



Disability Accommodations Policies and Procedures

Table of Contents	
Equal Access Statement & Definitions	2
Accommodations Request Process	2-4
Faculty and Student Rights & Responsibilities	5
Grievance and Appeals Policy	6-7
Textbook & Testing Accommodation Process	8
Housing & Dietary Accommodations	9
Service/Assistance Animal Policy	10-12

CCU ADA/AA Accommodations Contact Information:

Accommodations & Accessibility Coordinator / Coordinator of Student Success Services:

Shayna Laing

slaing@ccu.edu

accommodations@ccu.edu

303-963-3312

Life Directions Center

College of Undergraduate Studies

Colorado Christian University

www.ccu.edu

303-963-3010



Equal Access Statement

Colorado Christian University (CCU) is committed to providing reasonable accommodations to students with disabilities 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 reasonable accommodation to the educational opportunities and student life experiences available at CCU. It is the responsibility of the student to make their disability status and need for accommodations known to the Accommodations and Accessibility Coordinator in the Life Directions Center (LDC). CCU 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 educational program or activity. Students are required to make their disability status and need for accommodations known to the Accommodations and Accessibility Coordinator in order to receive accommodations.

Admissions

Admissions 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 receiving academic adjustments are encouraged to meet with the LDC Accommodations and Accessibility coordinator 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 Accommodations and Accessibility Coordinator in the LDC. Reasonable accommodations should not decrease or alter course requirements/course objectives or reduce academic standards. Instead, they may slightly alter teaching or testing methods.



The Accommodations Process

The Accommodations and Accessibility Coordinator 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 Accommodations and Accessibility Coordinator in the LDC as soon as possible. The Accommodations and Accessibility Coordinator 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 Accommodations and Accessibility Coordinator will notify the student of approved accommodations and issue a Certificate of Accommodations (COA). COA are valid for one year from the date on the COA, and then must be renewed by the Accommodations and Accessibility Coordinator. 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 three (3) weeks of the course. Students must receive new, signed copies of their COA each semester from the Accommodations and Accessibility Coordinator. Faculty are not obligated to accommodate students with disabilities without a COA or retroactively.

Procedure for Requesting Accommodations

- 1) Student completes and submits the following forms to the Accommodations and Accessibility Coordinator via their E-trieve portal and attach relevant documentation for the disability.
 - a. [Accommodations Registration Form](#) (completed by the student)
 - b. [Release of Information form](#) (completed by student)
 - c. Provide professional Verification/Documentation of Disability
 - *Comprehensive and current, documentation requires the following:
 - i. All costs incurred in securing documentation are at the expense of the student seeking accommodations.
 - ii. Documentation should be on letter head, dated, and signed by a licensed professional who has undergone appropriate and comprehensive training and experience relevant to the diagnosed disability.
(e.g.: physical disabilities often verified by primary care physicians or physical therapists; meal plan accommodations verified by a diagnosing physician or allergist; psychological/emotional disabilities often by psychologists/psychiatrists; learning disabilities often by psychologists or educational diagnosticians.) Professionals should be impartial individuals who are not a family member of the student.
 - iii. Documentation must include a clearly stated diagnosis explaining how it impacts a major life activity. An indication of the severity and longevity of the condition must be included.
 - iv. Documentation must include the instruments and standards used to evaluate the disability.



COLORADO CHRISTIAN UNIVERSITY

Grace and Truth

- v. Documentation must include recommendations for accommodations. An explanation of each accommodation being requested and how lack of accommodation will substantially limit one or more major life activities of the student.
*The Accommodations and Accessibility Coordinator determines whether or not a recommended/requested accommodation is appropriate and reasonable.
 - vi. Documentation must be current for the type of disability being documented.
- 2) Upon receipt of required documentation, the Accommodations and Accessibility Coordinator will email the student that all required paperwork has been received and will then schedule an in-take meeting as needed. The Accommodations and Accessibility Coordinator will review the documentation on a case-by-case basis within two-three weeks. The Accommodations and Accessibility Coordinator will determine appropriate accommodations in order to provide the student with equal access in their courses.
 - 3) Accommodations and Accessibility Coordinator will issue a Certificate of Accommodations (COA) detailing the accommodations provided to the student to ensure equal access in their courses.
 - 4) The student will schedule a meeting with the Accommodations and Accessibility Coordinator and the Accommodations Testing and Technology Coordinator in the LDC to discuss accommodations and learn how to implement specific accommodations. At this meeting, Accommodations and Accessibility Coordinator and the student will sign the COA, and Accommodations and Accessibility Coordinator will provide enough copies of signed COA for student to use in each class for the academic term.
 - 5) It is the student's responsibility to provide faculty members with the COA within the first 3 weeks of each course. Accommodations are not retroactive. COA are valid for one academic year.
 - 6) A student who disagrees with the accommodations being provided may appeal the decision through the grievance policy outlined below.



