

University of Denver

AccessibleDU: Student Disability Services (SDS)

Interim SDS Policies 2024-2025

Email: SDS@DU.edu

Call: 303-871-3241

[SDS Website](#)

Effective 9/09/2024

Student Disability Services works individually with students enrolled at the University of Denver (DU). For employees, visitors, or applicants for employment seeking accommodations, please contact DU’s [ADA Coordinator](#). SDS offers webinars for prospective and admitted students who would like to learn more about the SDS process and SDS offerings to assist in making an enrollment decision. Please contact SDS to receive a Zoom link for these monthly sessions. Prospective students who have not yet been accepted to DU and admitted students should review this policy and our webpage, [AccessibleDU: Student Disability Services](#), to understand the services SDS offers.

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Purpose

The Student Disability Services (SDS) at the University of Denver (DU) is committed to providing equitable access to all (undergraduate and graduate) students in compliance with the Americans with Disabilities Act (ADA) of 1990, the Rehabilitation Act of 1973, and other applicable laws. SDS supports the goals of offering individuals with disabilities equal opportunity, full participation in University programs, independent living, and economic self-sufficiency.

SDS manages the process for granting reasonable accommodations to qualified students with documented disabilities to facilitate that equal access. SDS is the only office on campus authorized to review a student's self-disclosure of a disability, medical, and/or mental health condition and determine eligibility for requested accommodations. Students requesting disability accommodations engage in a collaborative process with SDS staff that includes disclosing their disability(ies) and providing appropriate documentation. SDS expects all students to independently engage in the interactive process.

Students seeking accommodations through SDS do not have to pay any fee for services provided by SDS or for SDS-approved accommodations.

Determining Eligibility

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

1. Have a physical, mental, or health impairment or other condition that substantially limits one or more "major life activities," such as walking, hearing, seeing, speaking, breathing, or learning.
2. Submit a [Request for Accommodation](#) through the SDS [Accommodate Student Portal](#)
3. Upload [Documentation Guidelines](#) through the [OBJ] [OBJ] [OBJ] will not approve reasonable accommodations without the student providing appropriate supporting documentation. The student is responsible for any expenses incurred in obtaining the supporting documentation. Students who may need financial assistance in obtaining required supporting documentation may contact [Student Outreach & Support](#) to determine whether they are eligible for financial assistance from the Student Assistance Fund. to determine whether they are eligible for financial assistance from the Student Assistance Fund

4. Schedule a meeting with an SDS Accommodation Specialist. During this meeting, the SDS Accommodation Specialist and the student will engage in the interactive process.
5. The SDS Accommodation Specialist will approve or deny the requested accommodation(s) or approve alternative accommodation(s).
6. If the SDS Accommodation Specialist approves the requested or alternative accommodations, they will send the student the Letter of Approved Accommodation (LOAA) via the Accommodate Portal (most typically) following that meeting.
7. To implement SDS-approved academic accommodations, students must send the LOAA to each instructor via the Accommodate Portal. Instructors are not responsible for implementing accommodations when the student has not sent the instructor the LOAA.
8. For Sturm College of Law (SCOL) students with SDS-approved academic accommodations, SDS sends the LOAA through the Accommodate Portal to the student and to Student Affairs staff in SCOL. The Student Affairs staff in SCOL implements all accommodations, rather than SCOL students providing the LOAA to their instructors, because SCOL has established policies and procedures to provide anonymity in grading.
9. If a student believes that their instructor is not implementing an approved accommodation promptly, accurately and/or consistently, the student should promptly notify their SDS Accommodation Specialist so that SDS can contact the instructor and work to correct the situation.

Documentation Guidelines

Students must coordinate with their current treatment provider to obtain appropriate documentation. It is most common for students with learning disabilities or ADHD to submit psychoeducational testing. Documentation may be in the form of diagnostic testing or a letter of support from the current, treating healthcare provider. Supporting documentation must be on the official letterhead of and signed and dated by the student's current licensed, treating healthcare provider and include the following elements:

- The provider's license number
- Disability/Diagnosis
- Functional limitation(s) based on objective evidence
- The need for accommodation(s) based on objective evidence
- Submitted in English
- Must be dated within a relevant timeframe for the particular accommodation requested

Please note that there are additional requirements for students requesting an Emotional Support Animal (ESA), which are set forth in the Housing Accommodation section [Housing Accommodations](#).

Requesting Additional Accommodations

Except with respect to housing accommodations as discussed below, students who currently have SDS-approved reasonable accommodations do not need to submit requests to continue those approved accommodations. However, students who wish to request adjustments to approved accommodations or new accommodations must submit a request and applicable supporting documentation through the [Accommodate Student Portal](#) at any point during their time at the University. Students can visit the Accommodation Details Tab to submit an Additional Accommodation Request form. Students should upload any additional documentation that supports the request, if relevant.

Fundamental Alteration Analysis

SDS considers all accommodation requests through an individualized process based on requests submitted by DU students with appropriate supporting documentation. SDS reviews each request for accommodation on a case-by-case basis in a good faith effort to understand the barriers faced by the student and to address those barriers.

SDS does not approve 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.

When an Accommodation Specialist has a concern that a student's request for an accommodation may represent a fundamental alteration of the course, major, curriculum, program, or other University process, SDS will examine the issue in a well-reasoned manner and will document the rationale supporting the determination. SDS will undertake an individualized assessment of the request based on the information and supporting documentation provided by the student; a review of the essential requirements for the course or program in consultation with the applicable academic unit, program, and/or instructor; and consideration of alternatives and modifications to the essential requirements.

