



UNIVERSITY *of*  
DENVER

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STUDENT LIFE

Disability Services Program

*Handbook for Students  
with  
Disabilities / Medical Conditions*

2015-2016

Handbook also available online at

[www.du.edu/dsp](http://www.du.edu/dsp)

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### **Procedures for Accommodations – Changes**

Procedures for requesting and implementing accommodations are subject to periodic change. Students, faculty and staff who are affected by the changes will be notified of amendments through a variety of methods including email, department postings, and personal notification.

Once notification has been given, students should follow the modified procedure in order to ensure accommodations are implemented in an appropriate and timely manner.

### **Request Forms**

Most forms for requesting accommodations can be found on line at [www.du.edu/disability/dsp](http://www.du.edu/disability/dsp) or from the DSP office. Students needing assistance in completing forms or making requests should contact the DSP office at 303-871-2278; 2372; dsp@du.edu.

Dear Student:

Welcome to the University of Denver and the Disability Services Program (DSP)! The staff of DSP is committed to providing students with disabilities the information and support needed to be successful at the University. The appropriate accommodations afforded to students with disabilities at DU are designed to create an equitable educational environment. All students at the University are afforded the same opportunities for academic and occupational success.

While students are usually the best resource when there are questions about their disability and what accommodations have been successful in the past; some students are not sure what accommodations will be helpful, or what is available.

**This Handbook serves two purposes:**

- 1. To convey policies for students with disabilities enrolled in DSP.**
- 2. To outline general procedures that students must follow to request and arrange accommodations.**

The procedures stated in this handbook are revised annually, and amendments and/or updated information may be sent to you during the school year. Student, faculty and staff input on policies and procedures are both welcome and important; please feel free to offer suggestions to the DSP staff.

Unlike many other higher education institutions, the University offers two programs that provide support for students with disabilities. Disability Services Program (DSP) is a no-cost program that facilitates delivery of reasonable accommodations to any student with a documented disability. The Learning Effectiveness Program (LEP) is a fee-for-service, enhanced academic support program for students with learning disabilities/challenges at the University of Denver. You can learn more about LEP on page seven. Both DSP and LEP are members of the Student Life Division.

### ***Our Mission***

*We collaborate with the University of Denver community to foster academic and personal growth in students with disabilities. We partner with our community members to embrace disability within the values of inclusive excellence.*

### ***Our Charge***

*The Disability Services Program (DSP) is the office responsible for the administration of the University of Denver's commitment to equal access and participation for all students who have documented disabilities or medical conditions, in academic areas and other programs sponsored by the University. This includes providing appropriate accommodations pursuant to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (1990) and the ADA Amendments Act of 2008 (ADAAA).*

The DSP staff wishes you success in the coming academic year!

## **University of Denver Policy Regarding Students with Disabilities**

The University of Denver is committed to equal access and participation for all persons, including those with disabilities, in academic areas and other programs sponsored by the University. This includes providing reasonable accommodations pursuant to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act of 2008 (ADAAA).

Appropriate accommodations for students with disabilities are provided on an individualized, collaborative, and flexible basis. However, it is the responsibility of students with disabilities to request accommodations. See page 25 for a list of other University resources.

### **Privacy**

All information regarding a student's disability is private. Records will remain separate from academic records and will not be released to an individual or source external to the University of Denver without the student's written consent. However, in order to arrange appropriate accommodations, DSP or LEP staff must often consult with specific faculty and/or staff members. Therefore, it may be necessary to communicate limited information about disability related needs to University of Denver faculty and/or staff. Specific details regarding a student's diagnosis of disability or medical condition will not be revealed. Students requesting accommodations will sign the "Rights and Responsibilities: Statement of Understanding" in the Student In Take packet that gives DSP permission to communicate with University faculty, staff and administrators.

### **Parent/Family Release of Information**

Students who authorize their parents/family to have contact with DSP must complete the on-line FERPA (Family Educational Rights and Privacy Act of 1974) form. If this permission is not given, DSP cannot communicate with parents/family regarding accommodations for the student.

**Information and the FERPA form can be found on the Registrar's website at**

**<http://www.du.edu/registrar/general/privacypolicy.html>**.

# **Academic Accommodations for Students with Disabilities**

*Note: This policy was approved in June 2013 by the University Provost. It pertains to how faculty will work with Disability Services Program to appropriately accommodate students.*

## **Introduction:**

This policy statement serves as guidance for faculty to ensure fairness and consistency in accommodating students who qualify for academic accommodations through the Disability Services Program (DSP). In addition, the guidelines and procedures listed below will clarify the difference between an official accommodation, which is a legal requirement defined by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (1990) and the ADA Amendments Act of 2008 (ADAAA), and an informal arrangement for a student who may have missed a class or two or may need a make-up exam due to a minor illness or injury (e.g. flu, broken leg). Because of the legal context of the word, it is critical that the word “*accommodation*” be used only for students who have been approved for accommodations through DSP.

## **Policy Statement:**

1. Students requesting accommodations must register with DSP through a disclosure process that includes providing appropriate documentation.
2. Instructors should only implement accommodations approved by DSP. Written notice of approved accommodations will be provided by DSP.

## **Statement of Process for Faculty Implementing Student Accommodations**

The Disability Services Program (DSP) is responsible for the administration of the University of Denver’s commitment to equal access and participation in academic areas and other programs sponsored by the University for all students who have documented disabilities or medical conditions. DSP works closely with administrators and faculty to ensure that students who are eligible for accommodations are appropriately served. The department works with individual instructors, offers trainings at college and department meetings and provides collateral materials, e.g. informational flyers/brochures. Although DSP’s ongoing collaboration with virtually every academic college and department on campus has resulted in wide acceptance of the policies and procedures that govern the process of accommodations, this policy supports instructors in understanding legal requirements and the importance of providing accommodations only to students whose accommodations have been approved through the DSP.

