Administrative Policy

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Effective:	Interim
Supersedes:	N/A
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Subject: DISABILITY SUPPORT AND ACCOMMODATIONS

1.0. PURPOSE:

To establish the policies and practices for disability support and accommodations and to ensure continued compliance with all applicable federal and state laws and regulations.

2.0. ORGANIZATIONS AFFECTED:

All organizational units of the University, including Auxiliary organizations.

3.0. REFERENCES:

3.1. Americans with Disabilities Act of 1990, As Amended (ADA).

3.2. ADA, 42 U.S.C., Chapter 126, § 12101 et seq.

3.3. Education Code, § 67302 and 67310-13.

3.4. Government Code, §11135 and 12926.

3.5. Section 504 of the Federal Rehabilitation Act of 1973, as amended.

3.6. Section 508 of the Federal Rehabilitation Act of 1973, as amended.

3.7. California State University (CSU) Executive Order 926, The California State University Policy on Disability Support and Accommodations.

3.8. CSU Executive Order 1088, Systemwide Guidelines for Affirmative Action Programs in Employment.

3.9. CSU Executive Order 1096, Systemwide Policy Prohibiting Discrimination, Harassment and Retaliation Against Employees and Third Parties and Procedure for Handling Discrimination, Harassment and Retaliation Allegations by Employees and Third Parties.

3.10. CSU Coded Memorandum AA-2004-25, Center for Alternative Media (CAM).

3.11. CSU Coded Memorandum AA-2007-04, Access to Electronic and Information Technology for Persons with Disabilities.

3.12. CSU Coded Memorandum AA-2008-21, Accessible Technology Initiative: Changes to Planned Submission Dates for Procurement Plans and Timelines.

Approved: _____ **Date:** _____

3.13. CSU Coded Memorandum AA-2009-19, Revised Coded Memo – Automatic Extension of Accessible Technology Initiative Requirements.

3.14. CSU Coded Memorandum AA-2009-27, Policy for the Provision of Accommodations and Support Services to Students with Disabilities.

3.15. CSU Coded Memorandum AA-2010-13, Revision of Accessible Technology Initiative Coded Memo.

4.0. POLICY:

It is the policy of the California State University, Los Angeles (Cal State L.A.) to make its programs, services, and activities accessible to all persons with disabilities, to include students, faculty, staff and the general public who visit or attend a campus-sponsored event.

This policy applies, but is not limited to, academic programs and services, student services, auxiliary programs and services, procurement of goods and services, information resources and technologies, and capital planning, design and construction.

The Accessible Technology Initiative's principle of universal design is an approach to the design of products and services to be usable by the greatest number of people, including individuals with disabilities.

Cal State L.A. will provide appropriate accommodations and support services and make reasonable modifications in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability, unless it is demonstrated that providing such accommodations, services, or modifications would result in a fundamental alteration in the nature of the service, program, or activity or would create undue financial or administrative burdens.

5.0. DEFINITIONS:

5.1. CSU Accessible Technology Initiative (ATI) – Initiative that reflects the ongoing CSU commitment to providing individuals with disabilities access to information resources and technologies. The three (3) priorities are:

5.1.1. Web Accessibility - Access to the Internet and its resources, including websites, web applications and digital content.

5.1.2. Instructional Materials Accessibility - Instructional materials and online course materials must be accessible to persons with disabilities in order to provide them with effective communication.

5.1.3. Accessible Electronic and Information Technology (E&IT) Procurement - Includes web applications, hardware, software, telecommunications, multimedia, and self-contained closed products like copiers, fax machines, kiosks, etc.

5.2. ATI Steering Committee - Committee established by the President to assist the campus in effectively carrying out the accessible technology provisions of Executive Order 926 and the ATI.

5.2.1. Membership shall include:

5.2.1.1. Vice President, Information Technology Services/Chief Technology Officer, Co-chair.

5.2.1.2. Vice President, Student Affairs, Co-chair.

5.2.1.3. Executive Director, University-Student Union.

5.2.1.4. Associated Students, Inc. (ASI) President.

5.2.1.5. ASI Undergraduate Student Designee.

5.2.1.6. ASI Graduate Student Designee.

5.2.1.7. Chair, Academic Senate.

5.2.1.8. Executive Committee of the Academic Senate Designee.

5.2.1.9. Assistant Vice President, Academic Affairs.

5.2.1.10. Assistant Vice President, Human Resources Management.

5.2.1.11. Dean, Charter College of Education.

5.2.1.12. University Librarian.

5.2.1.13. Director, CMS and Enterprise Systems.

5.2.1.14. Director, Office for Students with Disabilities (OSD).

5.2.1.15. Director, Center for Effective Teaching and Learning (CETL).

5.2.1.16. Director, Administrative Technology.

5.2.1.17. Director, Procurement and Contracts.

5.1.1.18. Director, Student Health Center.

5.1.1.19. Unit 1 Representative.

5.1.1.20. Units, 2, 5, 7 and 9, Representative.

5.1.1.21. Unit 3 Representative.

5.1.1.22. Unit 4 Representative.

5.1.1.23. Unit 6 Representative.

5.1.1.24. Unit 8 Representative.

5.1.1.25. Unit 11 Representative.

5.1.1.26. Unit 13 Representative.

5.3. Disability Access and Compliance Committee – Committee mandated by Executive Order 926 to discuss, monitor, and evaluate campus issues related to compliance with disability support and accommodations and all applicable federal and state laws and regulations. Additionally, the Committee will serve as the President's Advisory Committee on Services for Students with Disabilities to assist in the evaluation of current campus policies and procedures relating to students with disabilities and to develop plans and recommend priorities relating to programs and services for these students.

