

# UNIVERSITY of HOUSTON

JUSTIN DART, JR. STUDENT ACCESSIBILITY CENTER

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### Registering with Justin Dart Jr., Student Accessibility Center

- How can I contact the The Dart Center?

We welcome you to visit us at:

Justin Dart Jr., Student Accessibility Center

Building #568, Room #110

University of Houston

Houston, Texas 77204-3022

Or you can reach us at:

Phone: (713) 743-5400

Fax: (713) 743-5396

Email: [jdcenter@central.uh.edu](mailto:jdcenter@central.uh.edu)

- How do I register with The Dart Center using the online portal?

From the [home page](#) of The Dart Center's website, click the "New Student Application" button located in the "How to Register with the Student Accessibility Center" section. Then, click the "New Student Application" link to get started.

- How do I submit documentation of my disability?

A link will be sent to you in your confirmation email after submitting your application for reasonable academic accommodations. If you have not received the link, please contact the front desk at 713-743-5400 for assistance.

- How do I request an Interpreter for my intake meeting at the The Dart Center?

Please communicate with your Access Coordinator if you will be needing an Interpreter for your intake meeting.

- How long does it take to complete the registration process? How long will it be before my accommodations are approved?

Please allow 5-7 business days to be contacted by your assigned Access Coordinator about completing the registration process. Once your application has been processed, and you have met with your Access Coordinator, accommodations will be approved within 24 hours.

- Is there

a recommended timeline for requesting accommodations?

Although we encourage students to register at least ten (10) days before the beginning of the semester to ensure that you have accommodations in place on the first day of class, students can register at any time.

- Do I need to register or renew my application with The Dart Center each semester to receive accommodations? Will my accommodations expire?

No. Once your accommodations have been established, you can continue using them for the rest of your time here at the University of Houston unless you request changes to your accommodations.

- I'm a graduate student. Can I register for accommodations?

Yes. Some graduate programs coordinate reasonable academic accommodations within the college rather than through The Dart Center. Please check with your program liaison regarding their accommodation coordinating processes. If you are unsure whether your program has a liaison, please contact the Dart Center to speak with an Access Coordinator.

- I'm a non-traditional student with outdated documentation. Can I still register for accommodations?

Yes. Please proceed with the registration process.

- How do I know if I'm eligible for temporary accommodations?

Temporary accommodations are reserved for disabilities that can improve within six (6) months.

- Are pregnant students eligible for accommodations?

If you are experiencing pregnancy related medical complications, such as needing to be on bed rest for an extended time, please proceed with the registration process. If you are not experiencing pregnancy related medical complications, you may request pregnancy accommodations through the Office of Equal Opportunity Services ("EOS") under Title IX. You may contact EOS by email at [eos@uh.edu](mailto:eos@uh.edu) or via phone at (713) 743-8835.

- Do I have to disclose my diagnosis to my Professor?

No. A student is not required to disclose their diagnosis to their instructor.

### Accommodation Utilization

- How do I access my accommodations?

Your approved accommodations may be accessed using our online portal under the 'My Eligibility' tab. If you are unable to access the online portal, please contact your assigned Access Coordinator for assistance.

- When do my accommodations begin?

Once your application has been processed, and you have met with your Access Coordinator, accommodations will be made available via the online portal within 24 hours. However, you must submit your approved accommodations to each of your instructors before they will be implemented in a particular class.

If you have trouble accessing your accommodations, please reach out to your Access Coordinator.

- How are my Professors made aware of my accommodations?

You should request your accommodations be sent to your instructors via the online portal at the beginning of each semester. For instructions on how to submit this request, please contact your assigned Access Coordinator.

- My accommodations are currently on paper. Can I transition them to your new online portal?

Yes. Please contact your assigned Access Coordinator if you would like your accommodations transitioned to the new online portal.

- Can I change or add to my accommodations?

Yes, if the documentation supports your new accommodation request.

- My Professor isn't responding to my accommodation requests. How do I get help?

Please forward any communication between you and your professor regarding your accommodations to your assigned Access Coordinator and request a meeting. Your Access Coordinator will work with you and your professor to resolve any issues.

- I had to take my test without accommodations. Who should I reach out to for assistance?

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Please forward any communication between you and your professor to your assigned Access Coordinator and request a meeting. Your Access Coordinator will work with you and your professor to resolve any issues.

- How do I deal with challenges receiving my accommodation in the classroom?

Please verify with your Access Coordinator that you have gone through the process of properly requesting your accommodations.

If the problem is not resolved, please contact The Dart Center and let your Access Coordinator know. Then forward all communication to them for assistance.

- Should I make my Professor aware of all my approved accommodations?

Yes. Making your instructor aware of all your approved accommodations will allow them to better prepare to accommodate you, however, you are not required to utilize all of your approved accommodations in every class.

- Are there additional resources on campus I should be aware of?

Yes, our University has lots of amazing resources designed to help you succeed. Below are a few commonly used resources.

