The Office of Student AccessAbility aims to enhance the quality of life for students by removing disability barriers and providing them equal access to obtain their academic goals.
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Eligibility for Services

Any student with a physical, psychological, or learning disability that affects his or her academic performance is eligible for services. The specific disability must be identified in current documentation from a qualified professional. Documentation must be current. In most cases, this means testing that has been conducted within the past five years. Qualified professionals include physicians to diagnose physical disabilities, psychiatrists or licensed psychologists to diagnose psychological disabilities, and licensed psychologists or educational diagnosticians to diagnose learning disabilities.

The documentation should address your specific disability, including diagnostic information, limitations resulting from the disability, and any recommendations for accommodations. The Office of Student AccessAbility will evaluate the information to determine the specific accommodations for which you are eligible.

It is your responsibility to provide the required documentation of your disability and identify any needs resulting from it. If the documentation provided is incomplete, inadequate, or outdated, the Office of Student AccessAbility may require additional documentation in order to determine your eligibility for services. Because we recognize that students may need additional time to obtain proper documentation, the Office of Student AccessAbility may provide temporary services in good faith for up to six weeks from the original date that services are requested.

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Requesting Services

In order to process requests in a timely manner and to assist you as you make your transition to our campus, we request that you:

**Step 1:** Upon admission to The University of Texas at Dallas, complete and return the Request for Services* form. This form should be completed and returned to OSA four to six weeks before class begins. Request forms can be completed electronically, mailed, faxed, or hand-delivered to our office.

**Step 2:** Submit current disability documentation. Please note that your request cannot be reviewed until documentation is received. All accommodation requests will be evaluated based on your supporting documentation. Upon receipt of your documentation, our office will review the materials. In most cases, documentation should be no more than five years old. You will be contacted if additional information is needed to determine eligibility for services.

**Step 3:** The Office of Student AccessAbility will contact you to schedule an appointment after all necessary documents are received and reviewed.

**Step 4:** Attend an intake appointment with the Director to determine appropriate accommodations based on the submitted documentation and a discussion of your needs.

**Step 5:** Pick up Accommodation Letter and Provisions for Alternate Testing (PAT) forms to deliver to your professors. The accommodation letter will list your recommended accommodations (not details of your disability).

**Step 6:** Schedule a meeting with each of your professors to discuss the recommended accommodations in each class.

**Step 7:** Return the Provisions for Alternate Testing (PAT) forms to the Office of Student AccessAbility, and schedule your exams.
Returning students must fill out the **Request for Accommodation Letter and Testing Forms** at the beginning of each semester in order to receive services.

**Temporary Disabilities**

Temporary disabilities include, but are not limited to, broken limbs, burns, post-surgery recovery, and other similar conditions that temporarily impair or influence a student’s ability to fully participate in academic activities. Students with a temporary disability or injury are not considered disabled by the law. The University is not obligated to provide services to students with temporary, non-chronic impairments that last less than three months and are not covered under the Americans with Disabilities Act (1990).

However, some support services may be provided to eligible students with temporary conditions. Services are provided only for the duration of the functional limitations associated with the temporary disability. The eligibility process is the same for all students with disabilities.

Students with temporary disabilities who are requesting accommodations of any kind must complete and return the **Request for Temporary Academic Accommodations** form to the Office of Student AccessAbility. Supporting documentation must be submitted along with the request form. The documentation should indicate the type of disability, severity, limitations, prognosis, and estimated duration of the disabling condition. It is also helpful to know any adverse side effects caused by medication and recommendations for accommodations. The documentation should be recent, and identify current limitations. Additional documentation may be requested to verify the need for continued services after the estimated duration of the condition has expired.

The Office of Student AccessAbility and The University of Texas at Dallas **DO NOT** provide personal assistance, such as building-to-building transportation or the transport of books or other personal items.

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Testing Location and Hours

Our testing facilities are located on the 3rd floor of the Student Services Building, suite 3.200. During finals week, the Office of Student AccessAbility administers hundreds of exams. Because OSA has a limited number of seats, students take proctored exams in various conference rooms as well as the OSA office. Please contact our office to find your testing location during finals week. Our testing hours are:

- 8:30 a.m. – 5:15 p.m. Monday and Wednesday
- 8:30 a.m. – 6:45 p.m. Tuesday and Thursday
- 8:30 a.m. – 4:30 p.m. Friday

The Office of Student AccessAbility will provide any reasonable academic accommodation that a student needs due to his or her disability. Our services are individualized because every student has unique needs. The following services are those most commonly needed; however, other special arrangements may be made for students as their situations warrant.

