Bakersfield College is committed to making its websites accessible to individuals of all abilities. To that end, Bakersfield College seeks to develop websites to be in compliance with California Government Code 7405 that specifies conformance with the standards set forth in Section 508 of the Rehabilitation Act of 1973.

Accessibility Page
Websites managed by Bakersfield College will include a hyperlink in the footer of the application to the "Accessibility Center," located at bakersfieldcollege.edu/accessibility-center. Information on this page describes the following:

- Commitment to accessibility for individuals with disabilities
- Useful keyboard commands
- How to Report an Issue, including complaint form, email, phone, TTY, and mailing address

Complaint Investigation and Resolution Process
If an individual with a disability encounters an issue with a website developed or owned by Bakersfield College, that individual may report the barrier via phone, email, webform or to the listed mailing address. Once a report is made, the following steps are taken:

- Phone messages and physical mail identifying an accessibility issue with a Bakersfield College developed or owned website will be submitted to the Marketing & Public Relations Department.

- Email messages sent to the accessibility@bakersfieldcollege.edu address will be directed to the Web Content Editors in the Marketing & Public Relations Department.

- Upon receipt of an accessibility complaint or barrier report, the Web Content Editors will:
  - Create a ticket for the specific product and accessibility issue reported, including date received;
  - Investigate the issue and provide a preliminary response to the reporting individual within 3 business days of receiving the complaint.

- If an accessibility issue is discovered within the context of the supported assistive technologies and Information and Communication Technology applications at the
college, the Web Content Editor will, in consultation with the Vice President, Student Affairs and ADA Coordinator and appropriate staff:

- Define the existing accessibility issue within the ticket and acceptance criteria necessary to resolve the issue;
- Specify the level of priority for resolving the accessibility issue and identify a timeline for resolution.

- Following the creation of the accessibility ticket, the Web Content Editor will respond to the reporting individual, if appropriate, and inform the individual of actions toward resolution.

- The Web Content Editor will communicate with the reporting individual to determine if an alternate access solution is necessary while the accessibility issue is resolved.

- Following the resolution and/or conclusion of the accessibility issue, the Web Content Editor will identify in the ticket the date at which the accessibility issue was completed.

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