



# Handbook for Students with Disabilities, Medical and Mental Health Conditions

**2022-2023**

Handbook is available online at:  
<https://studentaffairs.du.edu/disability-services-program>

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**Procedures for Accommodations: Changes**

Students should be aware that DSP’s procedures for requesting and implementing accommodations are subject to periodic change. Although DSP will make every effort to individually notify impacted students, students should consistently check their DU email, the Accommodate Portal, and/or the DSP website. Once a notification has been given, students

should follow the modified procedure to facilitate implementation of accommodations in an appropriate and timely manner.

### **Request Forms**

Most request forms for requesting accommodations can be found online at <https://studentaffairs.du.edu/disability-services-program>. Students needing assistance in completing forms or making requests should contact the DSP office at [dsp@du.edu](mailto:dsp@du.edu), by phone (303)-871-3241 (Relay:711), or by stopping by Driscoll Commons, Suite 13 (by the card office).

## **Welcome Letter**

Dear Student:

The Disability Services Program (DSP) is a department of the Division of Student Affairs and Inclusive Excellence (SAIE) at the University of Denver (DU). The DSP coordinates reasonable accommodations to afford equal opportunity and full participation in University programs for undergraduate and graduate students with disabilities. DSP is the only office on campus authorized to review and determine students' eligibility for temporary accommodations or ongoing accommodations associated with a disability, medical condition, or mental health condition.

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 after admission, to discuss possible accommodations and to learn about DSP's processes and procedures. Appointments are encouraged but are not always necessary because much of the work can be done by phone and email. DSP staff are available to meet with students upon request. If you are already working with the DSP office, appointments can be scheduled through the [Accommodate Student Portal](#). Current and prospective students can also schedule an appointment with DSP by calling 303-871- 3241 (Relay 711) or emailing [dsp@du.edu](mailto:dsp@du.edu).

This Handbook serves two purposes:

- To convey to DU community members the processes and procedures associated with determining eligibility for and provision of accommodations for students associated with a disability, medical or mental health condition; and,
- To outline general procedures that students must follow to request accommodations and have approved accommodations implemented.

DSP revises the procedures stated in this handbook annually. However, DSP may make amendments and/or updates that DSP will provide to DSP registered students' @du.edu email during the academic year. DSP welcomes feedback from students, on DSP's processes and procedures; please feel free to offer suggestions to the DSP based on your experience.

## **The DSP Mission**

DSP collaborates with the DU 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.

## **The DSP Charge**

DSP is the office responsible for the administration of DU's commitment to equal access and participation for all students who have documented disabilities, medical or mental health conditions in academic areas and other programs, services or activities 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).

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

## **Introduction**

The Disability Services Program (DSP) is responsible for the administration of the University of Denver's commitment to equal access and participation in the University's programs and services for all students who have documented disabilities. DSP works closely with administrators and faculty members to appropriately serve students who are eligible for accommodations.

This policy statement serves as guidance for faculty members to promote equitable access, fairness and consistency in accommodating students who qualify for academic accommodations through 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 in the Resources section of the [Faculty & Staff tab](https://studentaffairs.du.edu/disability-services-program) on the DSP website: <https://studentaffairs.du.edu/disability-services-program>.

## **Policy Statement**

- 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. DSP manages the process for granting reasonable accommodations to qualified students with documented disabilities to facilitate that equal access. Students requesting disability accommodations engage in a collaborative process with DSP staff that includes disclosing the disability(ies) and providing appropriate documentation.
- Faculty should only implement DSP-approved accommodations. The DSP staff will provide students with a Letter of Approved Accommodations (LOAA) that describes approved classroom accommodations. Students are responsible for providing this letter to faculty prior to using the accommodation.
- Faculty should keep any information regarding a student's disability and accommodations private, and only share such information with other University personnel who have a legitimate educational need to know

## **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 a particular 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 skill 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 to inform students about the accommodation process through DSP.
- Faculty should 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. DSP welcomes dialogue with faculty to better assist our students.
- Faculty are responsible for implementing accommodations for students from the time they are notified by receipt of the Letter of Approved Accommodations (LOAA). Faculty members may grant only those accommodations approved by the DSP, shown in a DSP Letter of Approved Accommodations (LOAA).
- Accommodations are typically implemented from the date DSP grants approval for the remainder of that term. Accommodations are not typically implemented retroactively for past assignments, exams, or class activities. Students expressing disability-related concerns for past terms may be directed to other University appeal and/or grievance processes.

- DSP grants reasonable accommodations for law students. Because the law school has standing policies and procedures that provide anonymity in grading, law students with DSP approved accommodations should inform the Office for Student Affairs in the Law School, which 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.

### **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 informal arrangement is not considered an accommodation. Only the DSP can grant accommodations. If it appears that a more formal arrangement may be necessary, the faculty should refer the student to the DSP.

### **Recording Informal Agreements - Not DSP Accommodations**

Faculty should document agreements regarding informal arrangements made with the student and include any appropriate forms (e.g., Incomplete Grades Application). Faculty can refer to the [Inspire Advising System](#) to make these notes. The Comment Section is part of a student's permanent record and other University officials can reference those notes to provide consistent messages to students.

## **Attendance**

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.*

*Students who fail to attend the first class and who have not previously notified their instructors of their absence may be withdrawn from the course by the Office of the Registrar in consultation with the instructor. 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://bulletin.du.edu/undergraduate/aboutdu/academiccalendar/attendance/>

### ***Referral to DSP***

When students disclose a disability, medical or mental health condition 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 must contact the Disability Services Program (DSP); 303-871-3241 (Relay: 711); Driscoll Center South, Lower Level, Suite 22, 2050 E. Evans Ave Denver, CO 80208. Information is available online at <https://studentaffairs.du.edu/disability-services-program>.

### ***Privacy of Student Records and Documentation***

All information regarding a student's disability is treated as private. DSP records remain separate from a student's academic transcript. DU 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.

DSP may need to communicate limited information about disability related needs to DU faculty and/or staff who have a need to know to arrange appropriate accommodations.

#### **Family Educational Rights and Privacy Act of 1974 (FERPA)**

Students who authorize their parents/family/health care or mental health care providers or others to have contact with DSP must complete the online Family Educational Rights and Privacy Act of 1974 (FERPA) release form. If a student does not provide this permission, DSP can only communicate with persons within the University community who have a direct educational need to know disability information or accommodations for the student, to protect the health or safety of the student, or as otherwise permitted pursuant to FERPA. Information and the FERPA release form can be found on the <https://www.du.edu/registrar/other-student-services/privacy-ferpa>.

## **Transitioning to the University of Denver**

Welcome to the University of Denver! The Disability Services Program (DSP) is here to guide students through their transition at DU and help students understand the accommodations process to support their educational access. There are some major key differences in the accommodations process from high school to higher education. DSP recommends students get to know their rights and responsibilities. This handbook is to guide students, faculty, and staff regarding the accommodations process at the University of Denver.

