## UNIVERSITY OF MANITOBA PROCEDURE

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<th>STUDENT ACCESSIBILITY</th>
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| Authority: | University of Manitoba Act  
Section #16(1) |
| Responsible Executive Officer: | |
| Delegate: | |
| (If applicable) | |
| Contact: | 39T |
| Application: | All Employees and Students |

### Part I

**Reason for Procedure**

1.1 To set out Procedures secondary to the Policy entitled “The University of Manitoba Accessibility Policy” in connection with supporting an accessible learning environment where students with disabilities who are admitted to The University of Manitoba can gain access to and participate in all programs for which they are academically qualified.

1.2 While it is a guiding principle of this policy that all members of the University community share responsibility for creating and maintaining an accessible learning environment, The University of Manitoba has designated Student Accessibility Services (“SAS”) to facilitate the implementation of accommodations for students with documented disabilities.

1.3 The University’s duty to provide reasonable accommodation to students with documented disabilities may oblige the University to offer a modification, substitution, or waiver. Such accommodations are consistent with the obligation to administer the University’s academic programs as approved by Senate so long as

   (a) The accommodation is reasonable;

   (b) The accommodation does not create an undue hardship for the University; and

   (c) The accommodation does not compromise a defined Bona Fide Academic Requirement.
Part II
Procedural Content

Definitions

2.1 The terms below have the following defined meanings for the purpose of this Procedure:

(a) "Documented Disability" means a disability requiring accommodation which has been accepted as such by Student Accessibility Services.

(b) "Bona Fide Academic Requirement" describes the knowledge and skills that a student must acquire in order to complete a course or program successfully. These are the essential and minimum requirements, including methods of assessment that the student must meet.

(c) "Accommodation" is an attempt to remove barriers to the equitable participation of students in learning and evaluation. Where a course or program requirement is a barrier to equitable participation, an accommodation must allow the student an opportunity to acquire and demonstrate the knowledge and skills (or achieve other learning outcomes) required to complete a course or program of study through an alternative mode of instruction or assessment. The accommodation must not erode the academic integrity and standards of the course or program in question.

(d) "Reasonable Accommodation" means an Accommodation that would address an inequality toward a person with a disability without offering that individual an unfair advantage over other students. A Reasonable Accommodation must not result in an undue hardship on the University, and must not result in the compromise of a Bona Fide Academic Requirement. Students must still acquire and demonstrate mastery of essential skills or other Bona Fide Academic Requirements of a student's course or program of study, although this may be done in an alternative or non-traditional way. A reasonable accommodation must not lower the Bona Fide Academic Requirements of the course or program, or violate the accreditation needs of a professional program. The goal of reasonable accommodation is not to 'lower the bar', but rather to provide a different and equitable approach that permits students with disabilities to access learning and assessment opportunities. The term 'reasonable accommodation' is used only in the context of the accommodation of a Documented Disability. The University is under no obligation to offer a reasonable accommodation (or any accommodation for that matter) on compassionate or other grounds.

(e) "Academic Staff Member" means a professor, instructor and/or academic staff person who is responsible for providing the educational program or course to a student requiring Accommodation.

(d) "Accessibility Advisory Committee" (AAC) means a Faculty/School committee which is responsible for advising the respective Dean/Director on matters related to accommodation and the impact of accommodation on academic standards. Typically AAC would meet minimally twice a year to discuss accommodations affecting the Faculty/School.
(e) "Accommodation Team" (AT) means the Faculty/School team established to work with individual students on the provision of accommodations when Student Accessibility Services identifies the Accommodation as nonstandard or unusual for the circumstances. It is intended AT will be engaged early on in the process when necessary.

2.2 The terms below have the following defined meanings and are types of ‘Accommodation’:

(a) "Modification" means an Accommodation involving a relatively minor change made to an academic requirement. Modifications usually entail a revision to the way a student must demonstrate required skills and knowledge, or sometimes additional assistance for a student which does not detract from the skills and knowledge the student must acquire. Modifications may be implemented by Academic Staff Member on the advice of SAS.

