



UNIVERSITY *of*
DENVER

STUDENT AFFAIRS &
INCLUSIVE EXCELLENCE

**Handbook for Students with
Disabilities, Medical and Mental Health Conditions
2021-2022**

Handbook is available online at:

www.du.edu/dsp

Contact Information:

Disability Services Program

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Procedures for Accommodations: Changes

Procedures for requesting and implementing accommodations are subject to periodic change. Students, faculty and staff who are affected by the changes will be notified of amendments through a variety of methods including email, department postings, and/or personal notification. Once notification has been given, students should follow the modified procedure to ensure accommodations are implemented in an appropriate and timely manner.

Request Forms

Most forms for requesting accommodations can be found online at www.du.edu/dsp or from the DSP office. Students needing assistance in completing forms or making requests should contact the DSP office at dsp@du.edu, by phone 303-871-3241 (Relay: 711) or by stopping by suite 440 in Ruffatto Hall.

Welcome Letter

Dear Student:

The Disability Services Program (DSP) is a department of the Student Affairs and Inclusive Excellence Division (SAIE) at the University of Denver. The DSP coordinates reasonable accommodations to afford equal opportunity and full participation in University programs for undergraduate and graduate students with disabilities.

It is the joint responsibility of students and DSP staff to work together to meet accommodation needs. Students should contact DSP, as early as possible after admission, to discuss possible accommodations, processes, and procedures. Appointments are encouraged but are not always necessary as much of the work can be done by phone and email. DSP staff are available to meet with students when requested. 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 stopping by our office in suite 440 of KRH, calling 303-871-3241 (Relay 711) or emailing dsp@du.edu.

This Handbook serves two purposes:

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

The procedures stated in this handbook are revised annually, and amendments and/or updated information may be sent to your @du.edu email during the academic year. Student, faculty and staff input on processes and procedures are both welcome and important; please feel free to offer suggestions to the DSP.

The DSP Mission

The Disability Services Program (DSP) collaborates with the University of Denver community to foster academic and personal growth in students with disabilities. We partner with our community members to embrace disability within the values of inclusive excellence.

The DSP Charge

The Disability Services Program (DSP) is the office responsible for the administration of the University of Denver's commitment to equal access and participation for all students who have documented disabilities, 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).

Student Affairs and Inclusive Excellence Diversity Statement

We believe that every person matters. We respect and embrace the uniqueness of identities, gifts, perspectives, histories and life experiences of all members of our community.

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

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

University of Denver Policy Regarding Students with Disabilities

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

Introduction

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

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

In addition, the guidelines and procedures listed below will clarify the difference between an accommodation, which is a legal requirement defined by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (1990) and the ADA Amendments Act of 2008 (ADAAA), and an informal arrangement for a student who may have missed a class or two or may need a make-up exam due to a minor illness or injury (e.g. flu, broken leg).

Additional information for faculty on working through the student disability accommodation process can be found in the "Blue Folder" located in the Resources section of the [Faculty & Staff tab](#) on the DSP website: www.du.edu/dsp.

Policy Statement

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

Definitions

What does it mean to be a “qualified student with a disability?”

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

What are academic accommodations?

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

Faculty Guidance for Accommodating Students with Disabilities

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

- Law students are granted appropriate accommodations by the DSP but the law school has standing policies and procedures that provide anonymity to all law students. These students should disclose DSP approved accommodations to the Student Affairs in the Law School, who will administer the accommodations.
- DSP recommends that faculty complete DSP accommodations training. Trainings are available to academic departments throughout the year, and faculty may request individual consultation.
- Many accommodations students use in the classroom will not require the faculty to have primary responsibility, such as providing sign language interpreters, alternate format text, adaptive furniture, but there are occasions when it will be advantageous for the student, faculty, and DSP if needed, to collaborate on how the accommodation(s) can be administered in the classroom or department. This is especially relevant for Extended Time Testing, where it may be helpful for the student to be physically near the faculty in order to ask questions.

Informal Arrangements - Not DSP Accommodations

Faculty may ask for verification (e.g. doctors' note; receipt from medical center) from students requesting a minor arrangement such as a make-up exam or assignment extension for a temporary, minor illness or injury (e.g., colds/flu, broken hand/arm). Note: An informal arrangement is not considered an accommodation. Only the DSP can grant accommodations. If it appears that a more formal accommodation may be necessary, the faculty should refer the student to the DSP.

Recording Informal Agreements - Not DSP Accommodations

Faculty should document arrangement of informal agreements made with the student and include any appropriate forms (e.g., Incomplete Grades Application). Faculty can refer to the [Inspire: Adding and Viewing an Advising Note QuickGuide](#). The Comment Section is part of a student's permanent record and can be referenced by other University officials to give consistent messages to students. In addition, this type of documentation assures consistency and fair practice to students and protects faculty members and the University.