Adaptive Technology

McDermott Library has adaptive technology for use by UTD students, faculty and staff. The equipment is located in the Accessibility Office (MC2.216). The hardware includes a computer, Optelec Clear View 7000, Braille Blazer printer, and a scanner. Software includes Zoom Text, Jaws, Kurzweil 1000, Duxbury for Windows, and Dragon Naturally Speaking. The Accessibility Office is available on a first-come first-served basis or by appointment (972.883.2955).

Appointments times and the use of the Accessibility Office are scheduled for 2-hour blocks. If no one is waiting for the office, the user can continue working. If a user does not show up with 15 minutes of the appointment time, the room will be made available to the next person.
Registration Assistance
Every student should meet with an academic advisor for course selection and registration prior to the start of each semester. Please see your advisor, and register in accordance with the UTD Schedule of Classes. Once you are registered, provide the Office of Student AccessAbility with your class schedule and arrange for services for the semester.

If you have a disability such as blindness or deafness that prevents you from participating in regular registration activities, please contact the Office of Student AccessAbility for assistance. However, you must first see your academic advisor. The Office of Student AccessAbility does not provide academic advising.

Notification of Faculty
At the beginning of each semester, students should notify their instructors of any accommodations needed in the classroom. The Office of Student AccessAbility will provide you with a letter to present to your instructors to inform them of your needs and verify your eligibility for the accommodations.

Alternative Testing
Alternative testing is available through the Office of Student AccessAbility in cooperation with instructors. Tests administered in alternative formats can reflect more accurately a student's achievement levels without interference from disability-related factors. Alternative formats might include extended time, tape-recorded exams, use of adaptive equipment, a private room, and/or the use of a reader or scribe. Accommodations for alternative testing may be made by your instructor or may involve testing in the Student AccessAbility office.

Note: All exams being taken in the Office of Student AccessAbility must be scheduled at least three days in advance of the anticipated test date. It is the student’s responsibility to ensure that tests are scheduled.
Responsibilities for Using Alternative Testing

You should meet with your instructors before or during the first week of the semester to discuss disability and exam arrangements. You will be provided with Provision for Alternative Testing forms and are responsible for completing them with your instructor and ensuring their receipt in the Office of Student AccessAbility.

You must complete a Provision for Alternative Testing form with your course instructors for every class you take. The form outlines required testing conditions, arrangements for delivery and return of exams, and date and time of exam.

Exams taken in the Office of Student AccessAbility should be scheduled for the same time that the regular class is scheduled to take it, with the exception of evening classes.

*Exceptions will be made only when a student has back-to-back classes. For students in evening classes whose accommodations include extended time, the extra time will be adjusted to the start time of the exam.

If you have a situation arise that requires you to take the exam outside of the regular class time, you must obtain the instructor's permission before the exam will be scheduled. *All exceptions must be discussed with the Assistant Director.

When testing in the Office of Student AccessAbility, you should arrive a few minutes early and be ready to take the exam at the scheduled time. You will not be given additional time if you arrive late. If you miss a scheduled test, your exam will be returned to the instructor and it will be up to you to contact your instructor to reschedule the exam.

If a change in arrangements is necessary due to illness or emergency, you should contact both your instructor and the Office of Student AccessAbility as soon as possible. If you cancel an exam and want to reschedule, you must provide the Office of Student AccessAbility with written permission from your instructor or arrange for the instructor to contact the Office of Student AccessAbility.
Note: Students are expected to uphold the integrity of the examination process and are subject to the procedures for academic dishonesty as defined and described in Title V, Rules on Student Services and Activities, of the University's Handbook of Operating Procedures. Copies of these rules and regulations are available to students in the Office of the Dean of Students or on the UTD website at www.utdallas.edu/judicialaffairs/UTDJudicialAffairs-HOPV.html.

Note Takers
At the beginning of each semester, the Office of Student AccessAbility will provide you with a letter to present to your instructor regarding your need for a note taker in class. Your instructor will assist you in locating a classmate willing to share his or her notes with you. By using a type of special carbonless paper available from the Office of Student AccessAbility, the note taker can take notes for him or herself and give you the carbon copy. Note takers may also provide photo copied notes if they so choose.

It is your responsibility to obtain the carbonless paper from the Office of Student AccessAbility and deliver it to your note taker. It is also your responsibility to attend class. Note takers and instructors are not obligated to provide you with notes for classes that you do not attend.

Requesting E-books or Recorded Materials
- Plan your class schedule early, and preregister if possible.
- Contact each of your instructors to find out what reading materials will be used for each of your courses, and obtain a syllabus or a list of reading assignments.
- Contact RFB&D, bookshare.org, or amazon.com to obtain any available electronic or audio books.

