

X. COMPLAINTS

Individuals who experience any difficulty in accessing the Morgan State University website, have any comments/suggestions regarding the accessibility of the site, or desire to file a complaint pursuant to Title II of the Americans with Disabilities Act of 1990, as amended or Section 504 of the Rehabilitation Act of 1973, as amended, should contact the University's webmaster at webaccessibility@morgan.edu.

XI. OVERSIGHT

The University's web team, under the direction of the Web Accessibility Specialist and the Assistant Director for Web Communications, will provide continuous monitoring of the University's web resources in order to ensure compliance.

XII. POLICY REVIEW

The policy will be reviewed, and any necessary revisions/updates will be made at least once every three (3) years.

XIII. CONTACT

Please direct any questions and/or inquiries to: webaccessibility@morgan.edu.