



## **Questions to Ask an ADA Compliance Provider**

**"Building American's with Disabilities Act (ADA) Compliant Websites" Workshop**

**December 2, 2016\***

[www.mspra.org](http://www.mspra.org)

- 1.** Are there **compliance consultants** on your team? Who (with what expertise) is directing the compliance actions that need to be taken?
- 2.** Does the compliance expert also consider **school district policy** when determining necessary action or is that the district's responsibility?
- 3.** What is your **technical standard for accessibility**? Is it Web Content Accessibility Guidelines (WCAG 2.0 – Conformance Levels A, AA or AAA)?\*
- 4.** Does your company develop implementation strategies with timelines, action steps, and communication **resources for OCR**?
- 5.** Do you have **communication templates/reports** to send to OCR?
- 6.** What is the **frequency of scans** done to maintain compliance consistency?
- 7.** Does your company offer **technical training** for district personnel? Is there a cost and/or a limit on the number of personnel? How is the training delivered: Webinars? In person? FAQs? Videos?
- 8.** Does your company offer **policy training** for district personnel? Is there a cost and/or a limit on the number of personnel? How is the training delivered: Webinars? In person? FAQs? Videos?
- 9.** Is there support in **updating website content** or is that resource (personnel, time, technical expertise) solely the responsibility of the district?
- 10.** What are some **pricing scenarios**? Do you offer options from basic to advanced compliance support/services? Do you offer **consortium pricing**?
- 11.** What are the costs to include **separate but related linked sites** (e.g. created by teachers/other staff on non-district website builders/hosts)?\*
- 12.** Any **additional notes or issues** districts should know about your support/services?

*--compiled by Keely Baribeau, Port Huron Area School District,  
Michigan School Public Relations Association Board Member*

*(\*added on December 9, 2016)*