

University of Denver
Student Disability Services (SDS)
SDS Policies 2025-2026

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[SDS Website](#)

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Student Disability Services works individually with students enrolled at the University of Denver (DU). For employees, visitors, or applicants for employment seeking accommodations, please contact DU's ADA Coordinator. SDS offers webinars for prospective and admitted students who would like to learn more about the SDS process and SDS offerings to assist in making an enrollment decision. Please contact SDS to receive a Zoom link for these monthly sessions.

Prospective students who have not yet been accepted to DU and admitted students should review this policy and our webpage, [Student Disability Services](#), to understand the services SDS offers.

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Purpose

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

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

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

Determining Eligibility

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

1. Have a physical, mental, or health impairment or other condition that substantially limits one or more "major life activities," including but not limited to walking, hearing, seeing, speaking, breathing, or learning.
2. Submit a [Request for Accommodation](#) through the SDS [Accommodate Student Portal](#).
3. Upload [Documentation Requirements](#) through the [Accommodate Student Portal](#). SDS will not approve reasonable accommodations without the student providing appropriate supporting documentation. The student is responsible for any expenses incurred in obtaining the supporting documentation. Students who may need financial assistance in obtaining required supporting documentation should contact Student Outreach & Support [??](#) for connection to available campus or community resources.
4. Schedule a meeting with an SDS Accommodation Specialist. During this meeting, the SDS Accommodation Specialist and the student will engage in the interactive process.

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

Documentation Guidelines

Students must coordinate with their current treatment provider to obtain appropriate documentation. It is most common for students with learning disabilities or ADHD to submit psychoeducational testing. Documentation may be in the form of diagnostic testing, a letter of support from the current, treating healthcare provider, or a completed [SDS Documentation Requirement form](#) by the current, treating healthcare provider.

Supporting documentation must:

1. Be on the official letterhead of and signed and dated by the student's current licensed, treating healthcare provider; and
2. Include the following elements:
 - The provider's license number
 - Disability/Diagnosis
 - Current functional limitation(s) based on objective evidence
 - The need for accommodation(s) based on objective evidence
 - Submitted in English

- Must be dated within a relevant timeframe for the particular accommodation requested

Please note: There are additional requirements for students requesting an Emotional Support Animal (ESA), which are set forth in the Housing Accommodations section.

Requesting Additional Accommodations

Except for housing accommodations or temporary accommodations as discussed below, students who currently have SDS-approved accommodations do not need to submit requests to continue those approved accommodations each academic year while the student is enrolled in the same degree program. However, students who wish to request adjustments to approved accommodations or new accommodations, at any point during their time at the University, must submit a request and applicable supporting documentation 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, if relevant.

Fundamental Alteration Analysis

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

SDS does not approve accommodations that would fundamentally alter the educational program or academic requirements that are essential to a program of study or to fulfill licensing requirements. A fundamental alteration is a modification that is so significant that it alters the essential nature of the goods, services, facilities, privileges, advantages, or opportunities offered.

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

and/or other; and consideration of alternatives and modifications to the essential requirements.; and consideration of alternatives and modifications to the essential requirements.

Academic Accommodations

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

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

SDS Deadlines

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

Below is a list of specific accommodations, student responsibilities, and, when relevant, the applicable process. Because students experience their particular disability differently, SDS cannot identify all possible accommodations. Similarly, not every accommodation will apply to each student with the same disability(ies). Accommodations may be in the form of:

1. Academic adjustment or modifications, such as extended-time testing, testing in an alternative environment, or substitution of specific courses to meet degree requirements; or
2. Auxiliary aids and services, such as qualified sign language/oral interpreters, use of assistive technology, and braille, large print, and electronic formats of print materials.

