

RESOLUTION AGREEMENT

This Agreement is entered into between Southern Oregon University (“SOU”) and the National Federation of the Blind (“NFB”).

I. BACKGROUND

On November 10, 2015, Jane Doe, a member of the NFB, filed a Complaint of disability discrimination against SOU with the United States Department of Education’s Office for Civil Rights (OCR Reference No. 10162040). The Complaint generally alleged that SOU is discriminating against blind students in violation of Title II of the ADA and Section 504 of the Rehabilitation Act of 1973 through numerous actions and inactions, including:

- using inaccessible electronic and information technology, such as: inaccessible class assignments, materials, and tests;
- inaccessible learning management and student information Systems; and
- not providing alternative accessible formats of print/graphical material, class/lab assignments, and tests in a time and manner that would provide equally effective communication to blind students.

II. DEFINITIONS

A. “Blind” is used in its broadest sense to include all persons who have a vision-related disability that requires the use of alternative techniques or assistive technology to access visual information.

B. “Accessible” means that blind individuals are able to independently acquire the same information, engage in the same interactions, and enjoy the same services within the same timeframe as non-blind individuals, with substantially equivalent ease of use.

C. “Electronic and information technology” or “EIT” includes information

technology and any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information. The term electronic and information technology includes, but is not limited to, the internet and intranet websites, content delivered in digital form, electronic books and electronic book reading systems, search engines and databases, learning and other content management systems, classroom technology and multimedia, personal response systems (“clickers”), and office equipment such as classroom podiums, copiers and fax machines. It also includes any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, creation, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. This term includes telecommunications products (such as telephones), information kiosks, Automated Teller Machines (ATMs) transaction machines, computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources.

D. “Learning management system (LMS)” means a software application, whether used in a single course, by a Department, by a college or by a school, or across SOU which SOU makes available to students and uses to plan, create, administer, document, track, report, deliver, or maintain electronic educational courses, course content, or assess student performance.

E. “Equally effective” means that the alternative format or medium communicates the same information in as timely a fashion as does the original format or medium.

F. “Timely” and “timeliness” mean access in sufficient time for the blind person to have an equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as non-blind persons.

G. “Instructors” means all individuals who provide any course-related instruction to

SOU students, including, but not limited to, professors, lecturers, fellows, and teaching assistants.

- H. “Monitor” refers to either the NFB or a person or entity designated by the NFB to:
 - 1. receive reports under this Agreement; and
 - 2. provide periodic reports of SOU’s progress to the NFB.

- I. “Executive” refers to the member of SOU’s executive administration designated to oversee implementation of and adherence to this Agreement.

“Accessibility standards” means:

- A. WCAG 2.0 AA and WAI-ARIA 1.0 for web content;
- B. ATAG 2.0 for software used to create web content;
- C. UAAG 1.0 for web browsers, media players and assistive technologies;
- D. WCAG2ICT for non-web software and content;
- E. MathML 3.0 specifications for digital mathematical and scientific notation;
- F. DAISY or ePub3 for digital publications and documents;
- G. BANA Guidelines and Standards for Tactile Graphics (2010) and Guidelines for the Production of Braille Materials through the Use of Braille Production Software (2007) for hardcopy Braille; and
- J. ADAAG and other standards for the accessible design of kiosks, ATMs, personal computers, and other campus or classroom technology.

- K. “Accessibility requirements and norms” means:

- 1. The general requirements of the ADA, Section 504, and their applicable regulations;
- 2. Accessibility and usability of web content;

3. Accessible document development and remediation;
4. Accessibility and usability of technology, including equipment and devices used in classrooms and laboratories (e.g., clickers, lab equipment, smart boards);
5. Testing and evaluating the accessibility of web and other technologies;
6. Accessibility standards;
7. The appropriate provision of auxiliary aids and services for blind students in non-electronic or non-digital formats, such as Braille hard copy, tactile graphics, large print hardcopy; and
8. Reasonable modifications to policies, practices and procedures in higher education to achieve equal access for blind students.

III. REMEDIAL ACTIONS

To resolve the concerns identified in the Complaint, SOU will take effective steps, the specifics of which are described below, designed to ensure that all SOU programs and activities are accessible to blind individuals.