Responsibilities throughout the Semester
- Notify the Office of Student AccessAbility within a week if you decide to drop a course.
- Inform the Office of Student AccessAbility of any changes in course syllabi.
- If instructors do not hand out course syllabi, explain your need to know reading assignment deadlines at least two weeks in advance. Call the Office of Student AccessAbility with this information as soon as it is available.
If you receive an unexpected reading assignment during the semester, contact the Office of Student AccessAbility as soon as possible.

**Enlarged Materials**
Students who need enlarged materials should bring any books/materials to be enlarged to the Office of Student AccessAbility as soon as possible. This is very important, as a minimum of one week is needed to complete this service. It is the student's responsibility to deliver his or her materials and obtain the enlargements from the Office of Student AccessAbility.

**Classroom Relocation**
Classrooms may be relocated as necessary to correct accessibility problems. Please contact the Office of Student AccessAbility as soon as the problem is discovered so that arrangements can be made.

**Tape Recorders**
As a courtesy, the Office of Student AccessAbility will loan tape recorders to students who have difficulty taking notes in class due to their disabilities. Tape recorders are available each semester on a first-come, first-served basis.

**Campus Accessibility Maps**
Maps showing locations of handicapped parking, automatic doors, and ramps are available in the Office of Student AccessAbility and the Info Depot in the Student Union.

**Sign Language Interpreter Services**
Students who need sign language interpreters should register for classes as early as possible each semester to allow adequate time for services to be arranged. Typically, the Office of Student AccessAbility will need a minimum of four weeks to make arrangements.

**CART Captionist**
CART is the acronym for Communication Access Realtime Translation. CART is performed by a Certified Shorthand Reporter or Registered Professional Reporter (captionist) using a realtime translation system (a stenotype machine, notebook computer, and realtime translation software).
The CART provider is able to translate simultaneously the spoken word at 180 - 210 words per minute with a minimum of 96% accuracy. CART produces a full screen of text on a notebook computer. The captionist sits next to the deaf or hard-of-hearing student in the classroom so that the student may read what is being said by the instructor and fellow students, and actively participate in the class just as hearing students do. The same conditions apply to this service as those listed above for interpreter services.

**Responsibilities for Using Sign Language Interpreter and CART Services**

1. **Attendance Requirements**
   a. All absences must be reported to the Office of Student AccessAbility by the student, in advance of class when possible.
   b. Students who accrue three no-shows per class during a semester will have services suspended for that class until the student meets with the Director of the Office of Student AccessAbility and requests reinstatement of services.
   c. A no-show is defined as any time the student misses an appointment or class and does not inform the Office of Student AccessAbility 24-hours in advance. (It would be a courtesy to inform the interpreters or captionist as well.) This includes situations in which the class is canceled, but the interpreter or captionist is not informed. However, no-shows can be converted to absences for valid reasons. Consequently, the reasons for your absence should be discussed with the Director to determine whether they are valid. Absences do not accrue from one semester to the next.
   d. If a student does not show up at the beginning of class, the interpreter or captionist will wait 15 minutes before leaving. This will be counted as a no-show even if the student shows up for the class after the interpreter leaves.
   e. If the interpreter is not present when class begins, please wait ten minutes for him/her to arrive. While interpreters are expected to be on time, accidents sometimes happen. If the interpreter does not arrive, please notify the Office of Student AccessAbility immediately. In addition, notify the Office of Student AccessAbility if you are experiencing problems with an interpreter, such as chronic lateness or absence.
f. Do not interrupt the interpreter to ask the time, start a conversation, or complain about the class. Remember, the interpreter's job is to voice what you sign, so do not say anything that you do not want the rest of the class to hear.

g. Students should contact the Office of Student AccessAbility if they have any questions or concerns about their accommodations.

2. Interpreting/Captioning Code of Ethics
   a. Interpreters/captionists are to follow a code of ethics to maintain the integrity of the profession and to protect themselves and the consumers. Some of the more pertinent elements of the code are listed below.
   b. Interpreters/captionists shall keep all assignment-related information strictly confidential.
   c. Interpreters shall render the message faithfully, always conveying the content and spirit of the speaker, using language most readily understood by the person(s) whom they serve.
   d. Interpreters/captionists shall not counsel, advise or interject opinions. Interpreters/captionists shall function in a manner appropriate to the situation.

