

Disability Support Services Office
Student Handbook
DigiPen Institute of Technology

Table of Contents

Office Information	3
Introduction.....	4
A Person with a disability	4
Requesting Accommodation.....	4
Confidentiality of Information.....	5
Documentation Guidelines.....	6
Accommodations	7
Alternate Formats of Text.....	7
Guidelines for Requesting Materials in Alternate Formats	7
Testing Accommodations	8
Note-taking Accommodations	9
Course Substitutions	9
Housing Accommodations.....	10
Attendance Leniency	11
Extended Deadlines	12
Reduced Courseload	13
Service Animal.....	14
Rights and Responsibilities Summarized.....	17
Important Resources on Campus	19
Important Resources off Campus.....	20
Grievance Procedures	23

Office Information

Disability Support Services (DSS) Office at DigiPen Institute of Technology

Office of Disability Support Services Staff:

Kay Widmer, Director of Counseling and Disability Support Services

Karen McCray, Coordinator of Disability Support Services

Location:

DigiPen Campus – Redmond. 2nd floor

Mailing Address:

DigiPen Institute of Technology

DSS

9931 Willows Road NE

Redmond, WA 98052

Telephone:

Main: (425) 558-0299

DSS General: (425) 629-5015

FAX: (425) 558-0378

Website:

DSS Office

<https://www.digipen.edu/current-students/student-affairs/disability-support-services/>

Related Forms

<https://www.digipen.edu/student-affairs/disability-support-services/forms/>

Email:

DSS@digipen.edu

Office Hours:

The DSS Office is open during Fall and Spring semesters, and closed on DigiPen holidays and breaks between semesters. The office is open during summer breaks for limited hours. Office appointments during all semesters should be made one to two weeks in advance.

Introduction

DigiPen Institute of Technology (“DigiPen”) is committed to providing equal access to all of its programs, courses, activities, events, and services. As required by the Americans with Disabilities Act of 1990 (the “ADA”) as amended, and Section 504 of the Rehabilitation Act of 1973 (P.L. 93-112) as amended (P.L. 93-16), DigiPen will provide reasonable accommodations to qualified students with disabilities.

DigiPen’s Disability Support Services Office (“DSS Office”) and its staff are appointed by the president of DigiPen to practice the authority to review student documentation, and determine the needs for any reasonable accommodations to be provided by DigiPen to ensure equal access. Wherever possible, reasonable accommodations will be offered and provided they neither fundamentally alter the nature of the programs or the academic requirements that are considered essential to the program of study, nor create an undue hardship for DigiPen.

DSS Office staff will engage in a collaborative effort with students to assure equal access for students with disabilities. The DSS Office will also work with departments, faculty, and staff in the broader DigiPen community to prevent and eradicate discrimination on the basis of disability. Campus departments are encouraged to contact the DSS Office regarding questions and issues that may impact students with disabilities.

A Person with a disability

The definition of an individual with a disability is a person who:

- Has a *physical* or *mental* impairment which *substantially limits* a major life activity;
- Has a record or history of such an impairment; or
- Is regarded as having such an impairment.

Requesting Accommodation

To be eligible to receive accommodations, students must act on their own initiative and self-identify to the DSS Office. A student requesting accommodation must inform the DSS Office of the existence of a disability and assist the Office in determining appropriate and helpful accommodations and auxiliary aids. Students can contact the DSS Office by email or phone call to set up an intake appointment. Students must be prepared to provide documentation of their disabilities to the DSS Office, and complete a face-to-face intake appointment.

To request classroom and test accommodations, a student must:

1. Email or call the DSS Office and identify as a student with a disability, who needs an accommodation, and schedule an intake appointment.

2. Provide medical/clinical documentation from a qualified professional, regarding the disability. Please refer to “Documentation Requirements,” below, for more information.
3. Before or during the intake appointment, complete the Accommodation Request Form, Intake Form and Student Responsibility Agreement Form.
4. Utilize the accommodation the DSS Office has determined to be suitable.

If an accommodation is not working, or if any problems or concerns arise, students should arrange a meeting with DSS Office staff.