### ***Differences between K-12 and Higher Education***

- It is essential students understand the key differences in the disability accommodation process between K-12 and higher education.
- Please review the following document that highlights the difference between K12 and Higher Education Accommodations: <https://studentaffairs.du.edu/disability-services-program/transitioning-college>

### ***Requesting Accommodations***

#### **First Year Students**

- Students may receive different accommodations than they received in high school.
- When requesting accommodations, students should share with DSP the accommodations they received in high school and how these accommodations helped mitigate the impact of their diagnosed disability.
- Students have more responsibility as a college student than in high school when it comes to their disability related accommodations.

#### **Transfer Students**

- The accommodations at DU may be different from a student's previous institution.
- Students should share with DSP the accommodations received at their previous institutions and how these accommodations helped mitigate the impact of the diagnosed disability.

#### **Graduate Students**

- The accommodations graduate students receive at DU may be different from their undergraduate institution.

## **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. Self-identify to DSP by submitting a [Request for Accommodation form](#) through the DSP [Accommodate Student Portal software](#). Although a student may have disclosed to faculty or other DU staff before contacting DSP, students should understand that it is their responsibility to request accommodations, to engage with DSP, and to provide their Letter of Approved Accommodations to each faculty member.
3. Provide appropriate supporting documentation. DSP 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.

## ***Appropriate Supporting Documentation***

- Supporting documentation must meet current University documentation guidelines. Please review [the DSP Documentation Guidelines](#).
- Documentation must be completed, signed, and dated by an appropriately trained and licensed or otherwise properly credentialed professional (such as a physician, psychologist, psychiatrist, social worker, therapist, LD/ADHD Specialist) who has relevant experience and has no personal relationship to the student.
- Documentation of a disability is not the same thing as an IEP or 504 plan; although these plans may help DSP determine services, the DSP staff may need to request additional documentation.
- Documentation must be current, preferably within the past three to four years, and should accurately reflect the student's 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 support adjustments to existing accommodations. DSP will evaluate and determine the appropriateness of the supporting documentation on a case-by-case basis. DSP may request additional information to determine eligibility for accommodations.
- DSP may require further assessment of the documentation by an appropriate professional of the University's choosing. The University is responsible for all expenses incurred for this additional review of the documentation.
- Students can upload documentation with their initial [Request for Accommodation](#) through the [Accommodate Student Portal](#).

## ***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 (5) years if the accommodation process was not completed, the individual never attended DU, or the accommodations were denied with no further action being taken. With an appropriate release, the student can request that DSP forward a copy of a student's documentation to another appropriate professional, agency/organization, or postsecondary institution. A student may review their DSP file consistent with University policy for review of education records.

## **Accommodations and Access**

**Definition of Accommodations:** According to Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990, as amended in 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 students with disabilities in the DU community. DSP considers all accommodation requests on a case-by-case basis, and approved accommodations are not intended to be applied retroactively.

**Examples of Accommodations:** This handbook explains processes 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 Accommodations:** To make a request for accommodation(s), the student must self-identify to DSP by submitting a [Request for Accommodation form](#) through the DSP Accommodate Student Portal. Although a student may have previously disclosed to faculty or other DU staff, the student must still submit a request for accommodation to DSP because DSP is the office within the University responsible for the administration of accommodations. The student is responsible for identifying reasonable accommodations that the student believes they need.

In addition to the [Request for Accommodation form](#), students must upload appropriate supporting documentation. DSP will not approve accommodations without appropriate documentation. The student is responsible for all expenses incurred in the process of obtaining supporting documentation. Please visit the [DSP Documentation Guidelines](#) or obtain a hard copy format (at the DSP office) for additional information.

**Requesting Additional Accommodations:** Students who currently have DSP-approved reasonable accommodations do not need to submit requests to continue those approved accommodations. Students can request additional accommodations through the [Accommodate Student Portal](#) at any point throughout 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. For further information, please refer to the [DSP Documentation Guidelines](#).

**Determination of Eligibility:** DSP determines reasonable and appropriate accommodations based on the types of limitations manifested by a particular disability, as reflected by documentation and other information, and may differ for each student. DSP determines accommodations 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 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, DSP will send the student an Eligibility Notification to the student's University email account. For students who have been approved for accommodations the email notification will include a list of the accommodations the student has requested and for which they have been approved. Additionally, the notification will refer to the DSP Student Handbook for relevant process and procedure information. Students who are not approved for their requested accommodations will receive an email or phone call to discuss their request. The Accommodation Specialist will provide information about why the request was not approved and information regarding the grievance and appeal process.

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

**Delivering Letters of Approved Accommodation to Instructors:** After a student has received their Eligibility Notification from a DSP Accommodations Specialist, the student is responsible for sending the Letter of Approved Accommodation (LOAA) to their instructor(s) through the [Accommodate Student Portal](#). It is the student's responsibility to send their LOAA to the faculty member for each course in which the student plans on using their approved accommodations. To resolve questions about how to use the Accommodate Student Portal for the delivery of their LOAA's to faculty, students should contact the DSP reception desk for information or assistance or email [dsp@du.edu](mailto:dsp@du.edu).

**Administering Accommodations for Law School Students:** Students enrolled in the Sturm College of Law should disclose DSP approved accommodations to the Student Affairs Office or directly to their faculty members via the Accommodate Student Portal. Historically, law schools have graded students anonymously, hence DSP allows for Sturm students to submit their LOAA anonymously via the Student Affairs Office. Contact your Accommodations Specialist in DSP or the Student Affairs staff in the College of Law if you have questions.



## ***Testing Accommodations***

The University will provide appropriate and reasonable test accommodations for students with disabilities who submit requests for such accommodations that are substantiated by appropriate documentation. DSP will evaluate requests for test accommodations on a case-by-case basis.

Testing accommodations may include but are not limited to extended time, assistive technology, and reduced distraction environment. The purpose of testing accommodations is to measure the student's knowledge accurately while mitigating the effects of a disability, and DSP will replicate the testing parameters of the in-class test while providing reasonable accommodations. Faculty may consult DSP staff about how to implement DSP approved testing accommodations.

When using testing accommodations, students must follow the procedures outlined below and any additional processes and procedures communicated by the Testing Coordinator. Students must notify faculty for each class in which DSP has approved testing accommodations. DSP provides a Letter of Approved Accommodations (LOAA) to assist students with their communications with the faculty.

### **PROCEDURES**

Students approved for testing accommodations who want to take their tests and final exams in the DSP Testing Center must request to take **each quiz, test, and final exam** via the [Accommodate Student Portal](#), DSP's online scheduling system or by emailing the Testing Team at [dsp.testing@du.edu](mailto:dsp.testing@du.edu). To comply with University requirements, students must schedule exams at the same time the class is scheduled to take the exam. DSP cannot honor any booking requests outside of the class schedule without written approval from the instructor prior to the booking deadline. Exception: students do not need to submit test request through the Accommodate Student Portal if the instructor will administer the exam.

