

University of Louisiana System

Title: *Digital Accessibility Policy*

Effective Date: August 28, 2025

Cancellation: None

Chapter: Miscellaneous

Policy and Procedures Memorandum

I. PURPOSE

The University of Louisiana System (UL System) is committed to ensuring digital equity and access for all individuals, including those with disabilities. This policy establishes standards and responsibilities for digital accessibility across the UL System's websites, mobile applications, learning platforms, documents, and all other digital communications, in accordance with Title II of the Americans with Disabilities Act (ADA) and the level of Web Content Accessibility Guidelines (WCAG) required by state and federal governments.

Definitions

Digital Content: Any text, image, video, audio, or interactive element distributed through electronic means.

Accessibility: The design and creation of content and systems that can be used by people with disabilities.

WCAG 2.1: A set of internationally recognized accessibility guidelines developed by the World Wide Web Consortium (W3C).

II. SCOPE

This policy applies to:

- Official university websites, subdomains, and microsites
- Learning Management Systems (LMS) such as Canvas, Moodle, and Blackboard
- Digital documents (e.g., PDFs, Word files, slides)
- Multimedia content (e.g., videos, podcasts)
- Mobile applications developed or used by the university
- Public-facing and student/staff portals

- Social media content created by university offices
- Software and platforms procured or developed for university operations

III. POLICY STATEMENT

All digital content, platforms, and technologies managed by or on behalf of any ULS institution must conform to **WCAG 2.1 Level AA** standards and must be accessible to users with disabilities. Accessibility should be considered throughout the entire content lifecycle — from planning and design to development, procurement, and maintenance.

IV. RESPONSIBILITIES

System Office Responsibilities:

- Provide policy oversight and guidance to all member institutions.
- Develop shared resources, training, and tools to support accessibility compliance.
- Coordinate reporting, monitoring, and accountability across institutions.
- Verify that all new and current system level vendors meet web accessibility requirements (i.e., through a VPAT or equivalent documentation)

Campus-Level Responsibilities:

- Designate a Digital Accessibility Coordinator or equivalent responsible for coordinating implementation and compliance efforts.
- Recognize that digital accessibility compliance is a shared responsibility across all relevant campus units (i.e., IT, procurement, instructional design, communications, and academic departments).
- Where feasible, allocate dedicated staffing or resources to support accessibility initiatives.
- Develop campus-specific procedures aligned with this policy.
- Ensure regular training and support for faculty and staff who create or manage digital content.
- Monitor and assess the accessibility of digital resources.
- Verify that all new and current campus level vendors meet web accessibility requirements (i.e., through a VPAT or equivalent documentation)

V. EXCEPTIONS

Requests for exceptions must be submitted in writing to the campus ADA Coordinator. Exceptions will only be granted when compliance would impose an undue burden or fundamentally alter the nature of the service, program, or activity. In such cases, alternative accessible formats must be provided.

VI. REPORTING & COMPLAINTS

Any individual who encounters barriers to accessing digital content may:

- Submit a report through the university's accessibility request or grievance form
- Contact the campus ADA Coordinator
- File a formal complaint in accordance with UL System ADA Policy (Board Policy No. 3)

All complaints will be handled promptly and confidentially, without retaliation.

VII. REVIEW & UPDATES

This policy will be reviewed **annually** or as needed in response to changes in legal requirements, technology, or institutional structure.

VIII. RELATED POLICIES AND RESOURCES

- [UL System ADA Policy \(Board Policy No. 3\)](#)
- [Americans with Disabilities Act of 1990, as amended](#)
- [WCAG 2.1 Guidelines \(Level AA\)](#)
- [DOJ Final Rule on Title II Web Accessibility \(2024\)](#)