Students may request accommodations at any time. However, it can take time to make the needed arrangements. If students do not provide adequate time for the DSS Office to make those arrangements, the accommodation may not be in place when the student needs it. For this reason, the DSS Office strongly encourages students to request accommodations 5 – 6 weeks before the semester starts.

Accommodations are not retroactive. An accommodation will not go into effect until the student has furnished faculty with a copy of the DSS letter listing the approved accommodation/s, and discussed accommodation needs.

DigiPen will not provide academic adjustments or auxiliary aids and services if such provision would *fundamentally alter* the nature of the program or the academic requirements that are considered *essential* to a program of study or to meet licensing requirements.

Confidentiality of Information

Information presented to the DSS Office in support of a student’s request for accommodation is considered private and sensitive and will be handled accordingly. This information becomes part of the students’ FERPA record; as such, disability-related information will be shared with other institutional personnel only when there is a legitimate educational interest.

The DSS Office is responsible for receiving and holding students’ disability-related information in order to guard against the unintentional disclosure of sensitive information. If a student wishes to have information about disabilities shared with third parties outside DigiPen, the student must provide written authorization to the DSS Office, before DSS will release the information. Student records will remain for a limited period of time (seven years after graduation or the last semester of enrollment if a student leaves the institute before graduation) after which time these records will be destroyed.

Documentation Guidelines

Students must provide current documentation from a qualified professional, such as a physician, clinical psychologist, or psychiatrist.

Students must furnish documentation sufficient for the DSS Office to make its determinations. This may involve acquiring additional, or more up-to-date, documentation. The age of acceptable documentation will vary depending on the student's disability. For example, older documentation may be appropriate for conditions that are permanent, while the DSS Office may request more recent documentation for changing conditions and/or changes in how the condition impacts the student over time.

Documentation from the qualified professional must indicate that the student meets the necessary criteria for the diagnosis of a physical or psychological impairment that substantially limits one or more major life activities, as defined by the ADA. In an academic setting, the disability must substantially limit the student's ability to participate equally in activities associated with learning and/or the demonstration of specific skills or knowledge.

The documentation must establish the student's eligibility for accommodation/s, and include, at a minimum:

- ◆ Date of the evaluation;
- ◆ Description of the disability;
- ◆ Current impact of the disability – in the educational setting;
- ◆ Past use and effectiveness of any accommodations;
- ◆ Recommendations for accommodations that are logically related to the impact described; and
- ◆ Credentials and contact information of the evaluator.

If the submitted documentation is incomplete, or does not support the student's request for accommodation/s, the DSS Office may ask the student to provide additional information. Please be aware that many IEP (Individualized Education Program) and 504 (Section 504 of the Rehabilitation Act and the Americans with Disabilities Act) plans from a school district will not be sufficient for DSS purposes. Students who do not have documentation, or are unsure of the documentation needed, are encouraged to meet with DSS staff to explore options for support.

DigiPen will make all final determinations regarding reasonable accommodations.

The DSS Office destroys documentation and other disability-related information seven years after a student leaves the college.

Accommodations

The DSS Office will, in collaboration with students, make every effort to implement reasonable and effective accommodations for eligible students in order to assure equal access to educational opportunities. Requests for accommodations that fundamentally alter the college's programs or requirements will be denied.

Students are responsible for meeting with faculty to discuss accommodations and to work out the details of such accommodations prior to needing them, wherever prior notice was given by faculty or where the student had reason to believe an accommodation might be needed (e.g., before an in-class quiz).

Accommodations are not retroactive; they do not go into effect until students have furnished faculty with a copy of the DSS Office letter listing approved accommodations, and have discussed accommodation needs with faculty.

Students and faculty should discuss how best to arrange accommodations for each situation. Students and faculty are encouraged to contact the DSS Office staff if consultation is needed regarding accommodations.

Alternate Formats of Text

Alternate formats of text may be available for students who have reading-related disabilities, as a reasonable accommodation. In order to determine a student's eligibility for alternate formats of text, the student must schedule an appointment with DSS staff. In the event of such a need, the DSS Office will look into whether alternate formats of text will accommodate the student.

