

Protocols for Responding to Accessible Web Content Issues (Version 02/11/2008)

Hudson Valley Community College complies with Federal and State technology access policies, standards and guidelines (Federal Rehabilitation Act Amendments of 1998 for Section 508 Priority 1 and 2, New York State Technology Standards S04-001 and New York State Technology Policy P04-002).

If you have any questions regarding these technology access policies, standards and guidelines please contact Deanne Martocci, ADA Compliance Office at (518) 629-7154 or d.martocci@hvcc.edu.

Private components of our web site include Learning Management System courses, portal content and other content on our web site behind a college login and therefore closed to the public.

For Learning Management System Course and Portal Organization Content

- student informs instructor of accessibility issue
- instructor resolved problem, or informs Distance Learning staff
- if not accessibility issue Distance Learning staff work with student to resolve
- if accessibility issue Distance Learning staff work to resolve issue with instructor and if applicable with Center for Access and Assistive Technology (CAATs) staff
- student informs Distance Learning staff of accessibility issue
- if not accessibility issue Distance Learning staff work with student to resolve
- if accessibility issue Distance Learning staff inform instructor, and work to resolve issue with instructor and if applicable with CAATs staff
- student informs anyone else of accessibility issue
- anyone else informs Distance Learning staff of accessibility issue
- if not accessibility issue Distance Learning staff work with student to resolve
- if accessibility issue Distance Learning staff inform instructor, and work to resolve issue with instructor and if applicable with CAATs staff

For Portal Content and Other Content Behind a College Login

- user informs content owner or content holder of accessibility issue
- content owner or content holder resolves problem, or informs editor or webmaster
- if not accessibility issue editor or webmaster work with user to resolve
- if accessibility issue editor or webmaster work to resolve issue with content owner or content holder and if applicable with CAATs staff

Public components include content on our web site not behind a college login and therefore open to the public.

For Public Content Not Behind a College Login

- user informs editor or webmaster of accessibility issue
- if not accessibility issue editor or webmaster work with user to resolve
- if accessibility issue editor or webmaster work to resolve issue with content owner and if applicable with CAATs staff