

# *Process for OCR Audit and Remediation*



Siteimprove

**WEB GOVERNANCE  
MADE EASY®**

# ***What is an OCR Complaint?***

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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!***

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## 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.

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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.)



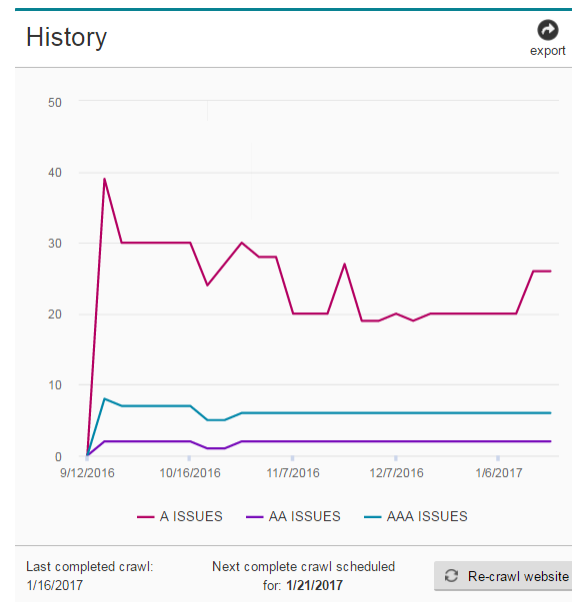
## 5. District builds Corrective Action Plan (CAP)\* with assistance from auditor.

- 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***

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\*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 is 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](http://www.siteimprove.com)



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**THANK YOU!**