



Request for Alternative Access Exemption, Digital Accessibility Policy

The Request for Alternative Access Exemption ("Exception") form is intended to document a University unit's planned provision of an accommodation to serve as a bridge allowing effective access to an electronic and information technology (EIT) product or service that, in its current state, hinders full access and/or equivalent ease of use for persons with disabilities. The Exception request must:

- Provide a **rationale for the request**, including a discussion of why no accessible alternative could be found and documentation of accessibility issues with the product or service;
- Establish a **temporary accommodation plan** that provides an equivalent level of access and ease of use; and,
- Include a **timeline for remediation** of current barriers with the product or service.

University units requesting an Exception for a product or service they host, have developed, or are otherwise responsible for delivering and/or maintaining must answer the questions within this document as completely as possible. Questions regarding this form can be directed to the [ADA Coordinator's Office](#).

Exceptions, when granted, are kept on file in the ADA Coordinator's Office. Once granted, Exceptions are considered an agreement between the requesting University unit and the ADA Coordinator's Office. Exceptions are temporary and end when the service or product they cover is deemed accessible under University Policies and Standards. (See [OSU Digital Accessibility Policy](#).)

Product or Service Name:

Date:

Approval: Approved
 Denied

Notes:

Requesting Party Signature:

ADA Coordinator Signature:



General Information and Rationale for Exception

What is the URL or location of the product or service?

What University unit is responsible for the product or service? (Provide both business unit name and contact information for responsible personnel/group.)

What is the purpose/business need for the product or service?

What University or external populations will be using the product or service?

What are the anticipated usage patterns for the product or service? (For example, peak usage periods and frequency of use. Include data from previous product or service when applicable.)

What other products or services were explored and why was this product/service chosen? (Elaborate process of exploration, purchasing procedures, and concerns that recommended this product/service over other, more accessible choices.)

What are the barriers to access? (Provide a summary of known accessibility issues. Reference an evaluation if appropriate.)



Temporary Accommodation Plan

The goal of the temporary accommodation is to provide a **substantially equivalent level of access and ease of use**, until the service or product can be made accessible. By choosing a product or service that is not fully accessible, it is the University unit providing the service or product that accepts the responsibility for the accommodation, not the ADA Coordinator's Office or the Office of Student Life Disability Services. However, the accommodation plan should be established in consultation with one or both of those offices, which may provide expertise and resources.

The plan could include one or more of the following: hiring an assistant for the person with a disability, extension of 8-help/helpline times and training of personnel in appropriate customer service procedures, documentation and promotion of technology "work-arounds," purchase of alternative system or specialized technology, or some combination thereof.

What is the contact information for the parties responsible for implementation and oversight of the accommodation plan?

What are the accommodations that will be in place? (Work-arounds, assistance, alternative products, etc.)

What is the plan for communicating the existence of the accommodation and for relaying information between involved parties?

What is the timeline for the plan? (Critical dates for announcement, hires, purchases and/or trainings, etc.)



Monitoring and Reporting of Effectiveness and Remediation Timeline

What is being done to ensure that the product or service will become accessible? (Interactions with vendor/developers, detailed feedback from the University, etc.)

What is the timeline for remediation of the product or service? (Please provide approximate dates for accessibility improvements/upgrades/patches and goals for each date.)

What provisions are in place to address issues with the vendor, product or service if the remediation efforts do not occur in accordance with this timeline? (E.g., contract termination, system replacement, etc.)