

The logo of Bellevue School District is a large circle divided vertically into two halves. The left half contains a stylized evergreen tree above a globe. The right half contains a stylized torch above an open book. The text "Website Accessibility Notice" is centered over the logo in a large, white, sans-serif font.

Website Accessibility Notice

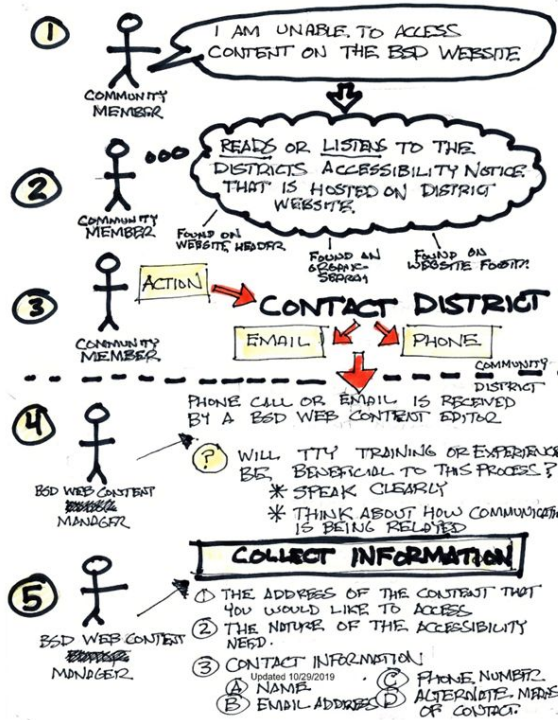
Bellevue School District (BSD) - Chris Sumption

Background

2018 Resolution Agreement with the Department of Education Office of Civil Rights. By January 9, 2020, the district agrees to:

- Develop a notice to persons with disabilities regarding how to request that the district provide access to online information or functionality.
- Prominently post this notice on its home page and throughout its website.
- Develop a process to ensure that, upon request, inaccessible content and functionality will be made in an expedient manner.

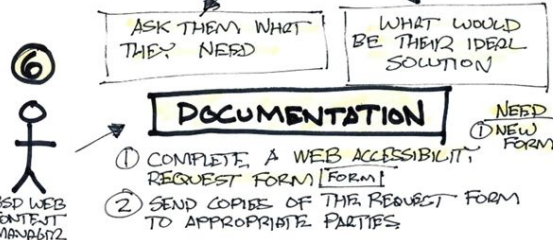
Ideation and Design



- 4** INFORM THE COMMUNITY MEMBER THAT WE WILL NEED TO RESEARCH THE REQUEST -AND- DEVELOP A PLAN TO MAKE THE REQUESTED CONTENT ACCESSIBLE
- 5** INFORM THE COMMUNITY MEMBER THAT WE WILL GET BACK TO THEM WITHIN **24 HOURS** OF THE NEXT BUSINESS DAY.
 DON'T SAY 24 HOURS (SET EXPECTATION - TELL THEM WHEN YOU WILL GET BACK TO THEM (IDEAL RESPONSE TIME GOAL IS NEXT BUSINESS DAY))

TIP IF CONTACT MADE BY PHONE, ATTEMPT TO COLLECT AS MUCH INFO. AS POSSIBLE.

TIP IF CONTACT MADE BY PHONE, GO TO THE SITE WHILE YOU HAVE THE COMMUNITY MEMBER ON THE PHONE.