Attendance

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

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

ADA Syllabus Statement

Students who have disabilities (i.e., physical, medical, mental, emotional and learning) and who want to request accommodations should contact the Disability Services Program (DSP); 303-871-3241 (Relay: 711); 1999 E. Evans Ave.; suite 440 of Katherine Ruffatto Hall (KRH). Information is available online at www.du.edu/dsp; see Handbook for Students with Disabilities.

Privacy of Student Records and Documentation

All information regarding a student's disability is private. Records will remain separate from a student's academic transcript and will not be released to an individual or source external to the University of Denver without the student's written consent. However, to arrange appropriate accommodations, DSP staff may need to consult with specific faculty and/or staff members. Therefore, it may be necessary to communicate limited information about disability related needs to University of Denver faculty and/or staff. Specific details regarding a student's diagnosis of disability or medical condition will not be revealed.

Family Educational Rights and Privacy Act (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 FERPA (Family Educational Rights and Privacy Act of 1974) form. If this permission is not given, DSP can only communicate with persons within the University community who have a direct educational need to know or to protect the health or safety of the student regarding disability information or accommodations for the student. Information and the FERPA form can be found on the [Registrar's website](http://www.du.edu/registrar/general/privacypolicy.html) at <http://www.du.edu/registrar/general/privacypolicy.html>

Transitioning to the University of Denver

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

The Department of Education has issued a [Transition Guide to Postsecondary Education and Employment for Students with Disabilities](https://www2.ed.gov/about/offices/list/osers/transition/products/postsecondary-transition-guide-may-2017.pdf) to improve educational and employment outcomes for all individuals with disabilities and their families. Access the guide here: <https://www2.ed.gov/about/offices/list/osers/transition/products/postsecondary-transition-guide-may-2017.pdf>

The Law

- The law governing the rights and responsibilities of the school is not the same in postsecondary education as it was in high school. The responsibilities of postsecondary schools are significantly different from those of school districts.
- Postsecondary institutions are required to provide appropriate academic adjustments as necessary to ensure that it does not discriminate on the basis of disability. This does not include changes to curriculum or subject material.

How does this apply to me?

First Year Students

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

Transfer Students

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

Graduate Students

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

Parents

- Your student may receive different accommodations or services from those indicated in their Individualized Educational Plan (IEP) or 504 plan.

- Documentation of a disability is not the same thing as an IEP or 504 plan; while these plans may help us determine services, they are usually not a sufficient form of supporting documentation.
- Help your student to advocate for themselves. They have more responsibilities when it comes to receiving services at the postsecondary level.

Determining Eligibility

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

- 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, faculty or staff should direct the student to DSP. The student, rather than the University of Denver, is responsible for identifying possible reasonable accommodations that the student believes they need.
- 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 supporting documentation.

Appropriate Supporting Documentation

- Supporting documentation must meet current University documentation guidelines. Please visit the [DSP Documentation Guidelines](#) or obtain a hard copy format (at the DSP office) for additional information.
- 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 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 accommodations were denied with no further action being taken. When requested in writing, the student can request DSP to forward a copy of a student's documentation for the student or another appropriate professional, agency/organization, or postsecondary institution. A student may review their DSP file following University policy.

Accommodations and Access

Definition of Accommodations: According to Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990, and the Amendments Act of 2008, students with disabilities are entitled to appropriate accommodations designed to provide participation in and benefit from facilities, programs, and technology available at DU. This handbook uses the term “accommodations” to refer to those modifications in policies, practices, and/or environments needed in order to provide equal opportunity for students with disabilities in the DU community. All accommodation requests are considered on a case-by-case basis and are not intended to be applied retroactively.

Examples of Accommodations: This handbook explains 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 believe they need.

In addition to the [Request for Accommodation form](#), students must upload appropriate supporting documentation. Accommodations will not be provided 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 (except for submission of a Per Assignment Extension plan or a Modified Attendance plan for each course as discussed on pages 19 and 22 respectively below and requests for Emotional Support Animals, which must be renewed each contract period), but they must request changes to or additional accommodations through the [Accommodate Student Portal](#). 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: The determination of reasonable and appropriate accommodations is based on the types of limitations manifested by a particular disability, as reflected by documentation and other information, and may differ for each student. Accommodations will be determined on an individual basis and may not be identical to those previously used by a student. Accommodations that compromise the integrity of an academic program, impose undue financial and/or administrative burden on the University, or fundamentally alter programmatic content are neither reasonable, nor appropriate.

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

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

Delivering Letters of Approved Accommodation to Instructors: After a student has received their Eligibility Notification from a DSP Accommodations Specialist, the student is responsible for providing the Letter of Approved Accommodation (LOAA) to their instructor(s) through the [Accommodate Student Portal](#). [The DSP website](#) provides links on the right side of the page to access the Accommodate Student Portal, as well as guides and training materials for students and instructors about how to deliver, view, save and print LOAAs. To resolve questions about how to use the Accommodate Student Portal for the delivery of their LOAA's to faculty, contact the DSP reception desk for information or assistance or email dsp@du.edu.

