

DSS Student Handbook

The mission of the Disability Support Services office is to partner with the campus community in creating equitable access to eligible students while promoting disability-inclusive diversity.

Disability Support Services (DSS) at Concordia University facilitates access to University programs and services students with disabilities through accommodations, education, consultation, and advocacy.

This handbook outlines the rights, responsibilities, and accommodation procedures for students that receive academic accommodations and access for a disability. Please review this handbook thoroughly. If you have any questions about rights, responsibilities, or procedures to obtain equal access, please contact DSS at 503-280-8515 or by email at disabilitysupportservices@cu-portland.edu.

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DSS Webpage

All forms required for accommodations are linked on our webpage: <http://www.cu-portland.edu/dss>.

Chapter 1: Rights and Responsibilities

Concordia University is committed to following Sections 503 and 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA) as amended in 2008 (ADAAA), and other applicable federal and state regulations and university policies which prohibit discrimination on the basis of disability. Under these laws, students with a documented disability have a right to receive reasonable accommodations. Students also have responsibilities under these laws.

Student Rights and Responsibilities

Students with disabilities at Concordia University have the **right** to:

- equal access to courses, programs, services, jobs, activities, and facilities offered through the university;
- an equal opportunity to work and to learn, and to receive reasonable accommodations, academic adjustments, and/or auxiliary aids and services;
- appropriate confidentiality of all information regarding their disability and to choose to whom, outside of the university, information about their disability will be disclosed, except as disclosures are required or permitted by law;

Student with disabilities at Concordia University have the **responsibility** to:

- meet qualifications and maintain essential institutional standards for courses, programs, services, jobs, activities, and facilities;
- identify as an individual with a disability when an accommodation is needed and to seek information, counsel, and assistance as necessary;
- demonstrate and/or document (from an appropriate professional) how the disability limits their participation in courses, programs, services, jobs, activities, and facilities;
- follow published procedures for obtaining reasonable accommodations, academic adjustments, and/or auxiliary aids and services.

Personal Services

Colleges and universities are not required to provide "personal services" to students with disabilities, per applicable laws. Below are some examples of common personal services:

1. Private tutoring
2. Personal care attendant (PCA)
3. Personally prescribed medical devices (eyeglasses, wheelchairs, hearing aids, etc.)
4. Personal transportation
5. Personal assistance to transport books or other personal items

Students can contact DSS for referrals to resources that are available to all students or available within the community (campus tutoring resources, writing center, etc). CU is committed to student success; however, we do not require students to use accommodations nor will we provide them unless they are requested by the student. The student is responsible to request appropriate accommodations. The student must take the lead in registering with DSS and submitting requests for accommodations each term.

Chapter 2: Registering With DSS

It is the policy of Concordia University to comply with Sections 503 and 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), as amended by the ADA Amendments Act of 2008, and other applicable federal and state regulations that prohibit discrimination on the basis of disability.

Under these laws, students with a documented disability have a right to receive reasonable accommodations. Additionally, students have the following responsibilities:

1. Submit an Accommodation Request Form and disability documentation
2. Respond to requests for information from DSS
3. Meet with someone from the DSS team
4. Request accommodations each academic term in a timely manner
5. Follow the policies and procedures outlined in the DSS Student Handbook

Apply to Concordia University

Disclosing your disability in the application process is not required nor recommended. Applying for academic accommodations is a separate and confidential process through the DSS office.

Register with DSS and submit disability documentation

In order to ensure you have accommodations in place when you begin classes, we recommend that you submit an Accommodation Request form and documentation to DSS immediately after you are admitted to CU. Please allow 2 weeks for the review process when requesting accommodations for the first time.

Respond to requests for information from DSS

Occasionally DSS will need more information from you or your medical provider to determine your eligibility for accommodations. A prompt response will ensure that DSS can evaluate your documentation and determine your eligibility for accommodations as soon as possible.