Specific Academic Accommodations

Alternative Format Text (AFT)

Email: SDS.AT@du.edu

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

- If students have an SDS-approved accommodation, submit their requests to SDS and meet the requirements as set forth below, the University will provide materials in alternate formats, such as:
Electronic/E-Text (PDFs, Word Documents that can be read via a screen reader or other text-to-speech software)
- Audio books (Note: if audio books are requested via SDS, the student will be provided with a format of the text that can be read via Kurzweil 3000—a reader to which all DU students have access.)
- Large Print Text
- Braille

Student Responsibility:

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

American Sign Language (ASL)/Communication Access Realtime Translation (CART)

Email: SDS.AT@du.edu

Enrolled students with hearing loss who have an SDS-approved accommodation of communication access service providers must submit the Communication Access Request Form to SDS with sufficient notice prior to the term or the one-time event. After the student submits a request, the University will provide qualified service providers to

facilitate communication. These service providers do not act as a notetaker, tutor, or messenger for the student.

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

Student Responsibility:

After SDS approves this accommodation, students must submit the Communication Access Request Form:

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

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

Notetaking Support Accommodation

Email: SDS.AT@du.edu

For students with an SDS-approved accommodation for notetaking support in the classroom, the University offers students JamWorks, an AI notetaking assistance application. Students must sign the Digital Notetaking Accommodation Agreement.

Student Responsibility:

- Alert SDS promptly if you are having issues or difficulties with your audio recordings
- Sign the Digital Notetaking Accommodation Agreement prior to use

Please note: Students must be in class to record the class session.

SCOL students with an SDS-approved notetaking support accommodation must, prior to implementing this accommodation in any class:

1. Complete the [ADA Audio Recordings in SCOL form](#); and
2. Engage with the SCOL Student Affairs office, which can be reached by email at Law-Student_Affairs@du.edu or by phone at 303-871-6108.

Assistive Technology

Email: SDS.AT@du.edu

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

- Kurzweil 3000
- Jamworks
- Mac/Apple built-in dictation software
- Dragon Naturally Speaking
- JAWS, NVDA, and VoiceOver
- Livescribe Pulse Pens
- Duxbury
- Tiger Designer
- Juliet Pro Braille Embosser
- ViewPlus Rogue Embosser

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

Student Responsibility:

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

Early Registration

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

- Physical constraints due to mobility loss, speed and/or endurance that impact a student's ability to get to class or move between classes
- Physical or cognitive restrictions due to fatigue, sleep disorders, and/or medication side effects
- Other conditions resulting in SDS-approved accommodations for pre-arranged support services, such as sign language interpreters, that impact class scheduling

Course Substitutions

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

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

- The course is an integral part of the program, major, or minor, and substitution would fundamentally alter the educational program or academic requirements that are essential to a program of study or to fulfill licensing requirements.
- Substitution would not fulfill the competency required for a particular degree or program.

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

Foreign Language Substitution (FOLA)

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

Extended Time for Tests/Quizzes

Email: SDS.Testing@du.edu

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

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

Student Responsibilities:

- Notify Testing Center at SDS.Testing@du.edu
 - Students must submit a request for a testing time to the Testing Center via the Accommodate Student Portal at least five (5) Business Days in advance of the test/quiz and at least ten (10) Business Days in advance of the final exam. Students must schedule tests/quizzes/final exams to be taken at the same time that the class is scheduled to take the assessment unless the student arranges with the instructor to take a test/quiz/final exam at a different time and provides the SDS Testing Center an email from the instructor confirming that permission.
- Notify Instructor
 - Students must notify instructors of their approved accommodation by sending the SDS Letter of Approved Accommodations (LOAA) to instructors via the Accommodate Student Portal.

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

Graduate Students with Testing Accommodations

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

SCOL Students with Testing Accommodations

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

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

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

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

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

Memory Aids

Student Responsibility:

- Create their own memory aid that meets the following criteria:
 - Created by the student with the approved accommodation
 - Handwritten or typed (minimum 12 point font), up to one side of a letter sized page (8½ x 11 inches), unless the student has a documented need for large-sized print or Braille
 - Contains individualized memory triggers (e.g., acronyms, acrostics, rhymes, stories, words, phrases, labels or lyrics, pictures, diagrams, drawings, maps or reminders)
 - Is not or does not contain:
 - A note sheet
 - Examples or formulas (unless specifically approved by the instructor)
 - Questions with answers included
 - Steps for how to work through a problem
 - Word-for-word definitions for specific formulae
- Submit the proposed memory aid to the SDS Testing Center at SDS.Testing@du.edu and the instructor for the course at least two (2) Business Days before the test or quiz for which the memory aid will be used. Please note: The earlier the student submits the memory aid, the more time the student will have to modify the memory aid based on instructor feedback. If the instructor does not approve the memory aid after initial submission, SDS cannot guarantee the student will be able to use the memory aid if the student submits the revised memory aid less than two (2) Business Days before the test or quiz.