Academic Accommodations

Academic accommodations are reasonable modifications or services, as determined by SDS, that give a student with a disability an equal opportunity to access the University's educational programs or activities.

Except with respect to Temporary Accommodations, when SDS approves a reasonable academic accommodation for a student, the student retains the approved academic accommodation for the duration of their enrollment in the degree program (undergraduate or graduate). If students or instructors have questions regarding the application of an SDS-approved academic accommodation for a particular course, they may contact the Director of SDS or the Assistant Director of SDS for assistance.

Deadlines

Students may request, change, or edit academic accommodations at any time. SDS strongly encourages all students to complete the steps needed to have their Letter of Approved Accommodations (LOAA) on the first day of class. SDS does not typically apply approved accommodations retroactively.

Below is a list of specific accommodations, student responsibilities, and, when relevant, the applicable process. Because students experience their particular

disability differently, SDS cannot identify all possibilities. Similarly, not every accommodation will apply to each student with the same disability(ies). Accommodations may be in the form of: (1) academic adjustment or modifications, such as extended-time testing, testing in an alternative environment, or substitution of specific courses to meet degree requirements; or (2) auxiliary aids and services, such as qualified sign language/oral interpreters, use of assistive technology, and braille, large print, and electronic formats of print materials.

Specific Academic Accommodations

Alternative Format Text (AFT)

Email SDS.Access@du.edu

Students must submit a request for this accommodation via the [Alternate Format Text Request: Students Only form](#).

If students have an SDS-approved accommodation, submit their requests to SDS and meet the requirements as set forth below, the University will provide printed materials in alternate formats, such as:

- Electronic/E-Text (PDFs, Word Documents that can be read via a screen reader or other text-to-speech software)
- Audio books (Note: if audio books are requested via SDS, the student will be provided with a format of the text that can be read via Kurzweil 3000—a reader to which all DU students have access.)
- Large Print Text
- Braille

Student Responsibility:

- Purchase a physical copy of the textbook required for the courses
- Upload course readings from Canvas into [Kurzweil 3000](#) to check for text-to-speech compatibility prior to making course content requests
- Submit [requests for textbook or course readings](#) by the applicable deadlines:
 - For textbooks: At least three (3) weeks prior to the first day of classes
 - For course readings (Canvas) that Kurzweil cannot read aloud, at least five (5) Business Days in advance of when the student needs them
- Once notified by SDS that the content is ready, the student will access and download remediated files in the shared drive

ASL/Communication Access Realtime Translation (CART)

Email: SDS.Access@du.edu

[Communication Access Request Form](#)

If enrolled students with hearing loss who have an SDS-approved accommodation of communication access service providers submit the [Communication Access Request Form](#) to SDS with sufficient notice prior to the term or the one-time event, the University will provide qualified service providers to facilitate communication. These service providers do not act as a notetaker, tutor, or messenger for the student.

The University arranges for these service providers at no cost to the student for ongoing and/or one-time events, such as classes, academic meetings/appointments, and University-sponsored programs. Because the University hires qualified service providers on a short term, hourly basis, students must submit an advance request through SDS as set forth below to allow SDS to schedule a service provider for the specified time.

Student Responsibility:

After SDS approves this accommodation, students must submit the [Communication Access Request Form](#):

1. For each course for each term for which the student needs this service at least ten (10) Business Days prior to the start of the term; and
2. For a one-time event, such as academic meetings/appointments, University-sponsored programs, or a visit to the Kennedy Mountain Campus, at least ten (10) Business Days prior to the event

Students must notify the SDS ASL/CART contact, at least two (2) Business Days prior to class cancellation, class location change, student absence, or other changes to the confirmed class schedule.

Notetaking Support Accommodation

Email: SDS.Access@du.edu

For students with an SDS-approved accommodation for notetaking support in the classroom, the University offers students JamWorks, an AI notetaking assistance application. Students must sign the Audio Recording Memorandum form.

Student Responsibility:

- Meet with the [SDS Assistive Technology Specialist](#) for training on the technology
- Alert SDS promptly if you are having issues or difficulties with your audio recordings

Please note students must be in class to record the class session.

SCOL students with an SDS-approved notetaking support accommodation must, prior to implementing this accommodation in any class, (1) complete the [ADA Audio Recordings in SCOL form](#); and (2) engage with the SCOL Student Affairs office, which can be reached by email at Student_Affairs@law.du.edu or by phone at 303-871-6108.

Student Responsibility:

- Meet with the [SDS Assistive Technology Specialist](#) for training on the technology

Alert SDS promptly if the student is having issues or difficulties with their audio recordings.

Assistive Technology

Email: SDS.Access@du.edu

SDS has a variety of different assistive technologies (AT) available to support eligible students with disabilities with SDS-approved accommodations for assistive technology with their learning and experience at DU. The SDS Assistive Technology Lab explains and provides students with different technologies:

- Kurzweil 3000
- Jamworks
- Mac/Apple built-in dictation software
- Dragon Naturally Speaking
- JAWS, NVDA, and VoiceOver
- Livescribe Pulse Pens

- Duxbury
- Tiger Designer
- Juliet Pro Braille Embosser
- ViewPlus Rogue Embosser

SDS does not provide hardware or software for student's personal use.