### **Test Request Approval Process**

- Once DSP approves the booking, Accommodate will send a system-generated confirmation email to the students' and instructors' du.edu email addresses. Note: These emails sometimes may be routed to spam/junk folders in error.
  - a. Students and instructors will receive email reminders:
    - i. Test, mid-term, or quiz: Four (4) and two (2) days before
    - ii. Final exam: Eight (8) and three (3) days before

### **Exam Booking Request Deadlines**

DSP recommends students schedule all tests/final exams at the beginning of each quarter via Accommodate to avoid missing request deadlines.

Advanced Booking Deadlines:

Autumn, Winter, and Spring Quarters

1. Quizzes, tests, and midterms:

Five (5) days prior to scheduled date of exam

2. Final Exams

Ten (10) days prior to DU Finals Period

Summer Quarter

1. Quizzes, tests, and midterms:

Three (3) days prior to scheduled date of exam

### **Late Requests**

DSP will make reasonable efforts to fulfill requests that fall outside the deadlines; however, due to capacity and the turnaround time required to replicate parameters and secure testing materials, DSP reserves the right to decline late requests to test in the Testing Center.

#### Requests to Cancel or Reschedule

- Students may cancel exam booking requests through Accommodate or by emailing the Testing Team at [dsp.testing@du.edu](mailto:dsp.testing@du.edu).
- Students may submit rescheduling requests with instructor approval via email to [dsp.testing@du.edu](mailto:dsp.testing@du.edu).

Please visit the DSP website for more information regarding the [Testing Center Processes and Procedures](#).

#### **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.

#### **Procedures for Law Students with Testing Accommodations**

Law students should contact [student\\_affairs@law.du.edu](mailto:student_affairs@law.du.edu) to arrange testing. Please contact DSP with any questions or concerns.

### ***Priority Registration***

Students granted priority registration are given an additional 45-credit placeholder in the calculation of their time assignment placing them in groups of students approximately one year ahead in progress toward their degrees. The groups of students accorded registration priority have been granted this accommodation in recognition of unique scheduling constraints faced by these groups. Approval for the priority registration accommodation must include current supporting documentation (see Documentation Guidelines) and indicate a disability related need that would warrant early registration as a reasonable accommodation. Reasons for Priority Registration include but are not limited to:

- Student requires pre-arranged support services, such as sign language interpreters that are necessary for accommodation.
- Student has physical constraints due to mobility loss, speed and/or endurance.
- 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.
- Student requires medical treatment/intervention/therapy that highly impacts scheduling.
- Students with temporary disabling conditions may receive priority registration when appropriate.

#### **PROCEDURES FOR Priority Registration**

1. Student submits a request for accommodations via the [Accommodate Portal](#) or indicates a request in writing.
2. If approved, DSP staff informs the Registrar and the student.

### ***Temporary Accommodations***

Students with seasonal or short-term illness (e.g., flu, cold, conjunctivitis) and other brief medical conditions should work directly with their instructors to discuss informal arrangements. DSP can provide [Temporary Accommodations](#) for longer-lasting injuries or illnesses, including, but not limited to, broken bones, concussions, and on-going illnesses lasting multiple weeks.

DSP will determine the reasonableness of requested Temporary Accommodations based on the information provided by the student and any supporting documentation from a current, treating healthcare professional. This provider should be a licensed or otherwise properly credentialed professional who has undergone appropriate and comprehensive training, has relevant experience, and is not directly related to the individual



being evaluated.

After a student has been determined eligible for Temporary Accommodations, the DSP will provide the student a Letter of Approved Accommodation (LOAA) that the student can then send to the appropriate faculty or University personnel detailing the accommodation(s) that have been approved and timelines for eligibility.

Students approved for Temporary Accommodations should follow the processes and procedures outlined in this handbook associated with the accommodations for which the students have been determined eligible.

## ***Course Substitutions***

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 course or series of courses. 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.

### **CRITERIA FOR COURSE SUBSTITUTIONS**

Requests for course substitution must include current documentation that demonstrates the need for the substitution. Documentation guidelines can be found online at [/https://studentaffairs.du.edu/disability-services-program/types-accommodationtypes-accommodations](https://studentaffairs.du.edu/disability-services-program/types-accommodationtypes-accommodations)

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.

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; and 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.

DSP will engage appropriate academic deans and chairs of departments to determine whether 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 not qualified 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.

If approved, after the substitution course has been 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 by informing the Office of the Registrar.

## ***Per Assignment Extensions***

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.

Students with a documented disability or medical condition may request Per Assignment Extensions as an

accommodation. These procedures address when this accommodation may be appropriate; how DSP may determine whether this

accommodation is reasonable based on course requirements; and how to implement this accommodation.

Based on the information provided by the student, DSP determines whether the student is eligible for a Per Assignment Extension as a reasonable accommodation. Following DSP's decision that the student is eligible for this accommodation, DSP will issue a Letter of Approved Accommodation (LOAA) for the student to provide to instructors. Receiving a LOAA that includes a Per Assignment Extension does not provide the student with an automatic extension for each assignment, extensions of undefined length, or retroactive extensions for previous assignments, except in extraordinary circumstances. Generally, approval for a Per Assignment Extension 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 Per Assignment Extension accommodation remain responsible for all academic activities (attendance, assignments, required readings, quizzes/tests/exams, etc.), are subject to the evaluation standards specified in the syllabus, and must work with the instructor regarding implementation of the accommodation with respect to each assignment.

After the student provides the instructor with the LOAA for a Per Assignment Extension, the instructor has the discretion to determine how or whether to modify due dates for particular assignments based on the instructor's assessment of the core requirements for the course.

### INSTRUCTOR RESPONSIBILITIES

- The instructor must conduct a comprehensive examination of the essential course requirements, academic standards, and educational experiences or outcomes for each request for an extension to determine the impact of this accommodation.
- If, based on this analysis, the instructor determines that an assignment extension *may* alter an essential course requirement, academic standard or educational experience or outcome, the instructor *must* consult with DSP to determine what course-specific adjustments may be reasonable.
- If a student has excessive absences/extensions, even pursuant to a DSP approved accommodation, the instructor should consider submitting a referral through [Student Outreach and Support \(SOS\)](#) so that the student may explore options such as a [Medical Leave of Absence](#).

### INSTRUCTOR EVALUATION OF THE IMPACT ON ESSENTIAL COURSE REQUIREMENTS

- What does the course description and syllabus state regarding assignment due dates and submission of late work?
- Has the instructor consistently applied the policy regarding due dates and submission of late work?
- How do assignment due dates relate to course requirements?
- Would an extension (or multiple extensions) on the assignment fundamentally alter the course?
- Is timely completion of assignments part of an essential method of learning in this course?
- Does timely completion of assignments constitute a significant component of the learning process?
- Is the individual's class participation and/or learning dependent on the timing of the completion of the assignment?
- To what degree does a student's delay in submission of assignments constitute a significant loss of the educational experience for other students in the class?
- Is the completed assignment used to teach or inform class content during the subsequent class meeting(s)?
- Is the assignment structured such that students depend on each other to complete the coursework?