## **Accommodation Guidelines and Procedures:**

- Each academic departmental website and all applicable student handbooks and bulletins should include a statement about how students request accommodations through DSP. In addition, instructors are required to include a statement in each syllabus to inform students about the accommodation process through DSP.

- Students who have disabilities/medical conditions and who want accommodations must register (request accommodations and provide appropriate documentation) with DSP in order for instructors to implement approved accommodations.
- Faculty may grant only those accommodations approved by DSP, shown in a DSP *Faculty Letter*.
- Accommodations are not approved retroactively for past terms. Accommodations are approved and must be used in the term during which they are requested and for future terms. Additional accommodations, or modifications to existing ones, may be requested at any time.
- Law students are granted appropriate accommodations by DSP but the law school has standing policies and procedures that provide anonymity to all law students. These students should disclose DSP approved accommodations to the Student Services Office and the Registrar, who will administer the accommodations.
- DSP recommends that instructors complete DSP accommodations training. Trainings are offered to academic departments throughout the year, and instructors may request individual consultation.

### **Providing Approved Accommodations:**

- Many accommodations students use in the classroom will not require the instructor to have primary responsibility – such as providing sign language interpreters, alternate format text, adaptive furniture – but there are occasions when it will be advantageous for the student, instructor, and DSP if needed, to collaborate on how the accommodation(s) can be administered in the classroom or department. This is especially relevant for Extended Time Testing, where it may be helpful for the student to be physically near the instructor in order to ask questions.
- If a student is granted the accommodation of “extra absences,” or “extensions on assignments,” instructors will work with DSP to determine a reasonable number of absences or length of extensions. If the absences or extensions negatively affect the student’s ability to achieve the course learning outcomes, instructors should inform students of deadlines for dropping a course and/or the University’s Medical Leave of Absence option; students should be directed to appropriate offices.

**Informal Arrangements - Not DSP Accommodations:** Instructors may require appropriate medical documentation from students requesting a minor arrangement such as a make-up exam or assignment extension for a temporary, minor illness or injury (e.g., colds/flu, broken hand/arm). Note: An arrangement is not considered an accommodation. Only DSP can grant official accommodations.

**Recording Informal Agreements - Not DSP Accommodations:** Instructors should use the Advising Toolkit-Comment Section- in PioneerWeb – to document arrangement of informal agreements made with the student and include any appropriate forms (e.g., Incomplete Grade Application). The Comment Section is part of a student’s permanent record and can be referenced by other university officials to give consistent messages to students. In addition, this type of documentation assures consistency and fair practice to students and protects faculty members and the University.

**Referral to DSP:** An instructor should refer the student to DSP if it appears that a more formal accommodation may be necessary. The DSP staff will evaluate the situation to determine if the student qualifies for a formally approved accommodation.

## **Disability Services Program (DSP)**

### **A Program Serving Undergraduate, Graduate and Law Students**

The Disability Services Program (DSP), at the University of Denver, coordinates reasonable accommodations to afford equal opportunity and full participation in University programs for undergraduate and graduate students with disabilities.

It is the joint responsibility of students and DSP staff to work together to meet accommodation needs. Students should contact DSP, as early as possible, to discuss possible accommodations, and policies and procedures. Appointments are encouraged but are not always necessary – much work can be done by phone and email – staff members are available to meet with students when requested. DSP is located on the 4<sup>th</sup> floor of Katherine A. Ruffatto Hall, 1999 E. Evans Ave. (Morgridge College of Education). Appointments can be made at the front desk on the 4<sup>th</sup> floor or by calling 303-871-2372.

Current documentation of disability is required in order to determine appropriate accommodations. All information provided is kept separate and confidential and will not be a part of DU records.

By signing the Agreement form (DSP Student Intake packet) for the Handbook for Students with Disabilities students also give permission for DSP staff to contact appropriate faculty and staff regarding accommodations and other academic matters. Students must notify DSP staff if this permission is not granted or is conditional.

The handbook and all policies and procedures are also available in alternate formats when requested.

- **DSP is located on the 4<sup>th</sup> floor of Katherine A. Ruffatto Hall, 1999 E. Evans Ave. (Morgridge College of Education).**
- **Accessible parking is located in the parking garage on Evans Avenue, across from Ruffatto Hall, and on Race Street; immediately east of Ruffatto Hall.**
- **Office hours are Monday – Friday 8:00am – 4:30pm. Staff hours vary; see the website for staff contact information.**

**[www.du.edu/studentlife/disability/dsp](http://www.du.edu/studentlife/disability/dsp)**

**303.871.2372**

## **Learning Effectiveness Program (LEP)**

### **A Fee-for-Service Program Serving Undergraduate and Graduate Students**

The Learning Effectiveness Program (LEP) at the University of Denver is an enhanced academic support program serving undergraduate and graduate students at the University of Denver with Learning Disabilities, ADHD, or a history of learning differences. Students elect to enroll in the LEP, a fee-based program offering comprehensive academic support services. Students enrolled in the LEP sign a one-year contract each year.

The LEP is designed to assist students in developing compensatory and academic skills. These skills are not only useful during the student's college experience, but also readily transfer to the world of work.

- **Academic Counselors:** meet weekly, one-on-one with students.
- **Organizational/ Time Management Specialist:** available to students who need assistance.
- **Tutors:** course specific; trained to work with students who have learning differences.

LEP is located on the 4<sup>th</sup> floor of Katherine A. Ruffatto Hall, 1999 E. Evans Ave. (Morgridge College of Education). Accessible parking is located in the parking garage on Evans Avenue, across from Ruffatto Hall, and on Race Street; immediately east of Ruffatto Hall. Office hours are Monday – Friday 8:00am – 4:30pm. Staff hours vary; see the website for staff contact information.