A. Accessibility Coordinator

1. Within 60 days of the effective date of this Agreement, SOU will hire or designate, and subsequently identify to the Monitor, an Accessibility Coordinator who reports directly to the Executive. SOU may procure and rely upon the assistance of professional consultants to assist the Accessibility Coordinator in the fulfillment of the Accessibility Coordinator's responsibilities under this Agreement.
2. The Accessibility Coordinator will, either upon hire or within 60 days thereafter:
 - a. Be knowledgeable concerning all accessibility requirements and norms;
 - b. Coordinate SOU's compliance with this Agreement with respect to digital

and non-digital technology. While the Office of Disability Services may have primary responsibility for SOU's provision of non-digital technology (e.g., tactile graphics, Braille hard copy) to blind students, the Accessibility Coordinator will coordinate with the Office of Disability Services to oversee SOU's compliance with this Agreement's non-digital-technology requirements.

c. Assist SOU in the development of policies and initiatives required by this agreement;

d. Report and document quarterly to the Executive whether:

i. SOU's websites conform to WCAG 2.0 AA and this Agreement;

ii. Third party websites on which SOU places content or uses for web services conform to WCAG 2.0 AA and this Agreement, or how equally effective alternate access is provided, if appropriate, under this Agreement;

iii. LMS's and other technologies used by SOU conform to WCAG 2.0 AA and this Agreement, or how equally effective alternate access is provided, if appropriate, under this Agreement;

iv. SOU has received any complaints or grievances concerning the use of inaccessible technologies; and

v. The requirements of this Agreement have been met, and, if not, what requirements have not been met and why.

B. Adoption and Dissemination of Policies

1. Within 180 days of the effective date of this Agreement, SOU shall revise its existing policies or adopt and implement policies that:

a. Ensure no qualified individual with a disability shall be, by reason of such disability, excluded from participation in or be denied the benefits of the services, programs, or activities of SOU, or be subjected to discrimination by SOU. Such policy shall specifically refer to the requirement of deploying Accessible technology and course content in a post-secondary setting that conforms to applicable accessibility standards.

b. Ensure that electronic technology purchased or licensed for, or deployed to students or prospective students is Accessible to those who are blind. SOU shall advise vendors of its desire to procure web-based EIT that complies with the WCAG 2.0 AA standards. SOU will require EIT vendors submitting proposals to SOU to warrant in writing that any technology provided is Accessible as described in this Agreement or include in their proposal substantiation for why their proposed offering is not Accessible and when or how it can be made Accessible.

c. Ensure that SOU commits to implementing accessibility of EIT as defined above for blind students in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.

d. Ensure that SOU-recognized modifications for students (those granted to individual students through “Accommodations Letters”) are timely implemented under the supervision of SOU’s Office of Disability Services. The decision to request accommodations from an instructor shall remain solely the decision of individual students.

e. Ensure that SOU’s Office of Disability Services timely responds to reasonable requests for assistance by blind students, when such requests were not anticipated, and therefore perhaps not enumerated, in SOU-prepared “Accommodations Letters.”

f. Ensure that, consistent with the requirements of the ADA, opportunities

afforded generally to SOU students are equally afforded to blind students.

g. Ensure that SOU's Office of Disability Services acts as a liaison between students and faculty. To this end the policy shall require the Office of Disability Services to take an active role in working with all persons within SOU, including but not limited to all persons involved in providing class instruction to students, to promptly and effectively resolve access issues.

h. Ensure that SOU's Office of Disability Services serves as the main point of contact on issues related to ADA compliance for all persons involved in providing class instruction at SOU. If a student makes a disability-related complaint to a person involved in providing class instruction, that person must promptly notify the Office of Disability Services so that the Office of Disability Services can ensure appropriate resolution of the complaint and, where appropriate, be involved in facilitating such resolution.