Law Students Please Note: *Students enrolled in the Sturm College of Law should disclose DSP approved accommodations to the Student Affairs Office and the Registrar, who will administer the accommodations. This notification cannot be completed through the [Accommodate Student Portal](#), but should be completed in hardcopy or by email. Contact your Accommodations Specialist in DSP or the Student Affairs staff in the College of Law if you have questions.*

DSP Referral Associated with COVID-19

Note: *DSP referrals associated with COVID-19 and being immunocompromised apply only while public health orders and Executive Orders from the Governor are in place.*

Having contracted COVID-19 or being at increased risk for complications associated with contracting COVID-19 is not, in and of itself, a disability as defined by the Americans with Disabilities Act (ADA). The University of Denver (DU) recognizes that some students may experience temporary conditions as a result of COVID-19, and DU may provide services to support students experiencing those short-term impacts. The following information is intended to inform faculty, staff, and students when a referral to the Disability Services Program (DSP) is appropriate and how best to make such a referral.

DSP is the only office on campus authorized to review and determine eligibility for temporary adjustments due to being immunocompromised, temporary accommodations or ongoing accommodations associated with a disability, medical condition, or mental health condition. Because approval for temporary adjustments and temporary accommodations is different from approval for ongoing disability-related accommodations, students and employees who have questions about the temporary or ongoing status of a student's approved adjustment or accommodation should contact the DSP for clarification.

Many, but not all, conditions that result in increased vulnerability associated with COVID-19 may rise to the level of disability. A referral allows DSP to determine whether there are appropriate adjustments or accommodations to consider, whether related to COVID-19 or not. Engaging with DSP is particularly important if/when a student indicates that an underlying health condition is impacting their ability to engage in daily activities of living and/or in academic activities.

- If a DU employee has a student who discloses that they are immunocompromised due to an underlying medical condition, treatment plan or medication regimen or are otherwise determined to be at a heightened risk respect to COVID-19, the employee should refer the student to the DSP.
- **The DSP is not the appropriate point of contact for students who have or disclose a COVID-19 infection involving little or no active symptoms or symptoms lasting less than 2 weeks.**
- For students with COVID-19 infections lasting more than 2 weeks or students with additional medical conditions that experience complications, referral to DSP is appropriate if the student would like to request temporary adjustments, temporary accommodations or ongoing accommodations.
- If a student who is immunocompromised wishes to request accommodations in University-managed housing or a required meal plan, the employee should refer the student to DSP for additional information and/or initiate a request for adjustments or accommodations.
- Students who are immunocompromised, but who are asymptomatic and/or have tested negative for COVID-19 and would like to request academic adjustments due to their increased risk should first work with their academic advisor to determine what course options and delivery methods are available to reduce their exposure and/or best meet their needs.
- After working with their academic advisor, if a student would still like to request temporary adjustments or ongoing accommodations associated with being immunocompromised, the employee should refer the student to the [DSP website](#) or DSP to initiate the request.
- Many people are experiencing increased anxiety associated with the state of the country and world resulting from COVID-19 and other recent events. In some cases, these feelings of anxiety may rise to the level of a disability. If a student reports experiencing anxiety or other mental health conditions that are interfering with their ability to engage in activities of daily living or academic pursuits, the employee should refer the student to the DSP and to [Counseling Services in HCC](#).
- When an employee refers a student to the DSP, the employee should follow up the conversation with an email to the student recapping the conversation and include a link to the [DSP website](#). This best practice allows the student to refer back to information shared, correct any misunderstandings following the meeting, promotes a common understanding of information covered during the conversation, and serves as documentation of the referral.
- Sample referral language

- Thank you for sharing your concern with me. The Disability Services Program (DSP) may be in a better position to assist you with addressing your concern(s). You can find additional information on the DSP website <https://www.du.edu/dsp>, by emailing DSP at dsp@du.edu or by contacting the DSP by phone at 303-871-3241 (Relay: 711).

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

Testing accommodations may include but are not limited to: extended time (time and a half is standard, but DSP will evaluate requests for extended time on a case-by-case basis), assistive technology and reduced distraction environment. The purpose of test accommodations is to measure the student's knowledge accurately while mitigating the effects of a disability. 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. Failure to do so may result in the student taking the exam in class rather than in the DSP testing center. 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. The student must schedule all test requests for the same day and start time as the rest of the class. If a student needs to request an alternate test time due to a time conflict, the student must communicate their time conflict to their instructor(s) in advance to obtain instructor approval. The student and instructor must forward the instructor's approval for an alternate test time via email to dsp.testing@du.edu as soon as possible, preferably prior to the five (5) and ten (10) day advance test request deadlines. Where the instructor will proctor an exam for a student with an approved test accommodation, the student does not need to submit test request through the Accommodate Student Portal.