Alternate formats of text include, but are not limited to:

- Audio
- Electronic text (E-text)
- Large print
- Braille

Some formats may require the use of specialized hardware or software that may be provided by the DSS Office if it is available. These may include, but are not limited to, four-track tape players, MP3 players, and specialized computer software. Students should contact the DSS Office staff if they need assistance on how to use or acquire this equipment and software.

Guidelines for Requesting Materials in Alternate Formats

- Students must be registered for courses for which they are requesting alternate formats.

- Students can obtain information on textbooks and other materials required for each course from DigiPen's website, the Library staff, the course syllabus, and/or the course instructor.
- If Students have their own Learning Ally, Bookshare, and/or Talking Book Library accounts, they should order the alternative formats they need in a timely manner to ensure that materials arrive by the time they need them.
- An Alternate Format Request form must be completed and submitted to the DSS Office, if students are requesting that the DSS Office provide the alternate format. Students should submit the form as soon as possible to allow the DSS Office adequate time to find and/or order the alternate format.
- When a student's alternate format is ready for pick up, the DSS Office will contact the student via email to discuss delivery or pick-up options.
- In the receipt and use of alternate formats, students must adhere to all copyright and other relevant intellectual property laws. Students must purchase textbooks or other materials they request in an alternate format in accordance with such laws.
- To provide alternate formats, students must purchase the physical textbook first, and provide proof of such purchase to the DSS Office. Students must submit copies of textbook receipts before or at the time of delivery or pick-up of the alternate formats.
- Alternate formats provided by the DSS Office are solely for the student's educational purposes and, in accordance with any copyright or other applicable intellectual property laws, materials may not be copied, shared, or distributed.
- Students are required to return alternate format materials and equipment at the end of the semester.
- Students who have dropped a course or no longer need requested alternate formats must inform the DSS Office immediately.
- Students needing assistance requesting alternate formats should contact the DSS Office.

Testing Accommodations

Students must initially request testing accommodations through the DSS Office. Students with documented disabilities may be eligible for reasonable and appropriate testing accommodations such as extended time, a distraction-reduced test setting, and/or use of a computer with word processing.

After having requested the accommodation from the DSS Office, it is the student's responsibility to inform faculty of any need for testing accommodations before upcoming tests. At least one week prior to the test, students should complete the Proctor Request Form with faculty and submit it to the Library.

The Library staff will contact the faculty member with regard to delivery and return of the test and any instructions for test administration.

If a student does not show up for the test, the test will be returned to the faculty member. It is the student's responsibility to contact the faculty member to seek permission to reschedule the test.

Note-taking Accommodations

Students must initially request note-taking accommodations through the DSS Office. When students with documented disability are eligible for note-taking accommodations, the DSS Office will help students make the arrangements. A student who chooses to utilize note-taker accommodations must adhere to the following:

- Notify the DSS Office in advance if note-taker accommodations become unnecessary, due to withdraw from courses, or other reasons.
- Pick up notes at the location designated in advance by DSS no more than three school days after the class period to which the notes pertain.
- If any concerns arise – such as not receiving notes on a regular basis – immediately notify the DSS Office.
- If absent from or tardy to class, notes provided by the DSS Office will not be available. In this event, students are responsible for finding the notes missed (e.g., by asking a friend or fellow classmate).
- Note-takers are only responsible for providing notes for the class they were assigned to take notes for. Students are prohibited from asking note takers to perform other duties (e.g., providing notes before an established date, assisting with homework or other class assignments, etc.).

Course Substitutions

As a result of disability, some students may be unable to satisfy specific coursework requirements for degree completion. Students with certain disabilities may request appropriate course substitutions as their reasonable accommodation.

The DSS Office staff, the Program Director, the Registrar's Office, and appropriate faculty and staff, will review course substitution requests on a case-by-case basis to determine eligibility and to reasonably accommodate students with alternative course work that will satisfactorily fulfill the degree requirement.

Students should initiate the steps described below to request a course substitution:

1. Complete the Course Substitution Request form.
2. Provide the DSS Office with complete and current documentation of disability. The documentation must not only include verification of disability, but also specific evidence of a disability-related need for the substitution, and justification for regarding the request as reasonable. Please refer to the documentation guidelines for more information.