Meet with a DSS team member

After your documentation has been reviewed and approved you will need to schedule an appointment (in-person or phone) to finalize your accommodations with DSS. To schedule this appointment, please call the front desk of Student Affairs at 503-280-8512 or email studentaffairs@cu-portland.edu.

During this orientation you will get connected with a DSS staff member, learn how to request accommodations each term, have an opportunity to have your questions answered, and receive a DSS handbook with policies and procedures.

Request Accommodations Each Term

During your DSS meeting, you will register for accommodations for the upcoming or current term. In subsequent terms, undergraduate students will need to register for courses (contact your Academic Advisor for questions) and then request your accommodations for the term by emailing disabilitysupportservices@cu-portland.edu. Due to the shorter

terms, graduate students do not need to request each term. It is advised that you make your requests for your accommodations immediately upon registration or in accordance with our timeline listed in Chapter 4.

Submitting Documentation after the Current Academic Term Begins

DSS receives documentation throughout the year. If you submit documentation after the start of a term, and wish to receive accommodations for that term, please be advised that you will have to meet with someone from the DSS team and that your accommodations may take time to coordinate. DSS makes a good faith effort to accommodate students as quickly as possible, but requests are generally provided according to our timeline in Chapter 4. For students registering with DSS for the first time, applications with documentation received after Week 8 of the term will be considered for the following term.

If you suspect you have a disability but it has never been documented please visit our Concordia University's Counseling Services for testing information. Information about CU's Counseling Service is found online at <http://www.cu-portland.edu/student-affairs/counseling-services>.

Chapter 3: Determining Reasonable Accommodations

A reasonable accommodation is a modification or adjustment to a course, program, service, or activity that enables a qualified student with a disability to have an equal opportunity to attain the same level of achievement or enjoy the same benefits and privileges that are available to similarly situated students without disabilities. The University is obligated to provide accommodations only to the known limitations of an otherwise qualified student with a documented disability. To determine reasonable accommodations, DSS may seek information from appropriate University personnel regarding essential standards for courses, programs, services and activities.

Reasonable accommodations are determined by examining:

- The barriers resulting from the interaction between the documented disability and the campus environment, and the possible accommodations that might remove the barriers.
- Whether or not the student has access to the course, program, service or activity without an accommodation.
- Whether or not essential elements of the course, program, service, activity or facility are compromised by the accommodations.

In reviewing accommodation requests, the following analysis is used:

- Does the student have a documented disability?
- Is the student "otherwise qualified"?
- Is the request reasonable? (The following four requirements must **ALL** be satisfied for the request to be considered reasonable)
 - The accommodation does not fundamentally alter the nature of the program or activity.
 - The accommodation does not lower academic standards.
 - The accommodation does not present an undue financial or administrative burden on the university.
 - The accommodation does not pose a threat to personal or public safety.

Chapter 4: Making Timely Requests for Accommodations

Support services may not be available until requested by a student registered with DSS. In order to ensure sufficient time to provide accommodations, the student must be registered for classes and notify DSS within the appropriate time frame each term.

If a request is submitted after the relevant deadline, reasonable efforts will be made by DSS and faculty to accommodate the request. However, we cannot guarantee that such a request can be met. Untimely requests may result in delay, substitutions, or denial of accommodation. Be sure to read DSS notices, reminders, and agreements in order to use accommodations.

Timeline

Type of Service	Time Required
Interpreting, CART, Video Captioning, Classroom Relocation, Braille	At least three (e) weeks prior to the beginning of the new term.
Tables, Chairs, Footstools, Podiums, Lab Assistants	At least two (2) weeks prior to the beginning of the new term.
Alternative Format	At least two (2) weeks prior to the beginning of the new term.
Notetaking Services	Upon registration or one (1) week prior to the new term.
Alternative Testing	Minimum advance notice required for scheduling exams with DSS: Quizzes and Midterms – 5 days (120 hours)
Accessible University Housing	Requests made before March 1 will be given priority. After March 1, requests for accommodation will be made as space is available. DSS and Residence Life and Housing recommend that you complete a Housing Accommodation Request when you fill out your housing application and submit appropriate documentation.