Instructor Responsibility:

- Review the memory aid and notify the SDS Testing Center within one (1) Business Day of the student's submission of the proposed memory aid whether (a) the memory aid is approved as submitted; or (b) what modification(s) are necessary for approval of the memory aid.
- If the instructor has questions or requires clarification while reviewing the proposed memory aid, the instructor should contact the SDS Testing Center.

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

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

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

Formula Sheets

Student Responsibility:

- Create their own formula sheet that meets the following criteria:
 - Created by the student with the approved accommodation
 - For math, science and other arithmetic-based courses
 - Designed to help the student recall formulas when taking a quiz or exam
 - Contains only equations/formulas pertinent to the course
 - Is not or does not contain:
 - Examples of the formulas being used (unless specifically approved by the instructor)
 - Definitions that define the variables in the formulas
 - Anything other than the formulas and equations that are relevant to the material being tested
 - Compromise any essential course objective
- Submit the proposed formula sheet to the SDS Testing Center at SDS.Testing@du.edu and the instructor for the course at least two (2) Business Days before the test or quiz for which the formula sheet will be used. Please note: The earlier the student submits the formula, the more time the student will have to modify the formula sheet based on instructor feedback. If the instructor does not approve the formula sheet after initial submission, SDS cannot guarantee the student will be able to use the formula sheet if the student submits the revised aid less than two (2) Business Days before the test or quiz.

Instructor Responsibility:

- Review the formula sheet and notify the SDS Testing Coordinator within one (1) Business Day of the student's submission of the proposed formula sheet whether (a) the formula sheet is approved as submitted; or (b) what modification(s) are necessary for approval of the formula sheet
- If the instructor has questions or requires clarification while reviewing the proposed formula sheet, the instructor should contact the SDS Testing Center
- Send the approved formula sheet to the SDS Testing Center via the Accommodate Portal

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

Students may not use this accommodation if:

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

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

Personal Care Attendants

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

Unless the student with a disability is unable to communicate, PCAs should not interact with instructors or other students in the class. SDS will work closely with the student and the instructor to determine when it is appropriate for PCAs to facilitate communication. PCAs are expected to follow the [University Honor Code](#). As set forth in the Honor Code, students are responsible for the behavior of their guests and visitors, which includes PCAs.

Deadline Extensions

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

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

For short term assignments with one week or less to complete the assignment, the SDS approved deadline extension accommodation typically allows a student a 48-hour deadline extension without penalty. However, there may be circumstances in which a different time period may be appropriate, in which case students and instructors should discuss an alternative deadline with SDS. If the student seeks more than a 48-hour extension on a short-term assignment, the student must contact SDS to discuss their specific request.

A short-term assignment deadline extension is generally allowed when:

- An assignment or assignment details were not listed on the syllabus initially and is assigned to students with one week or less to complete
- The assignment deadline is listed on the syllabus, but students do not get the necessary information or instructions to complete it until there is one week or less to the deadline

Consideration of deadline extensions on longer term assignments with more than a week to complete the assignment will require individual consultation between the instructor of the course and SDS. SDS may also need to consult the student.

Should a student request a deadline extension longer than 48 hours, SDS will engage with the instructor to determine a reasonable length of the extension before making a decision. It is the student's responsibility to contact their SDS Accommodation Specialist each time they request an extension that exceeds the guidance above.

Students may use the SDS-approved deadline extension accommodation only when they experience a disability-related episode with respect to the particular assignment. The SDS approved deadline extension accommodation cannot be used to address non-disability related circumstances, such as work conflicts, personal issues, or travel.

The SDS-approved deadline extension accommodation is not typically applied retroactively. Instructors are not required to extend deadlines for assignments that were missed or submitted late prior to:

1. SDS's approval of the accommodation;
2. The LOAA being sent to the instructor; or
3. The student's email to the instructor seeking to implement the accommodation for the assignment.