3. Provide the DSS Office with a history of any previous attempts to complete the course work in question, including high school and/or college transcripts as appropriate.
4. Meet with the DSS Office staff to discuss the request and review the documentation.

Note: As described in the ADA, the substitution should not fundamentally alter an essential element of the program of study, including requirements for majors and minors.

Once the student's completed course substitution request from and appropriate documentation are submitted to the DSS office, the following actions will be taken:

1. The DSS Office will review the student's request and consult with the Program Director, the Registrar's Office, and appropriate faculty and staff.
2. The DSS Office will notify the student of the decision to grant or deny the course substitution request. Copies of the written notification will be retained in the DSS Office, and the Registrar's Office.

If the student's request for a course substitution is denied, the student may request a review by the Dean of Students.

Housing Accommodations

The DSS Office and DigiPen Housing, LLC work together to make sure that students with disabilities have equal access to DigiPen's housing resources. Students who wish to request housing accommodations - such as a wheelchair accessible room, a single room, access to a kitchen, single-use bathroom and/or a visual alarm - should notify the DSS Office and DigiPen Housing, LLC. Each request for a housing accommodation will be considered carefully on a case-by-case basis. Students must re-apply for housing accommodations each year.

Students must contact the DSS Office to discuss requested housing accommodations. Students requesting housing accommodations must be registered with the DSS Office by completing the intake appointment and all the necessary paperwork. This will include all documentation needed to demonstrate the existence of their disability, and needs of the specific housing accommodation. Please refer to "Documentation Guideline" for the complete information.

Continuing students should contact DSS at least four weeks in advance of the beginning of the housing registration process, or as soon as a need for accommodation is determined. Newly enrolled students are strongly recommended to contact the DSS Office and DigiPen Housing, LLC as soon as possible after deciding to apply for DigiPen housing.

The DSS Office or DigiPen Housing, LLC will notify students who have submitted complete information regarding decisions concerning requests for housing

accommodations. Students who are denied a disability-related housing accommodation or who choose not to use the room offered must contact DigiPen Housing, LLC immediately and complete the standard room selection process.

Please be aware that the single room housing accommodation is granted very rarely. A student's preference for having a "quiet, undisturbed place to study" will usually not be sufficient justification for the single room accommodation.

Attendance Leniency

Some instructors maintain strict policies regarding the number of allowed student absences. However, some students have disabilities of an episodic nature or which for other documented reasons make it difficult for them to fulfill the typical attendance requirements. Accordingly, the DSS Office has established the procedures described below for considering/granting requests for attendance leniency.

Students with disabilities must request consideration of this accommodation from the DSS Office at the beginning of each semester in which the accommodation is requested. The determination of the curricular impact and appropriateness of such request will be considered for each class, individually. Documentation must be provided indicating both why the student may need to miss classes and to what extent. DSS understands that students cannot always predict the precise number of anticipated absences, but students are asked to provide some indication of the scope of the request.

The DSS Office will evaluate the request and the documentation provided to determine whether students have provided justifiable disability-based reasons for requesting consideration of their attendance requirements. If DSS determines that the reasons provided do not constitute a need for an attendance leniency accommodation, the DSS Office will notify the student immediately.

If the DSS Office determines that the request is justified by the impact of a student's disability, the Office will next contact the instructors of each class in which the student is enrolled for that semester. DSS will request information on any established attendance policies for the class and the importance of attendance/participation to the curricular integrity and learning process.

Traditionally, class attendance is considered a significant aspect of participatory learning. All requests for extension or leniency in attendance requirements will be evaluated carefully, with due consideration given to the following information, which each instructor will provide to the Office:

- a. Is there regular classroom interaction between the instructor and students and among the students themselves?

- b. Do student contributions in class constitute a significant component of the learning process?
- c. Does the fundamental nature of the course rely upon student participation as an essential method of learning?
- d. To what degree does a student's failure to attend class constitute a significant loss of educational experience to other students in the class?
- e. What is the level of leniency allowed to students without disabilities who have legitimate reasons for missing additional classes (e.g., death in the family, car accident, etc.)?
- f. What do the course description and/or syllabus state regarding attendance?
- g. What is the method by which the final course grade is calculated?