i. Develop an "Accessibility Complaint Resolution Process" for disability-related issues that will be triggered any time the Office of Disability Services has not fully resolved a student's initial complaint. In such an instance, the Office of Disability Services shall self-report to the Accessibility Coordinator within two (2) business days of the failure to resolve the student's complaint. No written complaint by the affected student to either SOU's Office of Disability Support Services or the Accessibility Coordinator shall be required in such instance. However, the resolution of any such complaint shall be documented by a statement signed by the student that the complaint was resolved and describing the manner in which it was resolved. SOU's Complaint Resolution Process on disability-related issues shall be provided in an Accessible format to all blind students at orientation, be posted in Accessible format on SOU's website and described on all forms used to record the grievance and the student's

assent, when appropriate, of the resolution of the grievance. The Accessibility Coordinator shall inform and update the Executive of the existence, status and outcome of all Accessibility Complaints on a bi-weekly basis.

j. Ensure that SOU's ADA Policy includes the correct contact information for filing complaints with the Department of Justice Civil Rights Division (via mail, email, and via telephone (TTY)), as reflected at http://www.ada.gov/fact_on_complaint.htm.

2. Within 180 days of the effective date of this Agreement, SOU will provide the revised policies to the Monitor. Should comments be forthcoming, SOU will incorporate those comments into its policies unless there is disagreement, in which case the parties will work together in good faith to resolve the disagreement.

3. After receiving and incorporating comments about the revised Policies developed pursuant to the preceding paragraphs of this Agreement (or the resolution of any disagreement that arises about such comments, whichever is later), SOU shall:

a. submit the policies for comment to the necessary campus committees and post them for community comment according to the University's policy adoption process;

b. after considering the comments from the campus and community pursuant to its policy process, adopt and implement the new policies;

c. make the new policies part of SOU's "Manual of Policies and Procedures," if it maintains a physical "Manual of Policies and Procedures;" and

d. post the new policies on the policy pages of its website.

4. Within 30 days of the adoption of the new policies, SOU shall disseminate the policies referred to in the preceding paragraph to all Instructors and all SOU administrators. Such dissemination shall occur via electronic mail to each covered individual.

C. Training

1. SOU shall develop a training program that shall begin with a training session in the Fall of 2017 for all of its employees that addresses the requirements of the ADA, this Agreement, available resources and grievance processes. (“ADA Training”). Beginning with the first academic term following adoption of the new polices and thereafter on a regular, not less frequent than on an annual basis, SOU shall provide ADA Training to all Instructors and all SOU executives, administrators and support staff. This training may be provided in live or online sessions. SOU will solicit comments from the NFB with respect to the development of its ADA Training program, and NFB will share lists of resources relating to the training curriculum.

2. The scope of the ADA Training shall vary according to an employee’s responsibilities as follows:

a. In all instances, the ADA Training must address the requirements of Title II of the ADA; the existence of this Agreement and how employees may access a copy; SOU’s resources for students and Instructors on disability-related matters including, but not limited to, the identity and functions of SOU’s Office of Disability Services, the Accessibility Coordinator, and the functions and identity of SOU’s designee for coordinating SOU’s response to disability-related grievances; SOU’s student accommodation process and procedures including Instructors’ obligations to provide all accommodations recognized by SOU via “Accommodations Letters” given to students registered with SOU’s Office of Disability Support Services; and Title II “best practices” to ensure SOU’s compliance with the ADA.

b. Other classes of employees, as determined by SOU, shall be trained concerning:

i. Common assistive technologies and other auxiliary aids and

services used by blind individuals in interacting with computers, websites, equipment, and in learning in and outside of the classroom, including non- electronic formats;

ii. Common technological accessibility barriers encountered by blind individuals, including those found on websites, in various document formats, and equipment and devices used in laboratories and classrooms;

iii. Common methods, resources, personnel and time frames used in ensuring that word processing, spreadsheet and presentation documents, converted and digital textbooks, informational images, multimedia, and course equipment and devices are Accessible;

iv. The means by which one creates and provides Accessible instructional materials in the classroom setting or by delivery electronically through course websites, LMS's, or email;

v. An overview of accessibility standards;

vi. Consideration of selecting course texts that have accessible electronic formats, such as DAISY or ePub3; and

vii. Reporting obligations under this Agreement.

3. For persons who must receive ADA Training pursuant to this Agreement, but who did not receive training on a designated training date required under this Agreement (for instance, because they were on leave from SOU, because they began their affiliation with SOU subsequent to the training date or because they assumed a position within SOU subjecting them to coverage under this paragraph subsequent to the training date), SOU shall provide the ADA Training to such persons within sixty (60) days after the individual's commencement of service to SOU in a position covered by this paragraph or within sixty (60) days of their return to SOU (for instance, from leave).

