



Services for Students with Disabilities

student handbook

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introduction

The University of Texas at Austin is proud to be an educational institution that welcomes and supports a diverse and inclusive student body. By removing some of the barriers that students with disabilities experience, we hope to create a learning environment that encourages and challenges all students.

Students with documented disabilities are entitled to receive reasonable accommodations,

appropriate academic adjustments, or auxiliary aids that will enable them to participate in and have the opportunity to benefit from all educational programs and activities of the University. This handbook provides information about the law, the purpose of accommodations, how to register for services, and procedural guidelines. We hope you find it useful. Please feel free to contact SSD at the number below if you have questions or concerns.

Compiled by:

Services for Students with Disabilities

Division of Diversity and Community Engagement
The University of Texas at Austin
1 University Station A5800
Austin, Texas 78712-0175

512-471-6259 (voice)
1-866-327-8877, then 512-232-2937 (VP)
512-475-7730 (fax)

www.utexas.edu/diversity/ddce/ssd/

Student Services Building (SSB) 4.104
100 West Dean Keeton Street
Campus Mail Code: A5800



disability law

The University of Texas at Austin acts in accordance with two relevant laws:

Section 504 of the Rehabilitation Act of 1973

“No otherwise qualified person with a [disability] in the United States shall, solely by reason of a [disability], be excluded from the participation in, be denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance.”

A **person with a disability** is an individual with a physical or mental impairment that substantially limits one or more major life activities. An individual is considered to be a person with a disability if he/she (1) has a disability, (2) has a history of a disability or (3) is perceived by others as having a disability.

A **qualified person with a disability** is defined as a person who meets the requisite academic and technical standards required for admission or participation in the post-secondary institution's programs and activities.

Under the provisions of Section 504, The University of Texas at Austin may not:

- Limit the admission of otherwise qualified students with disabilities;
- Make pre-admission inquiries as to whether an applicant has a disability;
- Exclude an otherwise qualified student with a disability from any course of study;
- Provide less financial assistance to students with disabilities than is provided to other students;
- Measure student achievement using modes that adversely discriminate against a student with a disability; or
- Establish rules and policies that have the effect of limiting participation of students with disabilities in educational programs or activities.

The Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 is civil rights legislation that extends the anti-discrimination legislation of Section 504 to all institutions of higher education whether or not they receive federal financial assistance. The purpose of this act is to provide a clear and comprehensive mandate for the elimination of discrimination against individuals with disabilities. This

statute became effective for public entities on January 26, 1992. It provides comprehensive civil rights protection to individuals with disabilities in the areas of employment, state and local governments, public accommodations and telecommunications.

Facility Access

The ADA requires existing facilities of some agencies to be accessible. The University of Texas at Austin has a compliance plan to make all existing

facilities accessible to people with disabilities where access is readily achievable and not an undue burden. For new construction or renovations, the University must be in compliance with the Texas Accessibility Standards (TAS), which are administered and monitored by the Texas Department of Licensing and Regulation (TDLR). The TAS guidelines have been certified by the United States Department of Justice as conforming to the Americans with Disabilities Act Accessibility Guidelines (ADAAG).

On-line Resources

The following Web sites have further information on Section 504, the ADA or facility access:

Office of Civil Rights information on Section 504 and the ADA:

www.ed.gov/policy/rights/guid/ocr/disability.html

Department of Justice information on the ADA:

www.usdoj.gov/crt/ada/adahom1.htm

Texas Department of Licensing and Regulation information on Texas Accessibility Standards:

www.license.state.tx.us/AB/tas/abtas.htm



services for students with disabilities

Services for Students with Disabilities (SSD) is an office within the Division for Diversity and Community Engagement. The office is located on the fourth floor of the Student Services Building (SSB). The mission statement reflects the area's core purpose and values:

Based in the philosophy that all students should be assured equal access and opportunity, Services for Students with Disabilities works to eliminate physical, instructional, and attitudinal barriers by providing reasonable accommodations and fostering awareness within the University community.

Any of the staff below can answer questions and or refer you to the most appropriate person. For more information, please call 512-471-6259, e-mail ssd@uts.cc.utexas.edu, or visit our Web page at www.utexas.edu/diversity/ddce/ssd/.