The SDS approved deadline extension accommodation may only be implemented to submit assignments through the last day of classes. If a student is concerned about their ability to meet all deadlines by the end of the term, the student should promptly meet with SDS to create a plan for the remainder of the term, including discussing other applicable University processes that may be available to the student.

The SDS-approved deadline extension accommodation may not apply to labs, group discussions, and group projects where, for example, the extension could unreasonably interfere with the delivery or mastery of course material or delay the progression of other students in the course.

Implementation of an SDS-approved deadline extension accommodation, including the specific length of the extension, may be adjusted for assignments that require timely instructor feedback. For example, if feedback on an assignment, such as providing an answer key, holding a review session, is scheduled sooner than 48-hours after the original assignment deadline and delaying the feedback will delay the progression of other students in the course, the approved deadline extensions may not be applicable for that assignment or may need to be modified. Typically, SDS approved extensions may not be implemented to extend the deadline beyond the class period in which the assignment will be reviewed. If a student requests implementation of the deadline extension in such circumstances, the instructor should promptly contact SDS to discuss the request.

Student Responsibility:

- Students are expected to manage their time and proactively work on assignments. Students should consider potential challenges related to their individual circumstances, the impact of their disability(ies)/medical condition(s), other

coursework requirements and other obligations (e.g., extracurricular activities, work, family obligations).

- When an exacerbation of symptoms of a documented disability occurs, the student is responsible for communicating the need to implement the extension accommodation with their instructor before the original due date, unless such communication is not feasible due to circumstances such as hospitalization.
- Each time the student seeks to use their deadline extension accommodation, the student must request an extension for each individual assignment by emailing their instructor prior to the original deadline. The student or instructor may contact SDS with any concerns related to implementing the accommodation for an individual assignment.
- SDS strongly recommends that the student proactively discuss implementation of the SDS-approved deadline extension accommodation with their instructor after the Letter of Approved Accommodation is sent to the instructor.
- Students should contact SDS if they have any concerns after discussing the Adjusted Assignment Deadline accommodation with the instructor.
- Students should submit any work completed by the original due date and submit the completed assignment by the revised due date, pursuant to the Adjusted Assignment Deadline.

Instructors are not required to remove or modify essential academic standards or elements of a course or program. If the accommodation would remove or modify an essential element of the course or impact the student's ability to meet the course's learning objectives, the accommodation would be considered "a fundamental alteration." SDS considers specific course Student Learning Outcomes (SLO's), SDS Policies, and other applicable university policies or requirements when determining the fundamental nature of an academic task.

The SDS approved deadline extension accommodation are not intended to be used on a regular basis. If the student consistently requests to implement the approved deadline extension and/or does not submit assignments within the accommodated deadline extension, SDS encourages the student to meet with SDS for support and the instructor to contact SDS for guidance.

Students experiencing disability-related or other health-related deterioration that necessitates consistently needing assignment extensions in a course during the same term may want to explore options such as dropping or withdrawing from courses to have a reduced course load, seeking an incomplete grade under the Incomplete Policy, or

pursuing a medical leave under the Medical Leave of Absence Policy. Students can contact Student Outreach & Support (SOS) to discuss available options.

Adjusted Attendance

The University of Denver recognizes that regular class attendance and active class participation are essential for students to demonstrate mastery of the subject matter of a course. SDS supports University of Denver's attendance policy. All University of Denver students are responsible for fulfilling the essential requirements, including expectations regarding attendance and consistent, active class participation of the applicable courses, programs, or degrees.

The University recognizes that a student with a disability may, at times, not be able to attend class due to disability related reasons. In these instances, an adjusted attendance accommodation may be approved.

The purpose of the SDS-approved adjusted attendance accommodation is to protect a student from being penalized for missing class due to their disability.

Students with an SDS approved adjusted attendance accommodation must fulfill all course requirements and are held to the same evaluation standards as specified in the course syllabus. Students with an SDS-approved Adjusted Attendance accommodation remain responsible for all material covered while they are absent from class, all academic activities (including assignments, assessments, required readings, quizzes/tests/exams), and are subject to the evaluation standards specified in the syllabus.