4. SOU will make available to the Monitor the name(s), qualifications and contact information of the individual(s) who will conduct the training, no later than 180 days after the effective date of this Agreement. SOU will adopt training protocols that include maintenance of documentation establishing the identity of employees attending each session of ADA Instructor/Administrator Training conducted. SOU's obligation under this section of the Agreement shall be to make the appropriate training available to and required for all of its employees and to exercise reasonable diligence in the delivery of such training. Failure of some employees to attend such training, despite SOU's exercise of such reasonable diligence, shall not constitute a material breach of this Agreement.

5. During all orientation sessions offered during the term of this Agreement to incoming students (including first-year and transfer students), SOU shall include a mandatory presentation by a member of SOU's Office of Disability Services, either as a stand-alone module or as part of other orientation on the resources available to students ("ADA Student Training").

6. The ADA Student Training shall include, but not be limited to, the functions of SOU's Accessibility Coordinator and SOU's Office of Disability Services, the process for obtaining an SOU-issued "Accommodations Letter," and the "Grievance Process pertaining to disability-related issues. During the ADA Student Training, SOU shall distribute written information (in an Accessible format where appropriate) on the functions of SOU's Accessibility Coordinator and SOU's Office of Disability Services (including the process for obtaining an initial or a renewal SOU-issued "Accommodations Letter"). SOU will determine what other matters will be included in ADA Student Training. SOU shall produce a curriculum for the ADA Student Training required under this Agreement. SOU will accept recommendations from NFB in producing curriculum for the ADA Student Training.

D. Technology Audit

1. Within 120 days of the effective date of this Agreement, SOU shall retain, hire, or designate an Accessible Technology Specialist (Accessible Technology Specialist), and report the identity and qualifications of the Accessible Technology Specialist to the Monitor. The Accessible Technology Specialist shall have expertise concerning all accessibility requirements and norms.

2. The Accessible Technology Specialist shall conduct or contract for a Technology Accessibility Audit of all student-facing Electronic and Information Technology, including, but not limited to all of SOU's student facing systems and websites, all LMS's used in conjunction with any SOU courses, and all technology used or provided for use by students on the SOU campus. The Technology Accessibility Audit will be completed within one year of the effective date of this Agreement and will be conducted in a professional manner using appropriate methods to examine the accessibility of the identified EIT. SOU agrees to accept and consider a list of recommendations from the NFB with regard to the Technology Accessibility Specialist. For the purposes of the audit, conformance with accessibility standards, where applicable, shall constitute Accessibility.

3. Within 60 days after the completion of the Technology Accessibility Audit, the Accessible Technology Specialist will provide written audit findings and recommendations on accessibility improvements to the Accessibility Coordinator and the Monitor.

4. Within 120 days after the completion of the Technology Accessibility Audit, SOU shall develop a Corrective Action Strategy based on the Technology Accessibility Audit findings that will make all inaccessible EIT Accessible no later than 2 years after the completion of the Technology Accessibility Audit, except for instances where SOU demonstrates that making

specific inaccessible EIT accessible would result in a fundamental alteration in the nature of its services, programs, or activities, or in undue financial and/or administrative burdens.

5. An assertion of fundamental alteration or undue burden for any technology-related requirement in this Agreement may only be made by: (a) the President of SOU or (b) an individual designated by the President. Such an assertion of fundamental alteration or undue burden for any technology-related requirement in this Agreement shall consider all financial and/or administrative options and resources available for use in the funding and operation of the implicated service, program, or activity. Any such assertion of fundamental alteration or undue burden must be accompanied by a written statement of the reasons for reaching that conclusion, including SOU's available funding, administrative, and other resources, and the cost and administrative effects of meeting the requirement, where relevant. The written statement will be certified by the determining official (President or designated official). If such a determination is made, SOU will take, and will specify in the written statement, any other action that would not result in such an alteration or such burdens but would nevertheless ensure, to the maximum extent possible, that blind students receive Equally Effective Accessible access to any implicated SOU programs, services, or activities.

