



<b>Operational Area:</b>	Administration and Operations
<b>Responsible Executive(s):</b>	Vice President for Administration and Chief Operating Officer
<b>Responsible Office(s):</b>	Information Technology Services and Office of Equal Opportunity
<b>Effective:</b>	July 1, 2024

# Facilities and Digital Accessibility Complaint Policy

## Administration and Operations

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### I. Introduction

- A. **Authority:** Colorado Revised Statutes (C.R.S.) § 23-54-102, *et seq.* (2024) authorizes the Trustees of Metropolitan State University of Denver (“MSU Denver” or “University”) to establish rules and regulations to govern and to operate the University and its programs. The MSU Denver Trustees retain the authority to approve, administer, and interpret policies pertaining to University governance. The MSU Denver Trustees authorize the MSU Denver President to approve, administer, and interpret policies pertaining to University operations.
- B. **Purpose:** MSU Denver is dedicated to the pursuit of knowledge through the free exchange of ideas. With this central purpose in mind, the University will take measures to ensure physical and digital accessibility to all areas of the University. MSU Denver is situated online and physically on the Auraria Higher Education Center, which is State property, and its use is subject to all applicable state laws, rules, and regulations. This policy provides a mechanism through which anyone accessing MSU Denver’s physical or digital environment can file a complaint regarding concerns about that accessibility.
- C. **Scope:** This policy applies to all MSU Denver students, employees, and guests who access MSU Denver at its physical location or online.



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#### II. Roles and Responsibilities

- A. **Responsible Executive:** Chief Operating Officer
- B. **Responsible Administrators:** Chief Information Officer and Chief Facilities Management Officer
- C. **Responsible Offices:** Information Technology Services, Department of Facilities, Office of Equal Opportunity
- D. **Policy Contacts:** Executive Director of Equal Opportunity, ADA Coordinator, and/or Chief Information Officer

#### III. Policy Statement

- A. HB21-1110 Colorado Laws for Persons with Disabilities expanded the provisions of the Colorado Anti-discrimination Act (CADA) in two areas:
  - 1. It is discrimination to exclude an individual with a disability from participation in or being denied the benefits of services, programs, or activities provided by any Colorado governmental entity.
  - 2. It is discrimination for any Colorado governmental entity to fail to develop an accessibility plan by July 1, 2022, and to fail to fully comply with accessibility standards developed by the state Office of Information Technology (OIT) by July 1, 2024.
  - 3. This policy was developed to meet those guidelines from the OIT. The implementation guideline from the State, which was developed by the OIT and the Colorado Attorney General's office, expanded the state's accessibility standards to include all individuals with disabilities, as defined by the United States' federal Americans with Disabilities Act (ADA), instead of just people with vision-related disabilities.



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- B. This policy relates to all technology, hardware, and software that is both public-facing and internal-facing. This includes any technology provided by or procured by a government entity that is used by the public or used by a government entity employee. This technology includes but is not limited to websites, applications, kiosks, digital signage, documents, video, audio, and third-party tools.
- C. Anyone attempting to access public-facing or internal-facing technology or facilities may request a reasonable accommodation/modification and/or file a complaint by contacting the University's ADA Coordinator/Office of Equal Opportunity (OEO). The individual can contact the OEO through its website (see below) or by sending an email to Amanda Miracle, OEO Assistant Director, at [amiracl1@msudenver.edu](mailto:amiracl1@msudenver.edu); or by calling Amanda Miracle at 303.615.2062. Such complaints will be handled consistent with the University's existing Non-Discrimination policies and procedures (available on the OEO website) and will be addressed in a timely manner.
- D. The online complaint form is available on the University's OEO website, which can be found at this link: <https://www.msudenver.edu/equal-opportunity>.

#### IV. Related Information

- A. MSU Denver Acceptable Use of Computing Systems Policy
- B. MSU Denver Information Technology Accessibility Policy

#### V. Policy History

- A. **Effective:** July 1, 2024
- B. **Review:** This policy will be reviewed every three years or as deemed necessary by University leadership.



**President's**  
Policy Statement  
University Policy Library

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### VI. Policy Approval

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Janine Davidson, Ph.D.  
*President, Metropolitan State University of Denver*

N/A

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*Chair, Board of Trustees, Metropolitan State University of Denver*