3. Evaluation and Supervision
   a. The Director may monitor the classroom situation occasionally throughout the semester to ensure that the assignment continues to be appropriate for the student, interpreter, and faculty member. Observations will be scheduled in advance with the instructor.
   b. At the end of each semester, evaluation forms will be filled out by the student. Students may also have the opportunity to provide feedback in the middle of the semester to help the interpreter ensure that s/he is meeting the student's needs in a class. The forms will be provided by the Director.
OSA Testing Center Policy

- Completed *Provisions for Alternative Testing* (PAT) forms must be submitted within the first two weeks of the school semester. Failure to return the *original* PAT in a timely fashion may result in a delay.
- Exams must be scheduled with OSA at least 3 days prior to the test date. (Any exam not scheduled in advance may result in the need to reschedule with your instructor.) **Note:**
  - **Final exams should be scheduled two weeks in advance.**
- Exams should be scheduled at the same time the class is scheduled to take the exam. Any variation in time will require your professor’s approval.
- On the day of the exam, come prepared and ready to begin at the scheduled time. **Note:**
  - **If you arrive late, your time will not be adjusted. If you arrive more than 15 minutes after the scheduled time, you must go to the classroom to take the exam.**
- If the student does not show for the exam, the exam will be returned to the instructor.
- The student may not adjust the time or date of the exam without prior approval from the instructor. The instructor must give either verbal or written confirmation of a change in date or time to an OSA staff member.
- The student is responsible to notify OSA if test dates are changed, or cancelled by their professor. The student must also notify OSA if they withdraw from a course.
- If a student misses two scheduled testing reservations without notifying OSA, he or she must meet with the Assistant Director before they will be allowed to schedule any further exams.
- No bathroom breaks are permitted unless a student has been testing for more than 3 hours, or it is part of a previously approved accommodation.
- No hats, no hoods, and no sunglasses may be worn in the testing rooms.
- Only testing materials noted on the PAT form or provided by the professor will be allowed. Scratch paper will be provided by OSA.
OSA Test Scheduling Procedure
1. Come into OSA at the beginning of each semester to request PAT forms.
2. Pick up accommodation letter and PAT forms from OSA.
3. Complete the top portion of the PAT.
4. Take the appropriate PAT to your professor and have them complete the middle portion of the form.
5. Return the original PAT, which was signed by the professor, to OSA. You will be added to the testing schedule based on the information provided by your professor.
6. Come to OSA at the scheduled date and time prepared to take your exam.

Grievance Procedures
The University of Texas at Dallas is committed to providing an educational environment that is conducive to the personal and professional development of its students. To supplement that commitment, the university has developed procedures for students to report complaints.

Students who are having difficulties with their service providers, faculty, or who want to address issues regarding access should contact the Office of Student AccessAbility.

Difficulty with Accommodations
When difficulties with accommodations arise, it is usually the result of misunderstandings or miscommunication between parties. If a student experiences difficulty receiving appropriate accommodations in a timely fashion, he/she should schedule a meeting with the faculty member during office hours. If the issue is still unresolved, or if the student is not comfortable speaking with the professor, he/she should contact OSA immediately. The Office of Student AccessAbility will work with the student and faculty member to resolve the issue. Students should not wait until the end of the semester or after receiving a final grade to contact OSA.

Student Affairs Grievance
If the issue or concern is within Student Affairs and/or related to the Office of Student AccessAbility, the student is urged to immediately contact the OSA Director at 972-883-2098. If
the issue cannot be resolved through OSA, the next step is to contact the Dean of Students at 972-883-6391.

See: Handbook of Operating Procedures, Title V, Chapter 51

Student Grievance Procedures, Sections 51.01 - 51.03

- Statement of Equal Educational Opportunity
- Sexual Harassment
- Complaint Procedures

Appeals of Academic Decisions, Section 51.06

- Academic Appeal Procedures

Reactivation of Files

The files of students who are registered for services will remain active throughout their continuous enrollment at UT Dallas. Students who leave the University will be placed on inactive status. Prior approval for accommodations does not mean that students will be automatically approved for similar accommodations when they return.

Students who return to the University after being absent for more than one long semester, will be asked to meet with the Director in order to reactivate their files. Students may be asked to present new documentation depending on factors such as the length of time away from the University, date of original documentation, nature of disability and the original date through which accommodations were approved. In active files will be stored for five years from the date they were designated as inactive.

Americans with Disabilities Act Amendments Act of 2008 (ADAAA) Grievance

If the student feels that he/she has been discriminated against in violation of the Americans with Disabilities Act 1990, Amendments Act of 2008 or Section 504 of the Rehabilitation Act of 1973, he/she has the right to file an internal or external grievance. Complaints alleging discrimination on the basis of disability should be made in writing to the ADA Coordinator and Dean of Students (see Grievance Procedures).
The complaint must be made as soon as possible after the action complained of occurs, but in no case later than ten days after such occurrence. The timeline for bringing a complaint can be waived for good cause as determined by the ADA Coordinator. If the student does not want to file the grievance through the university process, they may take the complaint to the Department of Education, Office of Civil Rights.

