

# Accessibility

Columbus State University is committed to creating an inclusive learning environment for all CSU students by providing both physical accessibility and access to information resources and technologies to individuals with disabilities.

## Accessibility Statement

### Commitment

Columbus State University is committed to ensuring digital accessibility for individuals with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA), Section 504/508 of the Rehabilitation Act, and University System of Georgia (USG) policy. We strive to meet or exceed the requirements of the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA across all official websites/intranets, electronic communications (including official university-wide emails and institutionally maintained social media accounts), mobile applications, learning management platforms, and digital services.

We are continuously working to improve the user experience for everyone and to apply relevant accessibility standards across our digital environment.

### Measures to Support Accessibility

- To support our commitment to accessibility, Columbus State University has implemented the following measures:
- Inclusion of accessibility in CSU's digital governance policy
- Ongoing training for content creators and developers
- Vendors are required to conform to WCAG 2.2 Level AA and must provide accessibility documentation (e.g., VPAT) for all digital products and services.
- Appointment of an accessibility coordinator and designated support teams
- Procurement processes that require WCAG 2.2 AA conformance from vendors
- Regular accessibility audits using automated and manual testing tools
- Involvement of users with disabilities in usability testing
- Documentation remediation plans for legacy files (e.g., PDFs pre-2025)
- Clear processes for internal reporting, issue tracking, and escalation

### Conformance Status

Columbus State University's public-facing websites and mobile applications are designed to conform to WCAG 2.2 Level AA. This includes compliance with the technical success criteria for:

- **Perceivable:** Captions, transcripts, color contrast, and adaptable layouts
- **Operable:** Keyboard-only access, navigation consistency, and timing controls
- **Understandable:** Clear structure, readable content, and input assistance
- **Robust:** Compatibility with current assistive technologies and future updates

Although our goal is to achieve WCAG 2.2 Level AA conformance, we have also applied some Level AAA Success Criteria: Images of text are only used for decorative purposes, except in cases where they are used for logos. Color contrast generally conforms to Level AAA success criteria in most instances.

We evaluate conformance using a combination of self-assessments, automated tools (e.g., WAVE, Axe, Lighthouse), manual testing with keyboard and screen readers (NVDA, JAWS, VoiceOver), and external audits when needed.

## Known Limitations

While we aim for full compliance, some known limitations may exist:

- Certain PDF documents published before 2025 may not be fully accessible
- Some third-party embedded tools or widgets may not fully conform
- Archived web content is being prioritized for updates on a rolling basis

We encourage users to contact us if they encounter inaccessible content. Upon request, we will provide accessible alternatives within five (5) business days.

## Supported Technologies

Our content is designed to be compatible with the following:

- **Browsers:** Chrome, Firefox, Safari, Edge (latest 2 versions)
- **Operating Systems:** Windows, Mac OS, Linux,
- **Assistive Technologies:** NVDA, JAWS, VoiceOver
- **Standards:** HTML5, CSS, JavaScript, ARIA

We do not guarantee full functionality in outdated browsers or unsupported operating systems such as Internet Explorer.

## Feedback and Contact

We welcome your feedback on the accessibility of CSU's digital platforms. If you encounter barriers or need assistance accessing our content, please reach out:

- **Online:** [Accessibility Feedback Form](#)
- **Email:** [accessibility@columbusstate.edu](mailto:accessibility@columbusstate.edu)

We will respond to all feedback within five (5) business days.

## Formal Complaints

In compliance with The American with Disabilities Act of 1990 (ADA), 38 CFR.105; 35.150 (c) and (d) and the Rehabilitation Act of 1973, Section 504, the Center for Accommodation and Access offers this online form to report unresolved disputes or complaints directly associated with the student's accommodations registered with the Center for Accommodation and Access.

[Submit an ADA Complaint](#)

If you feel your accessibility issue has not been adequately addressed, you may submit a grievance through [CSU's Office of Legal Affairs, Ethics, and Compliance](#). Unresolved concerns may also be escalated to the State of Georgia Office of Civil Rights (Region IV) or the U.S. Department of Education Office for Civil Rights.

## Statement Approval & Review

This accessibility statement was approved by the Columbus State University Web Governance Committee and is reviewed annually to ensure alignment with evolving accessibility standards and user needs.

- **Date of Publication:** September 25, 2025
- **Conformance Target:** WCAG 2.2 Level AA
- **Next Review:** June 2026