

JACKSONVILLE STATE UNIVERSITY

Manual of Policies and Procedures

POLICY NO: I.01.28

DATE: July 2026

REVISION/REVIEW DATES:

SUBJECT: Accessible Events and Programs Policy at Jacksonville State University

APPROVED: Don C. Killingsworth, Jr., President

PURPOSE OF THE POLICY

Jacksonville State University (JSU) is committed to ensuring its services, programs, and events are accessible for people with disabilities. JSU will provide reasonable accommodations to employees, students, program participants, guests, and visitors with disabilities under the Americans with Disabilities Act as amended and Section 504 of the Rehabilitation Act. This policy ensures that Jacksonville State University does not discriminate against individuals with disabilities in all areas of the universities programs and services including university hosted and sponsored events.

POLICY

This policy applies to all university hosted or sponsored events and programs open to employees, students, and program participants, and also guests who are not employees or students of Jacksonville State University. Events include but are not limited to plays, theatrical performances, sporting events, musical performances, open houses, induction ceremonies, graduations, preview days, tours, orientations, continuing education/professional development programs to the extent required under applicable regulations, and any other programs, services, or events sponsored by the university or held in university facilities or grounds.

Planning

All events must be accessible, and planning for events must encompass accessibility considerations for participants with disabilities in all aspects of planning. While attendees are to be encouraged to request accommodations in advance an event, event planners must anticipate that some guests with disabilities will attend the event without requesting accommodations in advance (e.g., a person with a disability who uses a wheelchair). To ensure events or programs are accessible and inclusive, the following standards should be followed:

- Select an event space that is accessible for all participants. This includes paths of travel, entrances/doorways, facilities, signage, elevators for events, accessible seating, space for service animals, and parking.
- Event registration must be accessible to everyone. The event website, online registration forms, and other digital information are accessible to individuals using assistive technology. This includes adhering to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.
- Event registration includes both email and phone contact information so attendees can use their preferred method of communication to ask questions or request more information about the event.
- When advanced registration is required, offer attendees the option to request accommodations (e.g., captioning, sign-language interpreters, etc.). Deadlines for accommodation requests must be reasonable and be properly indicated on all registration materials. Any requests received after that deadline should not be refused. Reasonable efforts should be made to provide the requested accommodation.
- Include an accessibility statement on your registration forms, digital and print information, public service announcements, and fliers. This statement should inform potential attendees that accommodations can be made for a variety of needs and inform potential attendees on how to request accommodations. Sample reasonable accommodation statements include:

- Full Statement 1: Jacksonville State University welcomes individuals with disabilities to participate in its activities, events, and programs. If you would like to request accommodations or have questions about access to the event or services provided, please contact *[name, email, and phone number of the event/program sponsor]* in advance of your visit. Requests for American Sign Language Interpreting and/or CART services should be made at least two weeks in advance, when possible. Every reasonable effort will be made to implement reasonable accommodations in an effective and timely manner.
- Full Statement 2: Jacksonville State University is committed to providing reasonable accommodations for all programs, events, and services. Accommodations such as accessible seating, alternative formats for presentation materials, sign language interpreters, and accessible seating are provided upon request. To request accommodations, please contact *[name, email, and phone number of the event/program sponsor]*. Every reasonable effort will be made to implement reasonable accommodations in an effective and timely manner.
- Short Statement 1: For questions about event accessibility or to request reasonable accommodations please contact *[name, email, and phone number of the event/program sponsor]*. Every reasonable effort will be made to implement reasonable accommodations in an effective and timely manner.
- Statement with Fillable Fields/Form: If you have a disability and require reasonable accommodations in order to fully participate in the activity, please check the box here. You will be contacted by someone from our staff to discuss your request.
- Identify and train staff to assist individuals with disabilities (e.g., serve as readers, escorts, service, etc.). If providing a buffet, ensure you have servers available to assist.
- Work with the invited speakers/presenters to ensure their materials are accessible to persons with disabilities. This includes captioned videos, accessible digital materials, and offering alternative formats of print/digital materials. Ask the presenter(s) to provide a copy of the presentation materials well in advance to allow for preparation of alternative format versions (large print, Braille, etc.).

Responding to Requests

Requests for accommodations should receive a timely response (within 24-72 hours). Examples of accommodations at events include, but are not limited to, preferential seating, assistive listening devices (ALDs), materials in accessible formats (e.g., braille, large print, alt-text, etc.), CART services, and American Sign Language Interpreting.