Although not a requirement, DSP recommends that students and instructors utilize the [Per Assignment Extension Plan Form](#) (provided to student at time of accommodation approval and available on the DSP website), so there is a clear understanding of the parameters of use of this accommodation. Either the student or the instructor may request completion of this plan. The plan is for their use, and it should not be sent to DSP.

## STUDENT RESPONSIBILITIES

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

## OPTIONS TO CONSIDER

- Instructors should specify due dates for assignments, papers, and projects in the course syllabus provided to students at the beginning of the term.
- Instructors should avoid announcing due dates or changes to due dates with insufficient prior notice.
- Instructors should provide students with advance notice of future assignments and expected due dates.

## ***Modified Attendance***

Regular class attendance is essential for the academic success of all University of Denver students. The Disability Services Program (DSP) supports and adheres to the [University of Denver's attendance policy](#).

All University of Denver students are responsible for fulfilling the essential requirements, including attendance expectations, of the applicable courses, programs, or degrees. However, 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 treatment such as chemotherapy or dialysis.

Seasonal illness (e.g., flu, cold, conjunctivitis), non-disability related absences, and disabilities or medical conditions not disclosed to DSP through the applicable process are not subject to modification of attendance requirements pursuant to these procedures. Students with short-term illnesses should work directly with their instructors to discuss informal arrangements for absences. DSP can provide [Temporary Accommodations](#) for longer-lasting injuries or illnesses, including, but not limited to, broken bones, concussions, and on-going illnesses lasting multiple weeks.

Students with a documented disability or medical condition may request a Modified Attendance accommodation. These procedures address when this accommodation may be appropriate; how to determine whether this accommodation is reasonable based on course requirements; and how to implement this accommodation. Except in extraordinary circumstances DSP does not excuse prior absences retroactively and does not provide the student with unlimited absences. Generally, one (1) to two (2) additional absences may be appropriate.

Based on the information provided by the student, the DSP determines whether the student is eligible for a Modified Attendance Plan as a reasonable accommodation. Following DSP's decision that the student is eligible for this accommodation, DSP will issue a Letter of Approved Accommodation (LOAA) for the student to provide to instructors. Receiving a LOAA that includes a Modified Attendance accommodation does not provide the student with unlimited absences or excuse prior absences retroactively (except in extraordinary circumstances). Students with an approved Modified Attendance accommodation remain responsible for all material covered while they are absent from class, all academic activities (assignments, assessments, required readings, quizzes/tests/exams, etc.), and are subject to the evaluation standards specified in the syllabus.

After the student provides the instructor with the LOAA containing Modified Attendance as an approved

accommodation, the instructor has the discretion to determine how or whether to modify their class attendance policy based on the instructor's assessment of the core requirements for the course. Under applicable law, the University must provide reasonable accommodations, but is not required to fundamentally alter, waive, or lower essential course requirements, academic standards, or educational experiences or outcomes when implementing the Modified Attendance accommodation.

### INSTRUCTOR RESPONSIBILITIES

- After the student initiates a request to implement this accommodation, the instructor must consider each request on a case-by-case basis.
- The instructor must conduct a comprehensive examination of the essential course requirements, academic standards, and educational experiences or outcomes to determine the impact of this accommodation. Generally, one or two excused absences, in addition to those permitted in the syllabus, should not constitute a fundamental alteration to a course.
- If, based on this analysis, the instructor determines that a modification in attendance *may* alter an essential course requirement, academic standard or educational experience or outcome, the instructor *must* consult with DSP to determine what course-specific adjustments may be applicable.

If a student has excessive absences, even pursuant to a DSP approved accommodation, the instructor should consider submitting a referral through [Student Outreach and Support \(SOS\)](#) so the student may explore options such as reduced course load, course withdrawal, or a [Medical Leave of Absence](#).

### INSTRUCTOR EVALUATION OF THE IMPACT ON ESSENTIAL COURSE REQUIREMENTS

- Consider the following factors to determine if attendance is an essential course requirement:
  - What does the course description and syllabus state regarding attendance requirements?
  - To what extent is there classroom interaction between the instructor and students and amongst all the students?
  - Do student contributions in class constitute a significant component of the learning process/educational experience for both the individual student and the other students in the class?
  - Does the fundamental nature of the course rely upon student participation as an essential method of learning?
  - What elements of the course are used to calculate the final course grade?
  - Can other course elements be reasonably substituted for attendance?

Attendance may be vital in courses that involve significant interaction, in-class participation, or where content mastery depends on attendance. In such courses, there may be limited adjustment options available. 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

Although not a requirement, DSP recommends that students and instructors utilize the [Modified Attendance Plan Form](#) (provided to student at time of accommodation approval and available on the DSP website), so there is a clear understanding of the parameters of use of this accommodation.

Either the student or the instructor may request completion of this plan. The plan is for their use, and it should not be sent to DSP.

## STUDENT RESPONSIBILITIES

- 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 prior to the add/drop deadline for each 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.
- Students with approved Modified Attendance accommodation need to communicate their absence in advance, when possible, to the instructor(s).
- In the case of an emergency or unexpected disability-related absence, students must inform the instructor(s) as soon as possible, but no later than one (1) business day, after the student returns to classes.
- 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 Modified Attendance accommodation, failure to attend class could negatively impact their grades and mastery of course content.
- Students should contact DSP staff if they have any concerns after discussing the Modified Attendance accommodation with the instructor.

### ***Alternate Format Textbooks and Written Materials (AFT)***

The University will provide printed materials in alternate formats for students who qualify for this accommodation. Examples of Alternative Formats include, but are not limited to:

- 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 DSP, you 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

### Responsibilities of Each Party

- Student Responsibility:
  - Send Letter of Approved Accommodation to notify instructors of need for AFT.
  - Request textbooks/course texts using the appropriate [AFT Request Form](#). Please note there is one [form for Undergraduate and Graduate students](#), while [Law Students have a separate form](#). Make these requests as early as possible. It may take three to four weeks for materials to be remediated. Please read the procedures below for information regarding AFT requests.
  - Communicate with DSP should any issues arise with AFT materials, including those for which faculty/instructors are responsible.
- DSP Responsibility
  - Remediate texts requested through the [AFT Request Form](#). Turnaround time is typically three to four weeks.
  - Communicate with students regarding their AFT requests.
  - Work to resolve any issues raised by the student regarding their AFT materials.
- Faculty/Instructor Responsibility
  - Confirm that all course materials are accessible. This includes but is not limited to:
    - PDF readings

- Scanned readings
  - Readings conducted inside *and* outside of class
  - Videos, audio recordings, and similar materials
- If faculty need support in creating accessible materials, they should contact the Office of Teaching and Learning. Faculty can make an appointment using the following link: <https://go.du.edu/otlaccessibility>.