Test Request Deadlines – Students with approved test accommodations must submit requests by the following deadlines:

- Request to take a quiz, test, and/or midterm in the DSP Testing Center must be received by DSP at least five (5) calendar days in advance of the date of the quiz, test, or midterm.
- Request to take a final exam in the DSP Testing Center must be received by DSP at least ten (10) calendar days prior to the first day of the University final examination period.

- Requests to take a quiz, test, midterm, and/or final exam during the Summer term in the DSP Testing Center must be received by DSP at least **three (3) calendar days** in advance of the date of the quiz, test, midterm, or final exam.

Test Request Determination Notification

- If DSP **approves** a test or final exam request, DSP will send an email to the student and faculty member informing them of the approval.
- If DSP **does not approve** a test or final exam request, DSP will send the student an email informing them of the decision. The student must go to the classroom and take the quiz, test or final exam with the rest of the class.

Late Test Request Process (Accommodate)

- DSP will use reasonable efforts to review test requests received less than five (5) days in advance or final exam requests received less than ten (10) days in advance.
 - For summer terms, DSP will use reasonable efforts to review test or exam requests received less than three (3) days in advance.
- ***Although DSP will use reasonable efforts to review late test requests, DSP may not be able to review all late test requests.***
 - If DSP approves or is unable to approve the late test request, DSP will send an email to the student.
 - If the student receives an email from DSP informing the student that the request was not approved, or if the student does not receive an email with a status update from DSP before the test time, the student must go to the classroom and take the test with the rest of the class.
- Students are permitted to submit **two (2)** late test requests per term. If a student submits a **third** late test request within the same term, DSP may require the student to schedule a meeting with a DSP staff member to review the test request process. If a student is required to meet with a DSP staff member and fails to do so within ten (10) business days of the meeting request, the student may be referred to the [Office of Student Rights and Responsibilities](#).

Make-Up Exam Request

- **Non-disability related request:** If the student did not originally schedule to take their exam in the Testing Center on the same day as the rest of the class, DSP will follow the instructor's course policy and procedures for a make-up exam.
- **Disability related request:** If the student has an approved accommodation of an **Attendance Modification**, the student must communicate with the instructor and DSP to arrange a make-up exam.

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 School students typically do not contact instructors directly regarding disability issues or accommodations. Students should contact the Student Affairs office at 303-871-6113 or student_affairs@law.du.edu to arrange testing.

Early Registration

Approval for the Early Registration accommodation must include current supporting documentation (see Documentation Guidelines) and indicate a disability related need that would warrant early registration as an accommodation. Reasons for Early Registration include but are not limited to:

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

PROCEDURES FOR EARLY REGISTRATION

- Student submits a [Request for Accommodation form](#) or indicates request in writing.
- If approved, DSP staff informs Registrar and the student.
- DSP staff cannot give students who receive Early Registration their Alternate PIN.
- Students with temporary disabling conditions may receive Early Registration when appropriate.

Temporary Accommodations

Students with seasonal or short-term illness (i.e. 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.

Approval for accommodations or adjustments are decided on a case-by-case basis; approval may apply to one assignment or instances or may apply to the course work in a single class or to course work in every class in addition to other University programs, services and/or activities. DSP will determine the reasonableness of requested accommodations based on the information provided by the student and any supporting documentation for an appropriate clinician.

After a student has been determined eligible for Temporary Accommodations, the DSP will provide a Letter of Approved Accommodation (LOAA) 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 they've 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.

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

- The class is an integral part of the program, major, or minor; substitution would jeopardize the integrity of the program of study.
- The substitution could not fulfill the competency required for a particular degree.
- The documentation of disability does not support the need for such accommodation.
- Appropriate academic deans and chairs of departments will be engaged to determine whether or not a class or series of classes is integral to the program. If a student cannot meet requirements that are proven to be integral to a specific program despite other appropriate accommodations, the student may be considered 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.

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 www.du.edu/dsp.

Documentation that offers comparative data from more than one assessment instrument may be required. However, a student has the right to submit documentation other than what is preferred.

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

PROCEDURES FOR COURSE SUBSTITUTIONS

- Submit [Request for Accommodations](#) to DSP; a meeting with DSP staff to discuss the request is recommended. Submit appropriate documentation.
- Undergraduates – after the substitution course has been approved and completed, and the grade assigned, it is the student's responsibility to request that the course be moved to the correct category on the transcript. DSP staff or faculty advisor will inform the Office of the Registrar that the substitution has been approved.

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, or that may require hospitalization.

Students with a documented disability or medical condition may request approval from the Disability Services Program (DSP) for Per Assignment Extensions as an 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.

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. 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. 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 in implementing the Per Assignment Extension.

Students seeking extensions for all assignments for a course should explore other options such as a reduced course load. If a student experiences an unexpected illness or injury or a recent diagnosis, onset or change in condition, the student may consider withdrawal from a course, an incomplete grade, or pursuing a [Medical Leave of Absence](#).