Student and Faculty Rights and Responsibilities

Student Responsibilities:

- Meet academic requirements to be in a course or program.
- Self-disclose their disability to the Accommodations and Accessibility Coordinator and request appropriate accommodations.
- Complete the accommodation registration process, provide documentation of disability, and receive approval of accommodations prior to requesting accommodations in the classroom.
- Provide an up-to-date and signed copy of Certificate of Accommodation to each professor and each class in which they wish to utilize accommodations.
- Provide the COA and set up a meeting to discuss nature of your accommodations with each professor within the first three weeks of the semester.

Student Rights

- To have confidentiality of information and documentation regarding their disabilities respected.
- To be treated equally with other students regarding grades and class participation.
- To choose when or if you wish to utilize your approved accommodations.
- To self-advocate regarding accommodation implementation to professors and the Coordinator of Student Success Services.
- To submit a grievance if you believe you have been denied equal access.

***Reasonable accommodations should never compromise the curriculum or essential functions of a course.**

***Please note, not all accommodations listed may be needed at all times nor in every class. Accommodations are intended to make CCU's education accessible to students with disabilities, but accommodations are not retroactive and do not guarantee success.**

Faculty Responsibilities:

- Establish essential functions, abilities, skills, and knowledge on which students will be evaluated for each course.
- Implement accommodations as requested in the COA and only grant approved accommodations.
- Refrain from offering accommodations retroactively or leniency requests regarding disabilities.
- Provide equal access to the learning environment and classroom materials.
- Maintain Confidentiality of students with accommodations. Letters of accommodation should be filed in a safe place, and faculty should refrain from discussing students' disabilities and necessary accommodations in the hearing of fellow students or others who do not have an "educational need to know." Accommodation information is protected under both ADA and FERPA.
- Consider alternate ways of assessing students that allows the student's academic abilities to be measured and not his or her disabilities.
- Provide necessary accommodations for exam taking or provide the exam to the Testing Center where the student can receive the approved testing accommodations.

Faculty Rights:

- Receive a signed COA from a student for each course prior to provision of accommodations.
- participate in an informative meeting with the student regarding the implementation of reasonable accommodations.
- Contact the Accommodations and Accessibility Coordinator in the LDC if the accommodations alter the fundamental objectives of the curriculum.
- Notify Accommodations and Accessibility Coordinator when a student approaches the instructor directly with request for accommodation without a COA.
- Direct students requesting accommodations to the Accommodations and Accessibility Coordinator.
- Grade students with disabilities fairly on the basis of competencies attained and in the same manner all other students are graded.



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 investigation, proceeding, or hearing 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 the Accommodations and Accessibility Coordinator in writing. Any student who believes that a decision regarding disability accommodations has not been made in accordance with CCU stated policy may file a formal grievance with the Disability Appeal Committee. The Disability Appeal Committee consists of the Vice President of Student Life, University Counsel, and the Director of the Life Directions Center. Students must file their grievances via email to: CUSaccommodationsappeal@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 Accommodations and Accessibility 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 CUSaccommodationsappeal@ccu.edu Attn: Disability Appeal Committee no later than thirty (30) days from the date of the decision for accommodations by the Accommodations and Accessibility Coordinator.
- 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:** the Disability Appeal Committee may investigate the grievance through some or all of the following steps: meeting with the student, speaking with the Accommodations and



COLORADO CHRISTIAN UNIVERSITY

Grace and Truth

Accessibility Coordinator or other involved parties to hear their respective positions, requesting additional medical documentation, requesting independent medical evaluation, consulting with professionals with applicable expertise, and/or any other relevant means.

- 4) **Deliberation:** 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 timeframe, 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.



Textbook Accommodations

Colorado Christian University partners with Tree of Life and Textbook Butler to provide textbooks to students. It is recommended that students requesting textbooks in accessible formats—digital or audio—acquire physical textbooks through Tree of Life. Once students have purchased physical textbooks through Tree of Life, they will receive a digital log-in granting them access to many accessible digital formats through Red Shelf, a Tree of Life partner. If a particular book is unavailable in accessible format through Red Shelf, a student may use the Accessible Textbook Request process (outlined below) to request accessible versions of their course textbooks.

