

Lakeland Community College

POLICY TITLE:	ACCESSIBLE TECHNOLOGY POLICY
POLICY NO:	3354:2-59-05
ORIGINALLY APPROVED DATE:	06/06/19
REVISED DATE:	06/25/26
EFFECTIVE DATE:	06/25/26
NEXT REVIEW DATE:	06/2031
RELATED PROCEDURE:	IS59-03: PROCEDURE FOR RESOLVING INSTRUCTIONAL DISPUTES INVOLVING STUDENTS WITH DISABILITIES SS64-01: ADA COMPLAINT PROCEDURE FOR NON-INSTRUCTIONAL ISSUES
RESPONSIBLE OFFICE(S):	ADMINISTRATIVE TECHNOLOGIES
APPROVED BY:	BOARD OF TRUSTEES

A. Purpose

Lakeland Community College is committed to providing equal access and equal opportunities for all members of the College community, including students, faculty guests, and visitors. The delivery of information, services, and programs through web-based, digital, and emerging technologies is central to fulfilling this commitment.

This Policy reflects Lakeland's ongoing approach to accessibility and ensures that technology accessibility is integrated into routine design, development, procurement, and instructional practices across the institution. Lakeland is committed to providing access to services, programs, and activities in a manner that is timely, effective, and consistent with applicable federal and state law.

B. Definitions:

1. "Equally effective alternate access," with respect to electronic and information technology, means an alternative format, medium, or other aid that timely and accurately communicates the same content as does the original format or medium, and which is appropriate to an individual's disability. To provide equally effective alternate access, Lakeland shall provide appropriate auxiliary aids and services as necessary to afford individuals with disabilities an equal opportunity to obtain the same result, gain the same benefit, or reach the same level of achievement, in the most integrated setting appropriate to their needs, but Lakeland need not ensure that qualified individuals with disabilities achieve the identical result or level of achievement as individuals without disabilities. Nothing in this policy requires Lakeland to take any action that results in (1) a fundamental alteration in the nature of a service, program, or activity or (2) an undue hardship. Lakeland will, nevertheless ensure, to the maximum extent possible, that qualified students with disabilities receive the benefits or services provided by Lakeland.

2. “Fundamental alteration” means a change to a service, program, or activity that alters an essential aspect of the service, program, or activity, which includes academic courses or technology. While not required under this policy to undertake actions that would constitute a fundamental alteration to a service, program, or activity, Lakeland will take any other action that would not result in such an alteration, but would nevertheless ensure that, to the maximum extent possible, qualified individuals with disabilities receive the benefits or services provided by Lakeland.
3. “Timely” and “timeliness” mean access provided in sufficient time to afford individuals with disabilities an equal opportunity to obtain the same result, gain the same benefit, or reach the same level of achievement as individuals without disabilities.
4. “Web Content Accessibility Guidelines (‘WCAG’)” refers to standards for web content accessibility that have been developed by the World Wide Web Consortium (‘W3C’). For purposes of this Policy, Lakeland utilizes WCAG version 2.1, Level AA when determining digital accessibility compliance, consistent with current federal requirements.

C. Requirements

1. Web Content
All Lakeland-created web pages, web applications, and web-based content used to support academic, administrative, or student services shall conform to WCAG version 2.1 Level AA.
2. Accessibility shall be addressed as part of the normal lifecycle of content creation, maintenance, and revision. When accessibility barriers are identified, Lakeland will remediate the content or provide equally effective alternate access in a timely manner.
3. Digital Instructional Material
All instructional content delivered through Lakeland’s Learning Management System (LMS) or other instructional technologies shall be designed and maintained to conform to WCAG version 2.1 Level AA. Lakeland will continue to use institutional tools, training, and review processes to support accessible instructional design and continuous improvement of digital course materials.
4. Textbook and Course Material Accessibility
Lakeland will provide individuals with disabilities who register with the Student Accommodation Center (SAC) equally effective access to required instructional materials, including but not limited to textbooks, course readings, presentations, multimedia content, and other curricular materials.

In selecting and adopting textbooks, digital resources, and supplemental instructional materials, Lakeland academic departments shall consider the accessibility of such materials and prioritize options that support assistive technologies and conform to applicable accessibility standards, including WCAG 2.1 Level AA, where commercially available.

When instructional materials are not fully accessible, Lakeland will provide appropriate alternate formats or auxiliary aids and services in a timely manner to ensure equal access.

5. Student Lifecycle Critical Transactions

Lakeland-created content, websites, and applications used to support critical student lifecycle transactions, including but not limited to registration, billing, financial aid, advising, and required training, shall conform to WCAG 2.1 Level AA.

Third party systems used for these purposes shall either conform to WCAG 2.1 Level AA or Lakeland shall provide equally effective alternate access until such conformance can be achieved.

6. Procurement

Accessibility shall be considered during procurement of web-based technology, software, and digital services. Products shall conform to applicable accessibility standards, including WCAG 2.1 Level AA, when commercially available, and its purchase does not result in undue financial and administrative burden or a fundamental alteration. If no available product fully conforms to applicable accessibility standards, Lakeland will procure the product that best meets the standard, unless its purchase would result in undue financial and administrative burden or a fundamental alteration.

7. Complaint Resolution Process

A. Lakeland provides a centralized accessibility feedback and complaint process. Individuals who encounter technology accessibility barriers are encouraged to report concerns using the College's online feedback system at:

<https://lakelandcc.edu/feedback>

The feedback system includes an ADA Complaint option that routes reports to the appropriate College officials for review and response.

B. Students who believe they have been denied appropriate disability-related technology accommodation, including appropriate auxiliary aids and services, may file a complaint pursuant to Lakeland Procedure IS59-03, Procedure for Resolving Instructional Disputes Involving Students with Disabilities.

- C. Other College community members who believe they have been denied appropriate access to information technology, including webpages and videos created by Lakeland, may file a complaint with Lakeland's ADA Coordinator, pursuant to Lakeland Procedure SS64-01, ADA Complaint Procedure for Non-Instructional Issues.