Service Animals
Some individuals with disabilities utilize the services of trained animals to provide themselves with direct assistance in daily life. Service animals, often referred to as assistance animals, are permitted to accompany a person with a disability anywhere on campus.

According to the Americans with Disabilities Act, Amendments Act of 2008 (ADAAA), a service animal is defined as "any animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are hearing impaired to intruders, or pulling a wheelchair and fetching dropped items."

Texas law parallels the Americans with Disabilities Act with rights and protections for assistance animals. Texas law provides that assistance animals must be trained by organizations that generally are recognized as reputable and competent by agencies involved in the rehabilitation of people with disabilities.

Requirements for service animals and their owners at The University of Texas at Dallas include:
- Dogs must be licensed in accordance with city regulations and wear a valid vaccination tag.
- Any other animals that are trained for service to a person with a disability must have vaccinations appropriate for that type of animal.
- Animals must be in good health.
- Any service animals occupying university housing must have an annual clean bill of health from a licensed veterinarian.
Animals must be on a leash at all times.
The owner of the service animal must be in full control of the animal at all times.
The owner is responsible for appropriate waste clean-up and overall cleanliness of the animal.
The service animal owner is responsible for the appropriate management of his or her animal in all university facilities. Disruptive and/or aggressive behavior on the part of the animal may result in the owner being asked to remove the animal from university facilities.

Students with disabilities desiring to use a service animal on campus must contact the Office of Student AccessAbility by phone at 972-883-2098 or email at studentaccessability@utdallas.edu to register as a student with a documented disability. OSA will assist the student in determining any additional accommodations appropriate to the functional limitations of his or her disability.

A student with a disability who uses a service animal and who resides in campus-owned housing is required to alert the Residential Life office and Waterview Park Apartment Complex of the animal's status.

**Companion/Therapy Animals**

A pet can be considered a companion or therapy animal. A therapy animal does not assist an individual with a disability in the activities of daily living. The therapy animal does not accompany a person with a disability all the time, unlike a trained service animal that is always with its owner. Thus, a therapy animal is not covered by laws protecting service animals and giving rights to service animals. For further information contact the Office of Student AccessAbility, studentaccessability@utdallas.edu or 972-883-2098.
The Office of Student AccessAbility’s goal is to enable every student with a disability to succeed at UTD; however, most of the factors that affect your academic progress are in your control. Every student should take the following steps to ensure his or her own success:

- Follow the Office of Student AccessAbility’s guidelines for using accommodations. If these policies and procedures are not followed, provision of services cannot be guaranteed.
- Meet all UTD admission, academic, and conduct standards. Every student is held to the same high standards in these areas. Please refer to your catalog for specific requirements.
- Attend classes regularly. Class attendance is a reasonable expectation for college students. If you are unable to attend classes because of your disability, contact your instructors and the Office of Student AccessAbility immediately. Special arrangements in these circumstances will be determined on an individual basis.
- Contact your instructors at the beginning of each semester to discuss your accommodation needs. While the Office of Student AccessAbility will provide accommodations for your disability, it is your responsibility to contact your instructors regarding your needs in their particular classes. If you are experiencing a problem in a course, your first contact should be the instructor. This is vital, not only because each instructor is responsible for his or her course, but also because they cannot help you if you do not keep them informed.
The Office of Student AccessAbility has several resources available to students with disabilities. Not only do we work closely with several departments on campus, we also have several ties to outside organizations that may be of assistance. Please contact the Office of Student AccessAbility at 972-883-2098 to learn more about resources that are available to you.

**ASPERGER’S SYNDROME**
- Adult Social Communication Group at UT Dallas
- Asperger Syndrome Coalition of United States, Inc. (ASC-U.S.)
- Autism Society of America
- Online Asperger's Syndrome Information and Support (O.A.S.I.S.)
- Treatment and Education of Autistic and Related Communication Handicapped Children: Preparing for College (TEACCH)

**ATTENTION DEFICIT DISORDER/HYPERACTIVITY**
- ADD Resources
- ADDA: Attention Deficit Disorder Association
- ADDvance
- Children and Adult ADD/HD (CHADD)
- National Resource Center on AD/HD: A Program of CHADD

**CAMPUS RESOURCES**
- Callier Center
- GEMS Center
- McDermott Library (Adaptive Technology)
- Career Center
- Student Counseling Center
- Student Health Center
- Student Wellness Office
- The Galerstein Women's Center
- Veteran’s Affairs

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