





Step 1

Individual Reporting Barrier Submits Issue via Phone, Email, or Postal mail.

Step 2

Office or Division Representative:

1. Receives
2. Creates Ticket
3. Investigates
4. Communicates to Reporting Individual within 48 Hours.

If an Accessibility Issue is Discovered affecting Assistive or Information/Communication Technologies, Representative Consults with CTO, CISO, Deans, VP, DSPS Director, other Campus Officials, and/or appropriate Staff:

- 1) Documents Existing Accessibility Issue and Acceptance Criteria in Ticket
- 2) Specifies the Priority for Resolving the Accessibility
- 3) Provides Additional Communications to Reporting Individual and Coordinates Interim Solution

Step 3

CTO, CISO, Dean, VP, Campus Official Involved as Well as Appropriate Staff:

1. Works to Resolve Issue per Timeline

Office or Division Representative:

1. Communicates to Individual
2. Documents the Resolution and Resolved Date on the Ticket

