



**Disability Accommodations Policies and Procedures**

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### Equal Access

Colorado Christian University (CCU), College of Adult and Undergraduate Studies (CAGS) is committed to providing students with disabilities reasonable accommodations in order to provide all students equal access to academic programs and the university experience. Individuals will not be discriminated against on the basis of disability or be denied equal access and appropriate accommodation to the educational opportunities available at CCU CAGS. It is the responsibility of the student to make their disability status and need for accommodations known to the Office of Student Services. CCU CAGS is unable to lower program requirements, provide individualized supervision, or make modifications or substitute courses if the modification or substitution would fundamentally alter the learning objectives of the educational program. Additionally, requirements that are essential to earning a degree cannot be waived.

### Qualified Individual

A qualified individual under ADAAA/Section 504 must have a physical or mental impairment, which substantially limits one or more major life activities. Major life activities involve but are not limited to: caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working. Moreover, a qualified student with disabilities must meet academic and technical standards required for admission or participation in an education program or activity. Students are required to make their disability status and need for accommodations known to the Office of Student Services.

### Admissions

Admission decisions are made without regard to disabilities. All prospective students are expected to present academic credentials that meet or exceed the minimum requirements for admissions. Prospective students with disabilities are not required to disclose their disability to Admissions. However, those interested in requesting ADA accommodations are encouraged to follow the ADA Disabilities policies and procedures.

### Fairness

The documentation and accommodation process is designed to identify students with legitimate needs as defined by the ADAAA/Section 504. Compliance with the ADAAA does not guarantee that an individual with a disability must achieve an identical result or level of achievement as persons without disabilities, equal access is not the same as success. For further definition of the difference between success and equal access, contact the Office of Student Services. Reasonable accommodations should not decrease or alter course requirements/course objectives or reduce academic standards. Instead, they may slightly alter teaching or testing methods.



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### Planning for your needs:

The CAGS Student Services Coordinator and CAGS Student Services Specialist have been designated to handle inquiries into academic accommodations for students with disabilities. The accommodation process can be lengthy; therefore, students are encouraged to reach out to the Office of Student Services as soon as possible. The CAGS Student Services Coordinator will review disability application forms on a case-by-case basis, and refer certain cases to the CAGS Student Services Specialist as needed.

Accommodations will be tailored to address the nature of the disability and the needs of the individual within the context of the requirements of the program. Accommodations are not retroactive. The Office of Student Services will notify the student of approved accommodations and issue a Certificate of Accommodation (COA). Once a COA has been issued, it is the student's responsibility to inform their faculty of their accommodations for each course and submit a copy of the COA within the first week of the course. Faculty will not be obligated to accommodate students with disabilities without a COA or retroactively.

### Disability Accommodations Information:

CAGS Student Services Coordinator: Madalyn Gustafson  
[CAGSstudentcoordinator@ccu.edu](mailto:CAGSstudentcoordinator@ccu.edu)  
303-963-3161

CAGS Student Services Specialist: Laura Lanning  
[CAGSstudentservices@ccu.edu](mailto:CAGSstudentservices@ccu.edu)  
303-963-3161

### Procedure for Requesting Accommodations

1. Student completes and submits the following eforms ([eforms.ccu.edu](http://eforms.ccu.edu))
  - Accommodation Application (completed by the student)
  - Physician's Verification/Documentation of Disability (comprehensive and current, documentation requirements listed below) (attached to Accommodation Application)

### Documentation Requirements:

- All costs incurred in securing documentation are at the expense of the student seeking accommodations.
- Any additional letters or reports should be on letterhead as well as dated and signed.
- Documentation must include a clearly stated diagnosis explaining how it impacts a major life activity.
- The documentation must be current for the type of disability being documented. In most cases it is within three years, however, disabilities which have variations in symptoms, may need to be more current.
- An indication of severity & longevity of the condition must be included