Deputy to the Vice President/Director

As manager of the area, this person supervises staff within SSD, oversees the coordination of services, serves as the liaison to the University ADA and Section 504 Coordinator, and represents the office on the University Accessibility Committee. In addition, this individual serves as a member of the senior staff of the Division of Diversity and Community Engagement and reports to the vice president of the division.

Associate Director

This individual manages the day-to-day functioning of the area in the director's absence and coordinates several office wide initiatives. In addition, this staff member serves as a coordinator of services for students who have learning, attentional, or psychological disabilities. The associate director also coordinates support group services and provides supervision for graduate student trainees and the co-coordinator of services for students with learning disabilities, ADHD, and psychological disabilities.

registering with ssd

Disability Services Coordinators

One staff member works closely with students who have mobility disabilities, visual disabilities, or medical conditions, such as asthma, cancer, diabetes, etc.

One staff member co-coordinates services for students who have learning disabilities, ADHD, psychological disabilities, or cognitive disabilities.

One staff member works with students who are deaf or hard of hearing and coordinates sign language interpreters, captioning, and transcribing services for the university.

Two staff members coordinate recorded textbooks and Braille services, exam administration, and assistive technology services in the Assistive Technology Equipment Center (ATEC).

Administrative Associate and Assistant

These individuals work in the front desk reception area and provide administrative support, including producing the individualized accommodation letters for students.

Steps Students Should Take

1. Call SSD at 512-471-6259 (VP: 866-327-8877, then 512-232-2937), or come in person to the Student Services Building, Suite 4.104.
2. Ask to make an initial intake appointment with an administrator.
3. When making an initial appointment, students should briefly describe the nature of their disability so that the appointment can be scheduled with the student affairs administrator most familiar with their type of disability. The types of disabilities SSD regularly works with include:
 - Attention Deficit/ Hyperactivity Disorders
 - Learning disabilities
 - Psychological disabilities
 - Mobility disabilities
 - Visual disabilities
 - Hearing disabilities
 - Traumatic brain injuries
 - Medical conditions (diabetes, cancer, asthma, AIDS, lupus, etc.)
4. Send any available documentation of the student's disability and, if applicable, a history of

accommodations he/she has received in prior educational environments to SSD **at least 24 hours in advance** of the appointment. Guidelines for documentation are available on the Web at www.utexas.edu/diversity/ddce/ssd/.

5. Arrive five to ten minutes prior to the scheduled appointment at the Student Services Building, Suite 4.104 to fill out paperwork.
6. Meet with the assigned administrator to discuss what services are available from SSD and other University offices and what academic, programmatic and/or physical accommodations might be appropriate.

Documentation of Disabilities

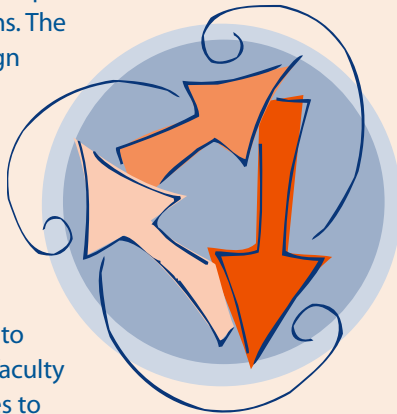
Since each student has different needs for accommodations, the university requires students to provide documentation that includes a specific diagnosis and a description of the functional limitations the student will likely experience in the academic setting. Documentation guidelines exist for each disability group and are located online at www.utexas.edu/diversity/ddce/ssd/doc.php. In general, all documentation must

be current, comprehensive, and have been conducted by a qualified professional. The cost of obtaining such documentation is the responsibility of the student; however, SSD can assist with referrals to lower cost clinicians and possible sources of funding. All documentation will go through the same review process regardless of the testing and diagnostic source. Students will be informed whether or not their documentation is sufficient and/or for the need of additional information upon meeting with an SSD administrator.

A student with a Certification of Deafness or a Certification of Blindness from the Department of Assistive and Rehabilitative Services (DARS) will be eligible for services. However, in order for decisions to be made regarding the appropriate accommodations for each student, documentation of the disabling condition from an appropriate licensed professional that includes the resulting limitations will be required in any case where the disability or appropriate accommodations are not readily apparent.

