



## **CAGS Disability and Accessibility Services Policies and Procedures**

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### General Information

This policy applies to all current and prospective students with qualifying disabilities and/or medical conditions who are seeking academic accommodations at Colorado Christian University (CCU), College of Adult and Graduate Studies (CAGS). This policy does not apply to the College of Undergraduate Studies (CUS) or CCU Academy students and does not apply to faculty and staff at CCU who are seeking workplace accommodations.

### CAGS Enrollment

General admission to the University is made without regard to disability and/or medical conditions, however, individual programs may evaluate based on requirements. All prospective students are expected to present academic credentials that meet or exceed the minimum requirements for general admissions. Prospective students with disabilities are not required to disclose their disability or medical condition to Admissions. However, those interested in requesting disability and/or accessibility-related reasonable accommodations are encouraged to follow the Disability and Accessibility Services Policies and Procedures outlined within the details of this document.

### Equal Access

CCU CAGS is committed to providing qualified students with documented disabilities and/or medical conditions reasonable accommodations in order to provide students equal access to academic programs and the University experience.

CCU CAGS encourages current and prospective students needing reasonable accommodation(s) and/or resources to contact CAGS Disability and Accessibility Services (DAS) for assistance. Individuals seeking reasonable accommodations will not be discriminated against on the basis of disability or be denied equal access and appropriate accommodations to the educational opportunities available at CCU CAGS. It is the responsibility of the prospective or current student to make their disability or medical condition status and need for accommodations known to CAGS DAS. CAGS DAS staff will respond to requests for accommodation(s) in accordance with the policies and procedures detailed in this document. All students must complete the accommodations process before accommodation(s) will be provided. No other department at the University is qualified to determine accommodations.

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 and/or medical conditions must meet academic and technical standards required for admission or participation in an education program or activity. Students are required to make their disability or medical condition status and need for accommodations known to CAGS Disability and Accessibility Services.

### Fairness

CAGS DAS documentation and accommodation process is designed to provide equal access to qualified students with accommodation/ modification/ accessibility needs as defined by the ADAAA/Section 504. Reasonable accommodations should not decrease or alter course requirements/course objectives or reduce academic standards. Compliance with the ADAAA/Section 504 does not guarantee that an individual with a disability will achieve an identical result or level of achievement as persons without disabilities as equal access is not the same as success. For more information, contact CAGS DAS.

### Commitment to Web Accessibility

Colorado Christian University is committed to achieving equal opportunity and access to University educational and administrative services, programs, and activities in accordance with federal and state law. Providing accessible information, communication, content, and technology experience(s) for people with disabilities is our responsibility and commitment to all University administrators, faculty, staff, students and those who visit Colorado Christian University websites. If you require assistance or wish to report an issue related to the accessibility of any University content on a Colorado Christian University website/application/mobile app, please visit email [CAGSdas@ccu.edu](mailto:CAGSdas@ccu.edu), or call 303-963-3136.

## Planning for your needs

### Accommodations Information Overview

Within the CAGS Disability and Accessibility Services team, the CAGS Student Services Coordinator and CAGS Student Services Specialist are experienced Disability Service Professionals designated to handle inquiries regarding disability and/or accessibility - related academic accommodations for students with disabilities and/or medical conditions.

CAGS DAS engages in a deliberative, interactive process with each student to determine if a student qualifies for accommodations and to identify appropriate academic (or campus, when applicable) access-related accommodations on an individualized, case-by-case basis. Supporting



documentation may be requested and utilized to assist CAGS DAS in establishing disability, understanding how the disability or medical condition impacts the student in an academic environment, and making informed decisions about appropriate accommodations.

Accommodations cannot be provided retroactively and are eligible to begin on the day of approval. The accommodation process can be lengthy; therefore, students are encouraged to reach out to CAGS DAS as soon as possible.

Accommodations will be tailored to address the nature of the disability or medical condition and its impacts, as well as the needs of the individual within the context of the requirements of the program. After completing an application and engaging in the interactive process with the student, to include emails and intake phone calls, CAGS DAS will notify the student of their finalized approved accommodations and a Certificate of Accommodation (COA) will be issued to the student's email. Accommodation implementation is on a course-by-course basis. Once a COA has been issued, upon approval or thereafter, students wishing to implement accommodations in a specific course must provide each respective faculty member with the finalized COA. Faculty will not be obligated to provide accommodations to students without a COA or retroactively. For more information on the procedure for requesting accommodations, refer below.