If DSS determines, in light of its consideration of the above factors, that it is not possible to provide attendance leniency for a given course, the student will be so informed and given the opportunity to discuss other accommodation options. If the accommodation is deemed appropriate, DSS will send both student and instructor a letter explaining: (a) the established boundaries of the accommodation; and (b) the responsibilities of both student and instructor in carrying out this accommodation.

Students are responsible for contacting the course instructor as soon as possible when a disability-related absence will occur/has occurred, and, as necessary, informing the faculty member as to when the student will return to class. If the student is unable to reach the faculty member directly, the student or someone acting on his/her behalf may contact the DSS Office. Information will then be relayed to the faculty member through the DSS Office.

This accommodation potentially provides relief from the requirements of physical attendance in class. Students are responsible for any material covered or work done during such disability-necessitated absences. Neither extension of deadlines for assignments due, nor arrangements for making up tests and exams missed during such absences are to be assumed in this assigned accommodation. These must be negotiated individually with faculty as needs arise.

If, at any time, the faculty member believes that the student's absences from class threaten the academic integrity of the curriculum or the accomplishment of learning objectives, the faculty member should contact the DSS Office immediately. After consulting with the faculty member, the DSS Office staff will contact the student to review available options.

Extended Deadlines

All students, with and without disabilities, may fall behind in their work and may occasionally have need to approach a faculty member for permission to hand in a given assignment after the stated deadline. When such unusual circumstances arise, we leave it to students and faculty members to discuss options and, hopefully, come to a mutually agreeable conclusion. Asking for extension of deadlines as an ongoing and pre-arranged accommodation in response to disability is a very different matter and *is not often a viable solution for students who are struggling to keep up with their class load and fulfill the expectations set out for all students.*

Assignments are given in class for a variety of reasons. Often, the due dates established for assignments are not arbitrary; deadlines are necessary to fulfill the purpose of the assignment, as a precursor to further learning.

If DSS determines the a request for an extended deadline accommodation is justified by the episodic and unpredictable nature of the student's disability (and thus difficulty in predicting the impact on time and concentration), then DSS will contact faculty from each class in which students are enrolled for that semester to request information about assignments and deadlines typically in place for that class. In these limited instances, requests for the accommodation of extended deadlines will be evaluated carefully, with due consideration given to the following information to be offered by the course instructor:

- a. Do assignments regularly build on one another? Is it necessary to complete one assignment in order to be able to begin the next, or are the assignments relatively discreet in nature (for example, assignments in a math class are often sequential in nature and application; assignments in an English class are more likely to be independent of one another).
- b. Is class discussion of completed assignments a significant component of the classroom interaction?
- c. Do completed assignments become part of the curriculum of the class (for example, the presentation of speeches in a speech class, or small group critiques of student work during class time)?
- d. When assignments are to be completed by the next class session, how much time do you estimate the typical student spends completing those assignments?
- e. Are long-term assignment deadlines indicated on the class syllabus?

Reduced Courseload

Students with certain disabilities may request a reduced course load as an academic accommodation. The reduced course load accommodation permits students to register for a less than full-time course load while providing accesses to all the rights and privileges

of a full-time student at DigiPen. Also, students will be considered to be full-time students for purposes of financial assistance and student accounts, if applicable.

Students seeking the accommodation of a reduced course load must request it through the DSS Office. Medical documentation of the disability that supports the accommodation must be provided to the DSS Office.

The Dean of Students, Registrar's Office, and Financial Aid Office must approve the accommodation. Students will be eligible for a reduced course load only after the process described below is completed, and needed approvals have been granted.

Students seeking the accommodation of a reduced course load must notify the DSS Office each semester that they intend to utilize the reduced course load accommodation. Such notification must occur during the drop/add period.

There are maximum time limits to complete a degree program at DigiPen. Students are responsible for formally requesting an extension of that time limit from the Registrar's Office if students are facing potentially going beyond the time limit due to utilization of the reduced course load accommodation.

Reduced course load accommodations may impact student accounts and financial assistance. Students are strongly advised to discuss any concerns with the Financial Aid Office.