If the accommodation is straightforward and feasible, let the requestor know it has been approved and begin organizing the reasonable accommodation requested. If the accommodation requested does not appear to be reasonable or is not straightforward, engage in an interactive process to determine the accommodation, identify barriers to access, and what needs to occur to make the event accessible.

The interactive process occurs between the individual designated by the host/sponsor to respond to accommodation requests and the individual requesting the accommodation. This process determines the reasonable accommodation when the requested accommodation appears unreasonable, unclear, or the impact of the individual's disability is not obvious. This interactive process can occur in person, via phone, virtually, or through email in the method the requester prefers to determine how equal access can be provided for the person based on their disability and the identified barriers to access.

Accommodations that do not fundamentally alter or change a program or service or does not result in an undue administrative burden or hardship to the university are reasonable. The accommodation preferred by the participant should be given primary consideration. In some circumstances, except accommodations that ensure effective communication (e.g., CART, sign language interpreting, and ALDs), alternative options that are equally effective may be available. If there are questions or concerns about an accommodation request, please contact the ADA Coordinator or the Office of Disability Resources. Any costs associated with reasonable accommodations are covered by the sponsoring/host department, unit, or office.

Definitions

- **Accessible:** An individual with a disability is “afforded equal opportunity to acquire the same information, engage in the same interactions, and enjoy the same services” at or through JSU “as an individual without a disability in an equally effective and equally integrated manner with substantially equivalent ease of use.

The person with a disability must be able to obtain the information as fully, equally, and independently as a person without a disability” ([OCR 11-11-6002](#); [OCR 15-13-6001](#); and [OCR 15-13-6002](#)).

- **Accommodation:** A modification, change, or alteration to a policy or procedure that provides an equal opportunity to participate in or benefit from programs, activities or services.

Implementation

Undue Burdens or Fundamental Alterations: If there is a belief that compliance would result in a fundamental alteration or an undue financial or administrative burden, the President of the university or their designee (head of the public entity according as established by the regulations) would have to conduct a process to evaluate the claim. Their decision must consider all resources available for use in the funding and operation of the service, activity, or program and must be documented in a written statement that outlines the reasons for that conclusion. At that time, the university shall take “any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits or services provided by the public entity to the maximum extent possible” ([Section 35.204 - 28CFR 35 – 5919-2024](#)).

Responsibilities

- **Senior Administration:** The senior administration of Jacksonville State University is responsible for promoting awareness of this policy, assigning responsibility to ensure accessibility of events and programs within their divisions, and providing resources and support to ensure compliance with applicable laws and regulations.
- **Event Planners / Hosts / Sponsor:** Each event should designate an individual to be the point of contact for accommodation requests and arrangement. It is the responsibility of each event/program sponsor and the associated program, school, department, or unit to be responsive to all accommodation requests and to pay for the cost of the accommodations provided to a guest or the general audience at their event or program.
- **Supporting Offices:**
 - **Office of Information Technology:** OIT is responsible for implementing accessibility features and providing technical support to ensure digital accessibility across all platforms and technologies.

- o **Disability Resources:** Serves as a resource for disability-related information, technical assistance, training, consultation, and services university-wide. This office can assist in the locating and securing of vendors/services providers for reasonable accommodations for events and programs.
- o **Marketing Services / Web Services:** Provides resources for creating accessible marketing materials and website content, providing technical assistance, training, and consultation services related to their areas of expertise.

Monitoring and Compliance

Jacksonville State University monitors compliance with this policy through regular audits and assessments of digital content and platforms. Non-compliance with accessibility standards will be addressed promptly to ensure full accessibility for all users. Items or content that do not conform with the Technical Standards or otherwise do not comply with regulatory guidelines may be removed from view until it can be brought into compliance or up to standard. The unit responsible for the program, service, or event is responsible for making it accessible in conformance with required regulations.

Review and Revision

This policy will be reviewed and updated regularly to reflect changes in technology, legal requirements, and best practices in event I accessibility. Frequency of evaluation is outlined in the “Evaluation” section below. The University reserves the right to modify the policy unilaterally at any time. This policy does not create or intend to create any contractual or legal obligation on the university’s part or any contractual or legal right of any member of the public or the university’s community.

Conclusion

Jacksonville State University is committed to ensuring equal access to programs, services, and events for all individuals, including those with disabilities. By adhering to this policy and the latest guidance from the Department of Justice, JSU upholds its commitment to inclusivity and accessibility.

RESPONSIBILITY

The Provost and Executive Vice President for Academic Affairs has responsibility for this policy.

EVALUATION

The policy will be evaluated at least every five (5) years.