- CAPS - [CAPS: Counseling and Psychological Services - University of Houston \(uh.edu\)](#)
- LAUNCH - [LAUNCH | Learning Advancements for UNDERgraduate Cougars of Houston - University of Houston \(uh.edu\)](#)
- UH Wellness – [UH Wellness - University of Houston](#)
- Challenger - [Challenger Program - University of Houston \(uh.edu\)](#)
- Cougars in Recovery - <https://uh.edu/cir/>
- Commuter Student Services - [Commuter Student Services - University of Houston \(uh.edu\)](#)
- LGBTQ Resource Center - [LGBTQ Resource Center - University of Houston \(uh.edu\)](#)
- Student Health Center - [Student Health Center - University of Houston \(uh.edu\)](#)
- Student Advocacy and Support Services - [Student Advocacy - University of Houston \(uh.edu\)](#)
- University Testing Services - [Undergraduate Student Success Center \(uh.edu\)](#)
- Women and Gender Resource Center - [Women and Gender Resource Center - University of Houston \(uh.edu\)](#)
- University Eye Institute - [University Eye Institute - University of Houston College of Optometry Website \(uh.edu\)](#)
- UH Police Department - [UHPD Home - University of Houston Police Department - University of Houston](#)
- [Office of Equal Opportunity Services - Equal Opportunity Services \(EOS\) - University of Houston \(uh.edu\)](#)

### Testing Processes

1. **Submit your accommodation request to your instructors.** If you are unsure how to do this, please see the following guide [https://uofh-my.sharepoint.com/:b:/g/personal/cevans3\\_cougar@net.uh.edu/EXDvOB5ZWb5Js9V1gfqGel4By3-QgWMxWeQZ8ej0yxeMSw?e=eUhwmg](https://uofh-my.sharepoint.com/:b:/g/personal/cevans3_cougar@net.uh.edu/EXDvOB5ZWb5Js9V1gfqGel4By3-QgWMxWeQZ8ej0yxeMSw?e=eUhwmg)

\*Please note that if you intend on taking your exams at the Dart Center, you will need to select the **Alternative Testing** accommodation when submitting your accommodations to your instructors. This is the only way your instructor will be sent the Alternative Testing agreement link. If you do not see this accommodation listed, please contact your Assigned Coordinator.

2. Once you have submitted your accommodation request to your instructor, you should follow up with them to inform them that you intend on taking your exams at the Dart Center. **Ask your instructor to complete the Alternative Testing Agreement located at the top of the email notifying them of your accommodation** (Hint: the link is located in a big red box)

3. Once you have confirmed with your instructor that the Alternative Testing Agreement has been submitted, **login to your Online Portal and request your exam(s)**. Under your My Accommodations tab, you will find Alternative testing. Once you select Alternative Testing, you will then select the class you would like to schedule an exam for. If you are unable to access the Alternative testing tab, please reach out to your Assigned Coordinator.

### Housing

- Can I have an Emotional Support Animal (ESA) on campus?

Requests for an emotional support animal in University Housing by an individual with a disability will be considered pursuant to the [UHS Emotional Support Animals Policy](#). If you are registered with The Dart Center, you may direct your request to your assigned Access Coordinator. If approved, your assigned Access Coordinator will notify University Housing and a staff member will contact you to process your ESA accommodation request. Please note that ESAs are only allowed in University Housing and are not permitted in other areas of the University such as classrooms.

- What is the difference between an Emotional Support Animal and a Service Animal?

An Emotional Support Animal provides necessary emotional support to an individual with a

mental or psychiatric disability that alleviates one or more identified symptoms of an individual's disability, but is not considered a Service Animal. For more information about Emotional Support Animals, please see the UHS [Emotional Support Animals Policy](#).

A Service Animal is a dog that is individually trained to do work or perform tasks for people with disabilities. The work or task a dog has been trained to provide must be directly related to the person's disability. For more information about Service Animals, please see the [UHS Service Animals Policy](#).

While Service Animals are allowed to accompany people with disabilities in all areas of a University facility where the public is normally allowed to go, Emotional Support Animals are only permitted in University Housing.

- Will my accommodations automatically transfer from other institutions?

While accommodations from other institutions may be helpful in creating your accommodations here at the University of Houston, they do not automatically transfer. Accommodations from secondary education will be considered, but they will not look the same in a post-secondary education setting. Accommodations from other Universities will also be considered as supporting documentation. Accommodations are personalized to the individual and their needs while here at the University of Houston.

### Interpreting and captioning services

- How do I request interpreting and captioning services?

Log in to our online portal, select the classes you'd like services for and select the appropriate service you need.

- How will I know who my assigned interpreting or captioning provider is?

Your assigned provider's name will be accessible through the online portal.

- How many days in advance do I need to request an interpreter?

Please make sure your requests are turned in at least three (3) business days in advance.