Students who choose not to participate in the Tree of Life/Textbook Butler program also choose to acquire their own copies of accessible versions of books, whether through Amazon, Barnes and Noble, or some other textbook source.

Accessible Textbook Request Process

If a student participating in Tree of Life/Textbook Butler cannot find a particular textbook through Red Shelf, they may take the following steps:

1. Use the JotForm found at the following link: <https://www.jotform.com/form/91615497259166> in order to request textbooks. Students need the following information to complete the jotform:
 - a. Course ID numbers for all courses
 - b. Titles of all textbooks
 - c. Authors of all textbooks
 - d. ISBNs of all textbooks
 - e. Receipt or Email Confirmation indicating purchase of books through Tree of Life
2. After receipt of the JotForm, the Technology and Testing Accommodations Coordinator or ADA Intern will search for needed accessible textbooks and contact the student with instructions regarding how to download digital copies.

Technology Accommodations

Student requests for technological accommodations will be assessed on a case-by-case basis. In the Testing Center, CCU uses Read&Write and Equatio for reading/scribing technologies. Human scribes and readers are also available for testing purposes.



Housing Accommodations

Some disabilities may require housing accommodations. CCU provides a variety of housing options for students, and students who need accommodations in their housing should complete the accommodations registration process outlined above. On the Accommodations Registration Form, students may outline needing housing accommodations, which include but are not limited to: wheelchair-accessible rooms, private bathrooms, or individual rooms. Spaces in accessible rooms may be limited, and so **it is important for students to submit any request for housing accommodations as early as possible so that the Department of Residence Life can accommodate the request.**

New students entering university housing should submit housing accommodations requests to the Accommodations and Accessibility Coordinator no later than **June 1st for students starting in the Fall,** and **December 1st for students starting in the Spring.**

Returning students who need housing accommodations for the coming year should submit their requests no later than **one (1) month prior** to housing assignments.

Requests submitted beyond these deadlines may not be approved.

Competing Housing Needs

In cases where students have housing accommodation needs that conflict with the housing accommodation needs of another student, Residence Life may change housing assignments in order to best accommodate all students. In these cases, priority for a particular space will be given to the student who first registered for the space.

Dietary Accommodations

Students who have food allergies, Celiac disease, or other diet-related disabilities may request an accommodation using the process outlined above. Accommodations for dietary needs will be assessed on a case-by-case basis by the Accommodations and Accessibility Coordinator in conjunction with the student and the director of campus dining.

Meal plan reductions or waivers are only approved on the basis of diagnosed allergies or other related disabilities, not on the basis of preference. For many students with dietary preferences or intolerances, the dining services at CCU provides natural accommodations and a wide range of options. For those with more severe needs that cannot be accommodated in this way, students may be able to request an exemption and/or reduction to the requirement to purchase an on-campus meal plan. Students always have access to the kitchen in their own assigned living space to prepare appropriate foods as needed.

In alignment with the verification requirements indicated above, students requesting dietary accommodations must provide verification of the allergy or medical need and proof of diagnostically valid testing from a diagnosing physician or allergist.

Please note, the deadline for fully processed and approved dietary accommodations for each semester is the add/drop date. Requests submitted beyond these deadlines will not be approved for the current semester.



Service Animal Policy

Aside from service animals or assistance animals, the presence of animals on campus is strictly limited. Pets are allowed on campus only if they are restrained by a leash and controlled by their owner. No pets, except for fish in 25-gallon or less tanks, are allowed in university housing. At no time are animals, other than service animals, allowed in classrooms, event spaces, offices, dining areas, or any other CCU facility. Assistance animals may be allowed in housing areas, but in no other CCU facility. The intentional misrepresentation of a Service Animal or Assistance Animal is a crime in the State of Colorado.

Definitions

Service Animal:

A service animal refers to any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other disability. An emotional support animal does not qualify as a service animal. The work or tasks performed by a service animal must be directly related to the person's disability, including, but not limited to:

- Assisting individuals with low vision or blindness
- Alerting individuals who are deaf or hard of hearing
- Pulling a wheelchair or stabilizing a person's gait
- Retrieving items such as medicine, food, or a telephone
- Recognizing and assisting a person having a seizure
- Supporting individuals who may be experiencing flashbacks of emotional trauma

Service animals may accompany students, employees, or the general public throughout campus. When a person's disability is visible, CCU officials will not ask questions regarding the disability. If a person's disability or the work performed by his or her service animal is not visible, the individual may be asked if the presence of the animal is required because of a disability and what tasks for work the animal has been trained, or is being trained, to perform.