6. No later than sixty days after the Corrective Action Strategy is finalized, SOU shall disseminate the Corrective Action Strategy and post it on the SOU.edu website. The Accessibility Coordinator, or another designee of SOU who is knowledgeable concerning all accessibility requirements and norms, shall oversee the implementation of the Strategy.

7. For all currently enrolled blind students, as well as any blind students enrolled for any semester prior to completion of the Corrective Action Strategy, SOU will timely provide Accessible EIT or equally effective alternate access for every class in which such a student is

enrolled.

E. Instructional materials

1. SOU recognizes that blind students are entitled to equally effective communication for all courses in which they are enrolled, meaning that all instructional materials, co-curricular materials, EIT, and online courses created or used by an SOU department or professor in connection with any SOU course offering must be Accessible to blind individuals at the same time they are available to any other enrolled student. For example, a blind student enrolled in a course or program must be provided with nonvisual access to any content presented visually in a classroom, test, or homework setting no later than that content is presented to other students in the same setting, including tactile graphics or high resolution magnification, as appropriate.

2. With the assistance of the Accessibility Technology Specialist or other designee with expertise in all accessibility requirements and norms, SOU shall develop a plan to ensure that, within five years:

a. All instructional materials, co-curricular materials, EIT, and online courses created by SOU Departments or professors in connection with any SOU course offerings will be accessible; and

b. All instructional materials, co-curricular materials, EIT, and online courses used but not created by SOU Departments or professors in connection with any SOU course offerings will be accessible to blind students at the same time they are made available to any other enrolled student.

This plan shall be posted on the relevant Department, program, unit, or professor's website and updated as implementation proceeds. SOU agrees to implement this plan earlier than

the five-year time frame in the event that the Accessibility Technology Specialist or other designee with expertise in all accessibility requirements and norms concludes that an earlier time frame is practicable.

3. For blind students currently enrolled at SOU or enrolled for any academic term prior to completing implementation of the plan, SOU shall timely provide accessible instructional materials, co-curricular materials, EIT, and online courses created or used by SOU Departments or professors in connection with any and all SOU courses in which that blind student is enrolled. SOU shall be permitted to encourage blind students to register for courses at least eight weeks prior to the start of a term to allow it to timely procure and provide up-to-date accessible materials for those courses, but will not condition the provision of accessible materials upon such early registration. The parties acknowledge that later registration may impact the initial timeliness of up-to-date accessible materials.

4. SOU shall timely make available print textbooks in an alternate Accessible format, including Braille or an electronic format satisfying the ePub3 standard, together with tactile graphics or high resolution magnification, as appropriate, for non-textual information. In determining what types of alternate Accessible formats to provide, SOU shall give primary consideration to the requests of the blind student. The process for requesting an alternate format for a textbook shall include an Accessible form that can be independently completed by a blind student. SOU shall continue to recommend students register early if they need accessible books, but SOU will not condition the provision of accessible information upon such early registration. Before providing an electronic textbook to a student, SOU shall verify that it is Accessible.

5. Tactile graphics must comply with the Braille Authority of North America's "Guidelines and Standards for Tactile Graphics" and be proofed by a proofreader familiar with

the standards of the Braille Authority of North America.

F. Websites

By the start of Fall term 2017, SOU's public website (SOU.edu) and SOU's web interface to student and library information systems, as well as any online forms, shall be made Accessible to blind users in accordance with WCAG 2.0 Level AA standards. SOU shall develop a process to periodically monitor and remediate any barriers on any subsequently added or updated pages or content, provide a prominent link on each website to an Accessible form for reporting any barriers, and do user testing for accessibility barriers of any revisions of these sites to ensure compliance prior to implementation of those revisions. SOU shall inform authors of content that fails to meet WCAG 2.0 AA standards of such failure, and provide those authors with access to ADA Training. SOU is not responsible for the inaccessibility of third-party databases. However, should a blind user request any inaccessible content, whether from such a database or from a SOU-controlled source, SOU shall provide timely equally effective alternate access to the requested content.

G. Restroom Signage

Within 90 days of the effective date of this Agreement, SOU shall ensure that all public restrooms on its campus are identified by signage that includes tactile and braille markings in conformance with the ADA Access Guidelines ("ADAAG") §§ 4.30.4-6.

