DIGITAL ACCESSIBILITY POLICY

Effective Date: March 31, 2026   **Revised Date:**
Responsible Office: Information Technology Center
Division: Operations

I. PURPOSE

Grambling State University is committed to ensuring digital equity and access for all individuals, including those with disabilities. This policy establishes standards and responsibilities for digital accessibility across the university's websites, mobile applications, learning platforms, documents, and all other digital communications, in accordance with Title II of the Americans with Disabilities Act (ADA) and the level of Web Content Accessibility Guidelines (WCAG) required by state and federal governments.

II. DEFINITIONS

Digital Content: Any text, image, video, audio, or interactive element distributed through electronic means.
Accessibility: The design and creation of content and systems that can be used by people with disabilities.
WCAG 2.1: A set of internationally recognized accessibility guidelines developed by the World Wide Web Consortium (W3C).

III. SCOPE

This policy applies to:
1. Official university websites, subdomains, and microsites
2. Learning Management Systems (LMS) such as Canvas, Moodle, and Blackboard
3. Digital documents (e.g., PDFs, Word files, slides)
4. Multimedia content (e.g., videos, podcasts)
5. Mobile applications developed or used by the university
6. Public-facing and student/staff portals
7. Social media content created by university offices
8. Software and platforms procured or developed for university operations

IV. STATEMENT OF POLICY

All digital content, platforms, and technologies managed by or on behalf of the university must conform to **WCAG 2.1 Level AA** standards and must be accessible to users with disabilities. Accessibility should be considered throughout the entire content lifecycle — from planning and design to development, procurement, and maintenance.

V.   **EXCEPTIONS**
Requests for exceptions must be submitted in writing to the campus ADA Coordinator. Exceptions will only be granted when compliance would impose an undue burden or fundamentally alter the nature of the service, program, or activity. In such cases, alternative accessible formats must be provided.

VI.   **REPORTING & COMPLAINTS**
Any individual who encounters barriers to accessing digital content may:
1. Submit a report through the university's accessibility request or grievance form
2. Contact the campus ADA Coordinator
3. File a formal complaint in accordance with UL System ADA Policy (Board Policy No. 3)

All complaints will be handled promptly and confidentially, without retaliation.

VII. **REVIEW & UPDATES**
This policy will be reviewed **annually** or as needed in response to changes in legal requirements, technology, or institutional structure.

VIII. **RELATED POLICIES AND RESOURCES**
1. UL System ADA Policy (Board Policy No. 3)
2. Americans with Disabilities Act of 1990, as amended
3. WCAG 2.1 Guidelines (Level AA)
4. DOJ Final Rule on Title II Web Accessibility (2024)

IX.   **ACCREDITATION**
Grambling State University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate, baccalaureate, master's, and doctorate degrees. GSU also may offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of GSU may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website (www.sacscoc.org)

X.   **REVIEW/REVISION HISTORY**