## PROCEDURES

Students are responsible for requesting course textbooks in an alternative format

Request procedure:

- Student purchases required course text. DSP is unable to remediate printed text into alternative formats without proof of purchase due to copyright laws (See more information below).
- Student requests their desired format using the [Alternate Format Text Form](#) as early as possible. Student must upload proof of purchase with their request.
- DSP receives the request and begins the remediation process on a first come, first served basis. DSP will contact the student when the text is ready.

A note on Proof of Purchase and Copyright Laws: Students must purchase all books that the University is converting to, or obtaining in, alternate format (except those obtained from Bookshare). The student must provide DSP with proof of purchase or ownership (e.g., receipt or other order confirmation) through the AFT Request form.

- As required by copyright law, students receiving alternate format texts must be the sole user of those files, and the students must not redistribute the files in any manner or format.
- Students may be required to provide DSP materials (textbooks, course packs) to be scanned and converted into alternate format(s). DSP will attempt to return

books/materials in a condition that allows for resale, but students may not receive full resale value for the materials.

- Several variables affect the timeframe within which books are processed, and therefore DSP cannot provide a definitive turnaround time. In some instances, it *may* take DSP up to 3 – 4 weeks to fulfill requests.

Students with questions regarding the AFT process should reach out to [DSP@du.edu](mailto:DSP@du.edu) to get in contact with the Alternative Format Text Manager.

## ADDITIONAL AFT RESOURCES

Although DSP will prepare alternate format texts (AFT) for students when requested, students wish to access materials using other resources for audio and e-texts. Accessing texts through these resources may result in quicker access to texts in alternative formats. These resources may not work for all students or for the needs of every disability. Students using these resources are responsible for fees incurred to obtain the alternate format from that resource, and students must follow the applicable policies for that organization/agency. The list below outlines a variety of resources that students may wish to utilize to access texts in alternative formats. There may be other resources you wish to use, and this list is not intended to be exhaustive or an endorsement by DU:

- [Course Smart](#) is an online book seller that provides books in alternate formats. You will have to make a free account to have a virtual bookshelf before you can buy or rent books from Course Smart. Course Smart has books for all sorts of subjects including science, math, psychology, business and more. Course Smart allows you to access your book on or offline, make margin notes, and have the book read aloud to you.
- [Audible](#): Audible is a subscription service through Amazon that allows you to download books audiobooks. You get one credit (usually good for one book) per month and can purchase additional audio books.
- [Learning Ally](#) is a subscription service that gives students access to a large library of texts.

- [RedShelf](#) – RedShelf is an organization that provides students the option to purchase eBooks. If they have your required textbook, you can purchase through their website, which should then enable you to utilize Text to Speech as their eBooks should all be accessible. RedShelf also allows you to take notes, create flashcards, and build study guides as you read.

## ***Assistive Technology***

The University of Denver is aware that assistive technology can provide persons with disabilities with equitable access. Examples of assistive technology include but are not limited to:

- Recording devices such as SmartPens, Glean, Noteability, or similar Apps
- Alternative furniture
- Captioning devices
- Microphones
- Screen readers such as Kurzweil, JAWS, and NVDA

Some types of assistive technology are available to all students. For example, all students may choose to use Kurzweil 3000 when completing course readings or doing work on their own time, and any student is welcome to pay for and use study apps, aids, and tools regardless of accommodations. However, in order to use assistive technology such as screen readers during exams/testing, or recording devices during class, students must be approved for these as accommodations based on their disability-related functional limitations. In some cases, students will be responsible for purchasing their own technology; however, in other cases, the University will provide the technology as a loan. Connect with a member of the DSP staff, such as the Assistive Technology Specialist or an Accommodation Specialist to discuss your specific technology needs.

If approved for assistive technology, students with disabilities are encouraged to be familiar with the technology they use. The University is unable to 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 located in Driscoll South as part of the DSP office. The purpose of this lab is to support students in using various forms of assistive technology provided by the University (for example, Kurzweil) or that students can borrow from the University (for example, SmartPens or Glean). Students can make an appointment with the Assistive Technology Specialist to explore different options.

## ***Assistants and Attendants***

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

The Disability Services Program (DSP) 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 the student makes prior arrangements with DSP. 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 DSP has previously approved such actions.

**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 and/or residence halls. The University may require medical documentation of the need for an attendant. Personal attendants are not employees of the University; but rather are employed by the student. Personal attendants may be required to go through University protocols (for example, a background check) in order to gain access to campus.

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 [on the SRR Honor Code Website](#).

## **Service Animals**

Service Animals are trained or in the process of being trained to perform tasks for those with a disability. Service animals provide assistance to those with a mental, physical, or intellectual disability. 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 instructor, 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 (ESA): Students seeking to have an ESA in University-owned or operated housing must receive approval through DSP before bringing the animal on campus. Students must complete and return the [Request for Accommodation form](#) and provide supporting documentation as specified in the [Documentation Guidelines for Emotional Support Animals](#). The student must demonstrate a relationship or nexus between the individual's disability and the assistance the animal provides, by submitting supporting documentation from an appropriate licensed healthcare or mental healthcare provider, dated within 6 months prior to moving into University-owned or operated housing.



The University engages in an interactive process with students requesting to have an ESA in University-owned or operated housing to determine whether the request is reasonable and does not pose an undue hardship on the University or present a danger to members of the community or their property.

Typically, the University does not allow multiple ESAs. However, the University will evaluate such requests on a case-by-case basis, considering the information contained in supporting documentation as well as the size and/or species of the animal(s).

Once the student has received approval through the DSP, the student must meet with Housing and Residential Education (HRE) staff, prior to bringing the ESA into University-managed housing, to review and complete the ESA Resident Agreement and provide the following documentation:

- Copy of animal's registration for the City and County of Denver, if applicable to the type of animal.
- Veterinarian recommended vaccinations.
- The animal is spayed/neutered, as applicable.
- A current photograph of the ESA to HRE and DSP so that staff can identify the ESA. The photograph will be shared with HRE and/or University staff on a need-to-know basis only.
- Contact information for an alternate caregiver who lives off-campus to provide care for the ESA if the owner becomes unable to care for the ESA.

Approved ESAs are not permitted in any University facilities other than the student's assigned individual living quarters including, but are not limited to, kitchens and food service preparation areas. The student is responsible for always maintaining control of the ESA and for any disruption caused by the ESA in University-owned or operated housing. The student is responsible for caring for the ESA, including but not limited to immediately cleaning up after and properly disposing of the animal's waste in a safe and sanitary manner. If a student is personally unable to care for the ESA, the student is responsible for arranging and paying for this service.

ESA approvals are made for the duration of the student's housing contract, not exceeding the length of the academic year during which the ESA has been approved to live in University-owned or operated housing. Students must seek and obtain approval each year prior to the student's move into University owned or operated housing.