5.3.1. Membership shall include students, staff, faculty, and administrators from a variety of disabilities, academic disciplines, the business office, and other sectors of the campus community, as follows:

5.3.1.1. Director, OSD, Chair.

5.3.1.2. Diversity and Inclusion Director.

5.3.1.3. One (1) appointee recommended by the Provost and Vice President, Academic Affairs.

5.3.1.4. One (1) appointee recommended by the Vice President, Administration/Chief Financial Officer.

5.3.1.5. One (1) appointee recommended by the Vice President, Information Technology Services/Chief Technology Officer.

5.3.1.6. One (1) appointee recommended by the Vice President for Student Affairs.

5.3.1.7. One (1) appointee recommended by the Vice President for University Advancement.

5.3.1.8. Assistant Vice President for Human Resources Management or his/her designee.

5.3.1.9. Director, Facilities Services or his/her designee.

5.3.1.10. Director, Housing Services or his/her designee.

5.3.1.11. Director of Parking and Transportation or his/her designee.

5.3.1.12. Director of Procurement and Contracts or his/her designee.

5.3.1.13. Two (2) faculty members appointed by the Academic Senate.

5.3.1.14. Two (2) staff members appointed by the President.

5.3.1.15. ASI President or his/her designee.

5.3.1.16. Four (4) students representing a variety of disability categories, to the extent possible, nominated by ASI.

5.3.2. Term of Service – Student members shall serve a one-year term commencing within thirty (30) days of the start of the Fall Quarter and shall be eligible to serve not more than two (2) consecutive one-year terms. Faculty and staff

members shall serve two-year terms and shall not be eligible to serve more than two (2) consecutive two-year terms. The appointees shall serve 2 year terms.

5.4. Disability – Shall mean a physical or mental impairment of an individual that limits one or more of the major life activities and requires either a record of such an impairment, or documentation of having been regarded as having such an impairment.

5.5. Individual with a Disability – Shall refer to:

1. Any person who has a physical or mental impairment that limits one or more of the major life activities of such individual,
2. Any person who has a record of such impairment, or
3. Any person who is regarded as having such impairment.

5.6. Qualified Individual with a Disability – Shall mean an individual with a disability who:

1. Meets the academic and technical standards requisite for admission or participation in the education programs of Cal State L.A. This includes students with disabilities participating in clinical or field placements that are offered as part of a program's field of study.

2. Meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity regardless of:

    a. Reasonable modifications to rules, policies, or practices,
    b. The provision of auxiliary aids and services,
    c. The removal of architectural, communication, or transportation barriers.

5.7. Reasonable Accommodation – What constitutes a reasonable accommodation is to be determined by the campus on a case-by-case basis after it has received an individual's request for accommodation and engaged in an interactive process with the individual to identify the nature and extent of the individual's restrictions and the appropriate accommodation that would enable the individual to perform the essential duties of his/her job. Reasonable accommodation may begin prior to the extension of a job offer to provide an applicant access to the application and interviewing process.

6.0. RESPONSIBILITIES:

6.1. The President will:

6.1.1. Establish the Disability Access and Compliance Committee and the ATI Steering Committee and designate the chair of each of these committees.

6.1.2. Assure that all required reports are submitted timely to the Chancellor's Office.

6.2. The Director, OSD will:

6.2.1. Chair the campus Disability Access and Compliance Committee/ President's Advisory Committee on Services for Students with Disabilities.

6.2.2. Serve as the campus designated authority as it relates to the verification of a disability for students. Established CSU Guidelines are provided in Appendix 8.1.

6.2.3. Serve on the ATI Steering Committee and working groups.

6.3. The Diversity and Inclusion Director will:

6.3.1. Serve as the campus' ADA Compliance Officer/Coordinator.

6.3.2. Serve on the Disability Access and Compliance Committee.

6.3.3. Serve on the ATI Web Accessibility work group.

6.4. The Disability Access and Compliance Committee will:

6.4.1. Review existing University policies and practices as necessary to determine whether these policies and practices comply with CSU, state and federal recommendations, laws, regulations, and codes and to determine their impact on students with disabilities and the campus community. The policies and practices which fall within the scope of the Committee's charge will include those affecting academic and non-academic programs, units and services, inclusive of physical plants.