Chapter 5: Proctored Exams

DSS is committed to providing fair and appropriate testing accommodations for eligible students. Students are responsible for scheduling proctored exams. The testing room is located in Student Affairs on the second floor of Hagen. For questions about DSS Testing Services, please email disabilitysupportservices@cu-portland.edu^[NU1] or call 503-280-8515.

DSS Exam Procedures

1. A student with the accommodation of “quiet testing location” and “extended time” is approved to take tests in a testing environment with minimal distractions outside the classroom. This accommodation may be provided in a space separate from the classroom: the professor’s office, study room, or be proctored by DSS in Student Affairs.
2. For DSS to proctor exams on the Portland campus, students are responsible for scheduling exams at least 5 days (120 hours) in advance through CU LibCal Online at: <http://cu-portland.libcal.com/booking/testingbays>~~http://cuportland.libcal.com/booking/testingbays~~.
3. Once the student submits the online request they will receive an email stating, “*Your room booking will be processed soon.*” DSS Staff regularly reviews these requests, at which point the student will receive a confirmation email stating, “*Your room booking has been approved.*”
4. The student informs the instructor 3-5 days prior to each scheduled exam that they will be using DSS Testing Room. This can be done either in person or via forwarding the confirmation email student receives from LibCal.
5. The instructor will deliver the exam and proctoring form to DSS in Student Affairs (second floor of Hagen building).
6. The student should arrive on time and be prepared to take their exam at the identified time. Additional study time is not allowed, nor is additional time added for students arriving late, or for students who do not finish within the allotted timeframe.
7. The student may be required to present photo identification before each exam.
8. The proctor will review the exam instructions with the student, including time and materials allowed (i.e. note card, calculator). All other materials, such as cell phones, smart watches, backpacks, purses, jackets, caps, and other personal items will be collected by the proctor and kept safe at the front desk of Student Affairs.
9. By taking the test in the DSS Testing Center, you agree to the video surveillance used for proctoring exams.
10. No food. Water only. Please eat before the exam.
11. Please refrain from smoking and/or applying fragrances at least two hours before testing out of respect for students who are sensitive/allergic.
12. If, for any reason, the student cannot take the test at the scheduled time, they should notify the instructor as soon as possible and cancel the appointment through selecting the cancellation link in the confirmation email from LibCal.
13. If the student is more than 30 minutes late for the appointment, the test will be cancelled and you will need to reschedule for the next available appointment time or take your exam with the class.
14. In the event that a student has not completed the exam within the extended time, the proctor will collect the exam and considered it finished.

15. An exam will not be administered if it is past the deadline set by your instructor. If you cannot take your exam on the scheduled day (e.g. illness, time conflict), contact your instructor. Your instructor will need to notify DSS Testing Services in order to extend the deadline.
16. We encourage students to use the restroom before their exam begins.
17. No additional time is added to exams when students take breaks.
18. Any student observed utilizing any unauthorized materials or resources during an exam will be reported to faculty. Violations will be reported to the instructor and an academic breach will be filed. DSS has the right to stop an exam at any time if academic dishonesty or distracting behavior occurs. Please refer to the University's Academic Integrity Policy in the Student Handbook.
19. When the student completes the exam, the proctor will place the completed exam in a DSS testing envelope and seal it. The completed exam will be delivered to the faculty member as indicated on the proctor form.

Late Exam Requests

Exam requests submitted after the posted deadline (5 days before the exam) are late and will be considered on a case-by-case basis as space permits. Students may submit late exam requests via email to disabilitysupportservices@cu-portland.edu^[NU2]. There is no guarantee that late exam requests will be accommodated. Unless a student receives an email from the DSS Coordinator confirming their test reservation, students should plan on taking the exam with the rest of the class and without accommodations.

