



UNIVERSITY *of*
DENVER

CAMPUS LIFE & INCLUSIVE EXCELLENCE
Disability Services Program

Handbook for Students with Disabilities / Medical Conditions

2017-2018

Handbook also available online at:

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/dsp or from the DSP office. Students needing assistance in completing forms or making requests should contact the DSP office at 303-871-3241; dsp@du.edu.

Dear Student:

The Disability Services Program (DSP) is a department of the Campus Life and Inclusive Excellence Division at the University of Denver. The DSP 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 4th floor of Katherine A. Ruffatto Hall, 1999 E. Evans Ave. (Morgridge College of Education). Appointments can be made at the front desk on the 4th floor or by calling 303-871-3241.

This Handbook serves two purposes:

- **To convey policies for students with disabilities enrolled in DSP.**
- **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.

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).

Campus Life and Inclusive Excellence - Diversity Statement

We believe that every person matters.

We respect and embrace the uniqueness of identities, gifts, perspectives, histories and life experiences of all members of our community.

We are committed to creating an empowering, accessible, and equitable environment for a plurality of voices by:

- Building relationships through kind words and actions
- Examining how our actions individually and institutionally affect members of our community
- Confronting those who speak or act insensitively while inviting challenges to our bias, assumptions, and positions of privilege
- Taking the time and the risk to build genuine connections with others with whom we do not typically interact
- Promoting the achievement and support of a diverse student body, staff and faculty team

Policy Statement for Accommodating Students with Disabilities

Note: This updated policy was approved in July 2016 by the University Provost. It pertains to how faculty will work with Disability Services Program to appropriately accommodate students.

Introduction:

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. DSP works closely with administrators and faculty members to ensure that students who are eligible for accommodations are appropriately served.

This policy statement serves as guidance for faculty members to ensure equitable access, fairness and consistency in accommodating students who qualify for academic accommodations through the Disability Services Program (DSP) and supports faculty in understanding legal requirements and the importance of providing accommodations to students whose accommodations have been approved through DSP.

In addition, the guidelines and procedures listed below will clarify the difference between an 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).

Additional information for faculty on working through the student disability accommodation process can be found in the "Blue Folder" located on the DSP website: www.du.edu/dsp.

Policy Statement:

1. The University of Denver is committed to providing students with disabilities equal access and participation in academic areas and other programs sponsored by the University as mandated by federal law. The process for granting qualified students with documented disabilities accommodations to obtain equal access is managed by DSP. Students requesting disability accommodations engage in a collaborative process with DSP staff that includes disclosing the disability(ies) and providing appropriate documentation.
2. Faculty should only implement accommodations approved by the DSP staff. The DSP staff will provide students with a Letter of Approved Accommodations that describes approved classroom accommodations. Students are responsible for providing this letter to faculty prior to needing the accommodation.
3. Disability and accommodation information should be kept private, and only shared with other University personnel who have a legitimate educational need to know to be in compliance with relevant laws.

Definitions:

What does it mean to be a "qualified student with a disability?" A qualified student with a disability is a student, or prospective student, who meets the academic and technical standards required for admission or participation in an educational program or activity. Under this policy and consistent with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), a disability is any physical, learning, medical, emotional, mental health condition that limits a "major life activity," such as walking, hearing, seeing, speaking, breathing, or learning. Disabilities can be visible or non-visible.

What are academic accommodations? Academic accommodations are reasonable modifications or services, as determined by DSP, that give a student with a disability an equal opportunity to benefit from the educational process. Accommodations can be in the form of academic adjustment or modifications

such as extended time for test taking or completing course work; substitution of specific courses to meet degree requirements; modification of test taking or performance evaluations so as not to discriminate against a person's sensory, speaking or motor impairments, unless that is what is being tested. Accommodations can also take the shape of auxiliary aids and services such as qualified sign language interpreters, note takers, readers, braille, large print, electronic formats of print materials, and adaptive equipment. The University does not provide accommodations that would "fundamentally alter" the educational program or academic requirements that are essential to a program of study or to fulfill licensing requirements. A "fundamental alteration" is a modification that is so significant that it alters the essential nature of the goods, services, facilities, privileges, advantages, or accommodations offered.