(b) "Substitution" means the replacement of a certain admission criterion, prerequisite course, course/program requirement or University requirement with another that is deemed comparable. Substitutions are commonly used to effect Accommodations. Senate approves required program content including courses and other elements such as breadth, depth, math and written requirements; Faculties and Schools administer these programs. In administering a program, it may become impossible, impractical, or unfeasible for a student to complete all program requirements exactly as approved by Senate. Deans and directors, or their designates may approve substitutions. Deans may delegate their authority to an associate Dean or department head. Such delegations should be made in writing.

(c) "Waiver" means the removal of a criterion for admission, progression or graduation from a program of study. A waiver is an Accommodation, but may not be offered in regard to a Bona Fide Academic Requirement. A waiver does not include a case where a requirement is replaced by another requirement (this is a substitution), but rather is the complete elimination of a non-essential academic requirement. Deans and Directors may approve waivers and may delegate this authority to an associate Dean. Such delegations should be made in writing.

(d) "Degree Notwithstanding a Deficiency" means a degree that is conferred upon a student who has not met all the Senate-approved requirements of his or her program of study and for whom no other Accommodation has been approved in regard to the missing requirements. A degree notwithstanding a deficiency, when approved by Senate, is the only way in which a student may effectively obtain a waiver of what would otherwise be considered a Bona Fide Academic Requirement. Senate alone may grant a degree notwithstanding a deficiency.
Responsibilities and Rights of Students

2.3 In order to facilitate appropriate Accommodations of a student’s disability related needs, SAS requires students with disabilities requesting Accommodations to register with the office as soon as possible.

2.4 Students registering with SAS must provide the following information:

(a) Name, contact information, student number; and

(b) Documentation from a registered health professional which should include:

(i) Name of diagnostician;

(ii) Name of the diagnostic tests used;

(iii) Date of the Clinical testing;

(iv) How the disability will affect the student on campus, in classroom, lab, clinical/fieldwork and other instructional settings, and during tests and exams;

(v) An indication of the duration of the student’s period of disability;

(vi) Recommendations for appropriate accommodations to be made for that student.

2.5 All personal information, including personal health information, shall be kept confidential in accordance with The Freedom of Information and Protection of Privacy Act (Manitoba) and The Personal Health Information Act (Manitoba). The information will be shared with only those who need to know in order to give effect to the Policy and assist the student in obtaining Reasonable Accommodations.

2.6 Students must schedule a meeting with SAS staff to discuss their accommodation requirements and acquaint themselves with the SAS procedures. The following documents should be prepared by SAS staff for each student as required:

(a) Letter of Accommodation (outlining individual needs for distribution to instructors); and

(b) Tests/Exams Particular Forms (to be completed for each test/exam).

2.7 As part of the registration process, students should be made aware of the Canada Student Grant program of funding.

The Canada Student Grant

2.8 All eligible students will be requested to complete an application for a Canada Student Grant or notify SAS of ineligibility for the grant.

2.9 Upon receipt of a Canada Student Grant, any portion designated for services retained through the SAS office at the University of Manitoba should be submitted to the SAS office. A receipt will then be issued to the student for their records.
Responsibility and Rights of Student Accessibility Services

2.10 Student Accessibility Services has the responsibility and right to:

(a) Offer advice, guidance and support for students requiring academic accommodation and assign a SAS advisor to the student;

(b) Request and evaluate documentation from registered health professionals provided by students requesting assistance from SAS and assign appropriate services to meet the needs of each student by adapting services, courses, and programs as feasible. SAS will consider the suggestions/recommendations noted in the documentation of a disability/condition but may not agree to all of the suggestions/recommendations.

(c) On the basis of supporting documentation, make recommendations and decisions regarding academic accommodation in a timely manner.

(d) Coordinate service(s) and accommodation(s) for students with disabilities to ensure that the needs of students with disabilities are addressed.

(e) Provide support to academic staff members in accommodating and working with students with disabilities.

(f) Prepare the recommended accommodation plan for the student with a disability and send out the Letter of Accommodation to alert academic staff members to the accommodations in place.