PROCESS REQUEST



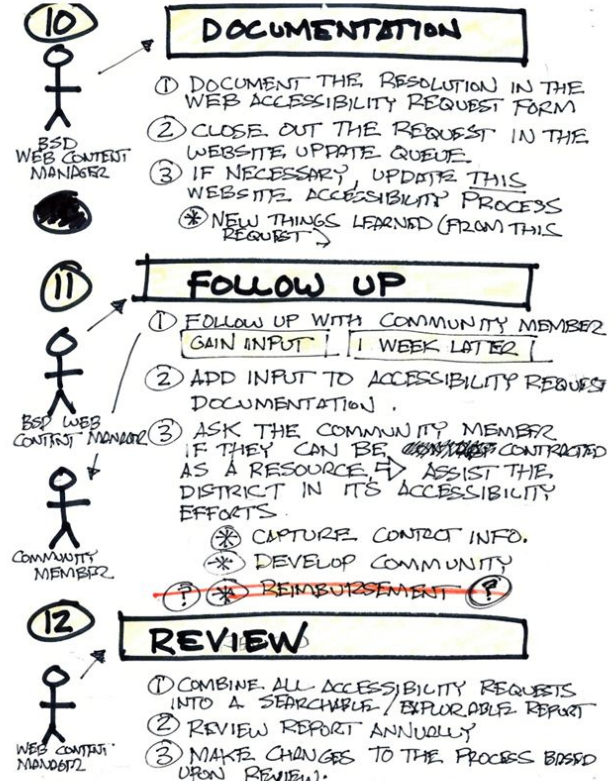
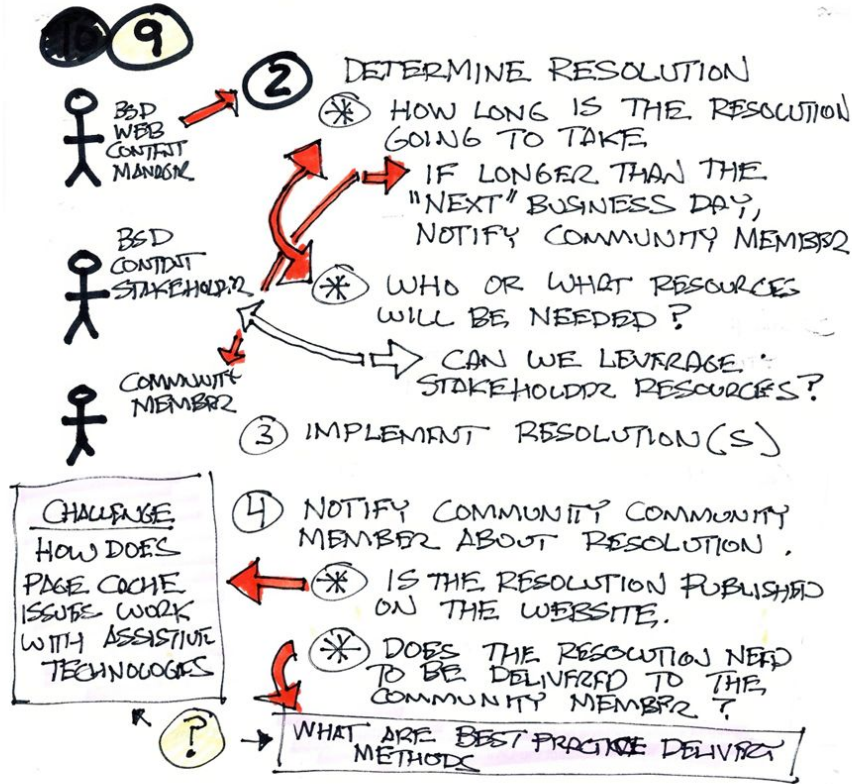
- 1 CREATE A WEBSITE UPDATE, REQUEST TICKET
- 2 ADD THE REQUEST TO THE TRACKING QUEUE,
- 3 MOVE THE REQUEST TO THE TOP OF THE QUEUE.
 * THIS ITEM WILL BE CONSIDERED A COMPLETION ISSUE **TOP PRIORITY**

