



DUKE KUNSHAN

Student Accessibility Service Office

Student Handbook

September 2024

Student Accessibility Service Office

The mission of the Student Accessibility Service Office (SASO) is to foster a learning environment that is both inclusive and equitable, benefiting every student. We recognize equity and accessibility as a fundamental value of Duke Kunshan University, and our service aims to empower students with disabilities to thrive as independent learners. Whether you're navigating mobility challenges, dealing with sensory impairments, recovering from injuries, managing psychological conditions, or facing learning differences like dyslexia, dyspraxia, dyscalculia, or ADHD, SASO provides tailored support to meet your needs.

What We Offer

To ensure accessibility, we implement accommodations tailored to address barriers that may hinder access. These accommodations are determined on an individual basis after assessing specific needs. The possible accommodations at DKU include but not limited to:

- Priority residential placement for students with mobility disabilities/difficulties
- Accessible living options with features like wheelchair ramps and accessible bathrooms
- Assistance with roommates and living arrangements to accommodate specific needs
- Accessible parking spaces and transportation options
- Extended time for exams or assignments
- Exam or assignment rescheduling
- Flexible attendance policies
- Preferential seating arrangements in classrooms
- Alternative formats for course materials
- Note-taking assistance
- Use of assistive technology
- Access to sign language interpreters or captioning services for lectures and presentations
- Counseling and wellness services

Note:

For residential accommodations, single rooms are generally not available for conditions such as primary insomnia, ADHD, mood disorders, or anxiety disorders. Academic accommodations are usually provided to students with diagnosed neurodevelopmental disorders. Exceptions may be considered on a case-by-case basis.

How to Apply



Please note that you can typically expect to receive a confirmation email within 3 business days of submitting your request, acknowledging its receipt and indicating that it's being processed. Once all required documents are received, we strive to provide you with our decision within 15 business days.

1. Make an accommodation request

If you require accommodations, please inform SASO by submitting a request form via this link: [Disability Accommodation Request](#). You are encouraged to submit your request at any time, but to ensure your needs are met, we strongly advise you to submit your request as early as possible. Providing information later in the semester may result in delays in meeting your support needs.

For accommodation requests related to your room assignment, we suggest submitting them before each semester's room assignment process. Please be aware of deadlines set by Residence Life. If you have such needs during the semester, you are welcome to submit your request at any time. However, please be aware that there may not be available rooms for adjustments during the semester, so your needs may only be addressed during the next semester's room assignment process.

It's essential to note that for exam/assignment-related accommodations, the deadline is at least three weeks before the exam/assignment.

Please be aware that accommodations do not automatically renew. You will need to resubmit your request at the beginning of each semester/academic year.

2. Provide your medical documentation

If you have any medical conditions or other disabilities, you'll need to provide a medical documentation containing the following elements:

Qualifications of the medical provider

The medical provider must be qualified to diagnose and recommend accommodations.

- For international medical providers, SASO accepts evidence from educational psychologists, specialist teachers, occupational therapists, or professionals with

equivalent qualifications. Additionally, EHC (Education, Health, and Care) plans or reports from appropriately licensed medical practitioners are also accepted.

- For domestic medical providers, SASO accepts a disability certificate or a report from a local level 2 or above hospital that identifies the specific medical condition.

Currency and necessary components of the medical report

- Provide a **current** diagnosis, functional limitations and the need for accommodations.
- Indicate which major life activity is impacted and the severity of the condition. Describe how the condition affects the student's academic performance.
- Include **current** medication regimens and side effects, highlighting their impact on concentration and cognitive functioning.
- Currency requirements may vary according to diagnosis and individual circumstance.
- Provide any recommendations directly linked to the impact or functional limitations associated with the disability.
- Information or notes written on a prescription pad or aftercare instructions requesting an accommodation are **not adequate** for determining accommodations.
- Reports must be in **English** or **Chinese**, typed or printed on professional letterhead from the health care provider. They should be dated, signed, and clearly legible.
- Include the evaluator's name, title, phone number/email, credentials, licensure, and/or specialization. Diagnoses from family members, even if qualified, are not accepted.

Rationale and justification for requested accommodations

- Accommodation requests must be tied to the student's history and current functional limitations, considering any mitigating measures like medication and therapy.
- Requested accommodations must be necessary, reasonable, and appropriate, with a clear link established between the request and the student's functional limitations. Such as what barriers are impacting the student's access to education? Are there accommodations that mitigate the barriers and provide access for the student?
- If a requested accommodation is not clearly supported in the diagnostic report, SASO may seek additional clinical information, with the student responsible for obtaining it.

3. Review and deliberation from SASO Committee

Your request form and documentation will be carefully reviewed by SASO committee. If we require additional documentation, we'll notify you via email, and it's important for you to provide the requested information promptly.

To better understand your needs and provide appropriate accommodations, in some cases, we may request dialogue with you, although this is not mandatory. If you feel it necessary, you may also request to engage in dialogue with SASO proactively.

We work closely with academic affairs personnel to ensure that any accommodations requested do not compromise the essential learning skills or technical standards of your course or program. At times, we may need to collaborate with other campus departments like Counseling and Wellness Services, Residence Life, Housing, Dining, or transportation to explore the implementation of accommodations. We are here to ensure you have the support you need to succeed.

4. Receive decision of your accommodation

After completing the above process, SASO will send you an email to confirm whether your accommodation request has been approved.

If you qualify for academic accommodations, you will receive an Instructor Accommodation Letter from SASO. However, it is your responsibility to provide the accommodation letter to your instructors and discuss with them about the implementation of your accommodations. This should be done at the beginning of a session or before any assignments for which you wish to receive accommodation. Please note that retroactive accommodation requests are not permitted.

Regarding other accommodations, we will internally liaise with relevant offices and provide you with information on the process.

Approved accommodations will be documented in our student care database, currently Advocate.

If you disagree with eligibility or accommodation decisions made by SASO, we encourage you to discuss your questions and concerns with our Student Care Coordinator.

Confidentiality

SASO prioritizes the confidentiality of all student information. We adhere strictly to data protection regulations and maintain the confidentiality of all student records. Information regarding your disability and accommodation requests will only be

shared with relevant personnel directly involved in providing support and implementing accommodations.

If you have any concerns regarding confidentiality or data protection, please feel free to discuss them with us.

Contact Information

Location: Community Center 4F, E4126 (within E4100 suite)
Hours: Monday to Friday, 9am-12pm and 1pm-5:30pm
Email: SASO@dukekunshan.edu.cn
Tel: +86-0512-36657034

Right and Responsibilities

Students with Disabilities

- Must self-identify to the university in a timely manner
- Provide medical documentation addressing your disability and the barriers you face. This may include recommendations from your healthcare provider regarding suitable accommodations tailored to your healthcare requirements
- Follow established procedures for requesting accommodations
- Notify SASO of any accommodation difficulties or additional needs
- Meet with instructors promptly to discuss accommodation implementation for each course
- Receive reasonable, necessary, and appropriate accommodations in a timely manner
- Retain the right to file a grievance

SASO

- Notify students of available services
- Ensure accessibility of programs, services, and activities, granting equal access to all
- Determine and provide suitable accommodations as needed
- Request and receive up-to-date documentation
- Ensure confidentiality in accordance with applicable requirements
- Identify and establish core competencies and technical standards
- Reserve the right to deny accommodations if they alter technical standards or the core nature of the program
- Make determinations on a case-by-case basis
- SASO reserves the right to the final explanation of this handbook.