**[www.du.edu/studentlife/disability/lep](http://www.du.edu/studentlife/disability/lep) 303-871-2372**

## **Academic Support Services – Campus & Community**

### **Campus:**

- Academic Advising & Discoveries Orientation: [www.du.edu/studentlife/advising](http://www.du.edu/studentlife/advising).
- University Writing Program (located in Anderson Academic Commons)  
<http://www.du.edu/writing/>.
- Math Center (located in Anderson Academic Commons)  
<http://www.du.edu/nsm/departments/mathematics/coursesandadvising/mathcenter.html>.
- Tutoring: students needing private tutors should contact their instructors for the names of upper level/graduate students who are proficient in the subject/course material. If the instructor does not know potential tutors, then the course department will have names of possible tutors. The cost of private tutors is borne by the student as it is not an accommodation at the University.

### **Community:**

DSP is currently compiling a list of community resources for academic support and coaching. The department does not endorse one service/agency/company over another, and any costs associated with these services are borne by the student. DSP can assist students in finding appropriate resources.

# Transitioning to the University of Denver

***Welcome to the University of Denver! This is your guide to how accommodations may be different here than what you may have been granted at previous schools.***

## **The Law**

- The law governing the rights and responsibilities of the school is **not** the same in postsecondary education as it was in high school. The responsibilities of postsecondary schools are significantly different from those of school districts.
- By law, DU must provide accommodations at no cost to any student who has a documented disability/medical condition as required by the Americans with Disabilities Act (ADA), ADA Amendments Act of 2008 (ADAAA), and Section 504 of the Rehabilitation Act of 1973.
- Post secondary institutions are required to provide appropriate academic adjustments as necessary to ensure that it does not discriminate on the basis of disability. This does **not** include changes to curriculum or subject material.

## **How does this apply to me?**

### **Parents**

- Your student may receive different accommodations or services indicated by their Individualized Educational Plan (IEP) or 504 plan.
- Documentation of a disability is not the same thing as an IEP; while an IEP may help us determine services, it's usually not a sufficient form of documentation.
- Help your student to advocate for themselves. They have more responsibilities when it comes to receiving services at the postsecondary level.

### **First Year Students**

- You may receive different accommodations than you did in high school.
- You should share with DSP the services you did receive in high school & how they helped you; we can best meet your needs when we know what they are.
- You have more responsibility as a college student than you did as a high school student when it comes to your disability; get to know your rights & responsibilities, ask DSP for help.

### **Transfer Students**

- The accommodations you receive at DU may be different from your previous institution.
- You should share with DSP the services you did receive at your previous institution & how they helped you; we can best meet your needs when we know what they are.
- DU policies will be different from those of your previous institution; get to know your rights and responsibilities, ask DSP for help.

### **Graduate Students**

- The accommodations you receive at DU may be different from your undergraduate institution.
- You should share with DSP the services you did receive at your undergraduate institution & how they helped you; we can best meet your needs when we know what they are.
- DU policies will be different from those of your previous institution; get to know your rights and responsibilities, ask DSP for help.

## **Eligibility Requirements**

### **To be eligible for accommodations at the University of Denver, the student must:**

- Self-identify to DSP by submitting a Student In Take packet (found on the DSP website or office). Identifying to faculty or other DU staff may occur first, but the student should then be directed to the DSP department.
- Provide appropriate documentation. Accommodations will not be provided without appropriate documentation. All expenses accrued in the process of obtaining documentation are the responsibility of the student.
- Submit request for accommodation(s) and forms and releases; if unable to submit needed paperwork, student should request assistance from DSP.

### ***Appropriate Documentation***

Documentation of the disability should meet current University documentation guidelines. Guidelines may be found on the DSP website ([www.du.edu/disability/dsp](http://www.du.edu/disability/dsp)) or in the department.

Documentation must be signed by an appropriate professional, such as a physician, psychologist, psychiatrist, social worker, therapist, LD/ADHD Specialist, or other qualified professional who is not directly related to the student.

Documentation should be current, preferably within three to four years, and should accurately reflect current limitations associated with the specific condition(s). Students with disabilities that are manifested sporadically, or are degenerative in nature, may be required to provide more frequent documentation updates to substantiate accommodation adjustments. Appropriateness of documentation will be determined on a case-by-case basis. Additional information to determine eligibility for accommodations may be requested.

Further assessment by an appropriate professional may be required, and DSP reserves the right to have documentation reviewed by a professional of the University's choosing. All expenses accrued in this process of a documentation review and assessment are the responsibility of the University.

### ***Determination of Disability and Eligibility for Accommodations***

While the University of Denver does not determine disability under the guidelines of the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act of 2008 (ADAAA), the University has the authority to recognize that a student has an impairment(s) that may negatively impact academic work, and therefore may provide reasonable and appropriate accommodations that provide access to University curricula, programs, and events.

### ***Retention and Disposal of Documentation and Student Records***

DSP will hold students' disability documentation and records for five (5) years after the student leaves the university (e.g., graduates or withdraws), at which time all records will be destroyed. Records may be destroyed earlier than five years if the accommodation process was not completed, the individual never attended DU, or accommodations were denied with no further action being taken.

When requested in writing, the student can request DSP to forward a copy of a student's documentation for the student or another appropriate professional, agency/organization, or post secondary institution. A student may review his/her DSP file following University policy.

## Accommodations, Access, & Services

**Definition of Accommodations:** According to Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990, and the Amendments Act of 2008, students with disabilities are entitled to appropriate accommodations designed to provide participation in and benefit from facilities, programs, and technology available at DU. This handbook uses the term “accommodations” to refer to those modifications in policies, practices, and/or environments in order to provide equal opportunity for individuals with disabilities in the DU community.

**Examples of Accommodations:** This book explains policies and procedures regarding accommodations that are most frequently requested by students with disabilities at DU. Because individual students experience their particular disability differently, it is not possible to outline all possibilities, nor will every accommodation apply to every student with the same disability. Accommodations may include, but are not limited to, extended-time testing in a reduced-distraction environment, sign language/oral interpreters, and use of adaptive technology, and substitution of foreign language requirements.