Students with disabilities who will require the presence of a service animal on campus are encouraged to self-identify to the Accommodations and Accessibility Coordinator and provide documentation appropriate to the presence of a service dog prior to coming on campus.

Assistance Animal:

An assistance animal provides emotional or other support that minimizes one or more identified symptoms or effects of a person's disability. This group includes therapy animals, emotional support, or comfort animals. Unlike Service Animals, Assistance Animals are not required to be trained to perform work or tasks, and they include species other than dogs or miniature horses. Reptiles may not serve as Assistance Animals. Assistance Animals are not allowed to accompany persons with disabilities in any public or academic areas of campus including spaces within the residence halls or apartments, including but not limited to pods, stairwells, hallways, etc. In some instances, students with disabilities may be allowed to have an assistance animal within campus housing facilities inside their own assigned room or



COLORADO CHRISTIAN UNIVERSITY

Grace and Truth

apartment, with prior approval. The Assistance Animal Registration Procedure below outlines this process.

Requirements for Service Animals:

- 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, the evidence of successful completion of a recognized licensing or certification program for service animals or a letter documenting training is recommended. It is a crime to present an animal as a Service Animal that has not been individually trained for a specific task relating to a disability.
- 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 the service animal is solely the responsibility of the 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 animals must accompany their 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:* Students 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.

Assistance Animal Registration Procedure:

Under Federal Fair Housing/Housing and Urban Development Regulations, an assistance animal may be approved to stay in a student's residence hall room or apartment with the following documentation. The documentation must be sent to the LDC Accommodations and Accessibility Coordinator via email to accommodations@ccu.edu or delivered in person to the Life Directions Center. Beginning with the 2020-20 academic year, in order to best accommodate all students, requests for approved assistance animals in residence hall spaces must be received by **July 1st for the Fall Semester and December 1st for the Spring Semester.**

- 1) Accommodation Registration Form (Completed by Student)
- 2) Obtain a letter of verification and endorsement from a counselor or psychologist who is trained to assess whether an Assistance Animal could be of benefit to the student. For Assistance Animal accommodations, documentation from a relevant medical or psychological professional should clearly state:
 - a. Diagnosis of a disability and its implications for access to the housing and educational environment.



COLORADO CHRISTIAN UNIVERSITY

Grace and Truth

- b. Specific symptoms of disability that the presence of the animal will reduce, and the relationship between the animal and the symptom reduction.
- 3) Service Animal/Assistance Animal Registration Form (Completed by Student)
- 4) Animal Licensure and Vaccination Documentation from veterinarian and local, county, or state government.

Students should be aware that there are many online services that claim to provide certificates for Assistance Animals, Emotional Support Animals, or Therapy Animals. Often documentation provided by these services may not meet the standards outlined in this policy.

After all documents are received, the Accommodations and Accessibility Coordinator will review the documents, and, on a case-by-case basis, approve or deny the request for an assistance animal to live on campus. If approved, the Accommodations and Accessibility Coordinator will inform the student and the Director of Residence Life. The Director of Residence Life will then allow the student to have his or her Assistance Animal in the residence hall.

Approved Assistance Animals may be present only in the student's assigned room or apartment. They may not visit other rooms within the residence hall, nor may they be in public areas of the residence hall except when in transit to or from the student's assigned room or apartment. The animal is present in the residence hall to serve as an Assistance Animal for the approved student, not to serve as the hall pet. Assistance Animals must be old enough to have received all appropriate vaccinations and to meet minimum behavioral standards in order not to be a nuisance or a cause of damage in the residence hall.

Assistance Animals may not be in university housing without approval from the Accommodations and Accessibility Coordinator. Students may be asked to remove their assistance animal either temporarily or permanently from university housing for any of the following reasons:

- The animal poses a threat to the health or safety of others, as determined by the Vice President for Student Life and Enrollment or his appointee.
- The animal would cause or has caused substantial physical damage to the property of the university or other residents.
- The animal's presence would pose an undue financial or administrative burden to the university.
- The animal would fundamentally alter the nature of the university's housing operations.

A student who disagrees with the decision of the Accommodations and Accessibility Coordinator regarding their request for an Assistance Animal on campus may appeal the decision through the grievance process outlined above.