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- The documentation must include the instruments and standards used to evaluate the student, and should describe the manner in which the student is substantially limited in one or more major life activities.
  - The impact of the student's disabilities on his or her academic performance at a given time in a student's life.
  - Recommendations for accommodations. An explanation of each accommodation requesting and how lack of accommodation will substantially limit one or more major life activities of the student.
    - The Office of Student Services determines whether or not a recommended accommodation is appropriate and reasonable.
  - Completed by a licensed professional who has undergone appropriate and comprehensive training and experience relevant to the diagnosed disability. (Ex: Physical disabilities: often verified by physicians, Psychological/Emotional disabilities: psychologists/psychiatrists, Learning disabilities: psychologists or educational diagnosticians.) Professionals should be impartial individuals who are not a family member of the student.
  - Seizure Notice and Interpreter Policy (if necessary)
2. The student will be notified via eforms or other accessible form of documentation. The Office of Student Services will review the documentation on a case-by-case basis within one-two weeks. Appropriate accommodations will be determined in order to provide the student equal access in their courses. (The student can check the status of their eforms by clicking on "history".)
    - The Office of Student Services may request an interview with the student prior to determination of accommodations if necessary.
  3. It is the student's responsibility to provide faculty members with the COA within the first week of each course. Accommodations are not retroactive.
  4. A student who disagrees with the accommodations being provided may appeal the decision through the grievance policy.



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### Grievance Policy for Disability Accommodations

CCU prohibits retaliation against anyone who files a grievance under the grievance policy or otherwise complains that they have been denied equal access in the form of appropriate accommodations. This prohibition of retaliation similarly extends to anyone who has testified, assisted or participated in any manner of an investigation, proceeding or hearing related to an ADAAA grievance or complaint under this policy.

CCU encourages students who disagree with a decision concerning a requested accommodation to attempt to resolve their concerns by first discussing them with the Office of Student Services in writing. Any student who believes that a decision regarding disability accommodations has not been made in accordance with CCU CAGS stated policy may file a formal grievance with the Disability Appeal Committee. The Disability Appeal Committee consists of the Assistant Vice President of Human Resources, the Assistant Vice President of Student Success and University Council. Students must file their grievances via email to:

[CAGSaccommodationsappeal@ccu.edu](mailto:CAGSaccommodationsappeal@ccu.edu).

Grievances from students requesting accommodations will only be granted on the following grounds:

1. The assigned accommodations are disproportionate to the need.
2. The student was not accorded his or her rights, and this failure significantly affected the student's right to equal access.
3. The decision of the Office of Student Services was not based on all documentation.

This formal grievance will be investigated and resolved in accordance with the following procedure:

#### **1. Complete and File a Grievance Statement**

- a. To file a formal grievance concerning a disability accommodation decision, an individual must provide the Disability Appeal Committee with a written grievance statement via email that contains the following:
  - i. A description of the issue and any relevant facts
  - ii. A summary of any steps the student has taken to resolve the issue, including names of people involved
  - iii. A statement of the requested resolution, including student's rationale for any requested accommodation
  - iv. Any supporting documentation
  - v. Name and contact information of the person initiating the complaint
- b. This formal grievance must be emailed to [CAGSaccommodationsappeal@ccu.edu](mailto:CAGSaccommodationsappeal@ccu.edu). Attn: Disability Appeal Committee no later than thirty (30) calendar days from the date of the decision for accommodations by the Office of Student Services.

#### **2. Notification**



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- a. Upon receipt of a formal grievance statement, the Disability Appeal Committee or designee will initiate an investigation and notify the student via email that an investigation will be conducted.

### 3. Investigation

- a. The Disability Appeal Committee may investigate the grievance through some or all of the following steps: meeting with the student, speaking with the Office of Student Services or other involved parties to hear their respective positions; requesting additional medical documentation; requesting an independent medical evaluation; consulting with professionals with applicable expertise; and/or any other relevant means.

