ADA Compliance:
What You Need to Know

What Is It?

In 2018, the U.S. Department of Justice will announce the Americans with Disabilities Act (ADA) requirements for credit union websites. The rules are designed to ensure equal access of a credit union's website between members with and without disabilities. Currently, many websites are difficult for disabled people, such as the visually impaired, to access. ADA rules require websites to be compatible with accessibility software and hardware that assists people with various disabilities in accessing the information they need.

What's the Problem?

While specific ADA rules for credit unions have not yet been published, the Department of Justice (DOJ) has nevertheless required businesses to ensure adequate accessibility for those who are disabled. This has resulted in a plethora of lawsuits being filed, as so many businesses, credit unions included, have not built or tested websites for compatibility with accessibility software and hardware.

How Can a Credit Union Protect Itself?

Credit unions must have their websites professionally audited for accessibility-related issues, so they can better guard against potential lawsuits. CU Solutions Group (CUSG) offers comprehensive testing for any issues related to content or programming that may be flagged for ADA-noncompliance, and even uncovers any links to third-party sites that could pose noncompliance risks.

The ADA audit tests for the following levels of accessibility:

- Section 508(A) issues
- WCAG 1.0 Level A, AA and AAA issues
- WCAG 2.0 Level A, AA and AAA issues