(g) Inform and assist academic staff members and staff in providing suitable student academic accommodation and understanding disability issues;

(h) Ensure that the University's Bona Fide Academic Requirements will not be compromised;

(i) Work with students and faculty to resolve disagreements regarding recommended accommodation(s).

(j) Provide a focus for activity and expertise regarding disability-related accommodations within the University, and for liaison with outside organizations regarding accessibility issues, and programs and services for students with disabilities at the University of Manitoba.

(k) Keep current with associated legislation.

(l) Prepare an annual report for the University of Manitoba Senate.

Responsibility and Rights of Academic Staff Members

2.11 Academic Staff Members have the right to:

(a) Determine course content and methods of instruction.

1 Rights and Responsibilities section of policy adapted and used with permission from Mount Royal University, policy 517 Academic Accommodations for Students with Disabilities.
(b) Ensure that the academic integrity and standards of the course are not compromised and ensure that established entry-to-practice competencies and requirements for professional disciplines are not compromised.

(c) Evaluate student work, performance and competencies related to the course content and relevant academic standards, including failing any student who has not passed or satisfied the course requirements.

(d) Discuss with as much notice as possible, any particular Accommodation(s) with SAS, if in the Academic Staff Member’s opinion, the Accommodation(s) compromise(s) the integrity of the course.

(e) Determine the appropriate method of adapting their teaching style to meet Accommodation(s).

(f) Consult with professionals, on or off campus, to determine how best to accommodate students with disabilities in their course.

(g) Question or challenge an Accommodation by working first with SAS and/or with any Faculty-specific Accommodation Team or Liaison.

2.12 Academic Staff Members have the responsibility to:

(a) Support the University of Manitoba’s commitment and obligation to accommodate students with Disabilities.

(b) Work with SAS to gain knowledge of appropriate Accommodations(s) for student(s).

(c) Provide Accommodation(s) recommended by SAS without compromising the academic integrity and professional standards of the course.

(d) Maintain the student’s dignity and privacy in relation to the Disability and Accommodation.

(e) Communicate in the classes and/or syllabus their willingness to meet with students with Disabilities who request classroom, examination, clinical, or practicum Accommodation(s).

(f) Work with students and SAS to resolve disagreements regarding Accommodation(s).

(g) Work with SAS when considering accommodations for field trips or clinical practicum that are requested or required.

(h) Work with their Accessibility Advisory Committee and/or Accommodation Team.

**Responsibilities and Rights of Faculties/Schools.**

2.13 For the purposes of this policy “Faculty/School” means all Faculties, including constituent colleges within a faculty or Schools in which students enroll for study, including the Extended Education Division and University 1.

2.14 Each Faculty/School has the responsibility to:
(a) create and maintain an Accessibility Advisory Committee; and
(b) create and maintain an Accommodation Team
(c) ensure that the academic integrity and standards of the program are not compromised and ensure that established entry-to-practice competencies and requirements for professional disciplines are not compromised

Faculty/ School Accessibility Advisory Committee (ACC)

2.15 Each Faculty/ School will maintain an Accessibility Advisory Committee (“AAC”);

Membership of the Faculty/School AAC

2.16 The Faculty/ School AAC shall consist of the following staff:

(a) The Committee Chair will be the Associate Dean or designate, as appointed by the Dean/Director;
(b) 4 -6 Academic Staff Members of the Faculty/School as appointed by the Dean/Director; and
(c) a staff representative from SAS in a consultative role.

Responsibilities the Faculty/School AAC

2.17 The AAC will be responsible for:

(a) advising the Dean on all matters related to accommodations including the resolution of conflict,
(b) reviewing impact of Accommodations on academic standards.