### 4. Deliberation

- a. The Disability Appeal Committee will have thirty (30) business days to complete an investigation once all the requirements of a grievance statement have been met and issue a determination on the grievance. If the Disability Appeal Committee is unable to issue its determination within that time frame, the Disability Appeal Committee will advise the student. After a determination is made, a written decision will be provided to the student via email with explanations. The decision by the Disability Appeal Committee is final.

## Faculty and Student Rights and Responsibilities:

### Faculty Rights/Responsibilities

- Establish essential functions, abilities, skills and knowledge on which students will be evaluated for each course
- To receive COA from a student for each course
- To contact CAGS Faculty Development if the accommodations alter the fundamental objectives of the assignment
- Not to offer accommodations retroactively or leniency requests regarding disabilities
- To implement accommodations as requested on COA and to only grant accommodations for a disability as outlined on the COA
- To direct the student to contact the CAGS Student Services Coordinator when a student approaches the instructor directly with a request for accommodation without a COA
- To grade students with disabilities fairly on the basis of competencies attained and in the same manner as all other students are graded
- To maintain confidentiality of a student with a COA (if questions, contact the Director of Faculty Development)

### Student Rights/Responsibilities

- To meet academic requirements to be in a course or program
- To self-disclose their disability to the Office of Student Services and request accommodations



- To provide documentation of their disability to the Office of Student Services
- To have the confidentiality of information about their disabilities respected
- To be treated equally with other students regarding grades and class participation
- To present each faculty member with COA within the first week of the course
- To fulfill all instructor requirements for completing the course

### Service Animal Policy:

#### Definition of a Service Animal:

The U.S. Dept. of Justice defines a service animal as an animal that has been individually trained to perform specific tasks for people with disabilities, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the handler's disability. Extended definition of a "service animal" is a "dog" that has been individually trained to do work or perform tasks for the benefit of an individual with a disability. Dogs that are not trained to perform tasks that mitigate the effects of a disability, including dogs that are used purely for emotional support, are not to be considered "service animals." Service animals are not pets; they are working animals.

The only inquiries permitted to a student with a service dog are: whether the dog is required because of a disability and what work or task the dog has been trained to perform.

Students with disabilities who will require the presence of a service dog on-campus are encouraged to self-identify to the Office of Student Services and provide documentation appropriate to the presence of a service dog, prior to coming to campus.

#### Requirements for Service Dogs

1. *Training:* To work on campus, a service animal must be specifically trained to perform a service function related to a disability. While not required, evidence of successful completion of a recognized licensing or certification program for service animals or a letter documenting training is recommended.
2. *Identification:* It is strongly recommended that the service animal wear a harness, cape, identification tag or other gear that readily identifies its working status.
3. *Control:* The student must be in full control of the service animal at all times. The care and supervision of a service animal is solely the responsibility of its student.
4. *Supervision:* The service animal must be on a leash at all times. Exceptions will be made for service animals where a leash is not feasible. Service dogs must accompany the student at all times. No service animal is allowed unaccompanied on campus; this includes being left in a vehicle.
5. *License and Tags:* All service animals must meet local, county, and/or state licensing regulations. It is recommended all animals have an owner ID tag.
6. *Health:* All animals must comply with local, county, and/or state vaccination and



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health requirements, including current vaccinations and immunizations against diseases common to dogs.

7. *Clean-up Rule:* The student must (a) always carry equipment sufficient to clean up the animal's feces whenever the animal and student are on campus; (b) be responsible for the proper disposal of the animal's feces and for any damage caused by the waste or its removal.

### Conditions for Keeping a Service Animal

- The student with a service animal that is unruly or disruptive may be asked to remove the animal from University facilities. If the improper behavior happens repeatedly, the student may be required to take significant steps to mitigate the behavior before bringing the animal into any University facility. Mitigation may include removal of the service animal from the University campus.
  - Although the University may exclude a service animal that is out of control or direct threat to the health and safety of others, the individual with a disability who uses the service animal will be given the option of continuing to utilize or participate in University services without having the service animal on the premises or transfer to an online option if available.
- Service animals that are ill should not be brought onto the University. A student with an ill animal may be asked to remove the animal from University facilities.
- The student, not CCU, is responsible for the actions of the service animal including bodily injury or property damage. Students with service dogs are likely to be charged if additional cleaning or damage occurs as a result of having the animal on campus. The student is expected to pay these costs upon repair.

