



Web Accessibility Complaint and Resolution Process

College of the Desert is committed to making its online information and applications accessible to individuals of all abilities. To that end, College of the Desert seeks to develop web sites and web applications to comply with California Government Code 7405 and College of the Desert Administrative Procedure 3725, that specify conformance with the standards set forth in Section 508 of the Rehabilitation Act of 1973 and WCAG 2.0 AA.

Accessibility Page

Websites and web applications managed by College of the Desert 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, and Mailing Address

Complaint Investigation and Resolution Process

If any individual encounters an issue with a web site or web application developed or owned by College of the Desert, that individual may report the barrier via phone, email, or to the listed mailing address:

- Phone messages and physical mail identifying an accessibility issue with a College of the Desert developed or owned website or web application will be submitted to the Accessibility Specialist.
- Messages sent from the accessibility web form or accessibility email address will be directed to the Accessibility Specialist.

Once a report is made, the following steps are taken:

1. Upon receipt of an accessibility complaint or barrier reporting, the Accessibility Specialist will:
 - a. Create a ticket for the specific product and accessibility issue reported, including date received
 - b. Forward the issue to the designated individual according to [Questions About Accessibility at COD](#) (opens PDF)
 - c. Request the designated individual provide a preliminary response to the reporting individual and the Accessibility Specialist within 48 business hours of receiving the complaint

2. The designated individual, in consultation with the Accessibility Specialist and appropriate staff, will determine if there is an accessibility issue. If so, they will:
 - a. Document the accessibility issue
 - b. Specify the level of priority for resolving the accessibility issue
 - c. Identify a timeline for resolution
 - d. Update the requesting individual with the timeline for resolution
 - e. Determine if an alternate access solution is necessary while the accessibility issue is resolved

3. Following the resolution and/or conclusion of the complaint, the Accessibility Specialist will:
 - a. Document the ticket with the resolution and/or conclusion
 - b. Update the requesting individual with the resolution and/or conclusion
 - c. Identify in the ticket the date which an accessibility issue was completed

Updated: June 2019