IMPLEMENTATION OF ACCOMMODATION:

- Students must provide their instructor(s) with a Letter of Approved Accommodations (LOAA) via the [Accommodate Student Portal](#) on the [DSP website](#).
- DSP will notify the student and the instructor of the approved Per Assignment Extension for the course via their University email address. *If the student does not complete and submit a Per Assignment Extension to DSP, then DSP will not approve course specific extensions and will not monitor disability or medical condition-related extensions.*
- Students may work directly with instructors, or the student can seek assistance from DSP staff to interact with the instructor, to establish course requirements, potential extension requests and the impact of the assignment extension request and to complete and submit the [Per Assignment Extension Plan](#) form to DSP.
- DSP staff review submitted forms to determine the course specific adjustments for individual assignments.
- Having approval for a Per Assignment Extension does not automatically provide a student with an extension of the due date for all course assignments.
- DSP does not apply extensions to assignment due dates retroactively except in extraordinary circumstances.
- This accommodation does not provide unlimited extensions of assignment due dates.
- Prior to using the Per Assignment Extension accommodation each term, the student must complete and submit to DSP a Per Assignment Extension Plan form for each course for which the student seeks an accommodation of the assignment due dates.

- An approved Per Assignment Extension generally provides students with up to two (2) additional business days from the original due date to turn in an assignment. If the instructor determines that a particular assignment does not warrant a two (2) additional business day extension, the instructor should discuss the appropriate extension length with the student.
- If a student requests multiple extensions on any one assignment, the instructor should review such requests carefully, but the instructor retains the discretion to make the final decision regarding the applicable due date.

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).
- At the beginning of each term and before requesting an extension on any assignment, students must submit a completed Per Assignment Extension Plan form to DSP for each course for which the student seeks an accommodation of the assignment due dates.
- 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 in the 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 Plan 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.

INSTRUCTOR RESPONSIBILITIES

- After the student and/or DSP initiates a request to implement this accommodation, the instructor must consider each request on a case-by-case basis and engage in the interactive process by working with the student and DSP, as applicable, to complete the Per Assignment Extension Plan form.
- 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 reduced course load, course withdrawal, or a [Medical Leave of Absence](#).

EVALUATING 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 faculty member 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?

OPTIONS TO CONSIDER

In consultation with DSP, instructors can often find reasonable, equivalent options for students to complete essential course requirements without compromising academic standards. The instructor can determine these options on a case-by-case basis in response to the impact of the disability or medical condition, the course requirements, and the instructor's expectations.

- 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.
- When implementing a Per Assignment Extension, the instructor should ask the student to submit all work completed by the original due date and with a short extension to complete any remaining work on the assignment. The instructor should specify this arrangement in the Per Assignment Extension Plan.
- At the instructor's discretion, and if the student is eligible, the instructor may assign a grade of "Incomplete" to allow the student an opportunity to fulfill course requirements. See the [Incomplete Grades Policy](#) on the Office of the Registrar website. Note: this is not an accommodation through DSP.
- The instructor may allow the student to complete the remainder of the course through independent study after conferring with department/unit administrators to determine if this is acceptable.

BEST PRACTICES

Consistent with Universal Design for Learning (UDL) principles, instructors should include in each syllabus:

- An explanation of course goals and objectives;
- Name of textbooks and any other required materials;
- Instructor's office hours;
- An explanation of how the instructor determines a student's grade;
- Clearly stated assignment timelines and due dates;
- An explanation of any additional reading, papers, projects and examination which the instructor expects to give or assign.

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](#):
<http://bulletin.du.edu/undergraduate/aboutdu/academiccalendar/attendance/>

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 (i.e. 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 Plan](#) as an 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.

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 Plan does not provide the student with unlimited absences or excuse prior absences retroactively, except in extraordinary circumstances. Students with an approved Modified Attendance Plan 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 Plan.

IMPLEMENTATION OF ACCOMMODATION

- Students must provide their instructor(s) with a Letter of Approved Accommodations (LOAA) via the [Accommodate Student Portal](#) on the [DSP website](#).

- Prior to using the Modified Attendance accommodation each term and before a disability-related absence, students must complete and submit to DSP a Modified Attendance Plan form for each course for which the student seeks an accommodation of the attendance requirements.
- Students may work directly with instructors, or the student can seek assistance from DSP staff to interact with the instructor to establish course requirements, the impact of absences and potential attendance modification(s), and to complete and submit the Modified Attendance Plan form to DSP.
- DSP staff review submitted forms to determine the course specific adjustments related to attendance.
- DSP will notify the student and instructor of the approved Modified Attendance Plan for the course via their University email address. *If the student does not complete and submit a Modified Attendance Plan to DSP, then DSP will not approve course specific attendance modifications and DSP will not monitor disability or medical condition-related absences.*
- Having an approved Modified Attendance Plan does not provide the student with unlimited absences.
- Except in extraordinary circumstances DSP does not excuse prior absences retroactively.

