



## RESOLUTION AGREEMENT

Texas Woman's University  
OCR Case Number: 06172271

### A. GENERAL TERMS & PRINCIPLES:

Texas Woman's University (TWU or Recipient) voluntarily submits this Resolution Agreement (Agreement) to the U.S. Department of Education, Office for Civil Rights (OCR), Dallas Office. By this Agreement, TWU commits to the following actions, consistent with the requirements of Section 504 of the Rehabilitation Act of 1973 (Section 504), as amended, 29 U.S.C. § 794, and its implementing regulations at 34 C.F.R. Part 104; and Title II of the Americans with Disabilities Act of 1990 (Title II), 42 U.S.C. §§ 12131 *et seq.*, and its implementing regulations at 28 C.F.R. Part 35, to resolve the compliance concerns raised by the Complainant's allegations.

The Recipient understands that by signing the Agreement, it agrees to provide data and other information in a timely manner. Further, the Recipient understands that, during the monitoring of the Agreement, OCR may visit the Recipient, interview staff and students, and request such additional reports or data as are necessary for OCR to determine whether the Recipient has fulfilled the terms of the Agreement and is in compliance with the statute(s) and regulations that were at issue in this case.

The Recipient understands that OCR will not close the monitoring of the Agreement until such time that OCR determines that the Recipient has fulfilled the terms of the Agreement and is in compliance with the statute(s) and regulations that were at issue in this case.

The Recipient understands and acknowledges that OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of the Agreement. Before initiating administrative enforcement (34 C.F.R. §§ 100.9, 100.10), or judicial proceedings to enforce the Agreement, OCR shall give the Recipient written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.

This Agreement does not constitute an admission by TWU that it discriminated or otherwise engaged in any wrongdoing. TWU hereby voluntarily commits to these General Terms and Principles, and to the following Action Items and Reporting Requirements.

### B. ACTION ITEMS & REPORTING REQUIREMENTS:

#### *STUDENT-SPECIFIC REMEDIES:*

#### **Action Item 1**

- A. Within **five (5) calendar days of the date of this Agreement**, TWU will notify the Student in writing of the items outlined in Action Item 1(B) below.
- B. TWU agrees to the following:
  - i. Notify the Student, via Certified Mail Return Receipt Requested (CMRRR), that she may re-enroll in the School of Library Science and Information Studies (School), in the

- same program in which she was enrolled during the Fall 2016 semester, to begin as early as the Fall 2018 semester;
- ii. The Student will have **30 calendar days** to declare in writing whether or not she wants to re-enroll in the School.
  - iii. If the Student re-enrolls in the School, TWU will allow her to retake LS 5053 Information Organization & Retrieval to replace LS5013 Information Organization & Retrieval, with tuition and fees associated with those credit hours waived, so long as the Student completes this class by the end of December 31, 2019.
  - iv. The Student will be returned to good standing with the School and TWU (i.e., TWU will treat the Student as if she had not been placed on academic probation or removed from her graduate program, including, but not limited to, in its communications with other schools that she may seek to attend).
  - v. The WF the Student received for Information Organization & Retrieval LS-5013 will be changed to a W, and her GPA will be recalculated accordingly.
  - vi. Upon her re-entry into the School and TWU, the Student will once again be subject to all progression and retention policies for the School and TWU.

**Reporting Requirements: Action Item 1**

- A. By **April 4, 2018, 2018**, TWU will submit to OCR a copy of the notification letter sent to the Student and a copy of the receipt of the CMRRR, referenced in Action Item 1(B)(i) above.
- B. By **April 20, 2018, 2018**, TWU will submit to OCR documentation (e.g., a copy of the Student’s transcript) indicating the following:
  - i. The WF the Student received for Information Organization & Retrieval LS-5013 has been changed to a W;
  - ii. The Student’s GPA has been recalculated accordingly; and
  - iii. The Student has been returned to good standing with the School and TWU.
- C. By **May 4, 2018, 2018**, a copy of the Student’s written declaration whether or not she wants to re-enroll in the School, referenced in Action Item 1(B)(ii) above.
- D. If the Student enrolls in Information Organization & Retrieval LS 5053, within **30 calendar days** of the date the Student enrolls, TWU will provide OCR with documentation showing that TWU allowed her to take this class at no cost (e.g., a copy of the statement showing the tuition and fees that the Student paid or owes for the semester).

**Action Item 2**

By **April 11, 2018**, TWU shall contact Complainant by certified mail return receipt requested, to schedule a meeting regarding her desire to modify her auxiliary aids and services. TWU will provide the Complainant with a minimum of ten (10) calendar days to respond, and will request that the Complainant’s response be in writing (e.g., email). TWU commits to work with the Complainant in a collaborative effort during this meeting.

**Reporting Requirements: Action Item 2**

- a. By **April 18, 2018**, TWU will provide OCR with a copy of the certified letter sent to the Complainant in accordance with Action Item 2.
- b. By **May 2, 2018**, TWU will submit to OCR a report (e.g., emails) documenting whether the Complainant has accepted TWU’s offer to meet and the scheduled date of the meeting.
- c. By **May 16, 2018**, TWU will submit to OCR a report (e.g., notification letter to the Student’s professor(s)) documenting what academic adjustment(s), if any, TWU has agreed to implement for the Student during the Fall 2018 semester. If TWU decided not to provide academic adjustments requested by the Student, TWU will include information surrounding its decision in its report to OCR.

*UNIVERSITY-WIDE REMEDIES:*

**Action Item 3**

By **April 25, 2018**, TWU will conduct training session(s) on its obligation under Section 504 and Title II to provide academic adjustments, including auxiliary aids and services, as well as Section 504’s and Title II’s prohibitions of disability discrimination and retaliation. The training must be provided to, at minimum, all relevant personnel, including, but not limited to, all staff from the office for Disability Services for Students (DSS), as well as all faculty and administration in the School of Library Science and Information Studies (School). The training will also focus on TWU’s obligation under Section 504 and Title II to ensure faculty and staff members fully implement any academic adjustments, including auxiliary aids and services that have been developed for a qualified student with a disability. The training will be conducted by a person or persons knowledgeable about the requirements of Section 504 and Title II.

**Reporting Requirements: Action Item 3**

- a. **By April 11, 2018**, and prior to the training required by Action Item 2, TWU will provide OCR, for review and approval, the following:
  - i. A copy of the training module and/or outline of the training materials that TWU will use;
  - ii. The name, title, credentials, and contact information for the person(s) who will conduct the training;
  - iii. The name, title, credentials, and contact information for the person(s) who will attend the training;
  - iv. Assurance that the list referenced in Reporting Requirement 3(a)(iii) constitutes, at a minimum, the entirety of the personnel required to attend the training per Action Item 3; and
  - v. A copy of the notification that TWU will use to inform attendees of the mandatory training.
- b. **By May 9, 2018**, TWU will provide OCR with detailed information regarding the training conducted pursuant to Action Item 3, including the following:

- i. Sign-in sheets for each training session(s) showing all personnel who attended the training(s);
- ii. Assurance that the attendees constitute, at a minimum, the entirety of the personnel required to attend the training per Action Item 3;
- iii. The date of the training session(s);
- iv. A copy of the training materials used; and
- v. The name, title, credentials, and contact information of the person(s) who provided the training.

**C. EXECUTION:**

On behalf of TWU, I hereby agree to and voluntarily submit this Resolution Agreement to the U.S. Department of Education, Office for Civil Rights, Dallas Enforcement Office, and commit to the general terms, principles, action items, and reporting requirements contained herein.

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Dr. Carine M. Feyten  
Chancellor & President  
Texas Woman’s University

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Date