Determination of Accommodations

Once students have provided SSD with their documentation, the assigned administrator will determine whether or not it is sufficient for accommodations. If additional information is necessary, the administrator will explain what is needed to the student or, when appropriate, to the provider of the documentation. When the documentation is complete and the student has completed an intake interview, the administrator and the student will review the services and accommodations that SSD will approve. Accommodations are approved on a case-by-case basis based on the documentation, the student's history, and specific functional limitations. The student will then sign the Acceptance of Services Form to indicate his/her acceptance of the services. This form also allows SSD to release disability-related information to University of Texas faculty and staff as it applies to academic policies, procedures, and accommodations.



Appointments After Being Registered with SSD

If a student needs to meet with his/her assigned administrator after registering with SSD, the student should try to schedule an appointment in advance to ensure the administrator will be available. Call 512-471-6259 to make an appointment.

Administrators are available for walk-in appointments between 9–4 p.m. Monday and Friday, but, if available, will see students before or after this time frame. Walk-in appointments are typically limited to 15 minutes.

maintenance of records

If a prospective student sends documentation to SSD and does not complete the process to determine eligibility for services, the documentation will be stored for at least one year from the last contact.

A file is considered Active when the documentation is sufficient and the student has completed an intake interview and signed the Acceptance of Services Form. If any of these elements are missing, the file will be considered Pending. Students are not eligible to begin using accommodations until their file is Active.

Once a file has been designated as Active, it will retain that status as long as the student is enrolled in the university, unless accommodations were approved provisionally. University student records are checked after the twelfth class day during each long semester to determine current student enrollment status. The file will be moved to Inactive if the student is not enrolled for one long semester. Students who re-enroll after missing one long semester must notify SSD that they have returned in order to reactivate their files. The files of students who return to the university after one long semester will be reevaluated to determine if circumstances have changed, necessitating additional documen-

tation. Files will be stored for five years from the date they are designated as Inactive.

Information contained in students' files is considered part of their educational record and is protected under the Family Educational Rights and Privacy Act (the Buckley Amendment). Information may be released from the files in only three circumstances:

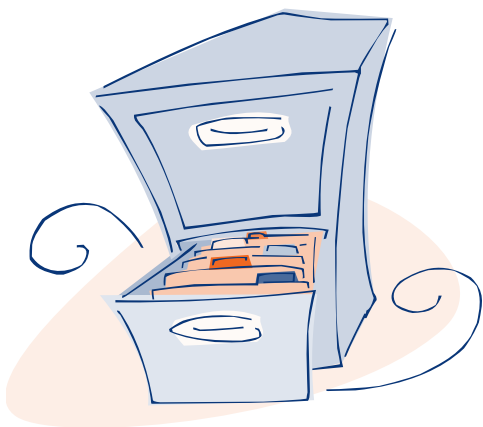
1. Court order
2. With the student's written permission
3. Internally within the university for a legitimate educational reason.

SSD staff members will work with each student to determine appropriate services and accommodations based on the individual student's functional limitations in an academic environment and the types of University classes and activities in which the student will be participating. Students maintain the right to deny the use of a service for which they are eligible or to reject an accommodation that has been determined to be appropriate.

The University of Texas at Austin is a decentralized campus with each academic college or school providing services and programs for students enrolled in that college or school. In addition, there are a variety of offices

services and accommodations

in many different locations offering student support services. Access and accommodation for students with disabilities are University-wide responsibilities, not just the responsibility of SSD. Therefore, various services for students with disabilities are located in the most appropriate campus office, with SSD staff serving as both a resource and referral agency.



Services

Priority Registration

Students are encouraged to use priority registration as a way to plan their schedules in a way that facilitates accessing accommodations, such as extended test time, etc. Students can register online at www.utexas.edu/student/registrar/registration.

- Graduate students register on the first day of registration according to their last name as listed in the course schedule.
- Like other students, students who are using priority registration must meet with their academic advisor for academic planning prior to registration and must clear any bars on their record.
- Priority registration for undergraduate students is listed in the course schedule as the first “Open” group of students on the first day of registration. **The first day of registration is always a Monday and the time is always 2 p.m.–5 p.m. and 6 p.m.–midnight.** Students may register again the first Saturday of the registration period (8 a.m.–5 p.m. and 6 p.m.–midnight) and again from 8 a.m.–5 p.m. on the last Friday of the initial two-week registration period.