## ***Campus Housing Accommodations***

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. For more information about the two-year live-on requirement, fulfilling the requirement or requesting a release for Live at Home, Financial or Special reasons, please visit the Two Year Live On Requirement page <https://studentaffairs.du.edu/housing/services-and-policies/two-year-live-requirement> .

### **PROCEDURES**

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

- Submit an [application to Housing and Residential Education \(HRE\)](#) through the standard housing application process at [go.du.edu/apply-for-housing](https://go.du.edu/apply-for-housing), by no later than the stated deadline.
- Submit a [Request for Accommodations](#) to DSP. This request may be made at any time; however, if the student submits an accommodation request to DSP after the housing application deadline and HRE has already made housing assignments, then HRE may not be able to implement the approved accommodation until such time as HRE has an appropriate placement available. In these

circumstances, HRE may place the student on a waiting list, or the student may initiate a request for a release from the housing contract.

If a student acquires a disability or has a change in a medical condition that necessitates a modification in existing housing, the University will make reasonable efforts to implement the modification in the student's current assigned living space or move the student to another assigned living space.

Please visit [Accommodations for Students Who Have Disabilities | Housing & Residential Education | Student Affairs](#).

#### Request to Break Housing Contract and/or Meal Plan Requirements

Students may only request to break the Housing Contract or Meal Plan requirement for the following reasons:

- Graduation from DU
- Official withdrawal from DU
- Significant, unanticipated change in circumstances beyond the student's control that occurs after the date on which the student executed the housing contract

The University will review the request and inform the student of the decision. Please refer to your housing contract for financial responsibilities regarding contract breakage.

For more information, email [HREContractRelease@du.edu](mailto:HREContractRelease@du.edu).

Please follow the directions below if the above circumstances do not apply to you. If you would like to request a housing and/or meal plan release based on a disability-related need, please follow the steps below to begin the review process. For more information on requesting accommodations, please visit the [DSP website](#).

#### 1. Complete and Submit the Request for Accommodation Form

Let the DSP know about specific disabilities and how they could affect your participation in the DU community. Specify which accommodations you are seeking now, as well as any you may have used in the past.

#### 2. Submit Supporting Documentation

All requests for accommodation require qualifying documentation to support your claim of disability. This includes requests to have assistance animal's accommodations. Please see the Documentation Guidelines section below for more information.

#### 3. Review the DSP Student Handbook

The Handbook contains full details on the Disability Services Program — information essential to your ability to understand and effectively navigate the accommodations process at the University.

If you have questions about an accommodation, please contact DSP as soon as possible. We are available at the main DSP reception desk to support you virtually throughout the workweek. You can reach DSP Monday through Friday, 8:00 a.m.- 4:30 p.m. (Mountain Time) by phone at (303) 871-3241, or email at [dsp@du.edu](mailto:dsp@du.edu), and staff will assist you.

### ***Students with Hearing Loss: Requesting Communication Access Service Providers***

For enrolled students with hearing loss who are approved for the accommodation of communication access service providers, the University will provide qualified service providers to facilitate communication. These service providers do not act as a note taker, 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 a request in advance through DSP to have DSP schedule a service provider for the specified event. The University will pay for requested and scheduled service providers for a University-sponsored program whether or not students with hearing loss attend the program, as long as the program is open to the public.

To request services for a communication access service provider, students must complete and submit the Communication Access Request Form (CART) on the DU website - [Communication Access Request Form \(office.com\)](https://www.du.edu/studentlife/disability-services/students/accommodations.html). <https://www.du.edu/studentlife/disability-services/students/accommodations.html>

### PROCEDURES FOR REQUESTING COMMUNICATION ACCESS SERVICE PROVIDERS

To request communication access service providers, students must log into [Microsoft 365](#) using their du.edu email address to complete the [Communication Access Request Form \(office.com\)](#) found on the DSP website. Students should complete the form one-time for each course, prior to the beginning of each term. For non-recurring events, students must complete the form for each event. Students should make requests for ongoing or one-time events through the [Communication Access Request Form](#) as far in advance as possible. DSP will use reasonable efforts to find a qualified service provider. Submitting a request for service providers 72 hours or more in advance greatly increases DSP's ability to arrange services for requested events.

### ***Note Takers and 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 that may affect notetaking ability include, but are not limited to, learning disabilities, motor/dexterity loss, hearing loss, 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 term or early in the term to request that an anonymous announcement be made in class regarding the need for a note taker. DSP has sample announcements if an instructor is in need of one.

Note takers, faculty, and graduate teaching assistants are not responsible for providing notes for classes that a student does not attend except for not attending due to medical or another emergency situations, which will be reviewed on an individual basis.

### PROCEDURES

Contact DSP staff regarding procedures to facilitate timely and appropriate implementation of this accommodation.

#### Note Takers

- Contact instructors regarding the need for note takers. Students may procure their own note takers without the assistance of instructors, but the student 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 (Class Note taker Agreement), or the student may email DSP at [dsp@du.edu](mailto:dsp@du.edu) to request the form to fill out. 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 promptly notifying DSP and the instructor.
- Law students who have this accommodation should contact the Student Affairs office to make arrangements by phone at 303-871-6113 or email at [student\\_affairs@law.du.edu](mailto:student_affairs@law.du.edu).

Audio Recording: Audio recording lectures, class discussions, or other events not open to the general community

may be permitted, but students should discuss this request, in advance, with the instructor or speaker. If needed as an accommodation due to a disability or medical condition, then the student must submit a [Request for Accommodation](#) 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.
- 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.
- Glean may also be of use to students who have an approved Audio Recording in Class accommodation. If you are approved for the Audio Recording in Class accommodation and have additional questions, please contact an Accommodations Specialist for more information.
- For Sturm College of Law (SCOL) students, please connect with the SCOL Student Affairs office on the process of utilizing Audio Recordings in Class as an approved accommodation. You will need to fill out the ADA Audio Recording SCOL form before utilizing this accommodation in each of your classes. You may review this form here – [ADA Audio Recordings in SCOL](#), but please connect with the SCOL Student Affairs office first to discuss this process. You can connect with SCOL Student Affairs by emailing them at [Student\\_Affairs@law.du.edu](mailto:Student_Affairs@law.du.edu).

## ***Classroom Changes***

Because 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 provide access for students with mobility loss. 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 facilitate implementation of any necessary changes 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 evaluate 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 Grievance and Appeal Process***

DSP has adopted the following procedures to provide students with a mechanism to appeal decisions regarding accommodations within DSP and to pursue grievances regarding claims of discrimination or bias with the applicable University office outside of DSP. The University has established these procedures to comply with the ADA/Section 504 requirement to provide prompt and equitable resolution of complaints.

**Informal Resolution:** Students are encouraged to first discuss their concerns about the determination of their request for accommodation with their assigned Accommodations Specialist. Most disability-related issues or concerns about accommodations, services, faculty, other campus departments, programs, or facilities are generally resolved at this level.