DSS Policies for Lateness, No Show, Illness, Rescheduling, and Cancellations

Lateness

If a student is late for a scheduled exam for any reason, the student forfeits the missed time; no additional time will be granted to make up for the student's late arrival. Proctors will wait up to 30 minutes before determining that the student is a "no show."

No Show

If a student fails to show up for an exam for any reason, the test will be returned to faculty. The student is responsible for seeking the faculty member's permission (ex: email) to reschedule any missed exams before DSS will consider the request for a retake. The student must forward the faculty member's written permission to disabilitysupportservices@cu-portland.edu^[NU3] as well as coordinate rescheduling the exam for a day and time agreeable to all parties (the student, the faculty member, and DSS). There is no guarantee that the faculty member will permit a makeup exam.

Illness and Other Reschedule Requests

Students will need to obtain their faculty member's written permission, and forward it to disabilitysupportservices@cu-portland.edu^[NU4] before DSS will consider the request. There is no guarantee that the faculty member will permit a rescheduled exam.

Cancellations

Students who would like to cancel their online testing bay reservation can do so through selecting the cancellation link in the confirmation email from LibCal. Please make cancellations at least 24 hours prior to booking time. Cancellation

reasons include: when the student decides to take the exam in class, when the class exam was cancelled by faculty, or when the student drops or withdraws from the class.

DSS Policy for Academic Honesty

Any student observed utilizing any unauthorized materials or resources during an exam will be reported to faculty. DSS has the right to stop an exam at any time if academic dishonesty is witnessed.

Please refer to the University's Academic Integrity Policy in the Student Handbook. Academic dishonesty may also result in the suspension of alternative testing services through DSS. Violations will be reported to the instructor, DSS, and an academic breach may be filed.

Requesting Readers and/or Scribes for Exams

Readers

Readers will only read what is on the printed page and cannot be asked to interpret, define, explain or reword questions. They may, however, repeat information when asked. Students are responsible for communicating with the reader about their needs for tone, rate, etc.

Scribes

Scribes will write down verbatim what students have dictated. The scribe is not responsible for organizing or paraphrasing students' words, or for correcting grammar and punctuation. Students may request at any time to review what the scribe has written, either by reading it or asking the scribe to read it aloud.

Chapter 6: Notetaking Services

DSS encourages students to take notes for themselves and use the resources provided by faculty. If a student would like to improve notetaking skills, please schedule an appointment with DSS for note taking guidance and skill building. DSS may also refer students to Counseling Services to address possible areas of time management, procrastination, motivation, anxiety, etc.

Depending on the nature and functional limitations of a student's documented disability, the student may be eligible for note-taking assistance. Note-taking assistance is provided as a necessary academic accommodation and is not considered a substitute for a student's full participation in class. Assistance is determined on a class-by-class basis and is dependent upon the nature of each course and the method of instruction as it relates to the student's documented disability. Notes and/or recordings are for a student's personal study use only and are not to be shared with other individuals unless this is provided to all class participants.

DSS does not typically provide note takers for the following courses:

- PAC (Physical Activity Courses)
- Lab
- Recitation
- Practicum

- Internship
- Other non-lecture

If one of these classes requires lecture notes, students must schedule an appointment with DSS to have their request reviewed by calling 503-280-8515 or emailing disabilitysupportservices@cu-portland.edu. DSS acknowledges that each student learns in their own unique way. To help better assist our students in their studies, the accommodation for note taking may be provided in ONE of the following methods:

1. Digital recorders

Our office has digital recorders available for loan, although we recommend you use your phone for recording. The app Notability is particularly useful for notetaking.

2. Notes provided by professor

Some professors provide notes and other resources for each class, eliminating the need for additional note taking assistance. These notes may take the form of PowerPoint slides and/or other formats available to be printed from Blackboard posts. If we determine from the professor that additional notes are not necessary, then the instructor-provided notes will suffice for the class.