- What do I do if I am going to be late for an assignment? Will my interpreter(s)/captionist wait for me?

Please send a message to the Interpreter/Captioning Coordinator. They will do their best to let the providers wait an additional fifteen (15) minutes for your arrival.

- I have a preferred Interpreter/Captionist I'd like to have for my classes. Can I ensure they are available to assist me?

No. We do not offer preferred providers as there is no guarantee that service.

### Faculty

- I have received an accommodation letter from a student. What should I do?

Please reach out to the student to discuss how the accommodations will apply to the course.

- I have been made aware of a student's registration, but have not received an accommodation letter, who should I contact?

Please contact the student for a copy of the accommodation letter. If a copy cannot be provided, the student should contact their assigned Access Coordinator to request their accommodation letter.

- A student has requested an accommodation that is not on the list of their approved accommodations, what should I do?

Please direct the student to their Access Coordinator to request additional accommodations.

- I am not sure how to implement one of my student's approved accommodations. How can I get help?

Please contact the student's Assigned Access Coordinator for guidance on how to implement the accommodations.

- How will instructors receive notification of accommodations?

Instructors will now receive notification of a student's approved accommodation(s) via email. Be on the lookout for an email that includes "Notification of Academic Support Services" in the subject line.

- Can I deny an accommodation?

Federal law and University policy do not allow for instructors to deny accommodations. In providing an academic accommodations, instructors do not have to eliminate or lower essential requirements, make modifications that would result in a fundamental alteration of programs or activities, or impose an undue burden on the department.

Instructors who have questions or concerns about an accommodation must engage in an interactive process with the student and their Access Coordinator to collaborate on how to best provide the approved accommodation and/or to discuss whether alternative accommodations are appropriate.

- Will I still receive student accommodations via my Worklist?

The Worklist, which was previously navigated using Access UH, will no longer be used to receive accommodations beginning Spring 2022. Beginning in Spring 2022, the Online Portal will be the only way to receive student accommodations. Currently, some students still have access to their accommodations via the Worklist but if a student submits their accommodations via your Worklist, you may request that they send the accommodations via the new online portal.

- Is the Dart Center still utilizing the Request for Individualized Test Accommodations (“RITA”) form?

The RITA form has been replaced by the Alternative Testing Agreement. If a student would like to test at the Dart Center, they must select their approved Alternative Testing accommodation when sending out their accommodations to their instructors. If a student with an approved alternative testing accommodation indicates to they would like to test at the Dart Center and their notification of accommodations does not contain a link to the Alternative Testing Agreement, please direct the student to their assigned Access Coordinator. The student must initiate the accommodation request for this link to be generated.

- What if I need to make changes to the Alternative Testing Agreement?

Changes can be made to the agreement form by contacting the Dart Center’s Testing Services Coordinator at 713-743-5400. You will receive a confirmation of changes as soon as the changes are submitted. Changes may include but are not limited to; date of exam, time of exam, materials allowed etc.

- Do I need to complete a form for each student?

Only one Alternative Testing Agreement is needed per section of each course you teach. For questions related to alternative testing, please the Dart Center’s Testing Services Coordinator at 713-743-5400.

### Miscellaneous

- Who is my DART CENTER Access Coordinator?

Students are assigned an Access Coordinator by the first letter of their last name. If the last name is hyphenated, please follow the first name before the hyphen

A – G (Cheryl Lynn Lewis)

H – O (Crystle McDonald)

P – Z (Ciara Evans)

- Will my accommodations be reflected on my permanent academic record?

No. Registration with THE DART CENTER is never placed on your academic records.

- I'm having problems logging into the online portal. Who should I contact?

Please contact our front desk at (713) 743-5400 or [jdcenter@central.uh.edu](mailto:jdcenter@central.uh.edu) for assistance.

- I'm a parent with concerns about my student's accommodations. Who should I contact?

If you are listed on your child's Release of Information form, please request to speak with the assigned Access Coordinator by name.

If you are not listed, please have your child update their release of information to give THE DART CENTER permission to speak with you.

- What happens if I leave the University and then come back? Do I need to bring new documentation?

It depends on the length of time you have been separated from the University. Your DART CENTER files remain active throughout your continuous enrollment at the University. If you leave the University, your file will be placed on inactive status.

Please note that prior approval for accommodations does not mean that you will automatically be approved for similar accommodations once you return to the University. Students may be asked to present new documentation depending on factors such as: date of original documentation accommodation approval, nature of disability, and the length of time away from the University. Please contact an Access Coordinator if we can answer any questions for you.

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- How do I set up an appointment with a counselor?

To set up an appointment with a counselor, please call 713-743-5400.

- Can my Access Coordinator coordinate with external Governmental agencies such as the Texas Workforce Commission (“TWC”) in supporting my accommodation needs?

Yes, your Access Coordinator can assist with the coordination of accommodations with external entities. Please be sure to list the external agencies on your Release of Information form.