Student Responsibility:

- Schedule a meeting with the SDS Assistive Technology Specialist at Access.du@edu
- Care for and safeguard all technology borrowed from SDS and return all borrowed technology by the deadline and undamaged and in working condition

Early Registration

SDS grants an early registration accommodation to eligible students based on their documented disabilities that result in scheduling constraints, including but not limited to:

- Physical constraints due to mobility loss, speed and/or endurance that impact a student's ability to get to class or move between classes
- Physical or cognitive restrictions due to fatigue, sleep disorders, medication side effects that impact a student's ability to maintain sustained concentration at particular times of day
- Medical treatment/intervention/therapy that impacts a student's availability for class
- Other conditions resulting in SDS-approved accommodations for pre-arranged support services, such as sign language interpreters, impact class scheduling

Course Substitutions

Students with disabilities must complete all academic and internship requirements for the degree(s) they are pursuing. Occasionally, SDS may approve substitution of a course or series of courses based on an eligible student's disability(ies) and supporting documentation. SDS cannot waive class requirements, but rather can approve substitution of other courses that are of equal academic rigor to meet the academic standards of the academic unit or program in which the substitution is requested.

SDS will not approve a course substitution as a reasonable accommodation when:

- The course is an integral part of the program, major, or minor, and substitution would jeopardize the integrity of the program of study
- Substitution would not fulfill the competency required for a particular degree or program

After SDS has approved the substitution and the student has completed and received a grade for the course, the student must inform the Office of the Registrar to have the course correctly counted.

Foreign Language Substitution (FOLA)

For students with a documented disability that presents a substantial barrier to becoming proficient in a second language, SDS may approve a foreign language (FOLA) substitution, which requires completion of twelve (12) credits, taught in English, from an approved list of courses designed to enhance cultural competence crucial in our globalized world, and may require additional coursework in certain programs.

Extended Time for Tests/Quizzes

Email: SDS.Testing@du.edu

The University provides appropriate and reasonable test accommodations for eligible students with documented disabilities. SDS will evaluate requests for such accommodations through an individualized process based on requests submitted by DU students with appropriate supporting documentation.

SDS's Testing Center provides students with SDS-approved accommodations an alternative environment to implement extended time for tests/quizzes. Because of the length of the class session, class ending, or instructor responsibilities, students taking tests/quizzes in the classroom may not have extended time implemented.

Student Responsibilities:

- Notify Testing Center at SDS.Testing@du.edu
 - Students must submit a request for a testing time to the Testing Center via the [Accommodate Student Portal](#) at least

five (5) Business Days in advance of the test/quiz and at least ten (10) Business Days in advance of the [final exam](#). Students must schedule tests/quizzes/final exams at the same time that the class is scheduled to take the assessment unless the student arranges with the instructor to take a test/quiz/final exam at a different time and provides the SDS Testing Center an email from the instructor confirming that permission.

- Notify Instructor
 - Students must notify instructors of their approved accommodation by sending the SDS Letter of Approved Accommodations (LOAA) to instructors via the [Accommodate Student Portal](#).

When using testing accommodations, students must follow the applicable procedures in these SDS Policies and any additional procedures communicated by the SDS Academic Testing Coordinator.

Graduate Students with Testing Accommodations

Graduate students in specific programs of study may have exams that the program proctors, typically in the department's space. Students should promptly contact SDS with any questions or concerns regarding implementation of the testing accommodation.

SCOL Students with Testing Accommodations

SCOL students with SDS-approved testing accommodations do not use the SDS Testing Center because SCOL Student Affairs implements testing accommodations for proctored exams. After a SCOL student receives their LOAA, they must contact [SCOL Student Affairs](#) to arrange implementation. SCOL students should promptly contact SDS with any questions or concerns regarding implementation.

If an SDS staff member, instructor, or other University official believes that a student may have violated the Academic Integrity Community Standards while using an SDS-approved accommodation, the individual will submit an Academic Integrity Report Form to the Office of Student Rights & Responsibilities.

Use of a Memory Aid or Formula Sheet for Tests/Quizzes

The University provides appropriate and reasonable test accommodations for eligible students with documented disabilities. SDS will evaluate requests for such

accommodations through an individualized process based on requests submitted by DU students with appropriate supporting documentation. Students with SDS-approved accommodations for the use of memory aids or formula sheets for tests/quizzes must follow the process below for each instance of implementing the SDS-approved accommodation.

Memory Aids

Student Responsibility:

- Create their own memory aid that meets the following criteria:
 - Created by the student with the approved accommodation
 - Handwritten or typed (minimum 12 point font), up to one side of a letter sized page (8½ x 11 inches), unless the student has a documented need for large-sized print or Braille
 - Contains individualized memory triggers that make sense only to the student who created the memory aid (e.g., acronyms, rhymes, stories, words, phrases, labels or lyrics, pictures, diagrams, drawings, maps or reminders)
 - Is not or does not contain:
 - A note sheet
 - Examples or formulas (unless specifically approved by the instructor)
 - Topics with answers included
 - Steps for how to work through a problem
 - Word-for-word definitions for specific formulae
- Submit the proposed memory aid to the SDS Testing Coordinator at SDS.Testing@du.edu and the instructor for the course at least four (4) Business Days before the test or quiz for which the memory aid will be used

Instructor Responsibility:

- Review the memory aid and notify the SDS Testing Coordinator within two (2) Business Days of the student's submission of the proposed memory aid whether (a) the memory aid is approved as submitted; or (b) what modification(s) are necessary for approval of the memory aid.
- If the instructor has questions or requires clarification while reviewing the proposed memory aid, the instructor should contact the SDS Testing Center.

- Send the approved memory aid to the SDS Testing Center via the Accommodate Portal.
- On a case-by-case basis, the instructor may approve vocabulary lists or a memory aid that may be outside the criteria listed above if deemed appropriate for that specific course as a memory aid.