A student with an SDS- approved Adjusted Attendance accommodation is not permitted unlimited absences. SDS grants an attendance accommodation to address absences related only to the student's disability and to the extent such an accommodation does not represent a fundamental alteration of the course.

The percentage of absences a student may accrue as a reasonable accommodation will be determined on a case-by-case basis through conversation between SDS and each course instructor, depending on the student's individual disability, the nature of the course, and the degree to which class attendance is an essential requirement of the specific course.

The University has undertaken an analysis of the essential elements of its courses. Typically, students are permitted to miss up to 20% of a course, although students and instructors may discuss an alternative attendance accommodation with SDS should it be appropriate. Students should reach out to their SDS Accommodation Specialist if they anticipate that their disability will require them to miss more than 20% of class sessions or if they exceed the suggested percentage.

If a student is approved for an attendance accommodation mid-term, SDS does not typically grant retroactive accommodations. If a student with a new SDS-approved attendance accommodation has already missed the allowed percentage of absences prior to approval of the accommodation, instructors are encouraged to contact SDS to discuss the situation.

Students using an SDS approved attendance accommodation should contact instructors as soon as the student is able regarding their disability-related absence and related make-up work. Students should document each disability-related absence with a timely email directly to the instructor. SDS is available to consult with instructors in the event a student misses an exam or quiz due to a disability-related absence.

If attendance is an essential element of the course, students should be aware that absences may still have a negative impact on their academic performance due to missing course content and experiential learning from class attendance. For this reason, students should attend class and observe deadlines for assignments whenever possible.

SDS understands that some courses involve significant interaction, in-class participation, or where content mastery depends on attendance. Examples include, but are not limited to:

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

Student Responsibility:

- Students should consider their disability-related needs when choosing courses and developing their course schedules, such as scheduling classes at a certain time of day and/or scheduling breaks between classes
- Students should review the course syllabus for each course prior to the add/drop deadline to learn the attendance and other essential course requirements. Students may also inquire about these requirements by contacting instructors or academic departments prior to the start of the term

- Students should make reasonable efforts to attend class/course meetings
- It is recommended that students with an SDS-approved Adjusted Attendance accommodation communicate their disability-related absence(s) to the instructor(s) so that these absences are treated in accordance with the accommodation
- The student must stay current with and complete all required coursework and must obtain materials and notes for classes missed due to disability-related absence
- Students must understand that, even with an SDS-approved Adjusted Attendance accommodation, failure to attend class could negatively impact their mastery of course content and consequently their grades

Students experiencing disability-related or other health-related deterioration that necessitates missing more than 20% of classes in a course during the same term may want to explore options such as dropping or withdrawing from courses to have a reduced course load, course withdrawal, seeking an incomplete grade under the Incomplete Grade Policy, or pursuing a medical leave under the Medical Leave of Absence Policy. Students can contact Student Outreach & Support (SOS) to discuss available options. Students seeking an accommodation to miss class due to religious observance should refer to the Academic Religious Accommodation Process for Students. Students who anticipate missing class because of a death in their immediate family or household should seek Bereavement Support from SOS.

Temporary Accommodations for Illness or Injury

SDS provides temporary accommodations for longer-lasting injuries or illnesses, including but not limited to broken bones, concussions, and ongoing illnesses lasting multiple weeks. Students with seasonal or short-term illness that lasts 2 weeks or less (e.g., flu, cold, conjunctivitis, COVID-19) or other brief medical conditions should work directly with their instructors to discuss informal arrangements.

Student Responsibility:

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

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

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

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

Remote Instruction

The University of Denver has designated each course as in-person, online, or hybrid modality. The University's undergraduate program is designed as an in-person, on campus learning experience. The University has no online undergraduate degree program. When a student makes a request for accommodation that involves remote instruction, SDS will evaluate each request through an individualized assessment based on the information and supporting documentation provided by the student using the fundamental alteration analysis set forth above.