NOTE: Students using priority registration will not be eligible to register during the time on the schedule as determined by their class rank and last name.

- After registering, students who wish to change their schedules will do so during regular “add/drop” times.
- All students are responsible for completing the registration process during their appropriate time. Any student who misses his/her registration time must wait until the next open registration period. SSD staff cannot register for or change the registration access time for students who fail to register on time.

Accommodation Letters for Professors

Students requesting academic accommodations in the classroom must provide a letter prepared by SSD verifying the need for accom-

modations to each of their instructors. (In the School of Law, letters should be taken to the Office of the Assistant Dean for Student

Services, who will make the accommodation arrangements.) A sample accommodation letter is located at the end of this handbook.



The student’s file must be in Active status prior to the preparation of these letters.

1. The student must complete an Accommodation Letter Request and turn it in to SSD. Forms are available in the SSD office, or the form may be submitted directly from the SSD Web site at www.utexas.edu/diversity/ddce/ssd/accommodation_letter_request.php and faxed to 512-475-7730. Information needed to complete the form includes:
 - your name and EID
 - course name and number
 - unique number
 - instructor’s full name
2. It is the student’s responsibility to pick up the letters at SSD. When turning in the letter request form, the student will be told when the letters will be ready for pick up. **SSD does not mail faculty letters. It is the student’s responsibility to complete the form every semester.** Students must present a photo ID when picking up letters.
3. The student should then make appointments to meet with each professor to deliver the letters and discuss the accommodations that will be necessary in each class. It is important that the student provide accommodation

letters to his/her instructors at the beginning of each semester and, if approved for testing accommodations, far in advance of the first exam. When giving the instructor the letter, the student should discuss with the instructor how the accommodations best fit within his/her curriculum. If necessary, an SSD administrator is available to work with the student and instructor. **Note: Students need to remind instructors at least one week prior to each exam if they will need testing accommodations.**

4. Failure to follow these steps may hinder the provision of accommodations.

Important Notes:

- Instructors are under no obligation to provide accommodations for a student who does not identify him/herself as a student with a disability.
- The student is responsible for requesting new letters at the beginning of each semester.
- SSD will not be able to process forms with incomplete information.
- If a student needs to request a modification to his/her accommodations, the student must meet with his/her administrator to discuss the change.

Access to Text Materials

- If a student is approved for access to course material in an alternate format, he/she will meet with the assistive technology and testing coordinator who coordinates these services to discuss the procedures for requesting accessible text materials.
- Students must submit an alternative format request form each semester. Because of the high demand at the start of each semester, students are strongly encouraged to submit their requests as early as possible. It is best to submit requests prior to the start of the semester.
- SSD maintains an institutional membership with Recording for the Blind and Dyslexic (RFB&D) and will order texts from RFB&D when available. Only books required for class may be ordered using the institutional membership. Students who wish to order books for personal use must have an individual membership, in which case they are no longer eligible to receive books through SSD's institutional membership. SSD can assist students who are interested in applying for an individual membership with RFB&D.
- If textbooks are not available through RFB&D, SSD will attempt

to provide the material in one of several formats, including audio recordings, scanned word documents or MP3 files.

Classroom Accommodations

Changes are not made in the level or type of information students are expected to learn, nor are changes made in the scoring of assignments. All students are expected to make satisfactory progress in class as defined by the instructor.

Physical Accommodations

The University of Texas at Austin has made a number of physical changes in recent years to make the campus more accessible; however, there are still several older buildings on campus that have not been renovated and are inaccessible to students with certain physical disabilities.

The University is obligated to make classes and programs accessible and will make reasonable accommodations to do so. Examples of appropriate physical accommodations include changing the location of the room in which the class is held, removing fixed seating to allow wheelchair access, asking a professor whose office is not accessible to meet with the student in another setting, etc. SSD staff will work with the student, Facilities Services, the

academic department and any other parties to make such reasonable and appropriate accommodations. Students should notify SSD immediately of any physical barrier to their participation in a class or program so staff may arrange for modifications.

Adaptive Equipment

It may be appropriate for a student to use special equipment in the classroom or in the preparation of class assignments. The University provides some adaptive equipment for general student use. SSD staff will work with the student and faculty member to determine when it is appropriate for such equipment to be used in the completion of class assignments.