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.
- At the beginning of each term and before a disability-related absence, students must submit a completed Modified Attendance Plan form to DSP for each course for which the student seeks an accommodation of the attendance requirements.
- Students should make reasonable efforts to attend every class/course meeting.
- Students with an approved Modified Attendance Plan need to communicate their absence in advance, when possible, to the instructor(s) and DSP staff (dsp@du.edu).
- In the case of an emergency or unexpected disability-related absence, students must inform the instructor(s) and DSP 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 Plan, 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 Plan with the instructor.

INSTRUCTOR RESPONSIBILITIES

- After the student and/or DSP initiates a request to implement this accommodation, the instructor must consider each request on a case-by-case basis and engage in the interactive process by working with the student and DSP, as applicable, to complete the Modified Attendance Plan form.
- 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](#).

EVALUATING 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

OPTIONS TO CONSIDER

In consultation with DSP, instructors can often find reasonable, equivalent attendance options for students to complete essential course requirements without compromising academic standards. The instructor can determine these options on a case-by-case basis in response to the impact of the disability or medical condition on attendance, the course requirements, and the instructor's expectations.

Among the options an instructor may consider as a reasonable adjustment for an absence:

- Assigning comparable alternate work.
- Altering the timelines for coursework and quizzes/tests/exams.
- Allowing the student to attend a different section of the same course to obtain lecture material, unless doing so would negatively impact the other section of the course.
- Reviewing missed information/materials with the student during office hours.

- Allowing and encouraging the student to obtain missed material/notes from a classmate.
- Permitting the student to attend class remotely (via Zoom or comparable technology, as arranged by the instructor).
- Allowing the student to complete the remainder of the course through independent study after conferring with department/unit administrators to determine if this is acceptable.
- At the instructor's discretion, and if the student is eligible, the instructor may assign a grade of "Incomplete" to allow the student an opportunity to fulfill course requirements. See the [Incomplete Grades Policy](#) on the Office of the Registrar website. Note: this is not an accommodation through DSP.

BEST PRACTICES

Consistent with Universal Design for Learning (UDL) principles, instructors should include in each syllabus:

- An explanation of course goals and objectives;
- Name of textbooks and any other required materials;
- Instructor's office hours;
- An explanation of how the instructor determines a student's grade;
- Clearly stated attendance requirements;
- An explanation of any additional reading, papers, projects and examinations which the instructor expects to give or assign.

Alternate Format Textbooks and Written Materials

The University will provide printed materials in alternate formats for visually impaired and blind students as well as those students with other disabilities who qualify for this accommodation. The University is responsible only for providing alternate formats of materials (textbooks, etc.) that are required for the course as specified by the instructor and/or syllabus. The primary format is e-text (e.g. PDF), but the student may request alternate formats from the DSP.

RESOURCES

Although DSP will prepare alternate format texts (AFT) for students when requested, students may obtain quicker access to materials using other resources for audio and e-texts. For a list of resources contact the DSP Alternate Format Text Manager or other DSP staff. 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.

PROCEDURES

- To request materials to be converted into alternate format text, students must complete and submit the Alternate Format Text (AFT) Request form, which can be found under the under Accommodation Details in the [Accommodate Student Portal](#). To request AFT from DSP, students must have a DSP-approved accommodation for the AFT.

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, and class handouts) to be scanned and converted into alternate format(s). DSP will attempt to return

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

- If the student can demonstrate a need for an original book/material in addition to the alternate format, DSP will provide a second copy as a loan. The student must demonstrate need through documentation and conversations with DSP staff.
- 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 may obtain additional procedures and information regarding AFT from the Alternate Format Text Manager, other DSP staff and the DSP website.

Assistive Technology

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

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

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

Assistants and Attendants

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

The Disability Services Program (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 prior arrangements with DSP are made. If an assistant is not suitable then DSP will make every attempt to find a replacement; students may suggest names of possible assistants but may not contract for their services without the approval of DSP.

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

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

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

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

Service Animals

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

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

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

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

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

Emotional Support Animals

Emotional Support Animals (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-managed 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 ESA's. 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 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 in the event that the owner becomes unable to care for the ESA.

Approved ESA's are not permitted in any University facilities other than the student's assigned individual living accommodation, including, but are not limited to, kitchens and food service preparation areas. The student is responsible for maintaining control of the ESA at all times and for any disruption caused by the ESA in University-managed 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.

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 <https://www.du.edu/housing/resources/index.html> portion of the HRE webpage.

PROCEDURES

Students with documented disabilities (i.e., physical, medical, mental, psychiatric, sensory, etc.) 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, 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 a 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.

Housing/Meal Plan Release Request(s): To initiate a request for the University to grant a release from the live-on requirement, students must meet with a Housing staff member. The Housing main office is located in Nagel 136 and is open Monday through Fridays from 8:00 am – 4:30 pm.

