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## POLICY 5.12

### Web Accessibility Standards

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## WHO SHOULD READ THIS POLICY

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- Anyone who is creating, editing, or placing content on a Cornell University website or web application
- Anyone purchasing web products and web services
- Unit heads

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## MOST CURRENT VERSION OF THIS POLICY

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- [www.dfa.cornell.edu/policy/policies/web-accessibility-standards](http://www.dfa.cornell.edu/policy/policies/web-accessibility-standards)

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## CONTACTS

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Direct any general questions about this policy to your college or unit administrative office. If you have questions about specific issues, contact the following offices.

Subject	Contact	Telephone	Email/Web Address
<b>Policy Clarification and Interpretation, Accommodation Requests (Ithaca Campus and Cornell Tech)</b>	CIT - Electronic Information Technology Accessibility (EITA) Coordinator		<a href="mailto:web-accessibility@cornell.edu">web-accessibility@cornell.edu</a>
<b>Policy Clarification and Interpretation, Accommodation Requests (WCM Campus)</b>	Associate Director, IT Experience	(212) 746-6819	<a href="mailto:accessibility@med.cornell.edu">accessibility@med.cornell.edu</a>
<b>Procurement Process Clarifications (Ithaca Campus and Cornell Tech)</b>	Procurement and Payment Services	(607) 255-3804	<a href="http://www.dfa.cornell.edu/procurement">www.dfa.cornell.edu/procurement</a>
<b>Procurement Process Clarifications (WCM Campus)</b>	Weill Cornell Medicine Finance		<a href="mailto:purchasing@med.cornell.edu">purchasing@med.cornell.edu</a>



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## RESPONSIBILITIES

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The major responsibilities each party has in connection with this policy are as follows:

<b>Cornell Information Technologies, Ithaca Campus, Cornell Tech, and WCM</b>	<p>Provide documentation and resources to assist with web accessibility compliance.</p> <p>Identify both enterprise solution services and open-source services that enable the scanning of web pages for compliance with the standard set by this policy.</p> <p>Consult with units, as appropriate.</p> <p>Advise and support the EITA coordinator, as appropriate.</p>
<b>Electronic Information Technology Accessibility (EITA) Coordinator</b>	<p>Facilitate requests for accommodations and complaints of EITA violations.</p> <p>Coordinate a method to address modified compliance requests, as appropriate.</p> <p>Record any modified compliance requests and their outcomes.</p> <p>Provide guidance to offices and individuals.</p> <p>Consult with units and Procurement on web accessibility.</p> <p>Provide training and/or coordinate on web accessibility.</p> <p>Act as liaison for the IT Governance Committee.</p> <p>At least annually, perform a review of this policy and implement any necessary revisions.</p>
<b>ITGC</b>	<p>With advice from the EITA coordinator, address requests for modified compliance.</p>
<b>Staff Member in College or Unit</b>	<p>Ensure that all new Cornell University websites and web applications, including content or functionality added to existing Cornell University websites or web applications, are accessible to the standards set in this policy, and are monitored and maintained in an accessible state.</p>
<b>Student Disability Services and the Department of Inclusion and Workforce Diversity</b>	<p>Collaborate with the EITA coordinator to resolve complaints about web accessibility, including:</p> <ul style="list-style-type: none"> <li>Identification of effective alternatives and reasonable accommodations.</li> <li>Addressing modified compliance requests.</li> </ul>
<b>Unit Head</b>	<p>Assume responsibility for the web accessibility of all new, newly added, or redesigned university web content, web pages, web functionality, websites, and web applications within the unit.</p> <p>Understand web accessibility compliance requirements set by this policy.</p> <p>Identify a unit web accessibility liaison.</p>
<b>Unit Web Accessibility Liaison</b>	<p>Act as the unit point of contact for any web accessibility resources, concerns, or issues.</p> <p>Partner and share information as needed with the Cornell EITA coordinator.</p> <p>Within the respective unit, ensure that all persons developing, designing, or creating Cornell University web content, web pages, web functionality, websites and/or web applications receive information on accessibility training and information on how to test and review their work.</p> <p>At least annually, review all respective unit websites with university-approved tools, and examine reports to ensure compliance with this policy.</p>