Faculty Guidance for Accommodating Students with Disabilities:

- Each academic departmental website and all applicable student handbooks and bulletins should include a statement about how students request accommodations through the DSP. In addition, faculty should include a statement in each syllabus (see Appendix A) to inform students about the accommodation process through DSP.
- Faculty shall refer students who self-identify as having a disability to DSP. Students who want to request a disability accommodation must first register with DSP. DSP will make the determination of eligibility for accommodation and will also make the determination as to the appropriate reasonable accommodation.
- Upon request from DSP, faculty and or administrators will identify essential course and degree components and requirements.
- Faculty are responsible for implementing accommodations for students from the time they are notified by receipt of the Letter of Approved Accommodations. Accommodations are not typically implemented retroactively for past assignments, exams, or class activities. Faculty members may grant only those accommodations approved by the DSP, shown in a DSP Letter of Approved Accommodations. DSP welcomes dialogue with faculty to better assist our students.
- Accommodations are typically implemented for the term during which they are requested and future terms. Students expressing disability-related concerns for past terms may be directed to other University appeal and/or grievance processes.
- Law students are granted appropriate accommodations by the 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 faculty complete DSP accommodations training. Trainings are available to academic departments throughout the year, and faculty may request individual consultation.
- Many accommodations students use in the classroom will not require the faculty 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, faculty, 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 faculty in order to ask questions.

Informal Arrangements - Not DSP Accommodations:

Faculty may ask for verification (e.g. doctors' note; receipt from medical center) 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 the DSP can grant accommodations. If it appears that a more formal accommodation may be necessary, the faculty should refer the student to the DSP.

Recording Informal Agreements - Not DSP Accommodations:

Faculty 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.

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>

Referral to DSP:

Whenever students disclose a disability, or the need for a disability-related accommodation, they should be referred to DSP. If an injury, illness or temporary impairment creates increased challenges for the student then the faculty should refer the student to DSP for possible short-term accommodations.

ADA Syllabus Statement:

Students who have disabilities (i.e., physical, medical, mental, emotional and learning) and who want to request accommodations should contact the Disability Services Program (DSP); 303.871.3241; 1999 E. Evans Ave.; 4th floor of Ruffatto Hall. Information is available online at www.du.edu/dsp; see Handbook for Students with Disabilities.

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 staff may need to 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: Memorandum of Understanding" in the Request for Accommodations packet that gives DSP permission to communicate with University faculty, staff and administrators.

Family Educational Rights and Privacy Act (FERPA)

Students who authorize their parents/family to have contact with DSP must complete the online 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>

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 Department of Education has issued a Transition Guide to Postsecondary Education and Employment for Students with Disabilities to improve educational and employment outcomes for all individuals with disabilities and their families. Access the guide here:

<https://www2.ed.gov/about/offices/list/osers/transition/products/postsecondary-transition-guide-2017.pdf>

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.
- Postsecondary 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?

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.

Parents

- Your student may receive different accommodations or services from those indicated in 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.

Eligibility Requirements

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

- Self-identify to DSP by submitting a Request for Accommodations (found on the DSP website or office). Disclosing to faculty or other DU staff may occur first, but the student should then be directed to the DSP department. The student and not the school are responsible for identifying accommodations that they believe they need.
- 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.

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) or hard copy format (at the DSP office).
- 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.

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 most records, especially documentation, may 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 postsecondary institution. A student may review their DSP file following University policy.

Accommodations

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 needed in order to provide equal opportunity for individuals with disabilities in the DU community. All accommodation requests are considered on a case-by-case basis and are not intended to be applied retroactively.

Examples of Accommodations: This handbook 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, testing in a reduced-distraction environment, sign language/oral interpreters, use of adaptive technology, and substitution of foreign language requirements.

Requests for Accommodation: To make a request for accommodations the student must self-identify to DSP by submitting a [Request for Accommodation](#) form (found on the DSP website or office). Disclosing to faculty or other DU staff does not constitute a request for accommodation, all requests must be made through the DSP. The student and not the University are responsible for identifying accommodations that they believe they need.

In addition to the Request for Accommodation Form, students must provide appropriate supporting documentation. Accommodations will not be provided without appropriate documentation. All expenses accrued in the process of obtaining documentation are the responsibility of the student.

Determination of Eligibility: The determination 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 fundamentally alter the programmatic content are neither reasonable nor appropriate.

Eligibility Notification: After the DSP staff have made a determination of whether a student is eligible for academic or programmatic accommodations, they will receive an Eligibility Notification through their University email account. For students who have been approved, email notification will include a list of the accommodations the student has requested and for which they have been approved. Additionally, referral to the DSP Student Handbook for policy and procedure information relevant to the accommodations process will be included. Students not approved for requested accommodations will receive an email or phone call to discuss their request, and DSP staff will provide information about why the request was not approved.