**Assessment and Request for Accommodations:** The assessment of reasonable and appropriate accommodations is based on the types of limitations manifested by a particular disability, as reflected by documentation and other information, and may differ for each student. Accommodations will be determined on an individual basis and may not be identical to those previously used by a student. Accommodations that compromise the integrity of an academic program, impose undue financial and/or administrative burden on the University, or alter the programmatic content are neither reasonable nor appropriate.

The student must disclose his/her disability, provide documentation of the disability, and request accommodations using the forms provided by DSP before any accommodation can be implemented. Collaboration with the student is integral to the accommodations process. Accommodations can be requested at any time but are not applied retroactively. Students may request additional accommodations at any time. The University may require further documentation to substantiate requests for additional accommodations. The DSP staff will need time to review all requests. Implementation of more specialized accommodations may take additional time.

Accommodations cannot be requested retroactively for past quarters. Undiagnosed or undocumented disabilities cannot be the basis for grade appeals. Students cannot petition grades received as a result of not using accommodation(s) or not following appropriate procedures to request accommodations. Grade appeals must follow University policy.

**Access:** Access usually refers to elimination of physical barriers that prevent full participation, but it also includes access to appropriate technology and university sponsored programs. All university building access concerns should be discussed with the University ADA coordinator; see page 25.

**Services:** In addition to accommodations and access required by Section 504 and the ADA, DU offers students with disabilities and/or learning challenges the opportunity to utilize services designed to facilitate learning and enhance their education experience. The *Learning Effectiveness Program (LEP)* provides services for a fee and include, but are not limited to: tutors, relationship with the academic counselor, term paper development, access to skill development, referrals, and advocacy assistance. In addition to the LEP, the University offers other academic support services to all students, such as the Writing Center located in Anderson Academic Commons.

## Academic Honesty and Attendance

# ACADEMIC HONESTY

Ensuring the integrity of the academic experience is of great importance at DU. Academic integrity is essential for the academic success of all University of Denver students, including students with disabilities who request and are granted academic accommodations. The Honor Code at the University of Denver states:

*All members of the University of Denver are expected to uphold the values of Integrity, Respect, and Responsibility. These values embody the standards of conduct for students, faculty, staff, and administrators as members of the University community. Our values are defined as:*

*Integrity: acting in an honest and ethical manner;*

*Respect: honoring differences in people, ideas, and opinions;*

*Responsibility: accepting ownership for one's own conduct.*

For the academic environment to be a challenging environment that encourages the open exchange of ideas, all students must respect and follow the Honor Code. Students suspected of violating the tenants of the Honor Code will be referred to the appropriate University faculty and/or staff member responsible for maintaining the integrity of the academic experience.

You will find more information regarding the honor code at [www.du.edu/honorcode/](http://www.du.edu/honorcode/)

## ATTENDANCE

### POLICY

Regular attendance is essential for the academic success of all University of Denver students, including students with disabilities. DSP supports and adheres to the *University of Denver academic policy*, which states:

*Students are expected to attend all meetings of classes for which they are registered, including the first and last scheduled meetings and the final examination period. Instructors have the right and responsibility to establish attendance policies for their courses. Participation in official University activities, personal emergencies and religious observances are valid reasons for absences. Students are responsible for informing instructors about their absence and for completing assignments given during their absence. A student may not attend classes without being officially enrolled. Registrations are not processed after the designated registration period of the quarter.*

<http://www.du.edu/registrar/academicpolicies/attendance.html>

### Procedures

While attendance is a vital component of all University classes, it is recognized that some disabilities may occasionally affect attendance. Therefore, the accommodation of disability related excused absences will be considered on a case-by-case basis. Supporting documentation is required.

# Alternative Testing

## POLICY

The University will provide appropriate test accommodations for students with disabilities when substantiated by appropriate documentation. These accommodations may include, but are not limited to: extended time (time and a half is standard; requests for additional time will be evaluated on a case-by-case basis), assistive technology and reduced distraction environment. The purpose of test accommodations is to measure the student's knowledge accurately while minimizing the effects of a disability.

Students must follow the procedures outlined here and any additional procedures posted by the testing coordinator, to utilize alternative testing accommodations. Failure to do so will result in the student taking the exam in class, or temporary suspension of the accommodation.

Students must notify faculty for each class in which alternative testing is indicated. A *Faculty Letter* is available from DSP to assist students with their introduction to the faculty.

Disabling conditions that may indicate a need for test accommodations include, but are not limited to, visual and hearing impairments, motor/manual limitations, head injuries, learning disabilities, ADHD, psychiatric disorders, and chronic conditions which may affect endurance. Temporary disabling conditions, such as physical injury or illness, may also be grounds for test accommodations; this will be determined on a case-by-case basis through the DSP office.

Appropriate test accommodations are determined through the Request for Accommodation process. Faculty may consult DSP staff about how to provide suitable arrangements. All test accommodations must be based on the student's individual, documented needs.

## Procedures

- Students approved for Alternative Testing and who want to take their tests and exams in the DSP testing center must use the ClockWork on line scheduling system, and contact DSP if assistance is needed.
- This on line form must be used for each exam administered in DSP. Accommodated exams given by instructors do not require the student to sign up on line.
- Alternative Testing is arranged through the DSP Testing Coordinator, [dsp@du.edu](mailto:dsp@du.edu). Alternative testing during summer classes will be administered by other DSP staff.
- This on line form can also be accessed via the DSP website at [www.du.edu/studentlife/disability/dsp](http://www.du.edu/studentlife/disability/dsp). Requests for alternative testing must be received by a minimum of seven (7) days prior to the exam. Late requests may not be fulfilled.

## Procedures for graduate students using academic department facilities:

Graduate students who are eligible for alternative test accommodations are encouraged to work with the instructor and department to arrange extended time or other test related accommodations. If a professor/department cannot meet individualized testing needs, students may take exams in the DSP testing center using the procedures listed above.