Service Animal

Introduction

In accordance with the Americans with Disabilities Act – As Amended (ADAAA) requires that individuals with disabilities be provided with “reasonable accommodations”. Part of these accommodations may include the use of service animals to assist individuals with disabilities while visiting or residing in facilities operated by DigiPen. Service animals are generally permitted in all facilities operated by DigiPen.

Definitions of Service Animals

Beginning March 15, 2011, service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Where Service Animals Are Allowed

Under the ADA, DigiPen allows service animals to accompany people with disabilities in all areas of DigiPen's campus where the public is normally allowed to go.

Service Animals Must Be Under Control

As required by the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Removal of Service Animals

An official may require an owner/partner to remove a service animal from DigiPen Institute of Technology facilities:

- If the animal is sick, unclean or malodorous
- If its behavior is disruptive, e.g., barking, growling, running around, displaying aggressive behavior
- If the owner/partner fails to clean up after his or her animal.
- If animal does not meet all applicable city/county/college ordinances or requirements.

If such circumstances or behaviors persist, DigiPen officials may direct the owner/partner not to bring the animal onto campus. The owner may remain on campus and participate in activities, but the animal will not be allowed to return until the issues have been resolved.

Inquiries Related to Service Animals

Only limited inquiries are allowed regarding service animals. Staff and faculty may ask two questions:

- (1) Is the dog a service animal required because of a disability, and
- (2) What work or task has the dog been trained to perform.

Resources

Questions regarding service animals and greater compliance with ADA regulations at DigiPen Institute of Technology should be referred to the DSS Office at (425) 629-5015.

References

- U.S. Department of Justice, Information about the Americans with Disabilities Act - <https://www.ada.gov/>
- U.S. Department of Justice, Guidance on Service Animals in Public Places - <http://www.ada.gov/qasrvc.htm>

Rights and Responsibilities Summarized

Student's General Rights and Responsibilities:

DigiPen Institute of Technology wishes to promote an atmosphere of independence for all students, including those students with disabilities. We want to encourage students with disabilities to become advocates for themselves. Students are expected to notify the DSS Office of their need to be accommodated. Once approved, students are given official letters of request to be hand delivered to each instructor. A file copy of each letter is retained for disability records. Students are expected to file accommodation requests for each and every semester, far enough in advance to allow time for planning and consultation. Questions pertaining to accommodation should be addressed to the DSS Coordinator. To further that mission, here are some guidelines for the student's rights and responsibilities:

Rights:

- Having access to equal opportunities to be academically successful at DigiPen regardless of disability, according to the law.
- Receiving reasonable accommodations in order to be provided with equal opportunity.
- Having access to auxiliary aids/assistive technology available as to other students.
- Being protected from discrimination due to a disability or any retaliatory discrimination, as addressed by law.

Responsibilities:

- Identifying themselves to the DSS Office.
- Actively participating in an intake interview and other meetings with the DSS Coordinator.
- Assuming personal responsibility for meeting with faculty and requesting additional assistance.
- Notifying the DSS Office when there are problems receiving the requested accommodations.
- Adhering to all policies regarding academic conduct, which apply equally to all students, regardless of disability.
- Meeting and maintaining academic standards, which have been established by DigiPen and applicable departments (with appropriate accommodations where needed).
- Providing current disability documentation to the DSS Office.
- Following all directions and adhering to all timelines when requesting accommodations. Failure to alert appropriate staff in a timely manner may result in significant obstacles to the provision of necessary accommodations for students.
- Becoming aware of their rights as students and learn to advocate for themselves.

Important Resources on Campus

To find most up-to-date contact information for on-campus resources, visit:
<https://www.digipen.edu/current-students/>

Important Resources off Campus

Bookshare.org

www.bookshare.org

Brain Injury Association of Washington

The BIAWA

P.O. Box 3044

Seattle, WA 98114

Voice: (206) 897-5755

(877)982-4292

FAX: (206) 897-5756

<http://www.braininjurywa.org/>

Client Assistance Program (CAP)

