



**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 CAGS Student Services Coordinator (SSC). 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 nature 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 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 CAGS SSC.

### 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 or the CAGS. However, those interested in receiving academic adjustments are encouraged to meet with the CAGS SSC for guidance regarding services.

### 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 SSC. 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 SSC has 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 SSC as soon as possible. The CAGS SSC will review disability application forms on a case-by-case basis within two-three weeks of receipt of all required paperwork. 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 SSC will notify the student of approved accommodations and issue a Certificate of Accommodation (COA). COA are valid for one calendar year and must be renewed each year. 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.

CAGS Student Services Coordinator

Jeanna Turay

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

303-963-3161

Blackboard: Student Resources: Disability Accommodations  
CAGS Student Handbook

### Procedure for Requesting Accommodations

1. Student completes and submits the following forms to the CAGS SSC via email at [CAGSstudentcoordinator@ccu.edu](mailto:CAGSstudentcoordinator@ccu.edu).
  - a. Accommodation Application and Release of Information (completed by the student)
  - b. Physician's Verification/Documentation of Disability (comprehensive and current, documentation requirements listed below)

#### *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 and longevity of the condition must be included.
- The documentation must include the instruments and standards



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- 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.
  - 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.) Professional should be impartial individuals who are not a family member of the student.
  - The verification can list recommended accommodations, however the Student Services Coordinator determines whether or not an accommodation is appropriate and reasonable.
- c. Seizure Notice and Interpreter Policy (if necessary)
2. Upon receipt of the required documentation, the SSC will review the documentation on a case-by-case basis within two-three weeks. The SSC will determine appropriate accommodations in order to provide the student equal access in their courses.
    - a. The SSC may request an interview with the student prior to determination of accommodations if necessary.
  3. The SSC will issue a Certificate of Accommodations (COA) detailing the accommodations provided for the student to ensure equal access in their courses.
  4. The student must sign and return the COA to the SSC.
  5. Upon receipt of the signed COA, the SSC will sign and return the COA to the student, activating it for use.
  6. It is the student’s responsibility to provide faculty members with the COA within the first week of each course. Accommodations are not retroactive. COA are valid for one calendar year and must be renewed annually.
  7. A student who disagrees with the accommodations being provided may appeal the decision through the grievance policy.

### 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 ADA/AA grievance or complaint under this policy.



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CCU encourages students who disagree with a decision concerning a requested accommodation to attempt to resolve their concerns by first discussing them with the SSC 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 Vice President of Human Resources, the 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 Student Services Coordinator 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 SSC.

### **2. Notification**

- 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 SSC 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 a signed COA from a student for each course
- To contact the SSC 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 notify SSC when a student approaches the instructor directly with a request for accommodation without a COA
  - To direct the student requesting accommodations to the SSC
- To grade students with disabilities fairly on the basis of competencies attained and in the same manner as non-disabled students are graded
- To maintain confidentiality of a student with a COA (if questions, contact the SSC)

##### Student Rights/Responsibilities

- To meet academic requirements to be in a course or program
- To self-disclose their disability to the SSC and request accommodations
- To provide documentation of their disability to the SSC
- 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



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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 inquires 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 Student Services Coordinator (SSC) 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 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



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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 are arranged for students with a documented disability that have notified the Student Services Coordinator and have obtained a Certificate of Accommodations. Students must adhere to the following protocols in order to receive interpreting services:

- Notify the Student Services Coordinator 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 (see policy below).

### Cancellation

**If a student needs to cancel the interpreting service for a class already scheduled, the student must notify the Student Services Coordinator and the interpreter 48 hours in advance of the scheduled class or the student may be charged for the service.**

### *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 SSC as soon as they are aware of the probable cancellation. If notice is given in less than 48 hours, the SSC 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.





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- 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 Student Services Coordinator 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 Tree of Life/Textbook Butler to conveniently provide course materials for every student. The following procedure regarding textbooks will ensure students get the accessible textbooks they need.

- For Physical Textbooks:
  - Three weeks prior to the course start for each block, students will receive an address confirmation email to confirm where Tree of Life 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 Tree of Life 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 Tree of Life 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 Tree of Life, one week prior to the course start to get their personalized access code for their electronic version of their textbooks through Cengage.
- 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 five 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 Tree of Life. 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 Student Services Coordinator if Tree of Life is unable to provide accessible textbooks in the format that they need. Students should make sure [ccu@tolbookstores.com](http://ccu@tolbookstores.com) is on their "safe list" to ensure they receive email confirmations for their textbooks.