3. LiveScribe Pens

DSS has LiveScribe pens to provide to students. These pens can be loaned to students to use for all of their classes. LiveScribe pens record both the audio of lectures and the student’s own written notes, and the two are synced for convenient playback. Notes can then be stored and played back in a variety of applications, including Evernote and Google Docs. More information about the LiveScribe pen can be found at www.livescribe.com. When checking out any assistive technology equipment from DSS, student will sign an Agreement form acknowledging responsibility for the device.

4. Peer Notetaking

An in-class note taker may be assigned to a class to record notes, and the note taker will coordinate sharing of notes with the DSS student. In the past, DSS has had difficulty securing a note taker due to lack of peer student interest; notes provided by the professor are a sufficient accommodation in this situation.

Student Responsibilities for Peer Notetaking

In order to receive peer notetaking services, students must:

- Make their request for services at least one week before the start of the term. Requests for services are processed in the order that we receive them.
- Work with the volunteer notetaker and coordinate the transfer of notes.
- Notify DSS of any courses changes, ie: adding/dropping a course.
- Notes are for DSS students’ use only. Students are not allowed to distribute or sell the notes provided by the DSS note taker or faculty member.

DSS Responsibilities

- DSS will review and approve students’ accommodation requests. If approved, DSS will email the students’ faculty member a notification letter, letting the faculty member know a student has requested notetaking.
- DSS will email the faculty member asking them to assist DSS in recruiting a volunteer note taker by making an announcement (without mentioning names) in class or via Blackboard.

After being matched to a note taker:

- When matched with a note taker, students are encouraged to develop and maintain a working relationship with the note taker, either in person or via email.
- Students should communicate with the note taker and/or DSS about the quality and timeliness of notes. Please note: it may take several business days to resolve a notetaking issue or to find a new note taker. Please communicate with DSS as soon as any problems arise (i.e. the note taker is not sharing notes within 24 hours).
- If students cannot access the notes, they can come to the DSS office for technical assistance. Students may wish to bring a laptop so that we can better assist them with any technical issues.

Chapter 7: Interpreting & Transcribing Services

Interpreting Services

Sign language interpreting services may be requested for classes, class related activities, and events/activities open to students and/or the public. DSS provides qualified interpreters.

Transcribing Services

A transcriber (in class) will type the lecture material in a “meaning-for-meaning” (not word-for-word) format. Class discussions, environmental noise, social interaction among other students, and non-lecture related comments (jokes, etc.) will also be transcribed.

Students view what is being typed by using any device with an Internet connection and a web browser. Students can type questions and comments to the transcriber for voicing during the class. Students who do not have their own device (i.e.: smart phones; laptops; tablets) will be issued a “reader device” by the transcriber. The reader device is for use during classes, approved class-related assignments, and for providing access to University events and activities. It is not for personal use by the student.

Remote Transcribing

When on-site transcribers are not available, a remote transcriber will be used to provide services.

It is important to note that in most cases the microphone only picks up the voice of the faculty. If the student is in a discussion-based class for which remote services are not appropriate, the student should contact DSS and request an in-person transcriber.

Student Responsibilities

- Maintain current contact information (address, email, phone number, etc.) in myCU.
- Notify DSS of any course changes occurring after initial course registration.
- Cancel or modify requests for accommodations by contacting DSS.
- Email disabilitysupportservices@cu-portland.edu and contact the interpreter/transcriptionist when absent from class(es) or if faculty cancels class on a particular day.

- If absent, ask a classmate/instructor for a copy of the notes.
- The interpreter/transcriptionist will wait 15 minutes outside the classroom if a student is tardy.
- Email disabilitysupportservices@cu-portland.edu and contact the interpreter/transcriptionist with class relocations.

Cancellation and Suspension of Services

- Cancelling services for a class requires a 24-hour advance notification from the student to their assigned DSS Coordinator.
- When a student does not notify DSS of their absence, this is considered a “no show.” THREE “no shows” without requesting a cancellation may result in the suspension of the services at the discretion of the DSS coordinator.

Additional Academic Requests

Please check the class syllabus for information concerning field trips, extra credit opportunities, and other activities that require accommodations.

