

DISABILITY PROGRAMS & RESOURCE CENTER

The Disability Programs and Resource Center (<http://access.sfsu.edu/>) (DPRC) collaborates with San Francisco State University'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 San Francisco State. The DPRC is available to facilitate equal access to the classroom and 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 admissions 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 (not an exhaustive list):

- 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 with disabilities at SF State 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 with disabilities have protection under Section 504 and the ADA. Students who feel they

have not been granted a requested reasonable accommodation may follow these procedures:

This process is for students who do not agree with a reasonable accommodation decision made by DPRC. **SF State Student employees should follow the "Employees" procedure at <https://access.sfsu.edu/complaints/>.*

Step 1: If you have any questions related to an accommodation decision made by DPRC, you are highly encouraged to speak with your Disability Specialist before taking any further steps. This may be the fastest path toward a resolution.

Step 2: At any time, you may submit a DPRC Accommodation Appeals Form (https://cm.maxient.com/reportingform.php?SFStateUniv&layout_id=9). Please fill out the form as completely as possible. You will be contacted within two business days to schedule a meeting to discuss your complaint. At the initial meeting, a timeline for complaint resolution will be discussed; however, timelines may be adjusted during the process for a variety of reasons. Please check your SF State email for communications regarding your complaint. If you need assistance filling out this form, please contact the DPRC.

Appeal Officers

The fastest way to resolve complaints is generally by seeking support at the lowest level possible. However, students may select an appeals officer at any level.

- DPRC Disability Specialist (DPRC staff who made your accommodation decision)
- DPRC Associate Director
- DPRC Director
- Associate Vice President for Student Life & Dean of Students or designee

Step 3: Formal Procedures

If your problem cannot be resolved informally as described above, students may pursue their claims via the University's Discrimination, Harassment, and Retaliation (DHR) (<http://titleix.sfsu.edu/contact/>) procedures if applicable.

DPRC wants to work with you to resolve your problem in a timely manner whenever possible. However, at any point in this process, students are welcome to contact the Office for Civil Rights, U.S. Department of Education below:

Office for Civil Rights U.S. Department of Education
50 United Nations Plaza
San Francisco, CA 94102
(415) 486-5555
(415) 486-5570 Fax
(877) 521-2172 TTY
Email: OCR.SanFrancisco@ed.gov

Further Information

For more information, contact Disability Programs and Resource Center:
Phone: (415) 338-2472
Video Phone: (415) 335-7210
Email: dprc@sfsu.edu
Website: <http://access.sfsu.edu/>

Persons interested in visiting the office should come to the Student Services Building, Room 110.