1. Schedule a time to meet with a Housing staff member. Students can call, email, or visit the Housing main office to make an appointment.
2. For medical conditions/disability related requests download the [Live-On Release Request Form](#).
3. Print and complete the form in its entirety. **DSP will not process incomplete forms.**
4. Attach supporting documentation (as specified in the [documentation guidelines section on the Students page of the DSP website](#)).
5. Return the completed Live-On Release Request form and supporting documentation to the DSP office via:
 - Email to dsp@du.edu
 - In person, suite 440, Katherine Ruffatto Hall, 1999 E Evans Ave.
 - Fax: 303-871-2248
6. DSP sends confirming receipt: DSP will email students a receipt confirming their submission via their du.edu email address within three to five (3 to 5) business days.
7. Students receive decisions via their du.edu e-mail. The Live-On Release Committee meets regularly and will notify students within two (2) business days of their decision.
- 8.

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.

For additional information about the process and procedures associated with requesting and using communication access service providers, visit [Students with Hearing Loss: Requesting Communication Access Services](#) on the DSP website at <https://www.du.edu/studentlife/disability-services/students/accommodations.html> or contact DSP.

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](#) found on the DSP website. The form should be completed 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 requesting 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 which 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 (sample announcements are available from DSP.)

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

PROCEDURES

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

Note Takers

- Contact instructors regarding need for note takers. Students may procure their own note takers without the assistance of instructors but should follow all other procedures.
- Note takers and student receiving notes agree on format of notes and delivery. Both students complete and return Note Taker Agreement form which can be found on the DSP website or the DSP offices. DSP gives note takers a one-time credit, per class, to the University bookstore.

- If a note taker is unavailable or proves to be inadequate, the student receiving the notes is responsible for notifying DSP and/or the instructor promptly.
- Law students who have this accommodation should contact the Student Affairs office to make arrangements; 303-871-6113 or 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 should be discussed, in advance, with the instructor or speaker. If needed as an accommodation due to a disability or medical condition, then a [Request for Accommodation](#) must be submitted to DSP along with appropriate documentation.

PROCEDURES

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

Classroom Changes

Since some classrooms on the DU campus are not readily accessible to persons with disabilities, classes/programs may need to be relocated to accessible locations. The University will relocate classes and other University-sponsored programs to ensure that students with mobility loss have access. Departments are highly encouraged to consider accessibility when planning programs. NOTE: The University of Denver is striving to make the campus accessible to persons with disabilities. All new construction and major renovations comply with federal accessibility standards.

PROCEDURES

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

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

- Students who have mobility and/or physical access issues are usually afforded the accommodation of Early Registration in order to facilitate smooth classroom transitions and any physical access issues. These students should register as soon as allowed and make efforts to 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 Grievances and Accommodation Appeals

After an enrolled student has submitted a request for accommodation, academic adjustment or auxiliary aid related to their disability through the Disability Services Program (DSP), if the student is not satisfied with DSP's response to the request or the implementation of an approved accommodation or academic adjustment, the student should use this grievance process for a prompt and equitable resolution of their concerns. This grievance process applies to: (1) DSP's denial of accommodations or academic adjustments; (2) DSP's approval of alternative accommodations or academic adjustments, other than the one(s) the student requested; and (3) a faculty or staff member's implementation of an approved accommodation or academic adjustment. To the extent permitted by state or federal law, a student may also file a complaint with the applicable state or federal agency. Complainants must initiate this grievance process within sixty (60) business days of becoming aware of the event(s) that prompted the grievance.

This process does not apply to University employees' requests for accommodations. Employees with concerns about requests for accommodation should contact the ADA Coordinator at ADA.Coordinator@du.edu in the Office of Equal Opportunity and Title IX.

If the complaint involves charges of unlawful discrimination, rather than using this grievance process, the student should report their concerns to the [Office of Equal Opportunity & Title IX](https://www.du.edu/equalopportunity/), <https://www.du.edu/equalopportunity/>, by phone at 303-871-7016, by email at TitleIX@du.edu.

During the grievance process, except when the Director of DSP notifies the parties otherwise, all parties are expected to continue to implement the accommodation(s) as specified in the original DSP decision until the grievance process is complete.

First Level: Complainants should initiate an attempt to resolve their concerns beginning at the lowest level and progressing to higher levels if necessary. Therefore, the complainant should first discuss the issue with the DSP Accommodations Specialist most familiar with the situation. Often the complainant and DSP can reach a resolution after scheduling an appointment with the DSP staff member and communicating concerns or frustrations in a clear and respectful manner. In cases in which the Associate Director served in the capacity of an Accommodations Specialist in making the initial decision about the accommodation or academic adjustment, and the complainant is not satisfied with the resolution achieved in the first level, the complainant should initiate the attempt to resolve their concerns at the third level.

Second Level: If, in the opinion of either the complainant or the Accommodations Specialist, the parties have not reached a satisfactory resolution at the first level, the party who is not satisfied with the resolution should then make an appointment to discuss the matter with the Associate Director of the DSP. The complainant and the Accommodation Specialist should be prepared to share the following with the Associate Director during the meeting:

- the nature of the complaint,
- relevant dates,
- information about attempts to resolve the complaint, and
- results of the attempts to resolve the complaint.

