

## Student Accommodation Procedure

**University Procedure 301****1 Section 1. Purpose**

2 This procedure sets forth the processes and courses of action the institution will take to  
3 adhere to those standards set forth in Policy 3010: Student Accommodation, as well as  
4 student responsibilities. Metro State wants to make sure students know who to talk to  
5 and how to work with the Center for Accessibility Resources. Our goal is to provide the  
6 resources and support students need for an equitable learning environment through a  
7 participatory process.

**8 Section 2. Definitions**

- 9 • **Access and/or Accessibility:** The quality of being reached, entered, obtained,  
10 used, or understood in the same or equivalent degree and timeframe as for  
11 others.
- 12 • **Disability:** A physical or mental impairment that substantially limits one or more  
13 major life activities.
- 14 • **Employees:** Metro State personnel including all faculty, staff, administrators,  
15 teaching assistants, graduate assistants, and student employees.
- 16 • **Visitors/Alumni/Community Members/Volunteers:** Anyone not otherwise  
17 affiliated with the institution that requires access to college/university information,  
18 spaces (physical and virtual), and/or events.
- 19 • **Student:** An individual who has been admitted to the institution and is enrolled in  
20 courses.
- 21 • **Prospective Student:** An individual who may apply to and, if admitted, attend  
22 courses at the institution later.
- 23 • **Self-Identification:** The individual recognizes they have a disability/condition  
24 and chooses to share additional information related to the disability/condition with  
25 staff at the institution to receive accommodations.

**26 Section 3. Procedure****27 A. Request for Accommodations****28 1. Information**

- 29 **a. University Responsibilities:** The institution will provide information and offer  
30 students, prospective students, alumni, and visitors the chance to self-identify  
31 as having a disability. This will allow the individual to request  
32 accommodations and other assistance available to students with disabilities.
- 33 **b. Student Responsibilities:** Students attending a post-secondary institution  
34 who are seeking accommodations are responsible for identifying themselves  
35 to the Center for Accessibility Resources, as a person with a disability,  
36 condition, and/or impairment. Students may request accommodations at any  
37 time before or during a semester. It is recommended that students make their  
38 request as soon as possible to avoid delays in implementing certain types of

39 accommodation, such as alternative format materials, captioning, and/or  
40 interpreting services.

## 41 **2. Documentation**

42 **a. University Responsibilities:** The university has the following responsibilities.

- 43 • The institution may ask that each student requesting accommodation  
44 complete an initial form (paper or electronic) that includes the student's  
45 identity information (such as, student name, ID number, email address, or  
46 phone number) and information about their disability/condition and/or  
47 accommodation needs.
- 48 • The institution may also request documentation to verify eligibility.  
49 Individuals with apparent disabilities are not required to provide  
50 documentation to verify eligibility. The following are acceptable forms of  
51 documentation:
  - 52 ○ Individualized Education Program (IEP).
  - 53 ○ Section 504 plan documentation.
  - 54 ○ Service record from other educational institutions.
  - 55 ○ Evaluation from qualified health or service professionals.
  - 56 ○ Disability record from another institution.
  - 57 ○ Military service-related disability documentation.
  - 58 ○ Additional information from qualified professionals for new  
59 accommodations or when previous documents such as IEPs or 504  
60 plans were not in effect immediately before the individual exited  
61 high school.
- 62 • During the interactive process it may become apparent that additional  
63 information is needed to better understand a particular need or request.  
64 The Center for Accessibility Resources may request that a student provide  
65 documentation from a qualified professional to help determine  
66 accommodations that are reasonable and effective for the student. \*Note  
67 that the Center for Accessibility Resources may offer an equally effective  
68 alternative accommodation and does not have to approve any or all  
69 accommodations recommended by a qualified professional. The Center  
70 for Accessibility Resources may provide temporary or provisional  
71 accommodations for a set period (such as one semester) to allow the  
72 student enough time to get any necessary documentation.

73 **b. Student Responsibilities:** As a part of the self-identification process,  
74 students will need to share information about themselves, including their  
75 disability/condition and how they are impacted in an academic environment.  
76 Part of this disclosure may include providing documents that confirm eligibility  
77 or help staff better understand student needs. Acceptable forms of  
78 documentation to confirm eligibility include:

- 79 ○ Individualized Education Program (IEP).
- 80 ○ Section 504 plan documentation.
- 81 ○ Service record from other educational institutions.
- 82 ○ Evaluation from qualified health or service professionals.
- 83 ○ Disability record from another institution.

- 84                   ○ Military service-related disability documentation.  
85                   ○ Additional information from qualified professionals for new  
86 accommodations or when previous documents such as IEPs or 504  
87 plans were not in effect immediately before the individual exited  
88 high school.

### 89       **3. Interactive Process**

90       **a. University Responsibilities:** The university has the following responsibilities.

