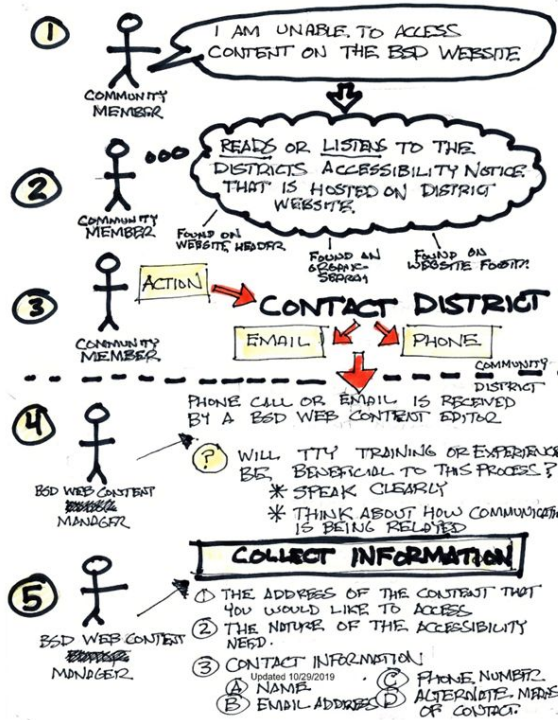# Website Accessibility Notice

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.
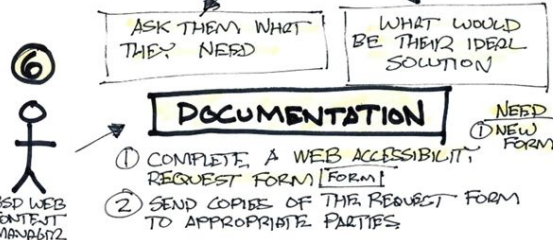
Ideation and Design

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.
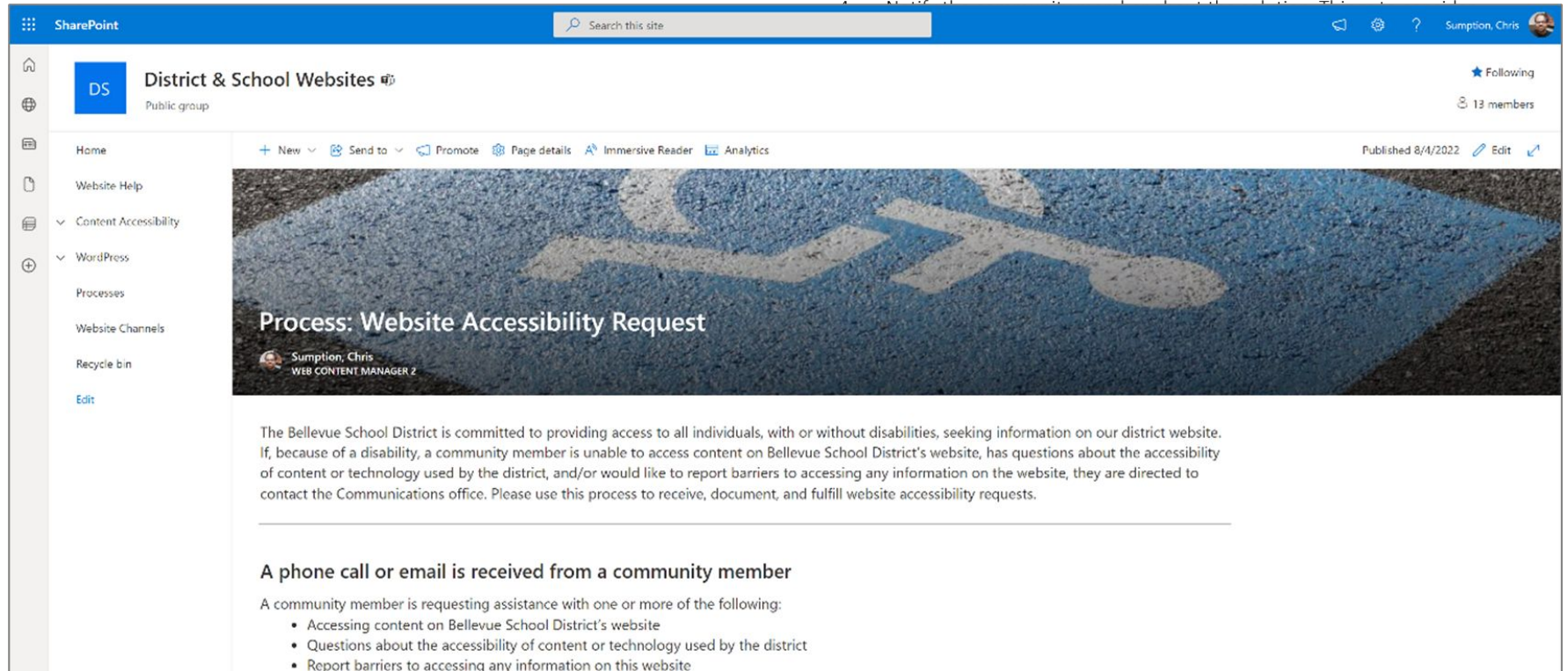
Review

Implementation: District Website

Implementation: SharePoint Process Page

4. Notify the community member about the solution. This action provides

Combine all accessibility requests into a searchable report.

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

Thank You