SDS will communicate the instructor’s decision regarding approval or need for modification to the student. The SDS Testing Center will print out the approved memory aid and attach it to the student’s exam.

If an instructor allows all students to use a sheet of notes for a quiz or an exam (i.e., a “cheat sheet”), then a memory aid may not be necessary. In those circumstances, SDS will evaluate the need for a memory aid on a case-by-case basis, in consultation with the instructor, and communicate the decision to the student.

Formula Sheets

Student Responsibility:

- Create their own formula sheet that meets the following criteria:
 - Created by the student with the approved accommodation
 - For math, science and other arithmetic-based courses
 - Designed to help the student recall formulas when taking a quiz or exam
 - Contains only equations/formulas pertinent to the course
 - Is not or does not contain:
 - Examples of the formulas being used (unless specifically approved by the instructor)
 - Definitions that define the variables in the formulas
 - Anything other than the formulas and equations that are relevant to the material being tested
 - Compromise any essential course objective
- Submit the proposed formula sheet to the SDS Testing Coordinator at SDS.Testing@du.edu and the instructor for the course at least four (4) Business Days before the test or quiz for which the formula sheet will be used

Instructor Responsibility:

- Review the formula sheet and notify the SDS Testing Coordinator within two (2) Business Days of the student's submission of the proposed formula sheet whether (a) the formula sheet is approved as submitted; or (b) what modification(s) are necessary for approval of the formula sheet
- If the instructor has questions or requires clarification while reviewing the proposed formula sheet, the instructor should contact the SDS Testing Center
- Send the approved formula sheet to the SDS Testing Center via the Accommodate Portal

SDS will communicate the instructor's decision regarding approval or need for modification to the student. The SDS Testing Center will print out the approved formula sheet and attach it to the student's exam.

Students may not use this accommodation if:

- If use of the formula sheet would alter or change the essential learning outcomes of the course
- If the quiz or exam is a group effort with other students

If an instructor has concerns about the appropriateness of a formula sheet on a certain quiz or exam, the instructor should contact the SDS Testing Coordinator.

Personal Care Attendants

If a student with a disability requires a personal care attendant (PCA), the student should notify SDS, who will then notify instructors of the PCA's necessary presence in the classroom and notify Housing & Residential Education (HRE) of the PCA's necessary presence in University owned or operated housing. The University may require medical documentation of the student's need for a PCA. The student employs or otherwise arranges for the PCA, and PCAs are not employees of the University. The University requires PCAs to successfully complete a screening process to obtain Special Community Member status and be permitted to access buildings on campus.

Unless the student with a disability is unable to communicate, PCAs should not interact with instructors or other students in the class. SDS will work closely with

the student and the instructor to determine if and when it is appropriate for PCAs to facilitate communication. PCAs are expected to follow the [University Honor Code](#). As set forth in the Honor Code, students are responsible for the behavior of their guests and visitors, which includes PCAs.

Adjusted Assignment Deadlines

All University of Denver students are responsible for fulfilling the essential requirements, including completion dates for assignments, of the applicable course, program, or degree. However, the University recognizes that some students' disabilities or medical conditions may impact their ability to complete assignments by the stated due date. These may include, but are not limited to, disabilities or medical conditions that are episodic in nature, that fluctuate in severity, unpredictable, or that may require hospitalization.

SDS engages in the interactive process with each student and undertakes an individualized determination whether the student is eligible for an Adjusted Assignment Deadline as a reasonable accommodation based on the information and supporting documentation provided by the student. Following SDS's decision that the student is eligible for this accommodation, SDS will issue a Letter of Approved Accommodation (LOAA) for the student to provide to instructors.

For example, this accommodation may be written as:

Because of the nature of scaffolded learning, it may not be reasonable for specific assignments to be submitted late in certain types of courses, such as foreign language, math, and science, and for certain types of assignments, such as homework that is assigned weekly and reviewed in the course, group projects, presentations, lab reports, and tests.

Receiving a LOAA that includes an Adjusted Assignment Deadline does not provide the student with (1) an automatic extension for every assignment; (2) extensions of undefined length; or (3) retroactive extensions for previous assignments, except in extraordinary circumstances. Generally, approval for an Adjusted Assignment Deadline provides the student up to two (2) additional days to complete the assignment, but this extension does not automatically apply to all assignments.

Students with an approved Adjusted Assignment Deadline accommodation remain responsible for all academic activities (including attendance,

assignments, required readings, quizzes/tests/exams) are subject to the evaluation standards specified in the syllabus.

Student Responsibility:

- Students are expected to manage their time and proactively work on assignments. Students should consider potential challenges related to their individual circumstances, the impact of their disability(ies)/medical condition(s), other coursework requirements and other obligations (e.g., extracurricular activities, work, family obligations)
- The student should discuss each request to implement the Adjusted Assignment Deadline with the instructor as early as possible
- To avoid misunderstandings, SDS strongly recommends that students and instructors confirm any extension of a due date for an assignment in writing (email)
- Students should contact SDS if they have any concerns after discussing the Adjusted Assignment Deadline accommodation with the instructor
- Students should submit any work completed by the original due date and submit the completed assignment by the revised due date, pursuant to the Adjusted Assignment Deadline

Students experiencing disability-related or other health-related deterioration that necessitates consistently needing assignment extensions in a course during the same term may want to explore options such as dropping or withdrawing from courses to have a reduced course load, seeking an incomplete grade under the [Incomplete Policy](#), or pursuing a medical leave under the [Medical Leave of Absence Policy](#). Students can contact Student Outreach & Support ([SOS](#)) to discuss available options.