- 91                   • Staff from the Center of Accessibility Resources will engage in an  
92 interactive process with the student or prospective student. This process  
93 allows the staff member and the student to work together to understand  
94 the functional limitations the student experiences and determine the most  
95 appropriate and reasonable accommodations that ensure equitable  
96 access to their learning environment, activities, campus programs, etc.
- 97                   • Staff from the Center for Accessibility Resources will engage with faculty  
98 and/or the academic dean as needed to better understand essential  
99 elements to ensure accommodations do not fundamentally alter the  
100 course or program.

101       **b. Student Responsibilities:** Students have the following responsibilities.

- 102                   • Students are responsible for engaging with staff from the Center for  
103 Accessibility Resources an interactive process. This is a conversation with  
104 the student that allows the staff member and the student to work together  
105 to understand the student's needs and determine the most appropriate  
106 and reasonable accommodations that ensure equitable access to their  
107 learning environment, activities, campus programs, etc.
- 108                   • Students are responsible for sharing their accommodation needs with  
109 faculty once accommodations have been established. Some  
110 accommodations will require students to engage in conversations that  
111 include faculty and the Center for Accessibility Resources.

### 112       **4. Notice of Denial**

113       **a. University Responsibilities:** Students who have been denied  
114 accommodation will receive written notification from the Center with  
115 Accessibility Resources with the reason the particular accommodation cannot  
116 be provided. Reasons may include:

- 117                   ○ Accommodation was requested retroactively  
118                   ○ Accommodation requested was not reasonable  
119                   ○ Accommodation was not related to the student's disability  
120                   ○ Accommodation would create an undue administrative or financial  
121 burden  
122                   ○ Accommodation would fundamentally alter essential elements of a  
123 course or program.

124       **b. Student Responsibilities:** Students have a right to know when and why an  
125 accommodation was denied. The institution is responsible for providing this  
126 information to the student.

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## 5. Renewal of Accommodations

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a. **University Responsibilities:** Metro State University shall not require students with approved and established accommodations to provide documentation confirming their eligibility. However, the university requires students to inform the Center for Accessibility Resources of their need for an accommodation letter each semester. At Metro State University this is done by using our online registration and appointment scheduling software or through an alternative format (paper or phone) on request.

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b. **Student Responsibilities:** Students with approved and established accommodations are not required to provide documentation confirming their eligibility at Metro State University. However, students are required to inform the Center for Accessibility Resources their need for an accommodation letter each semester. At Metro State University this is done by using our online registration and appointment scheduling software or through an alternative format (paper or phone) on request.

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## 6. Delivery of the Accommodation Letter

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a. **University Responsibilities:** The institution is responsible for documenting the approved accommodations for each student. At Metro State University accommodations letters are typically sent directly to students.

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b. **Student Responsibilities:** Students at Metro State University will receive an email in their student account approximately 1 week before the start of each semester that includes a copy of their official accommodation letter. It is then the responsibility of the student to share a copy of that letter (either electronically or printed hard copy) with the faculty teaching courses they are needing accommodations in. At that time the student is also responsible for making the faculty aware of the specific accommodations from their official letter that will be needed in that specific course.

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## 7. Concerns

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a. **University Responsibilities.** The university has the following responsibilities.

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- The university shall have an informal process to address student concerns related to student accommodations.

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- The university, typically the Director of the Center for Accessibility Resources, will work directly with the student to help find a resolution to the student's concern or help the student to navigate a more formal complaint process.

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b. **Student Responsibilities.** Students have the following responsibilities.

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- Students who believe approved accommodations have not been allowed or provided by faculty or other college/university employees may contact the Center for Accessibility Resources. Students will meet with the Director or other university staff member, should the concern involve the Center for Accessibility Resources, to discuss the issue and work collaboratively to find any potential solutions.

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- When a student does not agree with the denial of a requested accommodation, they are encouraged to discuss their concern with the Director of the Center for Accessibility Resources within thirty (30) days from the date of the denial. The complaint can be submitted either in writing (hard copy or electronic) or communicated verbally and should describe the decision they would like to discuss and the rationale behind it. Concerns can often be resolved at this informal level.

176 **8. Complaints**

177 **a. University Responsibilities.** The university has the following responsibilities.

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- The university shall have an internal complaint process to address student complaints related to student accommodations.
  - The university will confirm receipt of all complaints received within 30 days. The university will work directly with the student to help find a resolution to the matter.

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183 **b. Student Responsibilities.** Students have the following responsibilities.

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- If a student believes they have been or are being subjected to conduct prohibited by Equal Opportunity and Nondiscrimination in Employment and Education policies, they may file a discrimination/harassment complaint with the VP of Equity, Inclusion, and Affirmative Action.
  - Students may also file a complaint directly with the U.S. Department of Education Office of Civil Rights (section 504) or the Department of Justice (ADA) if they feel they have been denied access to, or the benefit of, any university academic program or activity. Students are not required by law to use the institutional grievance/complaint process before filing a complaint with the Office of Civil Rights (OCR). A complaint must be filed within 180 calendar days of the date of the alleged discrimination.
  - All Complaints/Grievances which do not involve the mandated rights of students can be resolved by following the Student Complaints and Grievances, University policy #3030. A listing of all University complaint reporting processes and forms can be found on the University's Student Concerns and Complaints page.