### Sign Language Interpreter Policy:

Sign language interpreting services may be arranged for students with a documented disability and a completed COA from the Office of Student Services. Students must adhere to the following protocols in order to receive interpreting services:

- Notify the CAGS Student Services Specialist of interpreting needs and complete the paperwork required for disability accommodations.
- Make a request for a sign language interpreter at least two (2) weeks in advance of classes starting.
- Students must sign the Cancellation policy for Interpreter Services
- Students must provide 48 hours' notice of cancellation of services or it will be documented as a no show. Students may be financially responsible for fees incurred for interpreters during a no show.





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### *Student No Show:*

If the student does not attend a scheduled class, the absence will be considered a no show and the student may be charged for the service of the interpreter(s).

Students are expected to act in a professional manner and provide 48 hours' notice if they need to cancel interpreting services (as noted above). If unable to provide 48 hours' notice, they should contact the CAGS Student Services Specialist as soon as they are aware of the probable cancellation. If notice is given in less than 48 hours, the CAGS Student Services Specialist will consider the cancellation a no show and the student may be charged for the service. Extenuating circumstances with documentation will be evaluated on an individual basis.

### *The following policy will be administered:*

- 1<sup>st</sup> No Show: Letter/Email of Warning to the Student.
- 2<sup>nd</sup> No Show: Student will be expected to reimburse CCU for the interpreter's fees for the missed class.
- 3<sup>rd</sup> No Show: Interpreter services will be suspended and an email will be sent to the student regarding this policy on interpreter services cancellations. The interpreter services will remain suspended until the student meets with the CAGS Student Services Specialist to discuss reinstatement of interpreter services. The student will be responsible for reimbursing CCU for the interpreter's fees for the missed class(es).

### *Textbooks:*

CCU has partnered with Slingshot to conveniently provide course materials for every student. The following procedure regarding textbooks will ensure students get the accessible textbooks they need. See Certificate of Accommodation for any additional instructions.

- For Physical Textbooks:
  - Three weeks prior to the course start for each block, students will receive an address confirmation email to confirm where Slingshot will mail physical copies of their textbooks.
    - If a student does not receive an address confirmation email three weeks prior to their course, they should contact Slingshot and confirm they are sending them a physical copy of their textbooks.
- For Digital Textbooks:
  - One week prior to the course start, students will receive an email with information on how to get a digital version of their textbooks.



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- If a student does not receive an email one week prior to their course, they should contact Slingshot and confirm they are sending them a digital version of their textbooks.
- If the textbook is published by Cengage, an access code will be mailed to the student for access to the digital version of their textbooks. Alternatively, a student can call Slingshot, one week prior to the course start to get their personalized access code for their electronic version of their textbooks through Cengage.
- Students with a textbook accommodation on their COA will indicate an “opted out” preference in their Slingshot portal. Students with a textbook accommodation on their COA will still receive textbooks even though their status is “opted out”. This is a tracking method on Slingshot’s internal system to ensure students get the accessible textbooks they need.
- If the student needs to change the format of their textbook due to an accessibility need, a request must be made in an email to [CAGSstudentcoordinator@ccu.edu](mailto:CAGSstudentcoordinator@ccu.edu) at least three weeks prior to the course start.
- Students should have all their textbooks one week prior to the course start. If this is not the case, the student should contact Slingshot. It is the student’s responsibility to check their CCU email in order to ensure they get the accessible textbook they need. Students must notify the CAGS Student Services Coordinator if Slingshot is unable to provide accessible textbooks in the format that they need at least one week prior to the course start.