Adjusted Attendance

The University of Denver recognizes that regular class attendance and active class participation are essential for students to demonstrate mastery of the subject matter of a course. SDS supports [University of Denver's attendance](#)

[policy](#). All University of Denver students are responsible for fulfilling the essential requirements, including expectations regarding attendance, consistent, active class participation of the applicable courses, programs, or degrees.

The University recognizes that some students' disabilities or medical conditions can be chronic, cyclical, episodic or random and may impact the student's ability to fulfill attendance requirements. These may include, but are not limited to, inflammatory bowel diseases; seizure disorders; diabetes; mental health conditions experiencing acute exacerbation; various autoimmune disorders; or conditions requiring certain treatments such as chemotherapy or dialysis.

The purpose of the Adjusted Attendance accommodation is to protect a student from a grade penalty when missing class while balancing the essential elements of attendance and class participation as important for the mastery of the course material. Generally, students with the Adjusted Attendance accommodation are granted one (1) to two (2) excused absences in each course in addition to the number of excused absences specified in the syllabus for the course. However, SDS undertakes an individualized determination whether and to what extent an adjustment to attendance requirements is a reasonable accommodation based on the information and supporting documentation provided by the student within the context of the essential learning outcomes of the course.

The University has undertaken an analysis of the essential elements of its courses. In general, students with an approved adjusted attendance accommodation are permitted to miss one (1) to two (2) class meetings in addition to the number of excused absences specified in the syllabus for the course.

Typically, adjusted attendance accommodations are not available for lab courses or other courses that only meet one (1) time per week.

Attendance and participation are important for mastery of course material, particularly in courses that involve significant interaction and in-class participation. In such courses, there may be limited availability of an adjustment to attendance requirements. Examples of these courses and course elements may include:

- Labs
- Practicums
- Internships
- Language learning
- Mathematics courses
- Public speaking/communications courses
- Group presentations
- Group performances
- Class presentations
- Guest speaker

Student Responsibility:

- Students should consider their disability-related needs when choosing courses and developing their course schedules, such as scheduling classes at a certain time of day and/or scheduling breaks between classes
- Students should review the course syllabus for each course prior to the [add/drop deadline](#) to learn the attendance and other essential course requirements. Students may also inquire about these requirements by contacting instructors or academic departments prior to the start of the term
- Students should make reasonable efforts to attend every class/course meeting
- It is recommended that students with an SDS-approved Adjusted Attendance accommodation communicate their disability-related absence(s) to the instructor(s) so that these absences are treated in accordance with the accommodation
- The student must stay current with and complete all required coursework and must obtain materials and notes for classes missed due to disability-related absence
- Students must understand that, even with an approved Adjusted Attendance accommodation, failure to attend class could negatively impact their mastery of course content and consequently their grades

For example, this accommodation may be written as:

Adjusted Attendance: The purpose of this accommodation is to prevent a student who misses class for a disability related reason from receiving a penalty while upholding the importance of the essential elements of attendance and active class participation for the mastery of the course material in an in-person educational program.

STUDENTS: It is the responsibility of the student to make arrangements to obtain the content from the missed classes. Students may not use this accommodation on a day when you have a class presentation or group project assigned.

INSTRUCTOR: The above general absence recommendations are in addition to the excused absences specified in the syllabus for the course. For example, if an instructor allows all students two (2) excused absences, the excused absences allowed under an SDS-approved accommodation are in addition to the two excused absences the instructor already allows.

Receiving a LOAA that includes an Adjusted Attendance accommodation does not provide the student with unlimited absences or excuse prior absences retroactively (except in extraordinary circumstances). Students with an SDS-approved Adjusted Attendance accommodation remain responsible for all material covered while they are absent from class, all academic activities (including assignments, assessments, required readings, quizzes/tests/exams), and are subject to the evaluation standards specified in the syllabus.

Because the notetaking support accommodation requires the student to be in class use that accommodation, a student who also has an SDS-approved Adjusted Attendance accommodation should make alternative arrangements to obtain class notes for the classes that they miss based on the Adjusted Attendance accommodation.

Students experiencing disability-related or other health-related deterioration that necessitates missing more than two (2) classes in a course during the same term may want to explore options such as dropping or withdrawing from courses to have a reduced course load, course withdrawal, seeking an incomplete grade under the [Incomplete Grade Policy](#), or pursuing a medical leave under the [Medical Leave of Absence Policy](#). Students can contact [Student Outreach & Support](#) (SOS) to discuss available options. Students seeking an accommodation to miss class due to religious observance should refer to the [process](#). Students

who anticipating missing class because of a death in their immediate family or household should seek [Bereavement Support](#) from SOS.

Temporary Accommodations for Illness or Injury

SDS provides temporary accommodations for longer-lasting injuries or illnesses, including but not limited to broken bones, concussions, and ongoing illnesses lasting multiple weeks. Students with seasonal or very short-term illness (e.g., flu, cold, conjunctivitis, COVID-19) or other brief medical conditions should work directly with their instructors to discuss informal arrangements.

Student Responsibility:

- Submit documentation that meets the documentation guidelines with beginning and end date of injury into the [Student Accommodate Portal](#);
- Communicate with the Accommodation Specialist; and
- Send letters of approved temporary accommodation to the relevant instructors.

Under certain circumstances, SDS may, through an individualized determination, approve retroactive of Temporary Accommodations.

Students with SDS-approved Temporary Accommodations must follow the applicable procedures for the specific accommodations for which the students have been approved. Please refer to the procedures set forth in this document for the applicable accommodation.