**Law School** students typically do not contact instructors directly regarding disability issues or accommodations. Students should contact the Director of Student Affairs at 303.871.6113 or the Assistant Dean for Student Affairs at the Sturm College of Law at 303.871.6208 to arrange testing.

# Early Registration

## POLICY

Approval for this accommodation must include current documentation (see Documentation Guidelines) and indicate a disability that would warrant early registration as an accommodation in any of the following areas:

1. Student requires pre-arranged support services, such as Alternate Format Text, or sign language interpreters that are necessary for accommodation.
2. Student has physical constraints due to issues/problems with mobility, speed and/or endurance.
3. Student has physical or cognitive restrictions due to fatigue, sleep disorders, medication side-effects, or sustained concentration as verified by a physician, medical reports, or psych-educational evaluation.
4. Student requires medical treatment/intervention/therapy that highly impacts scheduling.

## Procedures

- Student submits a *Request for Accommodation Form* or indicates request in writing.
- If approved, DSP staff informs registrar, the student and LEP staff, if applicable.
- DSP/ LEP staff cannot give students who receive Early Registration their Alternate PIN.
- Students with temporary disabling conditions may receive Early Registration when appropriate.

# Temporary Extensions/Modifications on Assignments/Projects

## POLICY

Approval for this temporary extensions or modifications to coursework is decided on a case-by-case basis; approval for this may apply to one assignment or the course work in a single class, but will rarely apply to course work in every class.

**Temporary academic modifications** may be granted for students in situations such as broken limbs/hands; concussions; personal and/or family emergency or crises; acute stress; other situations that negatively impact learning for the duration of the condition or no more than one quarter/semester. Documentation may be required by DSP.

DSP will determine the appropriateness of the overall modification or extension but will defer to the instructor on the details of the modification, i.e., how much extra time is appropriate, new due dates and/or assignment modifications. DSP recommends that both the student and instructor collaborate and document the agreement.

## Procedures

- Student submits a *Temporary-Provisional Request for Academic Modifications (Short Form DSP Intake)* and provides supporting documentation.
- If approved, DSP staff informs student and instructor in writing with recommendations or suggestions if needed.

# Course Substitutions

## POLICY

Students with disabilities must complete all academic and internship requirements for the degree(s) they are pursuing. Occasionally, limitations of a disability will warrant substitution of a class or series of classes. In such cases, it is important to note that these class requirements will not be waived, but rather substituted with other courses. A substitution course must be of equal academic rigor, meet the academic standards of the department in which the substitution is requested, and the students' documentation must clearly support the request.

In some instances, however, a course substitution would not be considered an appropriate accommodation. These include:

- The class is an integral part of the program, major, or minor; substitution would jeopardize the integrity of the particular program.
- The substitution could not fulfill the competency required for a particular degree.
- The documentation of disability does not support the need for such accommodation.
- Appropriate academic deans and chairs of departments must make and justify decisions regarding whether or not a class or series of classes is integral to the program. If a student cannot meet requirements that are proven to be integral to a specific program despite other appropriate accommodations, the student may be considered unqualified to pursue that particular course of study. In such a situation, academic, career, and personal counseling resources are available at the University to assist the student.

## Criteria for course substitutions

Requests for substitution must include current documentation that demonstrates the need for the substitution; documentation guidelines can be found online at [www.du.edu/studentlife/disability/dsp](http://www.du.edu/studentlife/disability/dsp). Documentation that offers comparative data from more than one assessment instrument may be required. However, a student has the right to submit documentation other than what is preferred.

Statements from instructors – previous or current – indicating academic issues may also be useful in supporting a request, but are not required. Transcripts that show secondary or postsecondary grades in the area impacted by the request may be considered.

## Procedures

- Meet with DSP staff to submit and discuss the request at least one quarter prior to that in which you intend to take the substitution class (es). Submit appropriate documentation.
- Meet with an academic/major advisor to discuss and request the course substitution.
- Obtain approvals for course substitution, in a major or minor, in writing from both academic/major advisor and the department chair or appropriate dean.
- Undergraduates – after the substitution course has been approved and completed, and the grade assigned, it is the student's responsibility to request that the course be moved to the correct category on the transcript. DSP staff or faculty advisor will inform the Office of the Registrar that the substitution has been approved and where to move the course to accurately reflect the course substitution.

# **Alternate Format Textbooks and Written Materials**

## **POLICY**

The University will provide printed materials in alternate formats for visually impaired and blind students as well as those students with physical and/or learning disabilities who qualify for this accommodation. The University is responsible only for providing alternate formats of materials (textbooks, etc.) that are required for the course as specified by the instructor and/or syllabus. The primary format is e-text (e.g. PDF); alternate formats can be arranged if needed.

## **RESOURCES**

While DSP will prepare alternate format texts (AFT) for students when requested, please note that there are other resources for audio and e-texts that may allow a student to have quicker access to materials. For a list of resources contact the Assistive Technology Specialist or other DSP staff. Students using these resources are responsible for fees incurred and for following the organization/agency policies.

## **PROCEDURES**

- Students approved for AFT are also approved for Early Registration and should register for classes as soon as permitted. This allows students to request books/materials earlier so that they can be processed in a timely manner.
- To request materials to be converted into alternate format text students MUST contact the DSP Assistive Technology Specialist with book titles, authors, copyright years, editions (if applicable) and ISBNs (found on the copyright pages) and preferred alternate format.
- Students are required to purchase all books that the University is converting to or obtaining in alternate format (except those obtained from Bookshare). Proof of purchase must be provided to DSP (e.g. receipt).
- Per copyright law, students receiving alternate format texts shall be the sole user of those files, and shall not redistribute the files in any manner.
- Students may be required to provide DSP materials (textbooks, course packs, and class handouts) to be scanned and converted into alternate format(s). DSP will attempt to return books/materials in a condition that allows for resale, but full resale value cannot be guaranteed.
- If the student can demonstrate a need for an original book/material in addition to the alternate format, DSP will provide a second copy for loan. Need may be demonstrated through documentation and conversations with DSP staff.
- There are several variables that affect the timeframe within which books are processed, and therefore a guaranteed turnaround time is not possible. As a general rule, requests can take 2-3 weeks to process.
- Additional procedures and information regarding AFT may be obtained from the Assistive Technology Specialist, other DSP staff and the DSP website.