Seattle Office

2531 Rainier Ave S

Seattle, WA 98144

Voice: (206) 721-5999

TTY: (206) 721-6072

<http://www.washingtoncap.org/>

SightConnection

9709 Third Ave NE #100

Seattle, WA 98115-2027

Voice: (206) 525-5556

(800) 458-4888

FAX: (206) 525-0422

www.sightconnection.com

DeafWeb Washington

www.deafweb.org

Disability Resources.org

For Washington State

www.disabilityresources.org/WASHINGTON.html

Division of Vocational Rehabilitation (DVR)

P.O. Box 45340

Olympia, WA. 98504

<http://www.dshs.wa.gov/dvr/>

Voice/TTY: (800) 637-5627

DO-IT (Disabilities, Opportunities, Internetworking, and Technology)

www.washington.edu/doiit

Hearing, Speech and Deafness Center

Seattle Office
1625 19th Ave
Seattle, WA 98122
Voice/TTY: (206) 323-5770
FAX: (206) 328-6871
www.hsdc.org

Learning Disabilities of Washington

16315 NE 87th Street
Suite B-10
Redmond, WA 98052
(425) 882-0820
www.ldawa.org

National Federation for the Blind of Washington

P.O. Box 2516
Seattle, WA 98111
Voice: (206) 624-8007
www.nfbw.org

Readplease

www.readplease.com

Learning Ally

National Headquarters
20 Roszel Road
Princeton, NJ 08540
Phone: 800-221-4792
Fax: 609-987-8116
www.learningally.org

Seattle Lighthouse for the Blind

2501 S. Plum Street
Seattle, WA 98144
Voice: (206) 322-4200
Voice: (800) 914-7307
www.seattlighthouse.org

U.S. Department of Education Office of Civil Rights

Seattle Office
915 Second Ave Room 3310
Seattle, WA 98174-1099
Voice: (206)607-1600
FAX: (206)607-1601
TDD: (206)607-1647
<http://www2.ed.gov/about/offices/list/ocr/index.html>

Washington Access Fund

00 South King Street, Suite 280
Seattle, WA 98104
Voice: 206-328-5116
1-877-428-5116
TTY: 1-888-494-4775
Fax: 206-328-5126
Email: info@washingtonaccessfund.org

Washington State Department of Services for the Blind

National Toll Free Number
1-800-522-7103
3411 S. Alaska Street
Seattle, WA 98118
Voice: (206)906-5500
Fax: (206)721-4103
www.dsb.wa.gov

Washington Talking Book and Braille Library

2021 9th Avenue, Seattle
WA 98121-2783
Voice: (206) 615-0400 or (800) 542-0866
TTY: (206) 615-0418
www.wtbbl.org

Grievance Procedures

Students wishing to request reconsideration of accommodation decisions and/or implementation should first engage the person who is responsible for the object of the grievance informally, to attempt to resolve the problem.

If a faculty member does not agree with an accommodation assigned to a student, the faculty member must communicate with the DSS Office first. Until and only if DSS decides otherwise, the faculty member must continue to provide the assigned accommodation.

If a student or faculty member's grievance regarding an accommodation cannot be resolved informally, formal complaints should be addressed to the Director of the DSS Office, according to the following process:

1. Students and faculty file a complaint by completing the Disability Grievance form within 14 days of the alleged issue. Forms are available at the DSS Office. The completed Disability Grievance form should be submitted to the Director of the DSS Office.
2. If appropriate, an investigation shall follow the filing of a complaint by the Disability Appeals Committee, led by the Dean of Students. The Committee shall interview all involved entities and ask them to submit evidence relative to the complaint.
3. The Disability Appeals Committee shall issue a written description of the findings of the investigation and notify the student and faculty member in writing within 14 days of the form submission.
4. A request for reconsideration of the findings may be made to the Dean of Students within 14 days of the Committee's findings.

The DSS Office shall maintain the files and records of complaints filed.

The faculty member must continue to provide the assigned accommodation until the Committee finalizes the investigation.

The DSS Office recommends using the above grievance procedure; however, students and faculty may file a grievance with the Office of Civil Rights (OCR) at any time at the following address:

Office for Civil Rights
U.S. Department of Education
Seattle Office
915 Second Avenue Room 3310
Seattle, WA 98174-1099

Telephone: 206-220-7900
FAX: 206-220-7887;
TDD: 877-521-2172
Email: OCR.Seattle@ed.gov