In some cases, students may determine that an SDS-approved Temporary Accommodation is not sufficient to allow the student time to recover and return to learning. Students in this situation may want to explore options such as dropping or withdrawing from courses to have a reduced course load, [seeking an incomplete grade](#) under the [Incomplete Policy](#), pursuing a medical leave under the [Medical Leave of Absence Policy](#). Students can contact [Student Outreach & Support](#) (SOS) to discuss available options.

Remote Instruction

The University of Denver has designated each course as in-person, online, or hybrid modality. The University's undergraduate program is designed as an in-person, on campus learning experience. The University has no online

undergraduate degree program. When a student makes a request for accommodation that involves remote instruction, SDS will evaluate each request through an individualized assessment based on the information and supporting documentation provided by the student using the fundamental alteration analysis set forth above.

Housing Accommodations

Residency Requirement and Meal Plans: The University of Denver has a [two-year residency and meal plan requirement](#), which means that incoming first-year, transfer, and second-year undergraduate students must live in University owned or operated housing and subscribe to a meal plan for two years.

Students with documented disabilities who seek housing accommodations must follow the same process for housing accommodations as for academic accommodations:

Student Responsibility:

- Submit a [Request for Accommodation](#) through the SDS [Accommodate Student Portal](#) with [supporting documentation](#)
- Schedule a meeting with an SDS Accommodation Specialist. During this meeting, the SDS Accommodation Specialist and the student will engage in the interactive process.

Because HRE has limited facilities, students must submit their housing-related accommodation requests by applicable deadlines. SDS will consider housing-related accommodation requests submitted after the applicable deadlines; however, HRE may not be in a position to implement certain accommodations such as those involving placement in a particular room-type (single room or assignment with a kitchen) or location based on capacity constraints. In such cases, SDS may approve an accommodation for release from the two (2) year live-on requirement to allow students to seek off-campus housing that satisfies their needs.

Deadline for best consideration: New Students: Typically, mid-June (check [HRE's Apply for Housing webpage](#) for exact date)

Returning Students: Typically, mid-March (check [HRE's Apply for Housing webpage](#) for exact date)

Meal Plan

No Deadline: Students may request an accommodation related to their meal plan at any time throughout the year. If SDS approves an accommodation granting an exemption from the meal plan requirement, HRE will credit or refund meal plan charges on a pro-rated basis as of the date that SDS approved the accommodation.

Reapplying for Housing Accommodations: Students must reapply each academic year for each applicable housing accommodations by submitting a [Request for Accommodation](#) through the SDS [Accommodate Student Portal](#) by the applicable deadline. Students do not need to submit new documentation unless they are requesting a new accommodation. Students who have previously been approved for release from the live-on and/or meal plan requirement as an accommodation do not need to re-apply for release from the requirement.

Emotional Support Animal (ESA)

Students seeking an accommodation for an emotional support animal (ESA) within University owned or operated housing must submit a [Request for Accommodation](#) through the SDS [Accommodate Student Portal](#) with [supporting documentation](#), as specified in the ESA Documentation Guidelines set forth below.

- For students who submit a request for an accommodation to have an ESA in University owned or operated housing after the priority deadline listed on [HRE's Apply for Housing webpage](#). HRE may not be in a position to implement the approved accommodation depending on the student's current housing assignment. SDS will work with the student and HRE to determine alternative arrangements
- Typically, the University does not allow multiple ESAs. However, the University will evaluate such requests on a case-by-case basis, considering the information in supporting documentation and the size and species of the animal(s)

- If SDS approves the student for an ESA as an accommodation, prior to bringing the ESA into University owned or operated housing, students must complete the HRE Emotional Support Animal Residence Agreement, which explains the rights and responsibilities of students, and provide the documentation/information identified in the [Guide to Residence Living](#)
- SDS approves ESAs for the duration of the academic year or applicable housing contract term. Students must submit to SDS a request for an accommodation for an ESA each academic year or applicable housing contract term during which the student seeks to have an ESA in University owned or operated housing. For information regarding HRE's requirements for SDS-approved ESAs, please contact HRE at housing@du.edu or by phone at 303-871-2246

ESA Documentation Requirements

Supporting documentation must be on the official letterhead of and signed by the student's current licensed, treating healthcare provider within the last twelve (12) months, written in English, and include the following elements:

- Diagnosis/Disability
- [Functional limitation\(s\)](#) based on objective evidence
- An attestation
 - That the animal has been individually prescribed for the student;
 - Of a relationship between the disability and the assistance or support the animal provides the student including that the ESA will alleviate one or more symptoms of an existing disability; and
 - The need for this accommodation(s) based on objective evidence

ESA "Good Health" Documentation Requirements

In addition to the ESA Documentation Requirements set forth above, because University owned or operated housing is not designed for animals, SDS requires the student to provide the following information from the animal's veterinarian to promote safety and reduce the risk of injury or illness from the animal. The documentation must be written on the official letterhead of and signed by the animal's treating veterinarian within the last twelve (12) months. The documentation must contain the following elements:

- The treating veterinarian's license number

- The age, species, and breed of the animal (Please note that the City and County of Denver requires certain restricted breeds to obtain a [Breed-Restricted Permit](#))
- Certification that the animal is housebroken
- Certification that the animal is in good health
- Certification that the animal is neutered/spayed unless the veterinarian indicates in writing that the procedure is medically unsafe
- Proof that the animal is vaccinated and licensed in accordance with applicable laws and regulations within the City and County of Denver and the State of Colorado

Additional Policies Student Events and Activities

The following policies address a variety of potential student events and activities.