FULL FILLMENT

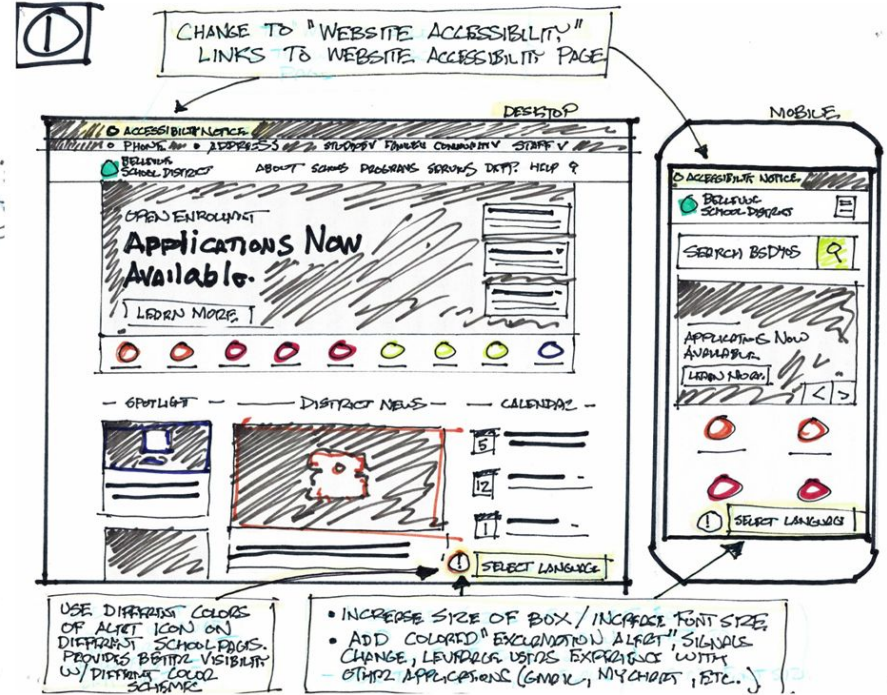
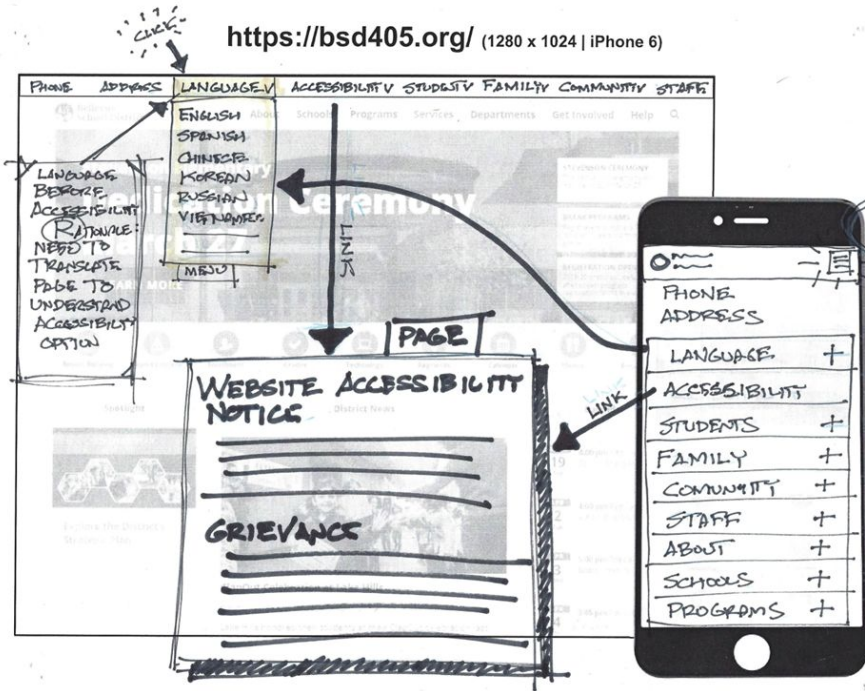


- 1 RESEARCH THE REQUEST
 - a. WHO IS THE STAKEHOLDER WHO OWNS THIS CONTENT?
 - b. WHAT TYPE OF CONTENT IS THIS?
- REACH OUT TO STAKEHOLDER
- 1 WEB PAGE CONTENT
 - 2 PDF FILE CONTENT
 - 3 PDF FILE - FILLABLE FORM
 - 4 IMAGE
 - 5 WEB FORM

Ideation and Design



Ideation and Design



Implementation: Documentation

Website Accessibility Request Process

The Bellevue School District is committed to providing access to all individuals, with or without disabilities, seeking information on our district website. If, because of a disability, a community member is unable to access content on Bellevue School District's website, has questions about the accessibility of content or technology used by the district, and/or would like to report barriers to accessing any information on the website, they are directed to contact the Communications office. Please use this process to receive, document, and fulfill website accessibility requests.

A phone call or email is received from a community member

A community member is requesting assistance with one or more of the following:

- Accessing content on Bellevue School District's website.
- Questions about the accessibility of content or technology used by the district.
- Report barriers to accessing any information on this website.