Non-Class Related Requests

Advertisements for an event should list a contact person to whom requests for accommodations can be made. If no such information is provided, services can be requested through DSS for CU students. Staff & faculty can request an interpreter/transcriptionist through Human Resources.

Timeline for requests

Two week advance notice is preferred. Please contact DSS to request services.

Working with Interpreters

- The student and the interpreter should agree on technical or specialized sign vocabulary. If there are specific sign or style preferences, the student should communicate them to the interpreter.
- If the student is scheduled to do a class presentation, provide a copy of the presentation notes to the interpreter. If possible, allow time to meet with the interpreter in advance of the presentation.
- Do not expect the interpreter to be available to interpret additional questions or comments after the class ends.
- It is recommended that meetings with faculty should be scheduled during office hours. The student may request an interpreter for the meeting.
- The student should discuss concerns relating to the interpreter/interpreting process directly with the interpreter. If the issue remains unresolved, the student should make an appointment with DSS.

Working with the Transcriber

- Email the transcriber prior to the start of the term to arrange for ways to identify each other on the first day of class.
- Let the transcriber know how you prefer to communicate with faculty and other students in the class.
- The student should copy diagrams from the board/PowerPoints/overheads, etc. The transcriber will only type what is said in reference to the PowerPoints, etc.
- Do not type personal comments to the transcriber. The transcriber must be attentive in order to capture all essential points of the lecture and classroom discussion.

- Request clarification *from the faculty, not the transcriber*.
- Check the spelling of all new vocabulary words. Knowing the correct spelling is your responsibility. If a transcriber is unsure of the spelling of a word, [sp?] will be inserted after typing the word.
- Transcribers must quickly break down equipment in order to arrive to the next class on time.
- It is recommended that meetings with faculty should be scheduled during office hours. The student may request a transcriber for the meeting.
- The student should discuss concerns relating to the transcriber/transcribing process directly with the transcriber. If the issue remains unresolved, the student should make an appointment with DSS.

Chapter 8: Accessible Furniture

Accessible Furniture (Tables, Adjustable Desks, Lumbar Support Chairs, Chairs with no Arms)

DSS works with faculty members, the Registrar's Office, Physical Plant Services, and other CU departments in order to provide accessible furniture, including chairs, desks, and tables.

If students are eligible for accessible furniture, please make requests at least 2 weeks before the start of the term. DSS will place appropriate furniture in the classroom as needed (tables, chairs, etc.). Furniture requests made during the term may take a significant amount of time to fulfill.

If there is a problem or issue with furniture, or if it goes missing, please contact DSS immediately.

Chapter 9: Flexibility with Attendance/Assignments

Disability Related Flexibility in Attendance/Assignments Policy and Guidelines

Students are expected and encouraged to attend class and meet deadlines for assignments and tests. Faculty have the right to establish attendance and late work policies. However, if a student has a disability with random or cyclical acute episodes that may occasionally impact her/his ability to attend class and complete tests or assignments at the scheduled time, flexibility in attendance/assignments may be considered an appropriate accommodation. The number of allowable absences and length of assignment extensions depends on the interactive or participatory nature of a course, or is based on department, college or accrediting agency rules. **Therefore, attendance policies are set by faculty at the college or departmental level.**

What does Flexibility in Attendance/Assignments mean?

Students who may miss class or an assignment/test deadline due to circumstances directly related to a disability may seek an accommodation to provide flexibility in attendance/assignment due dates. The process for requesting this accommodation is through DSS. All requests are considered individually.

When are Flexibility in Attendance/Assignment Deadlines Appropriate?

Some disabilities are episodic in nature with random or cyclical acute episodes and as a result the disability may occasionally impact the students' ability to attend class, complete an assignment or take an exam at the scheduled time. In cases such as these flexibility in attendance/ assignments may be considered an appropriate accommodation.