## **Adaptive/Assistive Technology**

The University of Denver is aware that assistive technology can provide persons with disabilities greater independence in pursuing academic goals. In most cases, the need for assistive technology must be justified through documentation (i.e. an assistive technology evaluation report, or past use of specific assistive technology) and requested by the student.

Students with disabilities are encouraged to be familiar with technology specific to their individual disability since the University does not provide in-depth training in the use of such technology. The DSP staff or the University ADA Coordinator can provide information about community resources that are available for a technology evaluation and/or training.

DSP has established an Assistive Technology Lab in Ruffatto Hall. The lab is used to train students on various assistive technologies as well as for the production of tactile graphics, Braille, and alternate format texts. The lab contains many of the latest state-of-the-art software applications and equipment that bolster the academic experiences of students with disabilities.

## **Assistants and Attendants**

**Class Assistants:** The University will provide academic assistants for classroom or lab work for students whose documented disabilities demonstrate a need; example: biology lab where students must physically take and record measurements or mix chemicals.

The Disability Services Program staff will work with the student and instructor to identify the type of assistant needed and class schedule; DSP will contract with the assistant for pay. Assistants are not tutors and will not be available to assist students outside of the classroom or lab unless prior arrangements are made. If an assistant is not suitable then DSP will make every attempt to find a replacement; students may suggest names of possible assistants, but may not contract for their services without the approval of DSP.

Assistants should not interact with instructors or other students in the class unless needed for clarification of a task; communication should be with the student enrolled in the class. Assistants will not attend class that the student does not attend; assistants may not be utilized as note takers or scribes unless previously approved with DSP.

**Personal Attendants:** If a student with a disability requires a personal attendant, the student should notify the DSP who will then notify instructors of their needed presence in the classroom. The University may require medical documentation of the need for an attendant. Personal attendants are not employees of the University, but are employed by the student.

Attendants should not interact with instructors or other students in the class unless the student with a disability is unable to communicate; DSP will work closely with the student and the instructor to determine if and when it is appropriate for an attendant to facilitate communication.

Assistants and attendants are expected to follow the University Honor Code. Information regarding the Honor Code can be found at [www.du.edu/honorcode](http://www.du.edu/honorcode).

# Housing and Residential Education / Students with Disabilities

## POLICY

Residency Requirement and Meal Plans: The two-year live-on requirement is a commitment between the undergraduate students and the University of Denver to enhance the students' experience and success. This commitment requires students to live on campus and have a meal plan for two years. (<http://www.du.edu/housing/resources/undergradpolicies.html>.) Students with disabilities enrolled at DU are held to the same standards as any other student regarding requests for accommodations, such as single rooms, and release from housing contracts, including meal plans.

## Procedures

**Accommodations/modifications in student housing:** Students who need access or accommodations in residence halls should contact the Disability Services Program (DSP) and/or Housing and Residential Education (HRE) soon after making the decision to enroll at DU, or as soon as a physical or psychological condition is manifested. If modifications to a room/suite are needed, and approved by DSP, HRE and Facilities Management will work with the student, to make appropriate changes to enhance reasonable accessibility.

**Housing/Meal Plan Release (s):** Students who request to be released from the residency requirement, or meal plan(s) due to disability and/or medical/health conditions must work with HRE and provide appropriate supporting documentation; see information at <http://www.du.edu/housing/resources/undergradpolicies.html>; [housing@du.edu](mailto:housing@du.edu).

## Service Dogs / Emotional Support Animals in DU Housing

Students who have a service dog, service dog in training, or an Emotional Support Animal (ESA) living in DU-operated housing facilities must receive approval through DSP and HRE before bringing the animal to campus. Multiple service dogs or ESA's are not allowed.

Service dogs, dogs in training, and ESA's must be under control at all times, and cannot be disruptive in residential facilities, and if a service dog, not be disruptive in classrooms, or at any University program or event. If a student needs help with the care of a service dog or ESA, the student is responsible for locating and paying for this service; DSP and HRE may be of help in locating appropriate services.

Emotional Support Animals (domestic or unregulated) used for the provision of psychiatric therapy or emotional support may be allowed in University housing and residence hall common areas. There must be a relationship or nexus between the individual's disability and the assistance the animal provides. Documentation from a licensed medical provider verifying the need for a therapy/support animal is required. ESA's may not accompany students to other University buildings or sites.

See related policy concerning service dogs/emotional support animals on page 22.

# **Sign Language Interpreters / Captioning**

## **POLICY**

The University will provide sign language interpreters and/or captioning for Deaf/hearing impaired students who are enrolled at the University and qualify for this accommodation. Interpreters/captioning will be provided at no cost for classes, academic meetings/appointments, and University-sponsored programs. Qualified interpreters/captionists are hired on a short term, hourly basis.

Requested and scheduled interpreter(s)/captionist(s) for a University-sponsored program will be paid by the University regardless of whether Deaf/hearing impaired students attend the program, as long as the program is open to the public. During University closures interpreting/captioning services will automatically be cancelled.

An interpreter/captionist function is to facilitate communication. The interpreter/captionist is not available to act as a note taker, tutor, or messenger for the student. Students should contact DSP staff with any questions regarding the role of interpreters/captionists.

## **Procedures**

To request interpreting/captioning services, notify the DSP interpreter coordinator well ahead of the class/meeting/event; every effort will be made to find a qualified interpreter/captionist. DSP cannot guarantee services can be provided with less than 72 hours notice. Students must notify DSP of preference of signed English or an ASL interpreter or captioning. An ASL interpreter will be hired if no preference is indicated.