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## PRINCIPLES

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### **Introduction**

Cornell University is dedicated to providing an inclusive environment for individuals with disabilities. In keeping with this principle, Cornell has adopted the WCAG 2.0 Level AA standards for all new, newly added, or redesigned university web content, web pages, web functionality, websites, and web applications (see Related Resources). Furthermore, the university will strive to purchase only those web products and services that operate in accordance with the WCAG 2.0 Level AA standard. Individuals seeking assistance or having difficulty with website accessibility should contact the EITA coordinator for assistance.

### **Scope of this Policy**

All new, newly added or redesigned university web content, web pages, web functionality, websites and web applications published or procured by any unit are covered by this policy.

### **Role of the EITA Coordinator**

The Electronic Information Technology Accessibility (EITA) coordinator has the authority to report any EITA issue to the IT Governance Committee, for reasons related to this policy, when necessary.

Additional responsibilities include, but are not limited to, the following:

- Developing and implementing outreach and training on principles, tools, and techniques for members of the university community who maintain websites and web applications or use the web to deliver instructional materials.
- Being actively involved in the procurement process for websites and web applications, to help ensure that accessibility requirements are made part of contractual agreements and contractors fulfill their obligations to deliver accessible websites and web applications.
- Leading accessibility reviews of key institutional websites and web applications.
- Developing and maintaining a web accessibility website or a robust resource section under the Cornell accessibility website.
- Organizing and responding to requests for assistance from site users to make website or web application content accessible.
- Facilitating review of modified compliance requests.

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## PROCEDURES

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### **Required Website Footer Information**

Each university website and web application, including legacy pages, must provide a user-friendly way for individuals to request assistance with accessibility issues. Examples of acceptable footer language are below.

#### ***Web Accessibility Assistance Link***

This is a link in the footer that goes to a page on their website explaining who to contact (the email address) and possibly the full text:

*Cornell University is committed to making its websites accessible to everyone, including individuals with disabilities. To report a problem or to request an accommodation to access online materials, information, resources, and/or services, please contact [web-accessibility@cornell.edu](mailto:web-accessibility@cornell.edu). In your message, include the website address or URL and the specific problems you have encountered. You will receive a reply as soon as possible.*

#### ***Text in the Footer***

*If you have a disability and are having trouble accessing information on this website or need materials in an alternate format, contact [web-accessibility@cornell.edu](mailto:web-accessibility@cornell.edu) for assistance.*

### **Procuring Accessible IT**

The university strives to ensure that university web pages, web content, web functionality, websites, and web applications purchased by, or used at the university are accessible to all faculty, students, and staff members, including those with disabilities. To reach this goal, those responsible for making decisions about which products or services to procure must consider accessibility as one of the criteria for acquisition. This is especially critical for enterprise-level web applications and other key websites that affect a large number of students, faculty, patients, or staff members. For more information contact Procurement Services.

### **Addressing Concerns**

Direct any concerns regarding accessibility of university web pages, websites, or web applications to the EITA coordinator for prompt resolution.

### **Alternative Access**

If you believe compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens due to the nature of the information and/or the intent of the web page, you may submit a written request for consideration to the EITA coordinator, who will, in consultation with the IT Governance Committee, work with you to address your concerns.

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### PROCEDURES, continued

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Requests for consideration must be as narrowly tailored as possible, be based on issues other than cost alone, and must include information regarding equally effective alternative means of access that would be provided so that, to the maximum extent possible, individuals with disabilities receive the benefits and services being provided.

#### **Training**

Courses on web accessibility and other resources can be found in [CULearn](#) and/or under the [IT@Cornell website](#).