

Internal informal process –

Students who experience disability related issues on campus are urged to contact Disability Services immediately. Problems can usually be addressed as they occur. However, if efforts to resolve the complaint are unsuccessful, the student has the right to file a grievance with the Assistant Vice President and Dean of Students, Donna Rogers, room 1.602, 972-883-6391.

If the issue or concern is within Student Affairs/Student Life and related to the Office of Disability Services, the student is urged to contact the Disability Services Coordinator immediately. If the issue cannot be resolved through the Disability Services Coordinator, the next step is to contact, Dr. Kim Aaron, Associate Dean of Students. Finally, if efforts to solve the problem are unsuccessful, the student is advised to contact Donna Rogers, Assistant Vice President for Student Affairs and Dean of Students.

ADA/504 internal formal and external process –

If the student feels that they have been discriminated against in violation of the Americans with Disabilities Act 1990 or Section 504 of the Rehabilitation Act of 1973, they have the right to file internally or externally a grievance. Complaints alleging discrimination on the basis of disability should be made in writing to the ADA Coordinator, Assistant Vice President of Student Affairs and Dean of Student, Donna Rogers, room 1.610 Student Union. 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 time 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.

In the past two years, we have had three complaints that have been brought to the attention of the Assistant Vice President of Student Affairs and Dean of Students. The complaints were resolved by the Dean of Students who worked closely with Disability Services to support the decision of denial of accommodations request. The two complaints were over accommodations during testing situations. One student felt they must use their own lap top computer (over which Disability Services had no control of the material available on its hard drive) during examinations in Disability Services rather than the desk top computer provided in the testing room. The other student wanted extended test times and a private room when the only documentation provided to Disability Services was for the use of captioning in the classroom for the Deaf/Hard of Hearing. Both issues were resolved by the Dean of Students, who agreed with the decisions made by Disability Services.

Disability Services had one external complaint for the 2005-2006 school year that was processed through the Office of Civil Rights. Office of Civil Rights staff interviewed the student who filed the complaint and the staff and faculty members named in the complaint. Office of Civil Rights determined that the complainant did not have enough evidence to support the argument and the case was closed. The student then filed a retaliation complaint with Office of Civil Rights against the university. Her argument contended that no accommodations were provided to her and that personal information was shared to parties outside of UTD. The Office of Civil Rights verified accommodations were provided from the time the student attended UTD until present. They also confirmed that personal information was not shared by staff, faculty and teaching assistants to outside sources. UTD did not know of the third party to whom the student alleged personal information was provided. The Office of Civil Rights closed the case due to the lack of supportable information from the complainant.

In 2001, one student filed a complaint with the Office of Civil Rights stating that Disability Services and the School of Management Graduate Program discriminated against him during a final examination. The student alleged that his disability does not allow him to retain information in short term memory and wanted to be allowed to have the answers for questions during an examination. This request would have altered the essential elements of the class and graduate program. This issue was discussed in a meeting with the student conducted by Disability Services and the Coordinator of the School of Management. The student refused to accept the denial of the request and has not returned to UTD to complete his graduate degree. The School of Management proposed that the graduate student re-take the class over a 16 week period the following semester, even though the student had taken this class twice and failed. Also, the Office of Civil Rights determined that student was being unreasonable with the request and ruled in favor of The University of Texas at Dallas.

Kerry Tate, Disability Services Coordinator
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