Resources that should be reviewed:

- [Communicating With and About People with Disabilities \(U.S. Department of Labor\)](#)
- [ADA Quick Tips - Customer Service for Front Line Staff](#)
- [Communication Facilitator \(CF\) Program \(Deaf Blind Service Center\)](#)

Step 1: Collect information

1. Collect the following information from the community member:
 - The contact information for the community member including: Name, Email address, Phone number, Alternate means of contact, and Preferred method of contact.
 - URL of the content that the community member is trying to access.
 - The nature of the accessibility need (include details).
 - Assistance accessing content.
 - Questions about content accessibility.
 - Report barriers to accessing content.
 - Other.
2. Inform the community member that we will need to:
 - Research this request.
 - Develop a plan to fulfill this request.
3. Inform the community member that we will contact them the next business day to provide an update.

Tips:

If the initial contact with the community member is by phone, try to collect as much information as possible.

- Look at the content that the community member is trying to access as you collect information

Implementation: Documentation

Step 2: Documentation

- Complete a Web Accessibility Request Form.
- Send copies of the request form to the Bellevue School District's ADA Officer: Heather Edlund, edlundh@bsd405.org, (425) 456-4156.

Step 3: Process request

1. Create a website update request ticket and folder.
2. Add the request to the website production queue.
3. Move the request to the front of the production queue (note: this type of request will be considered a top priority compliance issue).

Step 4: Fulfillment

1. Research the request:
 - Determine the type of content affected by the request: Web page, PDF file (text only), PDF file (fillable form), Image, or Web form.
 - Determine the stakeholder who is responsible for the content and contact them.
2. Develop a plan to fulfill the request:
 - What are the steps needed?
 - What resources will be needed? Is it possible to leverage stakeholder resources?

4. Notify the community member about the solution. Things to consider:
 - If the solution is published on the website, consider how browser page caching affects assistive technologies.
 - If the solution is content that needs to be delivered to the community member, consider what is the best practice for delivering the solution.

Step 5: Documentation

1. Document the solution in the Web Accessibility Request Form.
2. Document the solution in the [District Web Accessibility Program Document].
3. If necessary, update this [Website Accessibility Process] document with new things learned from processing this request.
4. Close out the request in the website update queue.

Step 6: Follow up

1. Contact the community member after one weeks' time:
 - Record input from the stakeholder.
 - Ask the community member if they can be contacted as a future resource to assist the district in their accessibility efforts.
2. Add input received to the Web Accessibility Request Form associated with this request.