6.4.2. Serve as the President's Advisory Committee on Services for Students with Disabilities. This Committee will:

6.4.2.1. Serve as an advisory committee to the President and the Director, OSD.

6.4.2.2. Make recommendations designed to improve conditions for students with disabilities.

6.4.2.3. Review new and existing policies and practices as necessary to determine their impact on students with disabilities.

6.4.3. Submit reports and/or recommendations to the President.

6.4.4. Coordinate efforts with the ATI Steering Committee to ensure compliance with Executive Order 926.

6.5. The ATI Steering Committee will:

6.5.1. Oversee campus implementation of CSU Accessible Technology Initiative.

6.5.2. Coordinate efforts with the three (3) working groups established to address the three (3) priorities of the ATI.

6.5.3. Coordinate the campus self-assessment during the preparation of the annual report and revise the ATI plan according to the results.

6.5.4. Review and approve all submissions to the Chancellor's Office.

6.5.5. Coordinate efforts with the Disability Access and Compliance Committee to ensure compliance with Executive Order 926.

6.6. The Vice President for Administration and Chief Financial Officer, or designee, will:

6.6.1. Establish and implement effective controls for the audit of disabled parking.

6.6.1.1. Beginning in 2006, submit a copy of the campus' completed audit report every two (2) years to the Chancellor's Office/Systemwide Financial Services by April 1.

6.6.2. Periodically review and update the campus' ADA transition plan to ensure that it reflects the current conditions of the campus. This plan shall be used as a planning tool to evaluate and confirm program compliance and to prioritize any outstanding issues.

6.7. The Vice President for Student Affairs, or designee, will:

6.7.1. Co-chair the ATI Steering Committee

6.7.2. Provide data annually to the Chancellor's Office on enrollment of matriculated students with verified disabilities pursuant to AA 2009-27. The data shall include the primary and secondary (if applicable) disability categories and primary and secondary (if applicable) services provided.

6.8. The Vice President for Information Technology Services and Chief Technology Officer, or designee, will:

6.8.1. Co-chair the ATI Steering Committee.

6.8.2. Represent the campus at the monthly ATI Executive Sponsor Meetings and share information from these meetings with the ATI Steering Committee.

6.9. Human Resources Management will:

6.9.1. Provide compliance training to new employees, including faculty, and periodically thereafter to the campus community in conjunction with OSD.

6.9.2. Maintain documentation related to training for five (5) years.

7.0. GUIDELINES:

7.1. Support Services and Accommodations

7.1.1. The type and amount of support services and accommodations provided to students with disabilities shall be determined by the Director, OSD, in consultation with the student seeking the accommodation and, as appropriate, with affected faculty and staff. Available accommodations are provided in Appendix 8.2.

7.1.2. The Director, OSD, shall be responsible for the recruitment of an adequate pool of qualified persons to serve as interpreters, real-time captioners, readers, note takers, and similar support service personnel for students.

7.1.2.1. Students needing such assistance shall have an opportunity to be involved in the selection process to ensure that the person under consideration has an adequate skill level. Education Code, Section 67306, provides that students may select readers who are not on a

director's list, if a written request is filed with the Director, OSD, or his/her designee.

7.1.3. Reasonable accommodation is to be provided by the Diversity and Inclusion office, upon request from an employee or applicant with disabilities, unless doing so would impose an undue hardship on the campus.

7.1.3.1. Such accommodation shall be determined on a case-by-case basis after receipt of the request and engaging in an interactive process with the individual to identify the nature and extent of the individual's restrictions and the appropriate accommodation that would enable the individual to perform the essential duties of his/her position.

7.1.3.2. Reasonable accommodation also may begin prior to extending a job offer to provide an applicant access to the application and interview processes.

7.1.4. Students in need of auxiliary aids and services and reasonable modifications or accommodations should submit their requests to OSD as early as possible in order to facilitate scheduling or the acquisition of personnel, equipment, and/or materials. Guidelines for the provision of services are available in OSD.

7.1.5. Employees and members of the general public in need of auxiliary aids and services and reasonable modifications or accommodations should submit their requests to the Diversity and Inclusion office as early as possible in order to facilitate scheduling or the acquisition of personnel, equipment, and/or materials. Guidelines for the provision of services are available in the Diversity and Inclusion office.

7.1.6. Information resources and technologies, including, but not limited to, computer and network access and services, computer delivered or enhanced instruction, library electronic information resources, library online catalogs and homepages, campus informational web sites, computer-delivered or assisted administrative services, and voice and video programs and services shall be made accessible to all Cal State L.A. students, faculty, staff and the general public regardless of disability.

7.2. Appeals

7.2.1. Individuals denied a requested accommodation may appeal the decision in accordance with a collective bargaining agreement, if applicable, or CSU Executive Order 1096, as appropriate.

8.0. APPENDICES:

8.1. CSU Guidelines for the Assessment and Determination of Students with Learning Disabilities.

8.2. Available Accommodations.