Law Students Please Note: *Unless otherwise requested in writing, students who have been approved for academic and/or programmatic accommodations, and the appropriate Student Affairs staff in the Law School, will simultaneously be sent emails containing the Eligibility Notification.*

Delivering Letters of Approved Accommodation to Instructors: After a student has received their Eligibility Notification from their DSP Accommodations Specialist, the student is responsible for providing the Letter of Approved Accommodation (LOAA) to their instructor(s) through the DSP ClockWork system. [The DSP webpage](#) provides links to the ClockWork system, as well as captioned training videos for students and instructors about how to deliver, view and print LOAA's. Any student with questions about how to use ClockWork for the delivery of their LOAA's to faculty, should contact their Accommodations Specialist for information or assistance.

Law Students Please Note: *Students enrolled in the Law School should disclose DSP approved accommodations to the Student Affairs Office and the Registrar, who will administer the accommodations. This notification cannot be completed through ClockWork, but should be completed in hardcopy or by email.*

Testing Accommodations

POLICY

The University will provide appropriate test accommodations for students with disabilities when substantiated by appropriate documentation. 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 disabilities, 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.

Testing 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. Faculty may consult DSP staff about how to provide suitable arrangements.

Students must follow the procedures outlined below 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 Letter of Approved Accommodations is provided by DSP to assist students with their introduction to the faculty.

PROCEDURES

- Students approved for testing accommodations and who want to take their tests and exams in the DSP testing center must sign up for **each exam** via ClockWork, the online scheduling system. <https://iclockwork.du.edu/ClockWork/custom/misc/home.aspx>. Accommodated exams provided by instructors do not require the student to sign up online.
- **Sign Up Deadlines**
 - Students must book **quizzes, tests, and midterms five (5) calendar days in advance.**
 - For final exams that are scheduled during the University final examination period, **students must book final exam(s) at least ten (10) calendar days prior to the first day of the University final examination period.**
 - **Summer quarter:** Students must book any **exam (quiz, test, midterm, final exam) three (3) calendar days in advance.**
- **Late Exam Sign Up:** If a student misses the sign-up deadline, they will be directed to fill out the [Late Exam Sign-Up Request form](#). When the form is filled out and signed by both the student and professor, it can be scanned/emailed to dsp@du.edu or returned to the DSP office (Ruffatto Hall, 4th floor). DSP cannot guarantee late requests will be scheduled.
- **Make-Up Exam Request**
 - **Non-disability related request:** If the student did not originally schedule to take their exam in the Testing Center on the same day as the rest of the class, DSP will adhere to the instructor's course policy and procedures for a make-up exam.
 - **Disability related request:** If the student has **Attendance Modification** as an approved accommodation, the student is responsible for communicating with the instructor and DSP to arrange a make-up exam.
- The Testing Center Policies & Procedures can be found on the website: <https://www.du.edu/studentlife/disability-services/testing-center/index.html>

Procedures for Graduate Students Using Academic Department Facilities:

Graduate students who are eligible for testing 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 Student Affairs office at 303.871-6113 to arrange testing.

Early Registration

POLICY

Approval for this accommodation must include current documentation (see Documentation Guidelines) and indicate a disability related need 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 mobility loss, 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 psychoeducational 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 and the student.
- DSP staff cannot give students who receive Early Registration their Alternate PIN.
- Students with temporary disabling conditions may receive Early Registration when appropriate.

Temporary Accommodations

POLICY

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.

Approval for 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.

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.

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 program of study.

- 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/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

- Submit Request for Accommodations to DSP; a meeting with DSP staff to discuss the request is recommended. Submit appropriate documentation.
- 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.

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 other 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); additional 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 fill out the online form found on the DSP webpages at: <http://www.du.edu/studentlife/disability-services/books.html>.

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.

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. 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 with DSP 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 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.

Service Animals

Service Animal: is one that has been, or is in the process of being, specially trained as a “guide animal” for a blind or visually impaired person, a “hearing dog” for persons who are Deaf or hearing impaired, or a “service animal” for persons with other disabilities. No other species of animals other than dogs or miniature horses will be considered or allowed at the University. Students who have a Service Animal or service animal in training are not required to obtain approval, or notify University personnel of the need for, or presence of the animal. However, it is recommended that the student communicate with DSP so that other possible accommodations can be discussed.