Review

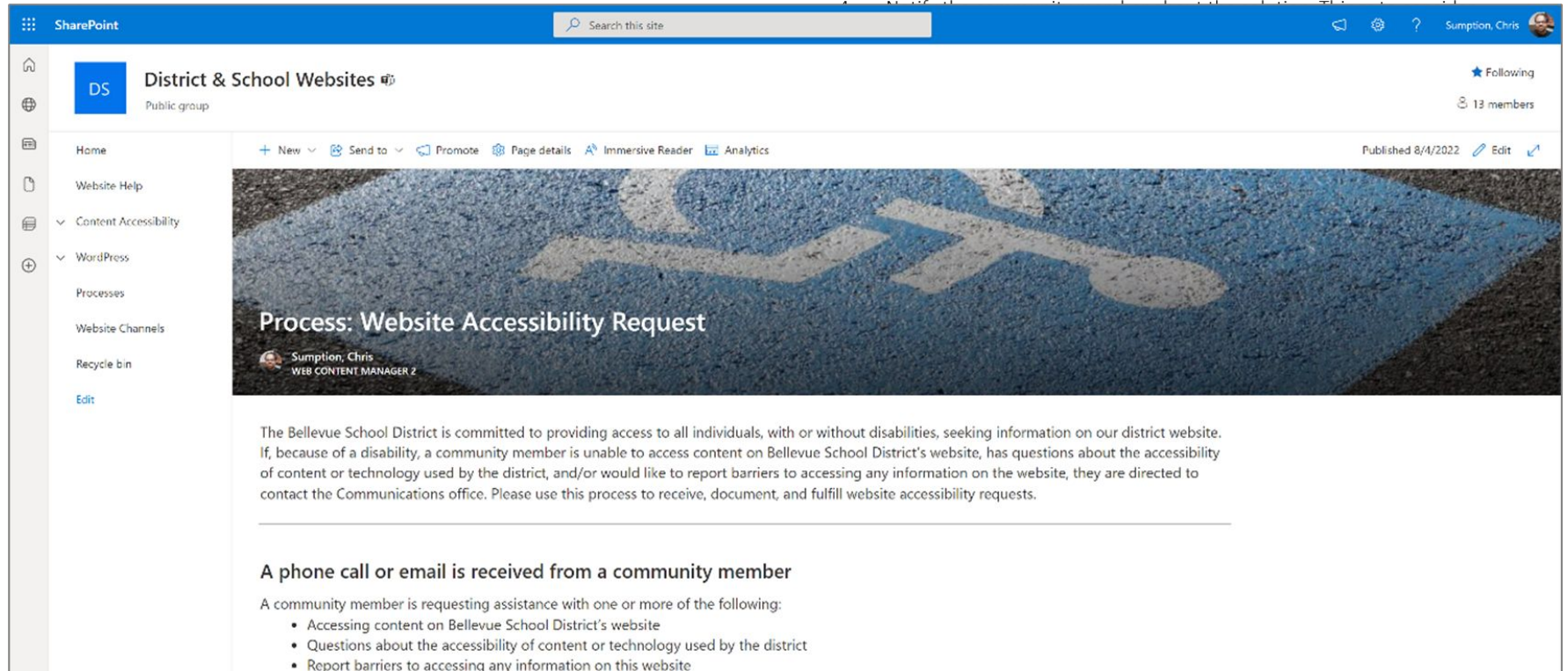
Implementation: District Website

This screenshot shows the top navigation bar of the Bellevue School District website. It features a dark blue header with a language selection dropdown (currently set to 'Select Language'), 'Language Access', and 'Website Accessibility' links. Below this, contact information '(425) 456-4000' and '12111 NE 1st Street' is displayed. A secondary navigation bar contains dropdown menus for 'Students', 'Families', 'Community', and 'Staff'. The main navigation bar includes the Bellevue School District logo and links for 'About', 'Schools', 'Programs', 'Services', 'Departments', 'Get Involved', 'Help', and a search icon.

This screenshot shows the mobile version of the website. The layout is compact, with the language selection dropdown and 'Language Access' link at the top. Below is the 'Website Accessibility' link and the Bellevue School District logo. A search bar with the placeholder text 'Search BSD405...' and a magnifying glass icon is visible. At the bottom, a banner for 'Winter Resources' is partially shown.

This screenshot shows the main content area of the 'Website Accessibility' page. The page has a green header with the title 'Website Accessibility' and a breadcrumb trail: 'Home → About → Resources → Official Notices →'. The main content is titled 'Website Accessibility Notice' and contains the following text: 'The Bellevue School District is committed to providing access to all individuals, with or without disabilities, seeking information on our district website. To meet this commitment the District will comply with standards of the [World Wide Web Consortium's Web Content Accessibility Guidelines \(WCAG\) 2.0 Level AA](#) for web-based content. If, because of a disability, you are unable to access content on Bellevue School District's website, have questions about the accessibility of content or technology used by the district, and/or would like to report barriers to accessing any information on this website, please contact Chris Sumption at sumptionc@bsd405.org.' To the right, there is a sidebar with a dark grey header 'OFFICIAL NOTICES' and a list of links: 'Notice of Non-Discrimination', 'Family Educational Rights and Privacy Act (FERPA)', 'Language Access - Interpretation and Translation Services', and 'Notice of the District's Use'.

Implementation: SharePoint Process Page



The screenshot shows a SharePoint page for a public group named "District & School Websites". The page title is "Process: Website Accessibility Request", published on 8/4/2022, by Sumption, Chris, a Web Content Manager 2. The page content includes a paragraph stating the district's commitment to accessibility and a section titled "A phone call or email is received from a community member" which lists three types of requests: accessing content, questions about accessibility, and reporting barriers.

SharePoint

Search this site

DS District & School Websites
Public group

Following
13 members

Home + New Send to Promote Page details Immersive Reader Analytics
Published 8/4/2022 Edit

Process: Website Accessibility Request

Sumption, Chris
WEB CONTENT MANAGER 2

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- How long will it take? Notify the community member if it will take longer

- Combine all accessibility requests into a searchable report.



Thank You