### **Appeals Process:**

If the attempt at informal resolution does not resolve the concern, a student who wishes to appeal the determination of the Accommodation Specialist must submit an appeal via email to the Director of DSP at [dsp@du.edu](mailto:dsp@du.edu), with the subject line: Accommodation Appeal, within ten (10) business days after the Accommodation Specialist issues the accommodation decision.

The student's email must indicate the specific basis/bases for the appeal (identified below) and provide information to support the basis/bases.

As part of the appeal process, DSP will only consider the information and documentation provided to the DSP Accommodations Specialist during the interactive process that preceded the accommodation decision. If a student has new or updated information that they would like DSP to consider at any point after the Accommodation Specialist's determination, the student must re-engage in the interactive process with their DSP Accommodations Specialist by submitting an updated request for accommodation.

### **Bases for Appeal:**

The student must identify one or more of the following bases for submitting an appeal:

- The Accommodations Specialist denied an accommodation, in whole, or in part, that is necessary to address the current impacts of the disability(ies) as set forth in the documentation submitted with the request for accommodation;
- The Accommodations Specialist granted an accommodation set forth in the DSP Letter of Approved Accommodations (LOAA), but the student considers the accommodation ineffective to address the current impacts of the disability(ies) as set forth in the documentation submitted with the request for accommodation; and/or
- The Accommodations Specialist made procedural errors that significantly impacted the interactive process and/or the determination to deny the requested accommodation(s), in whole or in part;

### **DSP Director Decision:**

The Director of DSP or their designee will provide the student with a written response to the appeal within ten (10) business days following the student's submission of the appeal. The Director or their designee may extend the 10-day period at their discretion by notifying the student via email of the extension.

As a part of their comprehensive review for the appeal, the Director of DSP or their designee will consider the materials submitted through the interactive process, the Accommodation Specialist's determination, and the materials provided by the student with the appeal.

The Director's/designee's decision may result in:

- upholding the Accommodation Specialist's determination in its entirety;

- sending the determination back to the Accommodation Specialist for reconsideration and re-engagement in the interactive process; or
- reversing or amending the determination of the Accommodation Specialist, in whole or in part.

### **Final Appeal Process:**

A student who wishes to appeal the DSP Director's/designee's decision of the appeal must file an appeal with the Dean of Students (DOS) within five (5) business days of issuance of the DSP Director's/designee's decision by sending an email to dsp@du.edu, with the subject line: Final Appeal. The student's email must indicate the specific basis/bases for the appeal (identified below) and provide information to support the basis/bases. The bases for appealing the DSP Director's/designee's decision are limited to the following:

- The DSP Director's/designee's decision is not supported by the record on appeal; or
- The DSP Director/designee made procedural errors in considering the appeal that significantly impacted the decision on appeal.

As a part of their comprehensive review, the DOS or their designee will consider all of the materials provided to the DSP Director/designee as part of the appeal, the written decision of the DSP Director/designee, and the final appeal submission. The DOS/designee will not review new or updated information that was not provided to the DSP Accommodation Specialist.

If a student has new or updated information that they would like DSP to consider regarding the request for accommodation, the student must re-engage in the interactive process with their DSP Accommodations Specialist by submitting an updated request for accommodations.

The DOS or their designee will provide a written decision to the student within ten (10) business days following the submission of the appeal. DOS or their designee may extend the 10-day period at their discretion by notifying the student via email of this extension.

The DOS/designee decision of the appeal may result in:

- upholding the decision of the DSP Director/designee in its entirety;
- sending the determination back to the Accommodation Specialist for reconsideration and re-engagement in the interactive process; or
- reversing or amending the determination of the Accommodation Specialist, in whole or in part.

The decision of the DOS or their designee is considered final, and there are no further avenues for appeal.

### **Grievance to the Office of Equal Opportunity and Title IX (EOIX)**

- If a student's concern with DSP involves potential Prohibited Conduct (as defined in the University's Discrimination and Harassment Policy EOIX 3.10.010), including but not limited to Discrimination or Harassment, DSP will forward the complaint to the Office of Equal Opportunity & Title IX (EOIX) for evaluation and review. EOIX will determine whether the complaint should be resolved through application of the EOIX policy and procedures or be returned to DSP – or another University office – for resolution.
- A student may also report concerns about bias and/or Prohibited Conduct in the DSP accommodations process directly to the Office of Equal Opportunity & Title IX by
  - Contacting the Associate Vice Chancellor of Equal Opportunity & Title IX/Title IX Coordinator or Deputy Coordinators.

Emily Babb, JD, Title IX Coordinator  
 University of Denver, Driscoll Center South, Suite 30  
 2050 E. Evans Avenue Denver CO 80208

(303) 871-7016

<https://www.du.edu/equalopportunity/index.html>

titleix@du.edu or Emily.Babb@du.edu

- Contacting the Office of Equal Opportunity & Title IX  
University of Denver, Driscoll Center South, Suite 30  
2050 E. Evans Avenue Denver CO 80208  
(303) 871-7016  
<https://www.du.edu/equalopportunity/index.html>  
[Equal Opportunity Online Report Form](#)

- To the extent permitted by state or federal law, students may also file complaints with applicable state or federal agencies. Complainants must initiate this grievance process within sixty (60) business days after becoming aware of the event(s) that prompted the grievance.

(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

(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

(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

## **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 and Community***

#### Campus:

- **Academic Advising:** [www.du.edu/studentlife/advising](http://www.du.edu/studentlife/advising). Email: [advising@du.edu](mailto:advising@du.edu). Phone: 303- 871-2455.
- **Writing Center** (located in Anderson Academic Commons) [www.du.edu/writing/](http://www.du.edu/writing/)
- **Math Center** (located in Anderson Academic Commons) <https://science.du.edu/math>
- **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 academic resource serving undergraduate and graduate students at the University of Denver with 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.

- A student enrolled in LEP receives: Academic Counselors: meet weekly, one-to-one with students.
- Executive Functioning Specialist available to students who need more intensive EF support.
- Social skill support and events.
  
- Tutoring that is course specific with tutors who have been certified by the CRLA to work with students who have learning differences.

LEP is located on the Fourth 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 through Friday from 8:00 am to 4:30 pm. Staff hours vary; see the website for staff contact information. LEP website: <https://studentaffairs.du.edu/learningeffectiveness> Email: [lep@du.edu](mailto:lep@du.edu). Phone: 303-871-2372.



## **Office of International Education (OIE)**

The study abroad process can be a complex one for any student. As a result, we encourage students to start planning *at least* a year in advance of when you would like to be studying abroad. If your disability/medical condition adds complexity to travelling or being overseas, then we would encourage you to start investigating options that best meet your goals even further in advance.