Under Colorado law (C.R.S. 24-34-803), persons with disabilities have the right to be accompanied by a service animal 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 animal has the same rights to access, except with respect to housing. Access to the University of Denver by service animals 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 animal is liable for any damages to persons, facilities, or premises caused by a service animal, including one that is in training. It is expected that a service animal will behave so as not to be a disruption or danger to others.

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

Emotional Support Animals

Emotional Support Animals (ESAs): Requests to have an ESA in DU-operated housing facilities must receive approval through DSP (Request for Accommodation) and HRE before bringing the animal to campus. Multiple service animals or ESA's are typically not allowed but may be considered depending upon the size and/or species of the animal(s).

ESA's (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 an appropriate 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. ESA's 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 animal or ESA, the student is responsible for locating and paying for this service; DSP and HRE may be of help in locating appropriate services.

Campus Housing Accommodations

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. See:

<http://www.du.edu/housing/resources/undergradpolicies.html>

PROCEDURES

Students who have documented disabilities (i.e., physical, medical, mental, psychiatric, sensory, etc.), and who request a housing accommodation/modification must do the following:

- Submit an application to Housing and Residential Education (HRE) at go.du.edu/apply-forhousing, no later than the stated deadline.
- Submit a Request for Accommodations to DSP. This request may be made at any time, however, if the request comes after the HRE deadline, and housing assignments have been made, there is no guarantee that the accommodation will be possible. In that circumstance, the student may be placed on a waiting list, or possibly released from the housing contract.

If a student acquires a disability, or there is a change in a medical condition and the student needs a modification in existing housing, the University will make reasonable efforts to modify their current living space or move them to another HRE location.

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.

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's 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 use the on line request form (Google Docs) <http://goo.gl/forms/3oSdbbnBGv9PRoF23> for each course (only once at the beginning of each quarter) or each additional event or activity.

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

Note Takers / Audio Recordings

Note Takers: Students with disabilities/medical conditions that limit their ability to take notes in class may be eligible for note takers. Examples of disabilities which may affect notetaking ability include, but are not limited to, learning disabilities, motor/dexterity loss, hearing loss, Deafness, and vision loss.

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 early in the quarter to request that an anonymous announcement be made in class regarding the need for a note taker (sample announcements are available from DSP.)

Note takers, faculty, and graduate teaching assistants are not responsible for providing notes for classes that a student does not attend. Medical and emergency situations will be reviewed on an individual basis.

PROCEDURES

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

Note Takers

- 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 or 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.

Audio Recording: Audio recording lectures, class discussions, or other events not open to the general community may be permitted but should be discussed, in advance, with the instructor or speaker. If needed as an accommodation due to a disability or medical condition, then a Request for Accommodation must be submitted to DSP along with appropriate documentation.

PROCEDURES

- Students who have Audio Recordings as an accommodation may be required by instructors to complete the Audio Recording Memorandum of Understanding that outlines students' rights and responsibilities. This form will be provided to students who have been approved for this accommodation.
- In general, the agreement outlines the understanding between the instructor and student in regards to any circumstances where recording is not appropriate (e.g. private information shared in a psychology or social work class); and any restrictions on sharing of audio files.
- Students with this accommodation are responsible for providing their own recording device; Smart Pens may be available for temporary loan to students.

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 loss 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 and provide the course and section number of the class(es)
- 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.

Student Grievances and ADA Complaints

Students who have made a disability related request for accommodation or academic adjustment through the Disability Services Program (DSP) at the University of Denver are entitled to a prompt and equitable resolution of their concerns. This process applies to decisions about the denial of or approval of accommodations or academic adjustments for enrolled students working with the DSP. This process is also available to University employees who disagree with an accommodation approved for a student through DSP. If a complainant chooses to initiate the grievance process, they must do so within fifteen (15) business days of the event(s) that prompted the grievance.

Please note that this policy applies to requests for accommodation made by students and not requests made by University employees. Employees with concerns about the requests for accommodation should contact the Benefits Program Manager in Human Resources.

While the grievance process is ongoing, all parties are expected to continue with the accommodations process as outlined in the original determination until the process is complete. If the complaint involves charges of unlawful discrimination the student should not engage in this process but instead should report their concerns to the Office of Equal Opportunity at 303.871.7726 or <http://www.du.edu/equalopportunity>.

First Level:

Complaints should always be resolved at the lowest level possible. Therefore, the complainant should make reasonable efforts to achieve a resolution by discussing the issue with the DSP Accommodations Specialist most familiar with the situation. Often a resolution can be achieved by making an appointment with the DSP staff member and honestly and specifically communicating concerns or frustrations.