Housing Accommodations

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

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

Student Responsibility:

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

Because HRE has limited facilities, SDS strongly encourages students to submit their housing-related accommodation requests by applicable deadlines. SDS will consider

housing-related accommodation requests submitted after the applicable deadlines; however, HRE may not be in a position to implement certain accommodations, such as those involving placement in a particular room-type (single room or assignment with a kitchen) or location based on capacity constraints.

If HRE does not have a housing placement that meets the SDS-approved accommodation, HRE may put the student on a waitlist for the housing assignment identified in the SDS-approved accommodation. Depending on HRE availability, SDS may approve an accommodation of release from the live-on requirement for the applicable academic year or other period of the housing contract to allow the student to seek off-campus housing that satisfies their disability-related needs. However, SDS is not required to approve a release from the live-on requirement for students who have not met applicable deadlines.

Housing Deadline for Best Consideration

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

Meal Plan

Students may request an accommodation related to their meal plan at any time throughout the year; There is no deadline to submit a request for a meal plan accommodation.

SDS determines the need for a meal plan accommodation through the interactive process. SDS consults with the University's food services vendor, Sodexo, to implement the specific accommodation as needed. Students must first submit documentation of their disability related need to SDS, as stated in the "Student Responsibility" section above. If SDS determines that a modification to the meal plan is required, the student must schedule a meeting with a Sodexo representative, such as the campus dietician, to determine the specific meal plan modification needed based on Sodexo's offerings. SDS and Sodexo may offer one or more of the following accommodations:

1. Crimson Meal Kit: Students will pick up ingredients from Sodexo to make complete meals in their own kitchens. Ingredients may include fresh produce, canned foods, etc.
2. Order Ahead Meals: Meals prepared individually and in advance by Sodexo, according to a student's specific needs.
3. Meal Plan Reduction: A lesser amount of meal credits to be used at all dining facilities.

If SDS is unable to accommodate the student using one of the above listed accommodation, SDS may approve an accommodation granting an exemption from the meal plan requirement. If SDS approves a meal plan exemption, HRE will credit or refund meal plan charges on a pro-rated basis as of the date that SDS approved the accommodation.

Reapplying for Housing Accommodations

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

Emotional Support Animal (ESA)

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

For students who submit a request for an accommodation to have an ESA in University owned or operated housing after the priority deadline listed on HRE's [Apply for Housing webpage](#). HRE may not be in a position to implement the approved accommodation depending on the student's current housing assignment. SDS will work with the student and HRE to determine alternative arrangements

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

If SDS approves the student for an ESA as an accommodation, prior to bringing the ESA into University owned or operated housing, students must complete the HRE Emotional Support Animal Residence Agreement, which explains the rights and responsibilities of students, and provide the documentation/information identified in the [Guide to Residence Living](#).

SDS approves ESAs for the duration of the academic year or applicable housing contract term. Students must submit to SDS a request for an accommodation for an ESA each academic year or applicable housing contract term during which the student seeks to have an ESA in University owned or operated housing. For information regarding HRE's

requirements for SDS-approved ESAs, please contact HRE at housing@du.edu or by phone at 303-871-2246.

ESA Documentation Requirements

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

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

ESA "Good Health" Documentation Requirements

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

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

Additional Policies Student Events and Activities

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

Kennedy Mountain Campus

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

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

Considerations for Study Abroad

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

Returning to University Housing from Study Abroad

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

Commencement

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

Independent Campus Mobility

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

Accessible Parking

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

Campus Shuttle

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

Students Engaging in the Student Rights & Responsibilities Process

The [Office of Student Rights & Responsibilities](#) (SRR) administers the University of Denver [Honor Code](#) to hold students accountable for their behavior. As stated in its [Non-](#)

[Discrimination Statement](#), the University of Denver prohibits discrimination based on Protected Statuses, including discrimination against students with disabilities. Students with disabilities who seek accommodations to fully access the SRR process must promptly submit their accommodation request and supporting documentation, as applicable, to SDS and engage in the interactive process consistent with the SDS process set forth above. Please note: Accommodations that are reasonable in an academic setting may not be reasonable in the SRR process.