The following links provide information about some of the issues students should consider regarding disability accommodations while studying abroad. To start learning about different options, for questions and/or additional information, students should contact the [Office of International Education \(OIE\)](#). OIE will connect you to an advisor who can assist you with the process.

[Learning Differences and Academic Accommodations](#)

[Psychological and Emotional Wellness](#)

[Travelers with Disabilities](#)

Office of International Education (OIE) 2200  
South Josephine Street  
Denver, Colorado 80208  
Phone: 303-871-4912  
Email: [duabroad@du.edu](mailto:duabroad@du.edu)  
Monday-Friday, 8:00 am to 4:30 pm

## **Library Assistance**

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 allow sufficient time to provide appropriate assistance.

### 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 assistance 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 facilitate timely assistance.

Research Center 303-871-2905  
Lending Desk 303-871-3707  
Music Library 303-871-6421

Accessibility and the Libraries webpage: <https://library.du.edu/policies/accessibility.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. The Westminster Law Library phone number is 303-871-6079 or you can visit their website: [www.law.du.edu/library/about-library/accessibility](http://www.law.du.edu/library/about-library/accessibility).

## ***Emergency Phones on 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 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 the Department of Campus Safety website at [www.du.edu/campusafety](http://www.du.edu/campusafety), or call 303-871-2334 (nonemergency) and 303-871-3000 (emergency). The 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 and Mobility Services in 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 & Mobility Services website: [www.du.edu/parking/permits/permit-types.html](http://www.du.edu/parking/permits/permit-types.html).

The University strives to make our campus accessible to our entire community, regardless of mobility limitations. Parking Services offers accessibility parking permits to faculty, staff, and students with permanent or temporary disabilities. These permits can be purchased online or through the parking services office with verification of your state-issued credentials.

Visitors to the DU campus who require accessible parking may utilize the designated spaces in our visitor/hourly 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 meter, parking kiosk, or mobile device (via Parkmobile app). All DU parking lots have accessible parking.

To park in any accessible parking space on campus, you must display both a valid state-issued disability credential (placard or plates) and an accessibility permit issued from Parking Services. Unlike regular DU parking permits, which are restricted to certain lots, an accessibility permit, along with a state-issued disability placard or license plate, allows the permit holder to park in any accessible parking space on campus, including those spaces located in visitor lots, without paying additional fees. Accessibility permits are available for an annual fee, prorated throughout the year. See current [permit pricing](#). These permits can be purchased online or through the Parking and Mobility Services office with verification of your state-issued disability parking credentials. If you have already purchased or renewed your parking permit for the school year, please contact Parking and Mobility Services to exchange your permit for an accessibility permit.

Students experiencing a temporary disability can obtain a temporary accessibility permit through Parking and Mobility Services with verification of state-issued temporary disability parking credentials. Temporary accessibility permits expire on the same date as the state-issued permit. Should your state-issued permit be renewed, present your renewal credentials to Parking Services to extend the expiration of your temporary accessibility permit. Temporary accessibility permits can be issued for a maximum of 180 days from the date of initial issuance.

For persons who currently hold a parking permit for any lot on campus, there is no additional fee to obtain a temporary accessibility permit.

For persons who do not currently hold a parking permit, a temporary accessibility permit can be purchased 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 in the Dept. of Parking Services or on the DU website at [www.du.edu/utilities/maps/](http://www.du.edu/utilities/maps/).

### ***Transportation Resources***

The University of Denver has contracted with MV Transportation to provide DU community members who have a valid @du.edu email address with Campus Shuttle services. The shuttle service includes

wheelchair accessibility. All riders must download the Tripshot rider app. For the most up to date information about the Campus Shuttle service, hours of operation, shuttle routes, and the [Tripshot rider app](#), visit [DU's Campus Shuttle page](#) on the Parking & Mobility Services website.

### **Additional Resources**

<b>Department</b>	<b>Website Link</b>
<a href="#">Academic Advising</a>	<a href="http://www.du.edu/studentlife/advising/index.html">www.du.edu/studentlife/advising/index.html</a>
<a href="#">Accommodations for Students Who Have Disabilities</a>	<a href="https://studentaffairs.du.edu/housing/services-and-policies/accommodations-for-students-who-have-disabilities">https://studentaffairs.du.edu/housing/services-and-policies/accommodations-for-students-who-have-disabilities</a>
<a href="#">Career and Professional Development</a>	<a href="https://career.du.edu/">https://career.du.edu/</a>
<a href="#">College of Law: Student Affairs</a>	<a href="https://www.law.du.edu/d7/student-affairs">https://www.law.du.edu/d7/student-affairs</a>
<a href="#">The Cultural Center</a>	<a href="http://www.du.edu/culturalcenter/">www.du.edu/culturalcenter/</a>
<a href="#">Division of Vocational Rehabilitation</a>	<a href="https://dvr.colorado.gov/">https://dvr.colorado.gov/</a>
<a href="#">Facilities Management and Planning</a>	<a href="http://www.du.edu/facilities/">www.du.edu/facilities/</a>
<a href="#">Registrar: Privacy/FERPA</a>	<a href="https://www.du.edu/registrar/other-student-services/privacy-ferpa">https://www.du.edu/registrar/other-student-services/privacy-ferpa</a>
<a href="#">Health and Counseling Center</a>	<a href="http://www.du.edu/health-and-counseling-center/">www.du.edu/health-and-counseling-center/</a>
<a href="#">Office of Equal Opportunity and Title IX (Includes ADA Compliance)</a>	<a href="http://www.du.edu/equalopportunity/">www.du.edu/equalopportunity/</a>
<a href="#">Office of the Registrar</a>	<a href="http://www.du.edu/registrar/">www.du.edu/registrar/</a>
<a href="#">Student Outreach and Support</a>	<a href="http://www.du.edu/studentlife/studentsupport/">www.du.edu/studentlife/studentsupport/</a>
<a href="#">Student Rights and Responsibilities</a>	<a href="http://www.du.edu/studentlife/studentconduct/rightsresponsibilities.html">www.du.edu/studentlife/studentconduct/rightsresponsibilities.html</a>
<a href="#">Center for Advocacy, Prevention, and Empowerment (CAPE)</a>	<a href="https://studentaffairs.du.edu/health-counseling-center/survivor-advocacy">https://studentaffairs.du.edu/health-counseling-center/survivor-advocacy</a>
<a href="#">Writing Center</a>	<a href="https://academicaffairs.du.edu/writing/writing-center">https://academicaffairs.du.edu/writing/writing-center</a>
<a href="#">Math Center</a>	<a href="https://science.du.edu/math/math-center">https://science.du.edu/math/math-center</a>
<a href="#">Science and Engineering Center</a>	<a href="http://portfolio.du.edu/sec">http://portfolio.du.edu/sec</a>
<a href="#">Student Success Coaching</a>	<a href="https://academicaffairs.du.edu/academic-advising/student-success-coaching">https://academicaffairs.du.edu/academic-advising/student-success-coaching</a>

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