### CAGS Disability and Accessibility Services Contact Information:

Students seeking disability and/or accessibility-related reasonable accommodations or information on content accessibility may contact CAGS DAS staff at:

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

303-963-3161

### Procedure for Requesting Accommodations

- 1) Student begins the request process by submitting the following:
  - a) Accommodation Application (Completed by the student)
  - b) Diagnosis Verification Form (Completed by a diagnosing professional) and/or supporting documentation confirming disability or medical condition diagnosis/es (Refer below)

#### Documentation:

Documentation from external sources should provide information on the diagnosed disability or medical condition and its impact(s) to assist in identifying the appropriate accommodations. Documentation types may include: medical records, reports, assessments, IEPs/SOPs/504s and/or signed letters on letterhead from qualified/licensed evaluators or professionals, and/or health care providers. Documentation will be reviewed on a case-by-case basis and should be from a verifiable source. Depending on the date of a student's last



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condition-related assessment and/or type of documentation submitted, CAGS Disability and Accessibility Services may request updated information. All costs incurred in securing documentation are at the expense of the student seeking accommodations.

Documentation suggestions include, but are not limited to the following, in no particular order:

- Stated diagnosis confirmed by a diagnosing professional
- Insight on the academic impact
- For temporary or progressive conditions, thorough and up-to-date documentation specific to the disability or condition is necessary. When relevant, this should also include indications of severity, expected duration, and/or the expected progression of the disability or medical condition
- Medication side-effects (if applicable)
- Current and/or past accommodations; or
- Recommendations for accommodations and an explanation providing insight on how without the accommodation, one or more major life activities of the student will be limited. Note: *CAGS DAS determines whether a recommended accommodation is appropriate and reasonable.*

CCU recognizes that collecting and providing supporting documentation may be a hardship for some students. Students can contact CAGS DAS to be provided information on low-cost diagnostic clinics or potential evaluative options in their area.

**The Accommodations Application and a copy of the Diagnosis Verification Form can be found in eForms at [eForms.ccu.edu](http://eForms.ccu.edu).**

**eForms requires a CCU login. Prospective students or students unable to access eForms are encouraged to contact CAGS DAS**

- 2) Upon submission and receipt of the Accommodation Application and documentation, CAGS DAS staff will review your documentation and request and students will receive an email from CAGS DAS within 24-48 business hours to request the student to schedule your intake call.
- 3) During the student-scheduled intake call, students will engage in an interactive process with the assigned CAGS DAS staff to determine impacts/ needs and discuss appropriate accommodations in order to provide the student equal access in their courses.

Throughout this meeting (and subsequent meetings, if needed), discussions between the student and CAGS DAS staff may include, but are not limited to the following:

- i. Diagnosis, onset, and treatment
- ii. History of accommodations
- iii. Anticipated academic barriers and the CCU academic environment



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- iv. Requested accommodations
- v. Use of assistive technology
- vi. Review of submitted documentation (if already submitted)
- vii. Rationale for reasonable accommodations determined during meeting (if determined at that time).

If additional information is needed to make a determination, CAGS DAS staff will inform students and provide further details based on the nature of the request.

- 4) Once sufficient documentation / information is gathered to verify a student's need for accommodation(s), the student will be provided the finalized approved accommodations via a "Certificate of Accommodations" (COA) within eForms (or alternative accessible form of documentation when applicable). Students are encouraged to check all inboxes for communication from CAGS DAS staff and to reach out if any questions or concerns arise.
  - A student who disagrees with the accommodations being authorized (example: student feels the accommodation(s) do not adequately meet their needs), CAGS DAS staff member can assist by facilitating communication between the student and the appropriate CCU staff hierarchy to clarify and resolve the situation. If the concern cannot be resolved swiftly through this approach, students may appeal the decision through the grievance policy (Refer to the Grievance Policy located on page 7).
- 5) It is the student's responsibility to provide faculty members with the COA.
  - i. Providing your COA to faculty is at will
  - ii. Students wishing to implement accommodations upon approval or thereafter must provide (each) faculty member the COA as accommodation implementation is on a course by course basis. Accommodations are not retroactive and will only begin once the COA is presented to the faculty member by the student.
  - iii. Students are not required to disclose their disability to faculty when providing their COA.
  - iv. If you experience issues with the delivery of accommodations or accessibility in your course, please contact CAGS Disability and Accessibility Services.

