A complaint must be filed in writing with the Coordinator. The complaint should contain the name and address of the person filing it and a brief description of the alleged violation. Upon receipt of the written complaint, the Coordinator or his designee shall acknowledge receipt within five workdays.

A complaint should be filed within 180 days after the complainant becomes aware of the alleged violation; however, a complaint filed after that point may be investigated in accordance with this procedure as necessary, in the judgment of the ADA Coordinator, to ensure the university’s compliance with the ADA and/or Section 504.

An investigation, as may be appropriate, shall follow a filing of complaint. The Coordinator’s office shall conduct the investigation. This University complaint procedure involves an informal but thorough investigation, affording all interested persons and their representatives, if any, an opportunity to submit information relevant to a complaint. Following completion of the investigation, a written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Coordinator’s office and a copy forwarded to the complainant and any individually-named respondent within 60 days of the date the complaint was filed. Should extenuating circumstances (e.g., unavailability of key witnesses, family emergency of investigative staff, etc.) prevent completion of the investigation and determination process within 60 days, the complainant and any individually-named respondents will be timely notified in writing, and will be kept apprised of the status of the Coordinator’s handling of the complaint through resolution. In all disputes arising under Section 504 or the ADA the proper standard of proof is preponderance of the information (i.e., more likely than not that the violation alleged in the complaint is true).

The Coordinator’s Office shall maintain the files and records related to the complaints filed.

**Requesting Reconsideration of a Determination**

The complainant (and any individually named respondent, as appropriate) may request a reconsideration if dissatisfied with the Coordinator’s determination. The request for reconsideration should be made in written or electronic form within 15 workdays to the Coordinator’s Office.

Requests for reconsideration must present information showing that:

- The original determination applied the incorrect standard or applied the applicable standard incorrectly to the facts of the case; or
- New information that might affect the outcome of the determination but was not available to the Coordinator at the time of the original determination is now available and should be considered.

The Coordinator shall, barring extenuating circumstances that preclude a more timely response (in which case the complainant shall be updated as to the status of the reconsideration request), rule upon the request for reconsideration within 15 workdays after receipt of the request.

An internal ADA complaint does not preclude other remedies.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person’s pursuit of other remedies such as the filing of a discrimination complaint with the responsible federal department or agency. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies, nor does one’s pursuit of outside remedies preclude one’s filing a complaint pursuant to this procedure.
These rules shall be construed to protect interested persons, to meet appropriate due process standards, and to assure that the university complies with the ADA, Section 504, and their implementing regulations.

**Athletic Academic Services (AAS)**

Athletic Academic Services (AAS) provides academic support for all students engaged in the university’s intercollegiate athletic programs, monitoring their academic performance as well as their progress toward graduation. AAS collaborates with the Committee on Academic Performance (CAP) and the Faculty Athletic Representative (FAR), Professor Krista Wallace-Boaz (krista.wallace-boaz@louisville.edu), as well as academic unit advisors, in order to foster a close relationship with the faculty and academic units. Services include academic support, counseling, tutoring, objective based study halls, career services, computer services, accommodative services for student-athletes with learning disabilities, and referrals to a variety of university resources. The office also provides advising for several Registered Student Organizations which encourage student-athletes to participate in campus and community leadership opportunities and initiatives.

AAS can be accessed at gocards.com (https://gocards.com/sports/academic-services/).

**Campus Health Services**

**Student Medical and Mental Health Services**

The Campus Health Service provides medical and mental health services to undergraduate, graduate and professional students. Services include primary care, psychiatric, counseling services, travel medicine and nutritional consults as well as allergy injections, immunizations, sports physicals and diagnostic testing.

Although all students are encouraged to call for appointments, walk-in and same day appointments are generally available at both locations. Charges for medical services are applied to the student’s insurance and/or health fees. Students are responsible for any balance not covered by insurance or fees. Psychiatric services are covered through student fees.

