

Process for OCR Audit and Remediation



Siteimprove

**WEB GOVERNANCE
MADE EASY®**

What is an OCR Complaint?

How do I resolve an OCR complaint?

How can I be proactive about handling an OCR complaint?

***No two OCR Complaints
are exactly the same!***

1. School receives complaint

- NOTE: This is NOT a lawsuit. It is a formal complaint, and the resolution agreement is the solution. If the district is unresponsive, it can become a lawsuit, and then the Dept. of Justice (DOJ) gets involved.
- The clock starts ticking for the district. They have a limited time to respond/engage with OCR.

2. Auditor provides Bona Fides to district's attorney, they forward to OCR

- Auditor approval from OCR
- In our case Siteimprove acts as the auditor of record, a single point of contact, and makes all of our partners' credentials available to OCR as well (Touch more on this down the road)

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3. Run automated scans on **ALL** pages. Manual audit on pages listed in OCR complaint/resolution
 4. Manual audit for additional elements.
 - Sample size based off page elements that need review.
 - Elements chosen based on OCR complaint
 - And page elements that can cause issues. (forms, multimedia, log-ins, etc.)



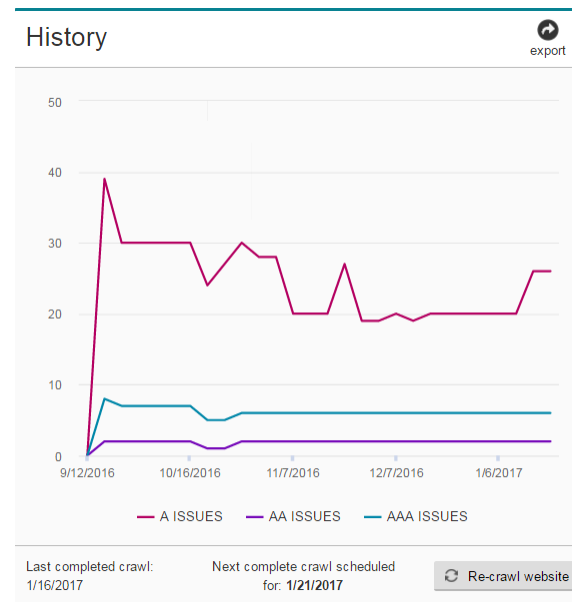
5. District builds Corrective Action Plan (CAP)* with assistance from auditor.

- It's important that the DISTRICT complete the CAP—it's based on internal resources. Some of the resolution agreements make the auditor responsible for CAP.
- Audit results and CAP goes to OCR, they approve.
- OCR approves CAP, district implements CAP.

District remediates as addressed in CAP

Additional Needs

- ADA Certification Training
 - Methods for maintaining ADA compliance
 - Access to Consultants/support
- Ongoing reporting, ongoing remediation



OCR signs off after X months of activity

*Typically 36 months

*Need to maintain this going forward to avoid future OCR complaints

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- Proactive- Don't wait!
 - Roughly 1,100 filed in 2016
 - Generally not filed by people in your community/district
 - Start cutting old content!



For more information:

OCR/Siteimprove Packets

Request demonstration at
www.siteimprove.com



Patrick Mengelkoch
(612)-259-9128
pcm@Siteimprove.com



Keith Bundy
(612)-259-6350
kbun@Siteimprove.com

THANK YOU!