### Accommodations for Returning Students

Students are subject to reevaluation of previously provided accommodations and new documentation and verification of services may be requested.

### Third-Party Certifications

If a student requires an accommodation for a required examination that is managed and delivered by an organization other than CCU (a "third-party"), such as certification and state-sponsored content exams external to CCU coursework, students must work directly with the exam provider to





request and arrange needed accommodations. Please further note that the documentation you provide to our office may not be sufficient to receive accommodations at other postsecondary institutions, or for certain 3rd party / high stakes assessments (i.e., GRE, LSAT, NCLEX, etc.). Contact [CAGSdas@ccu.edu](mailto:CAGSdas@ccu.edu) with additional questions or concerns about this process.

## Grievance Policy

CCU prohibits retaliation against anyone who files a grievance under the grievance policy or otherwise protests 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 or proceeding related to an ADA/AA 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 CAGS Disability and Accessibility Services in writing. If you are unable to resolve the concern with the CAGS DAS staff, individuals reserve the right to request the concern be escalated to the Director prior to filing a formal grievance. If a resolution is not received, any student who believes that a decision regarding 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 CAGS Disability and Accessibility 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 or accessibility related 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



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- 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 CAGS Disability and Accessibility Services.

### **2. Notification**

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 CAGS Disability and Accessibility Services or other involved parties to learn 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

- To establish essential functions, abilities, skills and knowledge on which students will be evaluated for each course.
- To receive signed COA from a student for each course and abide by/ implement accommodations as requested on COA and to only grant accommodations for a disability and/or medical condition as outlined on the COA.
- To contact CAGS Disability and Accessibility Services immediately if you feel the accommodations alter the fundamental objectives of the assignment.





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- Faculty shall not offer accommodations retroactively or leniency requests regarding disabilities.
- To direct the student to contact the CAGS Disability and Accessibility Services when a student approaches the instructor directly with a request for accommodation(s) 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 CAGS Disability and Accessibility Services).

### Student Rights/Responsibilities

- To meet academic requirements to be in a course or program.
- To self-disclose their diagnosed disability or medical condition to CAGS Disability and Accessibility Services if seeking to request accommodations.
- To provide documentation of their diagnosed disability or medical condition to CAGS Disability and Accessibility Services.
- To have the confidentiality of information about their condition(s) respected.
- To be treated equally with other students regarding grades and class participation.
- To present each faculty member with their COA when requesting to implement accommodations (moving forward).
- To fulfill all instructor and fundamental requirements for completing the course.

### Service Animal and Emotional Support Animal Policies:

#### 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 CAGS Disability and Accessibility 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 or medical condition. 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 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.

### ESA Policy

CAGS students seeking Emotional Support Animal (ESA) related accommodations during residency, please contact [CAGSdas@ccu.edu](mailto:CAGSdas@ccu.edu).

### Conditions for Keeping a Service or Emotional Support Animal

The student with a service or emotional support 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 or emotional support 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.



Additionally, service or emotional support 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.

Lastly, the student, not CCU, is responsible for the actions of the service or emotional support animal including bodily injury or property damage. Students with service or emotional support animals 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 Disability and Accessibility Services 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.

## 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 Disability and Accessibility Services as soon as they are aware of the probable cancellation. If notice is given in less than 48 hours, the CAGS Disability and Accessibility Services 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:

- 1st No Show: Letter/Email of Warning to the Student.
- 2nd No Show: Student will be expected to reimburse CCU for the interpreter's fees for the missed class.
- 3rd 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 Disability and Accessibility



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Services 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 with qualifying conditions get the accessible textbooks they need when approved by CAGS Disability and Accessibility Services following the interactive accommodation process. Refer to 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.
    - 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 [CAGSdas@ccu.edu](mailto:CAGSdas@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



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notify the CAGS Disability and Accessibility Services if Slingshot is unable to provide accessible textbooks in the format that they need at least one week prior to the course start.