Second Level:

If either the Accommodations Specialist or the complainant feel that a satisfactory resolution has not been achieved they should then make an appointment to discuss the matter with the Assistant Director of the

DSP. The complainant should be prepared to share the following with the Assistant Director during the meeting:

- the nature of the concern,
- relevant dates,
- information about attempts to resolve the complaint,
- outcomes of the attempts to resolve the complaint.

If all reasonable efforts to resolve a complaint informally fail, the complainant may file a formal grievance with the Director of the DSP. When the Assistant Director was the initial decision-maker then the complainant should move to the Third Level.

Third Level:

If a complainant chooses to file a formal grievance with the Director of the DSP (or their designee) it must be filed within five (5) business days of the Level II meeting with the Assistance Director. It must be in writing, signed and dated by the complainant and at a minimum, include the following:

- a clear description of the issue being grieved,
- the identity of any party or parties involved in the concern,
- the specific remedy or remedies requested,
- information about attempts to resolve the complaint, and
- outcomes of the attempts to resolve the complaint.

In the course of a comprehensive review of information associated with a grievance, the Director of the DSP (or their designee) will need to gather information from relevant University staff and/or faculty. All decisions of the Director of the DSP (or their designee) are final and must be issued in writing in fifteen (15) business days or less of receiving the grievance and shall include all of the following:

- a copy of the student's formal grievance,
- relevant findings of fact,
- decision, the reasons for the decision reached and the remedy which is either granted or denied and/or any alternative remedies suggested.

Should the Director of the DSP fail to issue a timely decision to the complainant's grievance, the complainant may inform the Vice Chancellor for Campus Life and Inclusive Excellence. The Vice Chancellor (or their designee) shall then assign an appropriate individual to decide the complainant's grievance at the third level, and that decision shall be final.

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.

Academic Support Services - Campus & Community

Campus:

- Academic Advising: www.du.edu/studentlife/advising • advising@du.edu • 303-871-2455
- Writing Center (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 may 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 can assist students in finding appropriate 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.

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 yearly contract.

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-to-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 4th 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/lep • lep-info@du.edu • 303-871-2372

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 blue-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, or call 303.871.2334 (nonemergency) 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.

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.

For information about parking permit costs and lot locations call 303.871.3210 or review the Parking Services website: <http://www.du.edu/parking/permits/permit-types.html>.

The University of Denver provides accessible parking, sometimes referred to as ADA or disability parking, for persons with disabilities in all parking lots on our campus. All parking lots at the University of Denver have accessible parking, availability depends on if you are a visitor or a permit holder.

- *Visitors to the DU campus who require accessible parking may utilize the designated spaces in our visitor parking lots. Drivers must display a state-issued disability parking permit such as a placard or license plate. These spaces, like all visitor parking, require payment via meters or parking kiosks, depending on location.*
- *Students, Faculty & Staff: Community members who require accessible parking may purchase an Accessibility Permit. This permit, along with a state-issued disability placard or license plate, will allow the community member to park in any accessible parking space on campus, including those spaces located in visitor lots without paying additional fees. Accessibility Permits are available to community members with temporary or permanent disabilities.*

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/.

Transportation Resources

On campus transportation is not provided to any students, faculty/staff or visitors. Students who have permanent physical disabilities/medical/mobility needs 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.

Transportation - Future at DU: the Chancellor's office convened a task force to study the future of transportation and parking at DU; see the report here:
<http://www.du.edu/parking/media/documents/transportationplan.pdf>.

Additional Resources

Academic Advising	http://www.du.edu/studentlife/advising/index.html
Academic Honesty	http://www.du.edu/honorcode
Career Services	http://www.du.edu/career/
College of Law - Student Affairs	http://www.law.du.edu/index.php/student-affairs/
Center for Multicultural Excellence	http://www.du.edu/cme/
Facilities/Grounds Management	http://www.du.edu/facilities/
Ombuds	http://www.du.edu/ombuds/
Office of Equal Opportunity (Includes ADA Compliance and Title IX)	http://www.du.edu/equalopportunity
Registrar	http://www.du.edu/registrar/index.html
Health and Counseling Center	http://www.du.edu/health-and-counseling-center/
Student Outreach and Support	http://www.du.edu/studentlife/studentsupport/index.html
Student Conduct	http://www.du.edu/studentlife/studentconduct/