- **Tape Recorders:** Students must notify faculty members of the existence of a disability that necessitates the use of tape recorders in the classroom prior to using a recorder in class. Students are responsible for providing their own recorders.
- **Personal FM system:** If approved by the administrator and the audiologist at the University Speech and Hearing Center (SPHC), SSD will provide an FM system. The student must:
 - ~ Make an appointment with the SPHC for an FM fitting

- ~ Sign the Loaner Amplification Form at the SPHC
- ~ Bring the FM system to the SPHC once each semester to have it checked
- ~ Contact SPHC if experiencing any problems with the FM system
- ~ Turn in the FM system to the SPHC when leaving the University

Notetaking Assistance

Students who need assistance taking notes in class may request notetaking supplies. SSD will provide students with no-carbon-required (NCR) paper for this purpose. SSD does not provide or pay for notetakers. Other materials may be appropriate in specific courses and should be discussed with the instructor. Students receiving notetaking assistance should follow these steps:

1. Ask a class peer to assist in notetaking and provide that classmate with the NCR paper. Students may also ask the instructor to solicit volunteer notetakers or discuss alternate methods.
2. At the end of class, one student takes the top sheet and one takes the bottom sheet. If the instructor has solicited the volunteer and the student requests to remain

anonymous, the volunteer should give one sheet to the instructor, who will then give it to the student receiving notes.

3. If absent, the student will need to make arrangements for missed assignments and notes as any other student would.

Testing Accommodations

- Meet with each instructor and provide the accommodation letter from SSD outlining the accommodations approved. Discuss with the instructor the type of accommodations needed.

- In the School of Law, individual professors do not administer tests, so testing accommodations must be made through the Office of the Assistant Dean for Student Services.

- Remind instructors **one week** business days prior to **each** test of approved accommodations.

- If testing in SSD, complete the SSD Testing Information Form with the instructor and contact SSD **one week** business days prior to each test to make arrangements. This



should be reserved for students requiring assistive technology, scribes, or readers.

- If the accommodation arranged by the faculty member is not appropriate or if a faculty member refuses to provide an approved accommodation, the student should refuse to take the test and notify his/her administrator immediately.
- If a student wishes to reschedule an exam scheduled to take place in SSD, written or verbal permission from the instructor must be given to SSD staff. Instructors should contact the testing coordinator by phone at 512-471-6259 or e-mail ssd@uts.cc.utexas.edu.
- If a student misses an exam, it is his or her responsibility to talk with the professor regarding the absence.

Extended Test-taking Time and Reduced-distraction Testing Environment

Due to a shortage of space in SSD, faculty members must either proctor exams themselves or make arrangements to have a teaching assistant or someone in the department handle students who are approved for extended test-taking time and/or reduced-distraction testing environment. The student should refer the

instructor to SSD if the instructor is unable to arrange for space or a proctor.

The amount of time a student is allowed for a test will depend on the nature of the disability and is determined by SSD staff.

Test-taking Assistance

Test-taking assistance may include a reader, scribe, access to a computer or access to other adaptive equipment. The instructor and student will decide on the best option for testing and, if necessary, SSD will arrange for a reader or scribe or for the use of the appropriate equipment. The faculty member determines where the test will be administered: they may provide the location or the student may test at SSD.

1. If testing at SSD, remind the instructor one week prior to the test and complete the SSD Testing Information Form with the instructor.
2. Remind the instructor to send the test to SSD.

The faculty member and SSD will make arrangements for delivery and return of the test. The faculty member will also notify SSD and the student of the parameters for the testing situation. Unless specifically allowed by the instructor, books,

notes, or other test-related material will not be allowed into the testing room.

Reduced Course Load

A reduced course load is defined as being registered for fewer than twelve (12) hours for undergraduate students [fewer than fourteen (14) hours for Engineering majors] and fewer than nine (9) hours for graduate students. Students approved for a reduced course load will not be penalized by part-time status in policy and program areas under University control; however, auxiliary services (such as federal financial aid, personal insurance, non-University-sponsored scholarships, etc.) may be affected by the reduction in semester hours. Students should discuss potential implications with the appropriate entities.