2.18 A Faculty/School AAC role is to:

(a) meet a minimum of two times per year;
(b) set policies
(c) receive reports from the SAS representative
(d) monitor trends internally, locally, and nationally re: appropriate accommodations/approaches to accommodation;
(e) receive reports from the Accommodation Team and Monitors, in general terms, on progress of students receiving accommodation, at times recommending changes in support;
(f) support the Faculty/School Accommodation Team in working through the logistics of accommodations, including the acquisition of resources;
(g) generally monitor and ensure student awareness of procedures and processes; and
(h) provide an annual report to the Dean, Faculty Council and Vice-Provost, Students (a copy of the report shall also be provided to the Coordinator of SAS).
2.19 In fulfilling its responsibilities, a Faculty/School AAC will establish practices to include the following:

(a) a process to keep student identities anonymous, unless not feasible based on the requirements of the student;
(b) a process for prompt approval of routine or typical Accommodation requests
(c) a process to work with and support the Faculty/School Accommodation Team.

Faculty/ School Accommodation Team

2.20 Each Faculty/School will maintain an Accommodation Team ("AT").

2.21 The Faculty/ School AT shall consist of the following staff appointed by the Dean/Director or designate:

(a) one or more representatives from the Faculty/ School who have expertise and responsibilities in the area of student academic progress;
(b) a Faculty/ School academic staff person who can offer insight into the essential requirements of a course/program or Bona Fide Academic Requirements; and
(c) the SAS accessibility advisor assigned to Faculty/ School as member of the team.

2.22 The AT may consult with or add individuals to meetings as needed e.g., an academic staff person with content or assessment expertise in a particular field of knowledge.

Faculty/ School Accommodation Liaison

2.23 In certain circumstances, it may be more appropriate to have one AT member act as a Faculty/ School Accommodation Liaison to work with individual students.

Responsibilities the Faculty/School AT

2.24 The Accommodation Team (AT) or the Accommodation Liaison shall have the following responsibilities:

(a) meet monthly and/or as required
(b) work with individual students on the provision of accommodations
(c) review accommodation recommendations made by Student Accessibility Services (SAS)
(d) facilitate the implementation of accommodations
(e) monitor individual student progress
(f) ensure that established processes and procedures are understood and are being followed
(g) provide information, as appropriate and on a 'need-to know' basis, to the respective AAC and to other individuals as needed; and
(h) at least annually provide a report to the respective AAC.
2.25 In fulfilling its responsibilities, a Faculty/School AT will establish practices to include an effective system of communications that includes SAS, instructors, Academic Staff Members, department heads and the associate Dean.

Reconsideration Process

2.26 Students who believe that they have not been treated fairly in accordance with this policy or who believe they were not reasonably accommodated with the type of accommodation offered are expected first to discuss this matter with their SAS advisor.

2.27 Academic Staff Members concerned that the type of accommodation may compromise the academic integrity of a course or program of study are expected first to discuss this matter with the student’s SAS advisor.

2.28 Any matters unresolved by discussion between students, Academic Staff Members and the SAS advisor will be handled in accordance with the Student Accessibility Appeal Procedure.

Part III
Accountability

3.1 The Office of Legal Counsel is responsible for advising the Vice-President (Academic) and Provost that a review of this Procedure is required.

3.2 The Vice-President (Academic) and Provost is responsible for the communication, administration and interpretation of this Procedure.

3.3 All Students and Employees are responsible for complying with this Policy.

Part IV
Review

4.1 Formal Procedure reviews will be conducted every ten (10) years. The next scheduled review date for this Procedure is.

4.2 In the interim, this Procedure may be revised or rescinded if:

(a) the Vice-President (Academic) and Provost deems it necessary; or

(b) the relevant Policy is revised or rescinded.

4.3 If this Procedure is revised or rescinded, all Secondary Documents will be reviewed as soon as reasonably possible in order to ensure that they:

(a) comply with these revised procedures; or

(b) are in turn repealed.

Part V
Effect on Previous Statements

5.1 This Procedure supersedes the following:
(a) Policy: Accessibility for Students with Disabilities (January 26, 1995)
(b) all previous Board/Senate Procedures, and resolutions on the subject matter contained herein; and
(c) all previous Administration Procedures, and resolutions on the subject matter contained herein; and

**Part VI**  
**Cross References**

6.1 This Procedure should be cross referenced to the following relevant Governing Documents, legislation and/or forms:

(a) Policy: The University of Manitoba Accessibility Policy
(b) Procedure: The Student Accessibility Appeal Procedure