

Protocols for Responding to Accessible Web Content Issues (Version 06/14/2017)

Hudson Valley Community College complies with Federal and State technology access policies, standards and guidelines (Federal Rehabilitation Act Amendments of 1998 for Section 508 Priority 1 and 2, New York State Technology Standards S04-001 and New York State Technology Policy P04-002).

If you have any questions regarding these technology access policies, standards and guidelines please contact Deanne Martocci, ADA Compliance Office at (518) 629-7154 or d.martocci@hvcc.edu.

Private components of our web site include Learning Management System courses, portal content and other content on our web site behind a college login and therefore closed to the public.

For Learning Management System Course and Portal Organization Content

- 1. When a student informs the instructor** of accessibility issue:
 - instructor resolves problem, or informs Distance Learning staff
 - if determined not to be an accessibility issue, the Distance Learning staff will work with student to resolve
 - if determined to be an accessibility issue, the Distance Learning staff will work to resolve issue with instructor and, if applicable, with Center for Access and Assistive Technology (CAATs) staff
- 2. When a student informs the Distance Learning staff** of accessibility issue:
 - if determined not to be an accessibility issue, the Distance Learning staff will work with the student to resolve
 - if determined to be an accessibility issue, the Distance Learning staff will work to resolve issue with instructor and, if applicable, with Center for Access and Assistive Technology (CAATs) staff
- 3. When a student informs anyone else on campus** of accessibility issue:
 - If anyone else on campus is aware of an accessibility issue they should inform the Distance Learning staff
 - if determined not to be an accessibility issue, the Distance Learning staff will work with student to resolve
 - if determined to be an accessibility issue, the Distance Learning staff will work to resolve issue with instructor and, if applicable, with Center for Access and Assistive Technology (CAATs) staff

For Portal Content and Other Content Behind a College Login

- user informs content owner or content holder of accessibility issue
- content owner or content holder resolves problem, or informs editor or webmaster
- if not accessibility issue editor or webmaster work with user to resolve
- if accessibility issue editor or webmaster work to resolve issue with content owner or content holder and if applicable with CAATs staff

Public components include content on our web site not behind a college login and therefore open to the public.

For Public Content Not Behind a College Login

- user informs editor or webmaster of accessibility issue
- if not accessibility issue editor or webmaster work with user to resolve
- if accessibility issue editor or webmaster work to resolve issue with content owner and if applicable with CAATs staff