The Associate Director will notify relevant parties within five (5) business days of their decision unless the Associate Director extends this deadline as needed to allow for gathering and reviewing relevant

information. If the parties fail to resolve a complaint at the second level, the complainant may proceed to file a grievance with the Director of the DSP or their designee.

Third Level: If a complainant chooses to file a grievance with the Director of the DSP or their designee, the complainant must file within fifteen (15) business days of the second level meeting with the Associate Director or within fifteen (15) business days of the first level meeting if the Associate Director served in the capacity of an Accommodations Specialist in the first level. The complainant must submit the grievance in writing and, at a minimum, include the following:

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

The Director of the DSP or their designee will issue a decision in writing within five (5) business days, unless the Director of the DSP extends this deadline as needed to allow for gathering and reviewing relevant information. In such circumstances, the Director will provide written notice to the complainant of the need for an extension and provide an updated deadline for a decision, which is not to exceed fifteen (15) business days from the date of submission of the complaint.

Should the Director of the DSP fail to issue a timely decision to the complainant's grievance, the complainant may inform the Vice Chancellor for Student Affairs. The Vice Chancellor or their designee has the discretion to assign another University administrator to decide the complainant's grievance.

Fourth Level: If in the opinion of the complainant, the Director of the DSP or their designee does not provide a satisfactory resolution, the complainant may appeal the decision made at the third level. The complainant must file the appeal with the Associate Vice Chancellor of Student Affairs or their designee within ten (10) business days of the date of the decision of the Director of the DSP or their designee. The appeal must be in writing, and, at a minimum, include the following:

- a copy of the grievance filed at the third level, and
- the complaint's detailed rationale why the decision of the Director of the DSP or their designee was erroneous.

The purpose of the appeal is to review the record on which the Director of the DSP or their designee based their decision. The complainant should not submit new information or supporting documentation with the appeal. If a student has new information or supporting documentation related to the request for an accommodation or academic adjustment that is at issue in the grievance, the student should submit that material to DSP and ask that DSP reevaluate the previous decision based on the new information or supporting documentation. The Associate Vice Chancellor or their designee will issue a decision in writing to the complainant and the Director of the DSP within fifteen (15) business days of the date on which the complainant submits the appeal. This decision shall include the following:

- relevant findings of fact,
- the resolution of the appeal,
- the rationale for the decision,
- any additional action required by DSP or the complainant, and

- the remedy and/or alternative remedies.

The decision of the Associate Vice Chancellor or their designee is final and not subject to further appeal.

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. Email: advising@du.edu. Phone: 303-871-2455.
- **Writing Center** (located in Anderson Academic Commons) 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 enhanced academic support program serving undergraduate and graduate students at the University of Denver with Learning Disabilities, ADHD, or a history of learning differences. Students elect to enroll in the LEP, a fee-based program offering comprehensive academic support services. Students enrolled in the LEP sign a yearly contract.

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

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

LEP is located in suite 440 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: www.du.edu/lep. Email: 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'd like to be 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. Why not start today!??!

The following links provide information about some of the issues students should consider regarding disability accommodations 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
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 ensure appropriate assistance is provided.

PROCEDURES

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

Examples of accommodations available in both libraries include:

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

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

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

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 Department officers are dispatched immediately to that specific phone. You do not need to speak to elicit a response.

For more information regarding emergency phones and other campus safety issues, please see their website at www.du.edu/campusafety, or call 303-871-2334 (nonemergency) and 303-871-3000 (emergency). Anonymous Tip Line for reporting campus safety concerns is 303-871-3130. "After Dark" on campus, walking escorts are available upon request from Campus Safety.

Parking

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

For information about parking permit costs and lot locations call 303-871-3210 or review the Parking Services website: www.du.edu/parking/permits/permit-types.html.

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

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

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

Transportation Resources

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 and Mobility Services website.

Additional Resources

Department	Website Link
<u>Academic Advising</u>	<u>www.du.edu/studentlife/advising/index.html</u>
<u>Career and Professional Development</u>	<u>https://career.du.edu/</u>
<u>College of Law: Student Affairs</u>	<u>https://www.law.du.edu/d7/student-affairs</u>
<u>The Cultural Center</u>	<u>www.du.edu/culturalcenter/</u>
<u>Facilities Management and Planning</u>	<u>www.du.edu/facilities/</u>
<u>Health and Counseling Center</u>	<u>www.du.edu/health-and-counseling-center/</u>
<u>Office of Equal Opportunity and Title IX (Includes ADA Compliance)</u>	<u>www.du.edu/equalopportunity/</u>
<u>Office of the Registrar</u>	<u>www.du.edu/registrar/</u>
<u>Student Outreach and Support</u>	<u>www.du.edu/studentlife/studentsupport/</u>
<u>Student Rights and Responsibilities</u>	<u>www.du.edu/studentlife/studentconduct/rightsresponsibilities.html</u>

File updated on June 10, 2021