Kennedy Mountain Campus

Before going to the Kennedy Mountain Campus (KMC), students with SDS-approved accommodations should contact their Accommodation Specialist to determine the availability of and facilitate implementation of available accommodations at KMC. SDS provides the following information for students to assess what barriers they may experience at KMC. Students should use the following information to determine if they need to contact SDS to request accommodations specific to KMC.

- Single rooms: KMC does not have single rooms available for student housing
- Bathroom: KMC has ADA compliant bathrooms with roll in showers
- ESAs: Students are not permitted to bring SDS approved Emotional Support Animals to KMC
- CART: Students with this accommodation must contact SDS to develop an effective communication plan because of potentially unreliable Wi-Fi at KMC
- Wheelchair Mobility: All of KMC's inner trails and campground have packed gravel that is accessible by wheelchair. At present, the rest of KMC lacks accessible wheelchair trails
- Nutritional Needs: KMC has labeled each food ingredient item and regularly provides food choices for most allergies or intolerances. Students with multiple overlapping food allergies need to contact SDS so that SDS can

connect with KMC to develop a plan

Considerations for Study Abroad

Accommodations that are reasonable in the United States may not be available in other countries. Students should meet with an advisor in the [Office of International Education](#) (OIE) to consider the location and competencies of available programs to determine which location(s) and program(s) may be best suited to provide the applicable accommodation(s). The OIE works closely with SDS for assistance in identifying study abroad opportunities in which accommodations can be implemented effectively.

Returning to University Housing from Study Abroad

As stated above, students seeking housing accommodations must submit the accommodation request to SDS and must complete the HRE housing application by the relevant deadlines. For students who are studying abroad and then planning to return to University owned or operated housing later in the academic year, HRE may not be in a position to implement certain housing accommodations, such as a single room, during the middle of the academic year based on a lack of available space. Students are encouraged to view HRE's [Housing After Study Abroad](#) webpage.

Commencement

Students seeking accommodations for commencement should contact SDS at least thirty (30) days before the event. Family members or community members seeking accommodations for commencement should contact [Claire Brownell](#).

Independent Campus Mobility

The University of Denver expects all students to ambulate independently around campus. Therefore, students using wheelchairs or other assistive mobility devices must be able to independently get themselves to and from class, the dining halls, and their housing. Students using assistive mobility devices should contact SDS promptly upon experiencing difficulty with egress and ingress. Typical environmental barriers that students may encounter include excessive snow, snow plowing deficits, doors not working. SDS is committed to promptly resolving these access issues.

Accessible Parking

The University strives to make the DU campus accessible to the entire DU community, regardless of mobility limitations. The Department of Parking & Mobility Services offers faculty, staff, and students with permanent or temporary disabilities [accessible parking permits](#) for purchase online or through the Parking & Mobility Services office with verification of an individual's state-issued credentials. For persons who do not currently hold a DU parking permit, an individual can purchase a temporary accessibility permit at the current annual accessibility permit price, prorated monthly for the duration of the temporary disability. Campus maps showing the [locations of accessible parking spaces](#) are available on the [Parking & Mobility Services website](#).

Campus Shuttle

The University of Denver has contracted with a third-party to provide the DU community with a shuttle service for DU community members who have a valid @du.edu email address with Campus Shuttle services. The shuttle runs throughout the day along a set route and also with an on-demand shuttle service. To use the Campus Shuttle, a student must download and use the [TripShot](#) app. For additional information, please see the [Parking & Mobility Services Accessibility webpage](#).

Students Engaging in the Student Rights & Responsibilities Process

The [Office of Student Rights & Responsibilities](#) (SRR) administers the [University of Denver Honor Code](#) to hold students accountable for their behavior. As stated in its [Non-Discrimination Statement](#), the University of Denver prohibits discrimination based on protected characteristics, including discrimination against students with disabilities. Students with disabilities who seek accommodations to fully access the SRR process must promptly submit their accommodation request and supporting documentation, as applicable, to SDS and engage in the interactive process consistent with the SDS process set forth above. Please note that accommodations that are reasonable in an academic setting may not be reasonable in the SRR process.

Students Engaging in the Office of Equal Opportunity & Title IX Process

DU's [Office of Equal Opportunity & Title IX](#) (EOIX) is responsible for

responding to reports and complaints under the University's Discrimination and Harassment Policy and the applicable EOIX procedures. Students who seek accommodations to fully access the EOIX process should promptly submit their request for accommodations and supporting documentation, as applicable, to SDS and engage in the interactive process consistent with the SDS process set forth above. Similar to the SRR process, please understand that accommodations that are reasonable in an academic setting may not be reasonable in the EOIX process.

Pregnant & Parenting Students

Consistent with the University's [Non-Discrimination Statement](#), the University's [Discrimination and Harassment Policy](#), and the University's obligations under Title IX of the Education Amendments of 1972 ("Title IX"), the University prohibits discrimination based on sex in its education programs and activities, including academics, athletics, educational, extracurricular, and other programs. This prohibition includes discrimination in admissions and employment based on a person's current, potential, or past pregnancy or related conditions, or current, potential, or past parental, family, or marital status. The University's Title IX Coordinator can coordinate specific actions to prevent sex discrimination and provide students experiencing pregnancy or related conditions with equal access to the University's education program or activity. Students should contact the Title IX Coordinator in the [Office of Equal Opportunity & Title IX \(EOIX\)](#) to request accommodations based on pregnancy or related conditions.