- Reduced course load eligibility is reviewed on a semester-by-semester basis and must be requested by the student. Letters from SSD must be delivered by the student each semester to departments that monitor a student's full-time status. Examples of such departments include, but are not limited to, Office of the Registrar, academic departments, Division of Housing and Food Service, and Student Financial Services.
- Documentation submitted by the student to SSD should clearly state or explain how the disability precludes the student from participating in the standard number of hours required to maintain full-time status. When the academic impact of the disability is not clear, the student may be required to attempt a full-time course load with accommodations.
- Academic advising (scheduling classes to lessen the impact of the disability) may be preferable to a reduced course load.
- Mid-semester requests requiring withdrawal from current classes will be accepted only under extreme circumstances.

Course Substitutions

All students must be qualified to participate in his/her program of academic study with or without reasonable accommodations. Therefore, students with disabilities are not excused from course prerequisites, GPA requirements, or degree requirements. However, in some limited circumstances it may be appropriate for a substitution of an academic requirement. Such accommodations are made only when it is clear that the student's disability makes completion of the requirement impossible and that

such an accommodation does not damage the integrity of the academic program.

Student requests for course substitution recommendations from SSD are evaluated on a case-by-case basis. The SSD staff is responsible for reviewing the student's request, assessing the relevant documentation and information, and making a recommendation to the appropriate college or school. The final decision rests with the dean of the student's academic college or school. Students always have the option of appealing directly to the dean of their academic college or school for a course substitution, but the students often will be referred to SSD to obtain a recommendation.

Because the process of securing a course substitution recommendation from SSD can be lengthy, students are advised to begin this process far in advance of anticipated graduation or other academic-related deadlines.

NOTE: All courses required for a degree in the College of Liberal Arts are considered essential. The College of Liberal Arts does not approve course substitutions. Contact the Liberal Arts Student Division at 512-471-4271 if you have any questions.

Interpreter Services and CART Services

Students requesting interpreters or CART (Computer Assisted Real-time Translation) will meet with an SSD staff member to discuss his or her needs and to sign an agreement acknowledging familiarity with related policies.

Students using interpreter or CART services are encouraged to register during the priority registration period and to submit requests for services to SSD as soon after registration as possible. Students can request interpreters online at www.utexas.edu/diversity/ddce/ssd/interpreter_request_student.php

All non-classroom requests (including meetings with professors or group meetings with other students for projects or assignments) should be made as far in advance as possible, but at least three business days in advance. Last-minute requests cannot be guaranteed, though attempts will always be made to secure interpreters or CART services. Tests taken outside of regular class time will be treated as a special request, and students should submit requests for review sessions and final exams as far in advance as possible.

Students using interpreter or CART services should notify SSD at least 24 hours in advance if they will not

be in class. If a student misses class three times without 24 hours advance notification, the student must meet with his/her administrator to continue to receive services. Interpreters and CART reporters will wait five minutes for each half-hour of class time. If the student has not shown up after the waiting time has elapsed, the interpreter or CART reporter will leave. If the interpreter or CART reporter does not show up for class, the student should wait for ten minutes, then call the SSD office. A replacement will be sent if one is available.

Other Services

Adaptive Technology Rooms

The University has a variety of adaptive equipment available for use by students with hearing, visual, learning or mobility impairments. These items are located in two primary locations: the Perry Castañeda Library (PCL) and the Student Services Building (SSB). Several colleges on campus also have special equipment available for use. All can be used free of charge. For information on hours, contact the specific facility.

The Assistive Technology Equipment Center (ATEC) is located in the Student Services Building. ATEC is a computer lab with both PC and Mac workstations with a variety of adap-

tive software and one CCTV and two flatbed scanners. For information and hours call 512-232-2842.

For further information, or to access the adaptive technology rooms in the PCL, call SSD at 512-471-6259 (VP: 1-866-327-8877, then 232-2937).

Library Service Accommodations

The staff of the General Libraries of the University are available to accommodate students with disabilities who need assistance. Students should request assistance at the Information Desk in the library. The General Libraries also allow individual students who need distraction-free study space to use group study rooms, permit students to check out materials by proxy and, when possible, will modify regulations applicable to use and removal of reserve materials. In order to receive these accommodations, students must provide verification to SSD of the disabling condition that necessitates these services. SSD will then work with the students and library staff to make the appropriate arrangements for such services.