Requests may be made by e-mail (preferred) to the interpreter coordinator, [Michele.Gardner@du.edu](mailto:Michele.Gardner@du.edu) or [dsp@du.edu](mailto:dsp@du.edu).

The interpreter coordinator will discuss with the student the procedures that need to be followed in order to ensure timely, and appropriate, delivery of this accommodation.

Students who use sign language interpreters/captioning are typically afforded Early Registration in order for DSP to arrange interpreters in a timely manner. Students should register as soon as allowed and notify DSP of class schedule.

# Note takers

## POLICY

Other students, enrolled in the same class (es) in which notes are needed, are the primary source of qualified note takers. Faculty and graduate teaching assistants are not required to provide lecture notes or supplemental notes to students. It is the student's responsibility to contact instructor(s) either prior to the beginning of a quarter/semester or on the first day of class to request that an anonymous announcement be made in class regarding the need for a note taker (sample announcements are available from DSP.)

Students with disabilities that limit their ability to take notes in class are eligible for note takers. Examples of disabilities which may affect notetaking ability include, but are not limited to, motor/manual limitations, hearing impairments, Deafness, and visual impairments. If approved by DSP and the instructor, some classes may be tape recorded by the student for his/her personal academic use.

Note takers, faculty, and graduate teaching assistants are not responsible for providing notes for classes that a student does not attend; medical absences and other emergency situations may be exceptions.

## Procedures

Contact DSP staff regarding procedures to ensure this accommodation proceeds in a timely and appropriate manner.

- Contact instructors regarding need for note takers. Students may procure their own note takers without the assistance of instructors, but should follow all other procedures.
- Note takers and student receiving notes agree on format of notes and delivery. Both students complete and return *Note taker Agreement* form which can be found on the DSP website (current student link) or from the DSP offices. DSP gives note takers a one time credit, per class, to the University bookstore.
- If a note taker is unavailable or proves to be inadequate, the student receiving the notes is responsible for notifying DSP and/or the instructor.
- Law students who have this accommodation should contact the Student Affairs office to make arrangements; 303-871-6113.

# Library Assistance

## POLICY

Both Penrose Library and Westminster Law Library will provide limited assistance to students with physical disabilities who require help with accessing library materials.

Students needing more in-depth assistance should contact library staff a few days ahead of time to ensure appropriate assistance is provided.

## Procedures

Students with physical disabilities that limit ability to access both Penrose Library and Westminster Law Library may request assistance. Assistance is provided by library staff at both libraries.

Examples of accommodations available in both libraries include:

- Retrieving books and publication from stacks
- Limited assistance with equipment such as photocopiers, computers, microfilm readers/printers

Students needing assistance from **Penrose Library** staff should contact the library at least one day in advance to ensure timely assistance.

Research Center 303-871-2905

Lending Desk 303-871-3707

Music Library 303-871-6421

<http://library.du.edu/policies/ada.html>.

At **Westminster Law Library**, students needing assistance should contact the library at least one day in advance. Appointments on weekday mornings are preferred. Advance notice of several days is recommended if you require weekend assistance. 303-871-6079

<http://www.law.du.edu/index.php/library/about-the-library/disabled-access>.

## Emergency Phones - Campus

Emergency phones are located strategically throughout the DU campus and are positioned in crimson-colored stations. It is important to note that when the receiver is removed from the hook, campus Safety Department officers are dispatched immediately to that specific phone. You do not need to speak to elicit a response.

For more information regarding emergency phones and other campus safety issues, please see their website at [www.du.edu/campussafety](http://www.du.edu/campussafety), or call 303.871.2334 (non emergency) and 303.871.3000 (emergency). Anonymous Tip Line for reporting campus safety concerns is 303.871.3130. "After Dark" on campus, walking escorts are available upon request from Campus Safety.

## **Service Dogs / Emotional Support Animals**

**Service Dog:** is one that has been, or is in the process of being, specially trained as a “guide dog” for a blind or visually impaired person, a “hearing dog” for persons who are Deaf or hearing impaired, or a “service dog” for persons with other disabilities. No other species of animals (except for miniature horses in certain circumstances) will be considered or allowed at the University.

Under Colorado law (C.R.S. 24-34-803), persons with disabilities have the right to be accompanied by an service dog specifically trained for such persons to obtain access to public streets, facilities and services, public transportation, places of public accommodation, and housing offered for rent or lease. A trainer accompanied by a service dog has the same rights to access, except with respect to housing.

Access to the University of Denver by service dogs includes, but is not limited to: classrooms, laboratories, public meeting and dining facilities, and residence halls. However, it is recognized that some areas, such as laboratories, may create a risk for either the animal and/or other participants due to the nature of the activity, such as the use of chemicals, infectious materials, or the risk of contamination. The student, in conjunction with the appropriate faculty member, will be asked to evaluate such conditions and if needed, alternative accommodations may be put into place.

The law provides that the owner or person having custody of a service dog is liable for any damages to persons, facilities, or premises caused by a service dog, including one that is in training. It is expected that a service dog will behave so as not to be a disruption or danger to others.

It is recommended that service dogs or dogs in training wear visible insignia appropriate to the type of service; (e.g. harness for a guide dog, orange leash for a hearing dog, yellow vest for a service dog) to distinguish the purpose of the presence of the dog. If a student needs help with the care of a service dog, the student is responsible for locating and paying for this service; DSP may be of help in locating appropriate services.

**Emotional Support Animals (ESAs):** Requests to have an ESA in DU-operated housing facilities must receive approval through DSP and HRE before bringing the animal to campus. Multiple service or ESA's are not allowed.

ESA (domestic or unregulated) used for the provision of psychiatric therapy or emotional support may be allowed in University housing and residence hall common areas. There must be a relationship or nexus between the individual's disability and the assistance the animal provides. Documentation from a licensed medical provider verifying the need for a therapy/support animal is required.