The University has a [Lactation and Breastfeeding/Chestfeeding Policy](#) and provides designated [lactation rooms throughout campus](#).

The following information applies to all SDS policies.

Implementing Approved Accommodations

Once SDS has approved accommodations for a student and the student has sent the Letter of Approved Accommodation (LOAA) to the instructor, or for Sturm College of Law (SCOL) students, the SCOL Student Affairs office has provided the LOAA to instructor, the University is responsible for addressing concerns about prompt, accurate, and consistent implementation of approved accommodations. Students should promptly notify their SDS Accommodation Specialist of any concerns about implementation. Instructors with questions or concerns about

implementation of approved accommodations should contact the Assistant Director or Director of SDS.

Process for Resolving Concerns about Implementation of Approved Accommodations

SDS assumes the primary role for the University in resolving conflict or confusion regarding implementing approved accommodations promptly, accurately, and consistently. If a student believes that their instructor is not implementing an approved accommodation promptly, accurately, and/or consistently, the student should promptly notify their SDS Accommodation Specialist so that SDS can contact the instructor and attempt to correct the situation.

An SDS Accommodation Specialist will meet with the student to identify and resolve such concerns. The Assistant Director or Director of SDS will meet with the instructor to explain the applicable requirements to implement the approved accommodation promptly, accurately, and consistently. The Assistant Director or Director of SDS will involve academic leadership from the applicable unit or program as needed for support with resolving concerns regarding an instructor's implementation of approved accommodations. SDS will provide any necessary clarification regarding the prompt, accurate, and consistent application of approved accommodations to the student and the instructor following resolution of the concerns.

Retention and Disposal of Documentation and Student Records

SDS will maintain 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 (5) years if the accommodation process was not completed, the individual never attended DU, or after SDS did not grant the accommodations request, the student took no further action. With an appropriate release, the student can request that SDS forward a copy of a student's documentation to another appropriate professional, agency/organization, or postsecondary institution. If a student desires to review their education records maintained by SDS, the student must submit a request to review education records consistent with the Office of the Registrar's established practices.

Privacy of Student Records and Documentation

SDS maintains students' education records, including requests for accommodation and supporting documentation consistent with the University's obligations under the Family Educational Rights and Privacy Act of 1974 (FERPA). The University will not release a student's records related to accommodation requests to any third party without the student's written consent or as otherwise required by law.

To facilitate the accommodation process, SDS may need to communicate certain information about disability related needs to DU instructors and/or staff who have a need to know.

Appeals of SDS Accommodation Decisions

After SDS has denied a student accommodation request, students have five (5) Business Days to appeal the decision and can do so by following the SDS Appeal Policy. To file an appeal of the denial of an accommodation request, a student must email the Dean of Students at DoSOffice@du.edu, within five (5) Business Days of receipt of the initial decision, stating that they are appealing the SDS decision and identifying and providing support for one or more of the following bases for the appeal:

1. procedural errors by SDS that materially impacted the interactive process and/or the SDS's determination to deny the requested accommodation(s);
2. information made available during the interactive process that was not adequately considered by SDS;
3. factual or analytical errors in SDS's determination that materially impacted the denial of the requested accommodation(s); or
4. the SDS Accommodation Specialist had a conflict of interest or bias against the student that materially impacted the interactive process and/or SDS's determination to deny the requested accommodation(s)

Mere disagreement with the decision is not an appropriate reason for an appeal. The student may also submit any additional documentation that they wish to be considered during the appeal process. If the student is providing new documentation in their appeal that they have not previously shared with SDS, then they should not appeal and instead go through the accommodation review process as outlined above.

Upon receiving the appeal, the Dean of Students or their designee will review the initial accommodation request and documentation, as well as all additional material submitted with the formal appeal. The Dean of Students or their designee will issue a decision on the appeal within ten (10) Business Days of receiving the appeal. The Dean of Students or their designee may request more time to review the appeal and the student will be notified of the additional time needed. The Dean of Students or designee may either affirm the original decision or overturn the original decision and send the accommodation request back to SDS to renew the interactive process. The decision of the Dean of Students or designee on the appeal is final.

Grievance Policy, Disability-Related Discrimination or Harassment

As stated in its [Non-Discrimination Statement](#), the University of Denver prohibits discrimination based on protected characteristics, including discrimination against students with disabilities. If a student reports discrimination or harassment to SDS, consistent with the [University's Reporting by University Employees of Disclosures Relating to the University's Discrimination and Harassment Policy](#), SDS will forward the report to the Office of Equal Opportunity & Title IX (EOIX). To the extent permitted by state or federal law, students may also file complaints with applicable state or federal agencies. Students should be aware that agencies may have requirements regarding the amount of time a complainant has after the alleged discrimination or harassment to file a complaint.

1. Office for Civil Rights, Denver Office
U.S. Department of Education
Cesar E. Chavez Memorial Building
1244 Speer Boulevard, Suite 310
Denver, CO 80204-3582
OCR.Denver@ed.gov
<https://www2.ed.gov/about/offices/list/ocr/index.html>
2. [U.S. Department of Justice \(DOJ\)](#)
U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section – 1425 NYAV

Washington, D.C. 20530

<https://civilrights.justice.gov/>

3. U.S. Department of Housing and Urban Development (HUD)
Office of Compliance and Disability Rights Division
Office of Fair Housing and Equal Opportunity
U.S. Department of Housing and Urban Development
451 7th Street, S.W., Room 5242
Washington, D.C. 20410
ComplaintsOffice08@hud.gov
https://www.hud.gov/program_offices/fair_housing_equal_opp