If you contact DSS about possible flexibility in your attendance/assignments as a possible accommodation, we will seek an understanding in the role attendance plays in the design of your course, as well a basic understanding of the impact or role timing of assignments and exams play in the interactive or participatory nature of a course.

Specifically, we will be exploring:

- What is the course attendance policy? What do the course description and syllabus say?
- What method is used to calculate the final grade? (attendance, assignments, exams, etc.)
- Is the attendance policy and late work or missed exams policy applied consistently? Are there exceptions to the policy made for extenuating circumstances, such as athletic travel or religious observation?
- How much interaction is there between the instructor and students and among students?
- Do student contributions constitute a significant component of the learning process?
- Does the design of the course rely on student participation as a significant method for learning? Attendance and/or their assignment (project) contributions.
- Is there content only offered in class?
- To what degree does a student's failure to attend class or do an assignment on time compromise the educational experience of other students in the class?

If an accommodation is determined to be reasonable, the student and the faculty will set up a meeting to clearly specify:

- How and when your student should inform you he/she will miss class
- How your student will make up missed assignments and/or exams
- The number of absences (beyond what any student is allowed) that would be reasonable
- If it is reasonable for online discussion expectations to be modified due to disability related reasons and under what conditions
- If it is reasonable to extend the window for completing online exams or assignments
- Whether a drop, withdraw or incomplete may be appropriate based on your students situation

What is the process?

1. DSS determines that the accommodation is reasonable. We explain to students that this does not mean that they can miss as many classes as they want. Also, the student is responsible for completing all coursework.
2. DSS will send a supplemental ***Disability Related Flexibility in Attendance/Assignments Agreement*** form attached with the ADA accommodation letter.
3. The student and faculty will then meet prior to implementing the accommodation. The *Disability Related Flexibility in Attendance/Assignments Agreement* form is discussed and agreements written on the form during the faculty and student meeting.
4. The faculty member will then sign the form and send it to DSS (drop off for DSS located in Student Affairs or email to disabilitysupportservices@cu-portland.edu) within 3 business days. **The student is encouraged to NOT SIGN this form during this meeting.**

5. Once DSS receives the form from the faculty member, the student will be given 1 week to come in to sign the agreement form. During this time, if the student has any questions or concerns about the conditions on the form, DSS will then help to negotiate between the faculty and student. Any questions should be directed to DSS (503-280-8515).

Tip: A general rule to consider for determining a reasonable timeframe for a makeup or postponement of an assignment, paper, exam or quiz is the time equivalent to that which was missed. In certain courses, it may be appropriate to consider an alternative assignment, reading or project to make up for missed class discussions or projects. Other examples of how disability absences might be accommodated may include the ability to turn in assignment/papers late without a grade penalty or the ability to make up any assignments, quizzes or exams that have been missed without a grade penalty.

6. DSS will then send the student and the faculty member a copy of the agreement.
7. If the student has concerns or questions regarding what the faculty has indicated in the agreement, DSS will resolve these issues with conversations between faculty and/or students.

Important Information:

- This accommodation is not a blanket reason to miss class.
- Faculty are still responsible for this accommodation even if they delay in responding to DSS.
- Some students register late in the term and some wait to respond to the need to sign the agreement. In these cases, faculty are not expected to provide retroactive accommodations. However, it may still be helpful to have this information, even at a late point in the term.
- At no time is the student required to present the faculty member with medical documentation verifying his/her disability related absence for this accommodation.
- If the absences meet or exceed 50% of those agreed upon in the Flexibility in Attendance/Assignments Agreement, DSS should be informed. Absences that are not related to the effects of a disability are not included in this accommodation (i.e. absences due to a common illness, car trouble, etc.) and should be addressed according to the syllabus stated attendance/absence policy. The student is responsible for following the faculty member's syllabus regarding absences due to non-disability related issues.
- An accommodation in attendance is not reasonable if regular attendance is essential to the course and/or curriculum.
- Faculty are not obligated to re-teach material missed due to not attending class.
- Not every course component can be provided an extension.
- Students have the responsibility for completing all class work and should be held to the same standard as all other students.

