



UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE FOR CIVIL RIGHTS  
32 OLD SLIP, 26<sup>TH</sup> FLOOR  
NEW YORK, NEW YORK 10005

TIMOTHY C. J. BLANCHARD  
DIRECTOR  
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November 20, 2017

John Quaintance  
President  
State University of New York  
Sullivan County Community College  
112 College Road  
Loch Sheldrake, New York 12759

Re: Case No. 02-17-2462  
State University of New York, Sullivan County Community College

Dear President Quaintance:

This letter is to notify you of the determination made by the U.S. Department of Education, Office for Civil Rights (OCR), with respect to the above-referenced complaint filed against the State University of New York, Sullivan County Community College (the College). The complainant alleged that the College discriminated, on the basis of disability, because the College's website is not accessible to individuals with disabilities.

OCR is responsible for enforcing Section 504 of the Rehabilitation Act of 1973 (Section 504), as amended, 29 U.S.C. § 794, and its implementing regulation at 34 C.F.R. Part 104, which prohibit discrimination on the basis of disability in programs and activities receiving financial assistance from the U.S. Department of Education (the Department). OCR also is responsible for enforcing Title II of the Americans with Disabilities Act of 1990 (the ADA), 42 U.S.C. § 12131 *et seq.*, and its implementing regulation at 28 C.F.R. Part 35. Under the ADA, OCR has jurisdiction over complaints alleging discrimination on the basis of disability that are filed against certain public entities. The College is a recipient of financial assistance from the Department and is a public postsecondary education system. Therefore, OCR has jurisdictional authority to investigate this complaint under both Section 504 and the ADA.

This letter summarizes the applicable legal standards, the information gathered during the investigation, and how the complaint was resolved.

Legal Authority:

Section 504 and the ADA prohibit individuals, on the basis of disability, from being excluded from participation in, being denied the benefits of, or otherwise being subjected to discrimination by recipients of federal financial assistance or by public entities, respectively. 34 C.F.R. § 104.4 and 28 C.F.R. § 35.130. Individuals with disabilities must have equal access to recipients' programs, services, or activities unless doing so would fundamentally alter the nature of the programs, services, or activities, or would impose an undue burden. 28 C.F.R. § 35.164. Both Section 504 and the ADA prohibit affording individuals with disabilities an opportunity to participate in or benefit from aids, benefits, and services that is unequal to the opportunity afforded others. 34 C.F.R. § 104.4(b)(1)(ii); 28 C.F.R. § 35.130(b)(1)(ii). Similarly, individuals with disabilities must be provided with aids, benefits, or services that provide an equal opportunity to achieve the same result or the same level of achievement as others. 34 C.F.R. § 104.4(b)(2); 28 C.F.R. § 35.130(b)(1)(iii). An individual with a disability, or a class of individuals with disabilities, may be provided with a different or separate aid, benefit, or service only if doing so is necessary to ensure that the aid, benefit, or service is as effective as that provided to others. 34 C.F.R. § 104.4(b)(1)(iv); 28 C.F.R. § 35.130(b)(1)(iv). The ADA also requires public entities to take steps to ensure that communications with individuals with disabilities are as effective as communications with others, subject to the fundamental alteration and undue burden defenses. 28 C.F.R. § 35.160(a)(1). In sum, programs, services, and activities—whether in a “brick and mortar,” on-line, or other “virtual” context—must be operated in ways that comply with Section 504 and the ADA.

Investigation:

During the course of the investigation, OCR examined pages on the College's website that the complainant identified as examples, to determine whether these were accessible to persons with disabilities. These webpages included:

- <http://sunysullivan.edu>
- <http://sunysullivan.edu/admissions/>
- <http://sunysullivan.edu/admissions/cost-financial-aid/>
- <http://sunysullivan.edu/category/home/admissions-aid/cost-financial-aid/financial-aid-programs/>
- <http://sunysullivan.edu/library/>
- <http://sunysullivan.edu/academics/online-learning-with-open-suny/>
- <http://sunysullivan.edu/campus-life/services-resources/>
- <http://sunysullivan.edu/campus-life/services-resources/tutoring/>
- <https://www.facebook.com/sunysullivan>

Based on its review, OCR determined that: (i) the keyboard controls did not access all content and functions, including drop-down menus, which made it difficult for keyboard users who are blind, many who have low vision, and those with disabilities affecting fine motor control to navigate the pages; (ii) important images and links were missing meaningful text, referred to as “alt tags,” which describe the images and links to blind and low-vision users who use special software; (iii) keyboard controls had low contrast or were not visually apparent, making it

difficult for viewers with visual disabilities to see the text; and, (iv) pages had insufficient contrast, which affected all viewers, including those with visual disabilities and those with certain cognitive/neurological disabilities. These types of barriers may deny persons with disabilities access to programs, services, and activities offered on the website and impede the College's communications with persons with disabilities.

On November 2, 2017, the College informed OCR that it had remediated the above-identified barriers and successfully removed other potential barriers that individuals with disabilities may have encountered while navigating its website. OCR subsequently reviewed the College's website and confirmed that the identified barriers had been corrected. OCR also spot-checked numerous other webpages throughout the College's website and did not identify any other barriers to access.

OCR will close a complaint when OCR obtains credible information indicating that the allegations raised by the complaint have been resolved, there are no further systemic allegations, and OCR determines that there are no current allegations appropriate for further resolution. Based on its recent review of the College's website, OCR determined that the complainant's allegation has been resolved. Accordingly, consistent with its case processing procedures, OCR has closed this complaint as of the date of this letter.

This letter sets forth OCR's determination in an individual OCR case. This letter is not a formal statement of OCR policy and should not be relied upon, cited, or construed as such. OCR's formal policy statements are approved by a duly authorized OCR official and made available to the public. The complainant may have the right to file a private suit in federal court whether or not OCR finds a violation.

Please be advised that the College may not harass, coerce, intimidate, or discriminate against any individual because he or she has filed a complaint or participated in the complaint resolution process. If this happens, the individual may file a complaint alleging such treatment.

Under the Freedom of Information Act, it may be necessary to release this letter and related correspondence and records upon request. In the event that OCR receives such a request, it will seek to protect, to the extent provided by law, personally identifiable information that, if released, could reasonably be expected to constitute an unwarranted invasion of personal privacy.

If you have any questions, please contact Ronald Scott, Compliance Team Attorney, at (646) 428-3893 or [Ronald.Scott@ed.gov](mailto:Ronald.Scott@ed.gov); or me, at (646) 428-3826 or [Anna.Moretto.Cramer@ed.gov](mailto:Anna.Moretto.Cramer@ed.gov).

Sincerely,

(b)(6)

*for*

Anna Moretto Cramer  
Compliance Team Leader

Encl.

cc:

(b)(6); (b)(7)(C)