Personal Attendants

SSD does not provide students with personal attendants nor has access to appropriate referrals. The student may look for services listed in the Austin phone directory.

grievance procedures

Informal Resolution

Informal resolution may be an appropriate choice when the conduct involved is not of a serious or repetitive nature and disciplinary action is not required to remedy the situation. It is most appropriate when attitudinal or behavioral conduct is involved. Informal resolution is an opportunity to have an educational moment. No formal investigation is involved in the informal resolution process.

Steps involved in informal resolution:

1. A request for informal resolution must be made within 90 calendar days of the date of the alleged incident.
2. Students may make the request to the director of Services for Students with Disabilities or to the director of Equal Opportunity Services. Students may discuss the issue with his/her assigned SSD administrator to begin an informal resolution process.
3. The SSD administrator will help determine whether the issue can be resolved informally and which office is most appropriate to be involved. If the student's concern is about his/her SSD administrator, the director of SSD or Equal Opportunity Services is the most appropriate first contact.
4. A request for informal resolution will not extend the 90-day time limit for filing a formal complaint.
5. An informal resolution meeting is not to be considered a pre-condition for the filing of a written complaint.

NOTE: This is not the official statement of University policies and procedures regarding discrimination or harassment based on disability. The official policy is outlined in the Handbook of Operating Procedures Policy Number 4.B.1, which may be found at www.utexas.edu/policies/hoppm/04.B.01.html.

If a student believes he/she has been discriminated against or harassed on the basis of disability, he/she has two options: informal resolution or formal complaint. The incident should be reported as soon as possible. No person is required to report discrimination to the alleged offender.



Formal Complaint

A complaint alleging discrimination or harassment must be submitted in writing to Equal Opportunity Services. A written complaint must be filed **within ninety (90) calendar days** of the occurrence of the alleged violation. In the case of a currently enrolled student, if the last day for filing a complaint falls prior to the end of the academic semester in which the alleged violation occurred, then the complaint may be filed within thirty (30) calendar days after the end of that semester.

Complaints **against students** should be filed with **Student Judicial Services in the Office of the Dean of Students**.

Complaints **against non-students** should be filed with **Equal Opportunity Services**, which will investigate such complaints.

A copy of the formal complaint form may be found on the EOS Web site at www.utexas.edu/eos.

The complaint should include the following information:

1. Name and UT Identification Number of the person submitting the complaint (complainant)
2. Contact information, including address, telephone, e-mail
3. Name of person(s) directly responsible for alleged violation(s)
4. Date(s) and place(s) of alleged violation(s)
5. Nature of alleged violation(s) as defined in the policy
6. Detailed description of the specific conduct that is the basis of the alleged violation(s)
7. Copies of documents pertaining to the alleged violation(s)
8. Names of any witnesses to alleged violation(s)
9. Action requested to resolve the situation
10. Complainant's signature and date of filing
11. Any other relevant information

The following communications do not constitute a complaint and will not be investigated or resolved through the complaint resolution process:

- Oral allegations
- E-mail correspondence
- Courtesy copies of correspondence or a complaint filed with others
- Inquiries that seek advice or information only
- Pre-complaint consultations and informal resolution activities

Complaints filed with agencies outside the University

The filing of a discrimination or harassment complaint under this policy does not excuse the complainant from meeting the time limits of outside agencies.

Additional Information

For more information, consult with Services for Students with Disabilities at 512-471-6259 (VP: 1-866-327-8877, then 512-232-2937) or the director of Equal Opportunity Services at 471-1849.

misrepresentation of diagnosis

Any misrepresentation of facts, including misleading or inaccurate information regarding a diagnosis or a recommended accommodation, for the purpose of gaining an academic advantage is a scholastic

dishonesty violation that subjects the person to disciplinary penalty, including suspension from the University. (See Sections 11-802(B) and (c) (13) of the *Institutional Rules on Student Services and Activities*.)