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200 **B. Testing Accommodation Requests**

201 **a. University Responsibilities.** The Center for Accessibility Resources

202 provides the following to students with testing accommodations specific to

203 their approved accommodations:

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- Distraction reduced testing spaces
  - Proctors
  - ASL interpreters
  - Assistive technology (such as screen reader and speech-to-texts software)
  - Magnifiers
  - Noise-canceling headphones
  - White (and other) sound machines

- 212 ○ Ear plugs
- 213 ○ Dimmed Lighting
- 214 ○ Other

215 **b. Student Responsibilities:** Each student with approved testing  
216 accommodations that necessitate scheduling the exam with the Center for  
217 Accessibility Resources is required to complete a request form that includes  
218 the student's name and id number, preferred mode of contact, phone number  
219 and/or email, Name and number of the course, name of the exam, faculty  
220 name, date and time the student is requesting to take the exam. At Metro  
221 State this is an online form but can be done using alternative formats upon  
222 request.

### 223 **C. American Sign Language Interpreters/CART Service Requests**

224 **a. University Responsibilities:** The Center for Accessibility Resources  
225 provides ASL interpreters and/or CART services for students with these  
226 specific accommodations. Center for Accessibility staff will confirm with deaf,  
227 deafblind, hard of hearing consumers requested service dates and times. In  
228 the event a provider cannot be scheduled, alternative communication  
229 methods will be discussed with the consumer.

230 **b. Student Responsibilities:** The student with accommodations for ASL  
231 interpreters and/or CART services is responsible for notifying the Center for  
232 Accessibility Resources staff of their course schedule along with any other  
233 appointments, group meeting, and/or events they would like to participate in.  
234 Students are also responsible for notifying the Center for Accessibility  
235 Resources as soon as possible if they will not be able to attend any  
236 previously scheduled class, appointment, and/or event.

### 237 **D. Alternative Format Materials Request**

238 **a. University Responsibilities.** The university has the following responsibilities.

- 239 ● The Center for Accessibility Resources provides materials in a variety of  
240 formats, such as Braille, audio, large print, digital, etc. to students with  
241 approved accommodations for formats that differ from what is typically  
242 provided.
- 243 ● Staff will request a copy of the receipt showing the student has purchased  
244 or rented the material. For materials provided at no cost to the student,  
245 staff will verify course registration.
- 246 ● Staff will notify students when materials are ready for pick up or that they  
247 have been placed in an online storage location that the student can  
248 access.
- 249 ● The Center for Accessibility Resources staff will work to get materials as  
250 quickly as possible and will make students aware if there are any delays in  
251 getting course materials that have been requested.

- 252       **b. Student Responsibilities.** Students have the following responsibilities.
- 253           • Students with approved accommodations for alternative format materials,  
254           such as textbooks, are required to send a request to the Center for  
255           Accessibility Resources that includes the name and course number, title,  
256           edition (if applicable), author, and ISBN for any course materials needed  
257           along with the format being requested. This can be done through our  
258           online registration and scheduling platform or email.
- 259           • Requests should be made as soon as students know what courses they  
260           plan to take or a minimum of 2 weeks before the start of the term for  
261           existing students.

262       **Section 4. Authority**

263       This procedure is issued pursuant to the authority granted the Americans with Disability  
264       Act of 1990 (ADA); Sections 504 and 508 of the Rehabilitation Act; WCAG 2.0 Level  
265       AA; MN Statutes 16E.03; MN Statutes 363A.42; MN Statutes 363A.43; MN Statutes  
266       135A.163 RISE Act; State of Minnesota Accessibility Standard; Minnesota Human  
267       Rights Act MN Statute 363A; the 21st Century Communications and Accessibility Act  
268       (CVAA) Pub. L. 111-260; and Minnesota State Policy 1B.4 Access and Accommodation  
269       for Individuals with Disabilities; The Architectural Barriers Act of 1968. Other authority  
270       may also apply.

271       **Section 5. Effective Date**

272       This procedure shall become effective January 1, 2025, upon signature by the President  
273       and shall remain in effect until modified or expressly revoked.

274       **Section 6. Responsibility**

275       The Vice President for Student Success or their designee is responsible for the  
276       implementation of this procedure.

277       **Section 7. Review**

278       This procedure shall be reviewed every three years or as needed.

279       **Section 8. Signature**

Issued on: 12/18/2024

Virginia “Ginny” Arthur, JD  
President



**Revision History:**

Special note: This document is intentionally written in plain language to comply with statutory requirements.

12/18/2024 - created