Chapter 10: Accommodations for On-Campus Housing [NU5]

Note: Requests for housing accommodations due to an ADA disability or medical condition should be submitted by **March 1st** for the upcoming academic year.

DSS collaborates with Housing to coordinate accommodations for students with disabilities that impact the living situation due to disability or medical condition. Students must complete the following steps below to have their case reviewed and assessed for appropriate housing accommodations.

Applying for housing accommodations due to an ADA disability or medical condition:

All students requesting accommodations related to housing, meal plans, or assistance animals must complete and submit the DSS Accommodation Request Form and the Housing Accommodation Request Form (DSS Housing Request, DSS Housing Documentation, Assistance Animal Request). Both forms are available on the DSS webpage.

DSS reviews and assesses student's request. Additional meeting with student may occur if deemed necessary. Students requesting accommodations related to dietary issues must meet with Sodexo to determine what additional accommodations may be necessary. DSS will notify students regarding their accommodation request, and Housing will then follow-up with the student after that.

New Students

We make every effort to coordinate housing accommodations for new students with disabilities. Following the steps listed above and depositing by March 1st affords the best options for meeting accommodation needs. Students who apply by May 1st are guaranteed housing, but we have limited options for meeting needs as returning students have already reserved some spaces on campus. After May 1, we will make every effort to meet the requested housing needs, but students may be put on a waiting list.

Returning Students

Any returning students should follow the steps listed above to apply for housing accommodations by March 1st. Under our housing policy, upperclassmen are not guaranteed housing. Therefore upperclassmen requesting an accommodation must also follow the standard process for returning student housing registration. If an upperclassmen student obtains housing through housing registration, then their accommodation will be assessed and reviewed at that time.

Reasonable and appropriate accommodations depend upon the disability, the housing environment, and the steps necessary to create equal access for one's living situation. Requested accommodations need not be granted if it is deemed unreasonable, if alternative accommodations are available, and/or if the student has already received desired placement through normal housing assignment processes.

Please be advised that single rooms are reserved for individuals with specific living needs and for whom living with a roommate is not viable. The housing accommodation process considers access for living purposes only and not for other aspects of the college experience, such as studying. There are many options on campus where a student can study in an environment suitable for one's situation. All other request mid-year should be made as soon as possible. As more and more housing spaces are assigned to all students, fewer reasonable accommodation options may be available.

CU Policy on Assistance Animals in University Housing

DSS will allow an assistance animal if certain conditions are met. The animal must be necessary for the resident with a disability to have equal access to housing, and the accommodation must also be reasonable. An accommodation is unreasonable if it presents an undue financial or administrative burden on the university, poses a substantial and direct threat to personal or public safety, or constitutes a fundamental alteration of the nature of the service or program.

An assistance animal must be contained within the owner's privately assigned individual living accommodations except to the extent the individual is taking the animal out for natural relief. When an assistance animal is outside the private individual living accommodations, it must be in an animal carrier or controlled by a leash or harness. Assistance animals are not allowed in any University facilities other than the University housing to which the resident is assigned.

Requests for assistance animals in housing should be made by following the steps above and submitting all appropriate forms.

Chapter 11: DSS Grievance of Concern/Complaint Process

Students who are experiencing barriers to receiving their accommodations should contact the DSS Coordinator of the accommodation as soon as possible. **DO NOT WAIT UNTIL THE END OF THE TERM OR AFTER RECEIVING A FINAL GRADE TO CONTACT DSS.**

To submit a complaint or concern, please complete the General Reporting Form. This form is linked on the DSS website: www.cu-portland.edu/dss.

If the concern is related to a service provider (i.e. note taker, proctor, interpreter, etc.), students are encouraged to discuss the issue directly with the service provider. If the issue remains unresolved, students should contact the DSS Coordinator for assistance. If the student does not feel the concern or complaint has been appropriately resolved, the student should follow the Grievance Procedure outlined in the Student Handbook.