IV. REPORTING

Beginning 13 months after the date of this Agreement and annually thereafter for 5 years, SOU will provide the Monitor with a summary of the progress being made with regard to obligations set forth in this Agreement. SOU shall pay the Monitor for all services rendered pursuant to this agreement in an amount not to exceed \$5,000.00 per calendar year. The Monitor

shall submit an invoice to SOU on no less than a quarterly basis for services rendered based on a reasonable hourly rate.

V. AGREEMENT MODIFICATION

If SOU determines that it is unable to fulfill the terms of this Agreement, including timeframes provided for by this Agreement, it will make a written request to the NFB for a modification to the substantive terms of this Agreement or for an extension of the Agreement timeframes. The NFB will respond to SOU's modification request in writing and will notify SOU in writing if it agrees to significant modifications to this Agreement.

VI. DISPUTE RESOLUTION

1. If at any time a Party believes that another Party has not complied with any provision of this Agreement, the complaining Party shall deliver prompt written notice to the other Party ("Notice of Noncompliance"), including: (a) a reference to the specific provisions of the Agreement that are the subject of the notice; (b) a statement of the issues; (c) a statement of the remedial action sought by the complaining Party; and (d) a brief statement of the specific facts, circumstances and any other arguments supporting the position of the complaining Party. The Party receiving the Notice of Noncompliance shall respond in writing to the notice within twenty (20) business days of its receipt. The response shall describe the steps that the receiving Party will take, if any, to cure the noncompliance.

2. Within twenty (20) business days after receipt of a response to a Notice of Noncompliance, or as soon as practicable, the Parties shall meet and confer to attempt to reach an agreement regarding the matters identified therein. If the Parties are able to agree upon a resolution, they shall work together in good faith to effectuate that resolution, including, as appropriate, modification of the Agreement. Any Party may agree to extend any of the deadlines

for an opposing Party set forth in this or the preceding paragraph without the necessity of modifying this Agreement.

3. If the meet-and-confer does not lead to a resolution of the dispute, then, no sooner than twenty (20) business days after providing the other parties with written notice of an intent to terminate the meet and confer process, any party may apply to the Court for further relief with respect to the dispute to the extent it involves compliance with this Agreement. The Parties acknowledge that the Jackson County Circuit Court in the First Judicial District of Oregon shall have jurisdiction to enforce the terms of the Agreement. Fees and Costs for dispute resolution shall be awarded in accordance with the standards set forth in *Christianberg Garment Co. v. EEOC*, 434 U.S. 412 (1978).

VII. SPECIFIC RELIEF

A. An addendum to this agreement, executed by both SOU and Jane Doe, describes specific relief to be provided by SOU.

VIII. GENERAL

A. This Agreement resolves the allegations in the Complaint (OCR Reference No. 10162040) and does not constitute an admission by SOU of a violation of Section 504 or Title II or those statutes' implementing regulations or any other law. In exchange for the promises and payments described herein NFB agrees to and hereby does release and forever discharge Southern Oregon University, its officers, trustees, and directors, employees, attorneys, assigns, agents, representatives, insurers, and successors ("the Releasees"), from any and all claims set forth in the Complaint related to Ms. Doe and further releases and discharges the Releasees from any and all such claims in any forum, including but not limited to any claims that may be submitted to any federal or state court or federal or state agency, arising out of Ms. Doe's

enrollment as a student at Southern Oregon University existing at any time up to the execution of this agreement, whether known or unknown, fixed or contingent, either in equity or law, including but not limited to any claims for attorney fees.

B. Upon execution of this agreement and its addendum, the Complaint shall be withdrawn based upon SOU's commitment to take the actions specified in this Agreement, which, when fully implemented, will resolve the allegations made therein.

C. SOU agrees to provide reports, data, and other information in a timely manner in accordance with the reporting provisions of this Agreement. During the pendency of this agreement, the Monitor or another designee of the NFB may visit SOU; interview the Accessibility Coordinator; and request such additional reports, data, and other information as may be necessary for the NFB or Ms. Doe to determine whether SOU has fulfilled the terms of this Agreement.

AGREED BY:

Date: 3/15/2017

Linda Schott
Dr. Linda Schott, President
Southern Oregon University

Date: March 9, 2017

Mark A. Riccobono
Mark A. Riccobono, President
National Federation of the Blind