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

DU's [Office of Equal Opportunity & Title IX](#) (EOIX) is responsible for responding to reports and complaints under the University's [Discrimination and Harassment Policy](#) and the applicable EOIX procedures. Students who seek accommodations to fully access the EOIX process should promptly submit their request for accommodations and supporting documentation, as applicable, to SDS and engage in the interactive process consistent with the SDS process set forth above. Please note: Similar to the SRR process, accommodations that are reasonable in an academic setting may not be reasonable in the EOIX process.

SDS Practices

The following information applies to all SDS policies:

Implementing Approved Accommodations

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

Process for Resolving Concerns about Implementation of Approved Accommodations

SDS assumes the primary role for the University in resolving conflict or confusion regarding implementing approved accommodations promptly, accurately, and consistently. If a student believes that their instructor is not implementing an approved accommodation

promptly, accurately, and/or consistently, the student should promptly notify their SDS Accommodation Specialist so that SDS can contact the instructor and attempt to correct the situation.

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

Retention and Disposal of Documentation and Student Records

SDS will maintain students' disability documentation and records for five (5) years after the student leaves the University (e.g., graduates or withdraws), at which time most records, especially documentation, may be destroyed.

Records may be destroyed earlier than five (5) years if the accommodation process was not completed, the individual never attended DU, or after SDS did not grant the accommodations request, the student took no further action.

With an appropriate release, the student can request that SDS forward a copy of a student's documentation to another appropriate professional, agency/organization, or postsecondary institution. If a student desires to review their education records maintained by SDS, the student must submit a request to review education records consistent with the Office of the Registrar's established practices.

Privacy of Student Records and Documentation

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

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

Review and Appeals of SDS Accommodation Decisions

Review

After an Accommodation Specialist denies a student's request for an accommodation, the student may seek a review by the Director of SDS (or their designee) of the Accommodation Specialist's decision by emailing SDS@du.edu within five (5) Business Days of the date of the Accommodation Specialist's written decision. The Director of SDS (or their designee) will schedule an in-person or virtual meeting for the review. If the student wishes to appeal the decision of the Director (or designee) after the review, the student has five (5) Business Days from the date of the written decision of the Director (or designee) to submit an appeal.

Appeal

If the student does not engage in the review process set forth above, the student has five (5) Business Days from the date of the accommodation decision to submit an appeal of the denial of an accommodation request. If a student engages in the review process set forth above, the student has five (5) Business Days from the date of the written decision of the review to submit an appeal.

To file an appeal, a student must email the Dean of Students at dosooffice@du.edu, stating that they are appealing the SDS decision and identifying and providing support for one or more of the following bases for the appeal:

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

Mere disagreement with the decision is not an appropriate reason for an appeal. The student has the burden of proof for the appeal.

The student may submit any additional documentation that they wish to be considered during the appeal process. However, if the student submits new documentation with their appeal that was not previously shared with SDS, then the Dean of Students will provide the

documentation and the other materials submitted to the Accommodation Specialist who made the initial decision.

Upon receiving the appeal, the Dean of Students or their designee will review the initial accommodation request and documentation, as well as all additional material submitted with the formal appeal. The Dean of Students or their designee will issue a decision on the appeal within ten (10) Business Days of receiving the appeal. The Dean of Students or their designee may request more time to review the appeal and the student will be notified of the additional time needed. The Dean of Students or designee may either affirm the original decision or overturn the original decision and send the accommodation request back to SDS to renew the interactive process. The decision of the Dean of Students or designee on the appeal is final with no further avenue for an appeal of that accommodation request.

The appeal process for an SDS decision regarding an accommodation request is distinct from the process for filing a report or complaint of disability-related discrimination or harassment as discussed below.

Reports and Complaints of Disability-Related Discrimination or Harassment

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

1. [Office for Civil Rights, Denver Office](#)

U.S. Department of Education
Cesar E. Chavez Memorial Building
1244 Speer Boulevard, Suite 310
Denver, CO 80204-3582
OCR.Denver@ed.gov
<https://www2.ed.gov/about/offices/list/ocr/index.html>

2. [U.S. Department of Justice \(DOJ\)](#)

U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section – 1425 NYAV
Washington, D.C. 20530
<https://civilrights.justice.gov/>

3. [U.S. Department of Housing and Urban Development \(HUD\)](#)

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