ESA may not accompany students to other University buildings or sites. ESA must be under control at all times, and cannot be disruptive in residential facilities. If a student needs help with the care of a service dog or ESA, the student is responsible for locating and paying for this service; DSP and HRE may be of help in locating appropriate services.

# Classroom Changes

## POLICY

Since some classrooms on the DU campus are not readily accessible to persons with disabilities, classes/programs may need to be relocated to accessible locations. The University will relocate classes and other University-sponsored programs to ensure that students with mobility limitations have access. Departments are highly encouraged to consider accessibility when planning programs.

NOTE: The University of Denver is striving to make the campus accessible to persons with disabilities. All new construction and major renovations comply with federal accessibility standards.

## Procedures

To request a room change because of inaccessibility, students should contact DSP staff, who will work closely with the Office of the Registrar to make these changes as quickly as possible.

It is important to request room changes well ahead of time. Students should follow these steps to help ensure that any necessary changes are made before classes begin:

- Students who have mobility and/or physical access issues are usually afforded the accommodation of Early Registration in order to facilitate smooth classroom transitions and any physical access issues. These students should register as soon as allowed and make efforts to visually inspect assigned classrooms and transportation routes.
- If changes are needed or there are questions about accessibility students should contact DSP for assistance. Students need to supply the following information: course number and line number of the class/program; time and date(s) the class/program is scheduled; current location of the class/program.
- Class changes due to accessibility issues during the Drop/Add period will be addressed as quickly as possible, but there may be a delay while the registrar's office attempts to locate a suitable classroom and notifies the instructor and other students.

## Residence Life

Students needing accessible living space in the Residence Halls should notify the Disability Services Program (DSP) well ahead of time. Students requesting a room change or release from the residence hall contract must follow stated HRE procedures. See page 18 of this handbook for more information on Residence Policy and Students with Disabilities.

## Parking

Parking permits for persons with disabilities, vehicle registration for on-campus parking, and the purchase of parking permits are handled through the **Department of Parking Services** located at: **Evans Parking Garage** located on the corner of Evans Avenue and High Street.

Persons who wish to use parking spaces reserved for persons with a disability on the DU campus must first qualify for and receive a disabled permit, issued either through the state of Colorado or through the state in which they are a resident. You must present this information to the Department of Parking Services upon requesting a DU permit.

For information on parking permit costs and lot locations for the 2015-2016 academic year, call **303.871.3210** or review the **Parking Services** website: [www.parking.du.edu](http://www.parking.du.edu).

Students with disabilities who choose to purchase individual lot or standard permits will be charged current parking fees and may park in regular or reserved for disabled parking spaces in their designated lot, as long as they display their DU permit and, if parking is a reserved for disabled spot, also display their state issued disabled plate or placard.

Students with a disability, who need to access more than one parking lot because of mobility considerations, may choose to purchase a multi-lot disabled permit A (surface) or B (covered garages.) There is no longer a difference between covered or surface lots. We only offer one disability permit that covers all lots. These are issued on an individual basis by parking services.

Parking restrictions are in effect 24 hours seven days/week and include both gated lots, metered spaces and other visitor lots.

Accessible parking spaces in metered lots will have the same time limitations enforced as the other meter spaces in the lot. The Disability Services Program (DSP) offers limited assistance in accessing pay stations, or purchasing one-day parking passes for visitors with disabilities; call 303-871-2278.

The Department of Parking Services consults with the ADA Coordinator to place sufficient accessible parking spaces in convenient locations throughout the campus and to assure that DU follows current federal and state accessibility guidelines. Additionally they work to minimize the disruption to access caused by temporary construction projects. Contact DSP with concerns about parking or access.

Campus maps showing the locations of accessible parking spaces are available in the Dept. of Parking Services or on the DU website at [www.du.edu/utilities/maps/](http://www.du.edu/utilities/maps/).

## Transportation Resources

**On campus transportation is not provided** to any students, faculty/staff or visitors. Students who have permanent physical disabilities/medical/mobility challenges should work with the DSP office to arrange for Early Registration (accessible class and building scheduling) and to determine which community transportation resources will best support the students' needs.

**Temporary injuries** (mobility – injured legs/feet requiring use of crutches or wheelchair): the University does not provide transportation to students, faculty, staff or visitors who need to use crutches, canes or wheelchairs due to a temporary injury. DSP can assist students in communicating with instructors if temporary academic accommodations are needed (i.e. tardiness, extensions on assignments) and locating transportation resources.

**Transportation Resources:** DSP has a list of community transportation resources; contact DSP or find the list on the DSP website at [www.du.edu/disability/dsp](http://www.du.edu/disability/dsp).

## **Student Grievances and ADA Complaints**

The University of Denver's grievance policy and procedures can be accessed through the Office Equal Opportunity (this includes Americans with Disabilities Act – as amended (ADAAA) compliance); Mary Reed Building, Room 422. We encourage students to utilize all resources on campus to resolve issues impacting academic performance and progress at the lowest level possible. These resources include staff designated to support staff, faculty, and students with diversity issues and academic progress.

### **Office of Equal Opportunity (includes ADA compliance)**

**303.871.7016 / 4284 / 7479**

**<http://www.du.edu/equalopportunity>**

### **Campus Resources**

Center for Academic and Career Development	303-871.2455
College of Law – disability liaison (Student Affairs)	303.871.6113
Health and Counseling Center	303.871.2205
Center for Multicultural Excellence	303.871.2942
Facilities/Grounds Management	303.871.3242
Student Conduct	303.871.4851
Ombudsman	303. 871.4712
Registrar	303.871.4095
University Office of Equal Opportunity (ADA Compliance)	303.871.7436
University College – disability liaison (Student Services)	303.871.3195
Women's College – disability liaison (Academic Advising)	303.871.6032

### **Community / Local Resources**

Students may use disability-related resources and services other than DSP. Although DSP staff can assist in identifying such resources, we do not endorse one over another nor pay for services or products.