# Bakersfield College

# Web Accessibility Complaint and Resolution Process

The Bakersfield College is committed to making its online applications accessible to individuals of all abilities. To that end, the Bakersfield College seeks to develop websites and web applications to be in compliance with California Government Code 7405 that specifies conformance with the standards set forth in Section 508 of the Rehabilitation Act of 1973.

## Accessibility Page

Websites and web applications managed by Bakersfield College will include a hyperlink in the footer of the application titled "Accessibility." Information on this page will describe the following:

* Commitment to accessibility for individuals with disabilities
* Useful keyboard commands
* How to Report an Issue, including Email, Phone, TTY, and Mailing Address

An example of this information may be found at:

<https://www.ccctechcenter.org/about/accessibility>

## Complaint Investigation and Resolution Process

If an individual with a disability encounters an issue with a website or web application developed or owned by Bakersfield College, that individual may report the barrier via phone, email, or to the listed mailing address. Once a report is made, the following steps are taken:

* Phone messages and physical mail identifying an accessibility issue with a Bakersfield College developed or owned website or web application will be submitted to the {OFFICE OR DIVISION REPRESENTATIVE}.
* Email messages sent to the {accessibility@collegename.edu} address will be directed to {OFFICE OR DIVISION REPRESENTATIVE}.
* Upon receipt of an accessibility complaint or barrier reporting, the {OFFICE OR DIVISION REPRESENTATIVE} will:
	+ Create a ticket for the specific product and accessibility issue reported, including date received;
	+ Investigate the issue and provide a preliminary response to the reporting individual within 48 business hours of receiving the complaint.
* If an accessibility issue is discovered within the context of the supported assistive technologies and Information and Communication Technology applications at the college, the {OFFICE OR DIVISION REPRESENTATIVE} will, in consultation with the {COLLEGE CTO, CISO, DEAN, VICE-PRESIDENT, CAMPUS OFFICIAL} and appropriate staff:
	+ Define the existing accessibility issue within the ticket and acceptance criteria necessary to resolve the issue;
	+ Specify the level of priority for resolving the accessibility issue and identify a timeline for resolution.
* Following the creation of the accessibility ticket, the {OFFICE OR DIVISION REPRESENTATIVE} will respond to the reporting individual, if appropriate, and inform the individual as to the timeline for resolution.
* The {OFFICE OR DIVISION REPRESENTATIVE} will communicate with the reporting individual to determine if an alternate access solution is necessary while the accessibility issue is resolved.
* Following the resolution and/or conclusion of the accessibility issue, the {OFFICE OR DIVISION REPRESENTATIVE} will identify in the ticket the date at which the accessibility issue was completed.

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