The Disability Programs and Resource Center (http://access.sfsu.edu) (DPRC) collaborates with SF State's diverse community to ensure that all aspects of campus life—learning, working, and living—are universally accessible. The DPRC provides the University with resources, education, and direct services in order that people with disabilities may have a greater opportunity to achieve social justice and equity.

Students with mobility, hearing, visual, communication, psychological, systemic (HIV/AIDS, environmental illness, etc.), and learning disabilities are encouraged to attend SF State. The DPRC is available to facilitate equal access to the classroom and to campus-related programs and activities. Eligible students with a verified temporary or permanent disability who are regularly enrolled or enrolled through the College of Extended Learning are provided with a full range of support services in order that they may define and achieve personal autonomy at SF State. The DPRC also provides assistance to eligible students in managing DPRC services, campus-wide access, attitudinal barriers, other campus resources, and disability civil rights.

**Support Services**

Prospective students are encouraged to contact the DPRC early in the admission process in order to receive assistance and information about services. Students with disabilities need to apply for admission to the University using the standard admissions process. If the student’s disability has prevented them from meeting any admission requirements and they believe they are an "otherwise qualified applicant," they may be eligible to request alternative admissions assistance directly from the admissions office. On a case-by-case basis, the DPRC examines an applicant’s documentation and academic record to determine whether or not to support a recommendation for alternative admissions. The DPRC cannot offer alternative admissions assistance to prospective students who have not completed their admissions application and submitted all final transcripts. Students may also be eligible for one or more services, depending on the specific nature of their disabilities. Disability verification must be provided when registering with the DPRC. Specific services include the following:

- Academic Assistance
- Assistive Technology
- Alternate Media
- Deaf & Hard-of-Hearing Services
- Disability Management
- On-campus Shuttle Service
- Parking
- Priority Registration
- Test Accommodations

**Complaint/Grievance Procedures**

Every effort is put forth to ensure that students, faculty, and staff with disabilities at San Francisco State University receive the services and accommodations to which they are entitled under federal law. Generally, the campus community is sensitive to the need for accommodation. However, if an oversight to physical or programmatic access occurs at SF State, students and employees with disabilities have protection under Section 504 and the ADA. Students may file a complaint about University faculty, staff, administrators, or disability-related issues by following these procedures, which can also be found at: http://access.sfsu.edu/content/accessibility-oversights. (http://www.sfsu.edu/~dprc/grievance.html)

1. Discuss the problem with a DPRC Specialist. With permission of the student, the DPRC Specialist will contact the faculty and/or staff on campus in an attempt to work out a solution to the problem.
2. If the complaint is not satisfactorily resolved, or if the issue is with the DPRC Specialist, the student may meet with the DPRC Associate Director.
3. A grievance that is not resolved to the student's satisfaction by the DPRC Associate Director may then be addressed to the DPRC Director.
4. When a grievance cannot be resolved informally as described above, students can pursue their claims under Section 504 of the Rehabilitation Act of 1973. To file a Section 504/ADA grievance, http://access.sfsu.edu/content/accessibility-oversights.
5. At any time students may file a complaint with the Office for Civil Rights (OCR). It is the DPRC’s hope, however, that students will give the campus the chance to address their problems in a timely manner.

**Office for Civil Rights**

U.S. Department of Education
50 United Nations Plaza
Mail Box 1200, Room 1545
San Francisco, CA 94102

Telephone: (415) 486-5555
Fax: (415) 486-5570; TDD: (800) 877-8339
Email: ocr.sanfrancisco@ed.gov

Complaints may be made in person, by telephone, or in writing. The DPRC prefers to meet with students to discuss concerns and issues. DPRC Specialists, the Associate Director, and the Director are available for appointments.

**Further Information**

For more information, contact Disability Programs and Resource Center:
Phone: (415) 338-2472
Video Phone: (415) 335-7213
Email: dprc@sfsu.edu
Website: http://access.sfsu.edu/
Persons interested in visiting the office should come to the Student Services Building, Room 110.