confidentiality guidelines

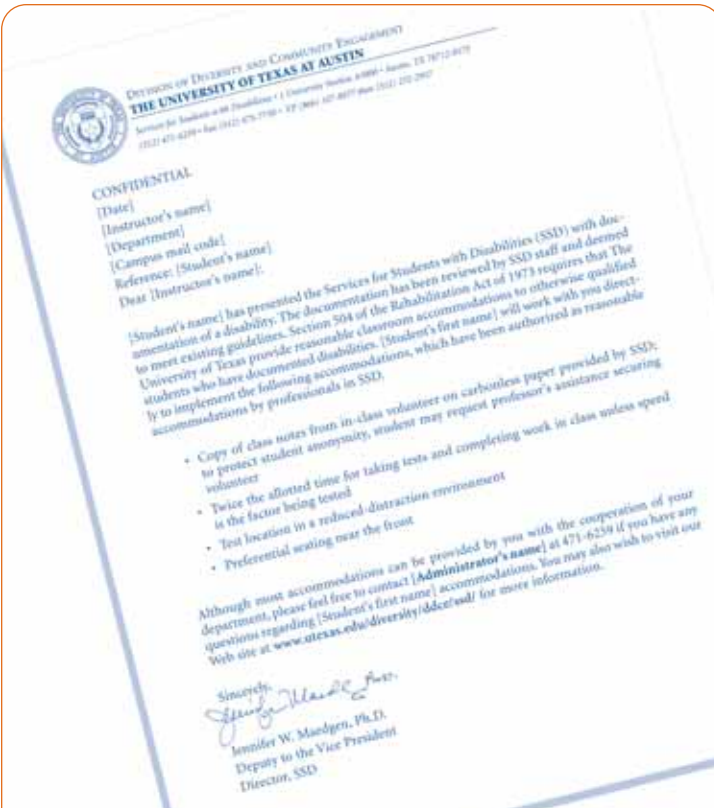
1. SSD respects the confidential nature of disability-related information. The University of Texas at Austin and SSD have an obligation to maintain the confidentiality of such documentation.
2. Access by University personnel to disability-related information housed in SSD is on a need-to-know basis and only for the purpose of assuring appropriate

accommodations. Instructors are regularly apprised of the confidential nature of disability-related information shared with them. Accommodation letters prepared by SSD for instructors do not give specific diagnoses. Instead, the letters explain that the student has provided appropriate documentation of a disability and lists the approved academic accommodations for that student.

3. On a legitimate, educational need-to-know basis, SSD staff may discuss the impact or impairments caused by the disability and the corresponding accommodations approved with appropriate individuals on campus. Circumstances may include housing arrangements, academic accommodations, instructional strategies and resources or other circumstances specific to the individual.
4. The University of Texas at Austin and SSD are prohibited by law from releasing any disability-related records or personally identifying information to any

entity outside the University including documentation provided to Services for Students with Disabilities by the student unless the student provides written permission or there is a court order. The University's policy regarding student records may be found on the Web at www.utexas.edu/student/registrar/.

5. The student may request or approve the release of such information to persons or agencies outside the University by signing a Release of Information Form.



sample accommodation letter

helpful phone numbers

The area code for all numbers listed below is 512.

Academic Enrichment Services	471.1205
Assistive Technology Equipment Center	232.2842
Capitol Metro	389.7435
Career Exploration Center	471.1217
Counseling and Mental Health Center	471.3515
DARS (Department of Assistive and Rehabilitative Services).....	800.252.5204
DARS Services for the Blind or Visually Impaired	471.6693
DARS Services for the Deaf or Hard of Hearing	(voice) 407.3250.....(TTY) 407.3251
Dean of Students Office.....	471.1201
Division of Housing and Food.....	471.3136
FAC Adaptive Equipment Room	495.4467
Instructional Assessment and Evaluation	471.3032
Office of Student Financial Services	475.6282
Parking and Transportation.....	471.7275
Recording for the Blind and Dyslexic.....	323.9390
Recreational Sports.....	471.3116
Speech and Hearing Center	(voice/TTY) 471.3841
Student Microcomputer Facility.....	475.9336
Students with Disabilities Agency	
(Student Government)	471.3166
TASP (Texas Academic Skills Program)	471.8277
Texas State Library, Talking Books Program	463.5458
Texas Union Recreation Center (Union Underground).....	475.6670
Undergraduate Writing Center	471.6222
UT Learning Center	471.3614
University Health Services	471.4955
University Police.....	471.4441