CCC Technology Center Best Practices for an Accessibility Grievance Process

Colleges need a mechanism for individuals to report accessibility issues:

- Have an accessibility web page
- Provide a hyperlink to the accessibility web page is the site template (many colleges have this in their footer, Stanford has it on their contacts web page)
- Provide reporting options to identify accessibility barriers
- Define internal procedures for tracking reported issues

GCCCD Accessibility Web Page (draft)

Grossmont-Cuyamaca Community College District is committed to providing a website that is accessible to individuals of all abilities. By employing universal design, we strive to develop our websites in compliance with California Government Code 7405 that specifies conformance with the standards set forth in Section 508 of the Rehabilitation Act of 1973.

Keyboard Commands

Web browsers provide support for a variety of keyboard commands to help with navigation and interaction without requiring the use of a mouse. The following table includes common keyboard commands:

Desired Action	Windows	Mac OS X
Increase text size	Control+Plus Sign	Command+Plus Sign
Decrease text size	Control+Minus Sign	Command+Minus Sign
Restore text to default	Control+0	Command+0
Move forward through form fields	Tab	Tab
Move backward through form fields	Shift+Tab	Shift+Tab
Go back a page	Alt+Left Arrow	Command+Left Arrow
Go forward a page	Alt+Right Arrow	Command+Right Arrow
Close the window	Control+W	Command+W

Additional keyboard commands may be found for the following supported web browsers:

- Chrome
- Safari
- Internet Explorer

Disclaimers

PDFs: Some documents on this website may not be suitable for screen readers due to the date they were created. If you are a person with a disability who is experiencing problems accessing the contents of a document on this website, please contact us below.

Google Translate: The Google Translate link is provided to assist visitors with accessing information on our websites in other languages. Please be aware that these translations are generated by Google and may be subject to translation inaccuracies or accessibility issues. As the translations are out of our control, GCCCD assumes no liability for any loss or damage resulting from the translations obtained through Google Translate. Google also offers a different page for translations.

The following form is the one that Santa Monica College uses. We should also include an Email, Phone, TTY, and Mailing Address:

Helpful feedback may include:
- What you were trying to do
- What technologies you may have been using
- The barrier or issue you encountered
- The web address where you experienced the issue
- The content or feature you were unable to access
- Provide as much detail as you can so that we can try to replicate your experience. If you have them, include your operating system, browser, assistive technology and versions.

Report a Website Issue

First Name:*

Last Name:*

Email Address:*

Phone:*

What is your issue?:*

Link to webpage:*

Question/Comment:*

What is your issue?:*

Accessbility
Broken Link
Faculty/Staff Question
Website Content Update
Other

Note: We **do not** respond to solicitations.

Submit

GCCCD Complaint Investigation and Resolution Process (draft)

If an individual with a disability encounters an issue with a website or web application developed or owned by GCCCD, that individual may report the barrier via phone, email, or to the listed mailing address.

Once a report is made, the following steps are taken:

- **Phone messages and physical mail** identifying an accessibility issue with a GCCCD developed or owned website or web application will be submitted to the {OFFICE OR DIVISION REPRESENTATIVE}. We need to decide on an appropriate phone and mailing address.
- **Email messages** sent to the {_____@gcccd.edu} address will be directed to {OFFICE OR DIVISION REPRESENTATIVE}. We need to decide who should receive website feedback and add them to an email distribution list.

- **Upon receipt of an accessibility complaint or barrier reporting**, the {OFFICE OR DIVISION REPRESENTATIVE} will:
  - Create a ticket for the specific product and accessibility issue reported, including date received; (At a minimum, a spreadsheet should be kept.)
  - Investigate the issue and provide a preliminary response to the reporting individual within {48} business hours of receiving the complaint.
  - If the complaint is in regard to an accessibility issue with technologies at the college, the {OFFICE OR DIVISION REPRESENTATIVE} will, in consultation with the {COLLEGE CTO, CISO, DEAN, VICE-PRESIDENT, CAMPUS OFFICIAL} and appropriate staff:
    - Define the existing accessibility issue within the ticket and acceptance criteria necessary to resolve the issue;
    - Specify the level of priority for resolving the accessibility issue and identify a timeline for resolution.

- **Following the creation of the accessibility ticket and identifying the issue and resolution**, the {OFFICE OR DIVISION REPRESENTATIVE} will:
  - Respond to the reporting individual, if appropriate, and inform the individual as to the timeline for resolution.
  - Communicate with the reporting individual to determine if an alternate access solution is necessary while the accessibility issue is resolved.

- **Following the resolution and/or conclusion of the accessibility issue**, the {OFFICE OR DIVISION REPRESENTATIVE} will identify in the ticket the date at which the accessibility issue was completed.