There are two Campus Health Center locations that serve health needs of our students. The centers are located at:

**Belknap Campus**

Cardinal Station
215 Central Ave. Suite 110
(502) 852-6479

**Health Sciences Center**

Health Care Outpatient Center (HCOC)
410 E. Chestnut St. Suite 110
(502) 852-6446

**Health Insurance and Health Fees**

All students enrolled for at least six hours are charged the Primary Care Health Fee (PCHF) which can be waived within thirty days of the first day of class with proof of health insurance. The fee entitles students to basic services at the health centers such as examinations and allergy injections. This fee is not health insurance and does not provide for specialty care, hospitalization, x-ray or laboratory services. The PCHF fee can be waived within 30 days of the first day of classes of each semester by submitting proof of health insurance or can be used as a supplement to the student’s active insurance.

All students enrolled in a program of study that requires them to train in the University’s affiliated teaching hospitals such as the MD, DMD, Dental Hygiene, Audiology, and Speech Pathology programs are required to carry major medical insurance and pay a non-waivable Health Professionals Health Fee (HPHF). Students in these programs are charged for the university-sponsored insurance plan but may waive it with proof of alternate coverage. Waiver information will be sent to the student’s UofL e-mail account from Academic Health Plans (AHP) in mid-July for the Fall semester and mid-November for the Spring semester. You are not eligible to submit a waiver prior to receiving communication from AHP. An approved waiver must be on file for the current term prior to the supplied deadline for fee to be waived.

For additional information about Campus Health Fees, contact the Insurance Advocate via email at stuins@louisville.edu or visit the Campus Health website (http://louisville.edu/campushsht/information/fees/primary-care-health-fee/).

**Office of Health Promotion and Education**

Health Promotion, a division of Campus Health Services, provides a variety of wellbeing programs, services, and resources including yoga, chair massage, stress resilience workshops, drop-in guided meditations, flash nap workshops, free & anonymous HIV testing, sexual health and consent workshops, safer sex supplies, healthy eating on campus, cooking workshops, and U-fit coaching.

**Office of Health Promotion and Education**

**Campus Health Services**

Student Activities Center
2100 South Floyd Street, room W309
(502) 852-5429

Additional information can be found on the Campus Health Services Office of Health Promotion website (http://www.louisville.edu/healthpromotion/).

**PEACC—Sexual Assault and Domestic Violence Center**

**Peace, Education, and Advocacy on Campus and in the Community**

The PEACC Center believes that every student has the right to live, learn, and love free of violence and fear. PEACC provides services and programs that address power based personal violence such as dating violence, stalking and sexual assault. Students who have been directly impacted by personal violence can access free and confidential support, resources and referrals, and a survivor’s network. Services are confidential to the limits provided by law.

In addition, the PEACC Center aims to prevent power-based personal violence by offering training, community discussions, art and activism projects, and awareness events.
There are three career centers serving undergraduate students include:

- College of Business - Ulmer Career Center (https://business.louisville.edu/career-support/) (serving business majors)
- Speed School of Engineering - Career Services & Cooperative Education (https://engineering.louisville.edu/academicresources/careerservices/) (serving engineering majors)
- University Career Services (https://louisville.edu/career/resources/students/) - (serving undergraduates from Arts & Sciences, Dentistry, Education & Human Development, Social Work, Music, Nursing, and Public Health and Information Sciences plus Exploratory majors)

Students will want to log into Cardinal Careers (https://cardinalcareers.csm.symplicity.com/students/) to complete their profile. Students are then able to search all positions (full-time, internships, Federal Work-Study, part-time jobs on and off campus, and mentored research). Through Cardinal Careers, students can schedule appointments with their career coach and sign up for career-related events including career fairs, employer information sessions, and workshops.

Please visit the University Career Center’s (http://louisville.edu/career/) website for more information.

Counseling Center

The mission of the Counseling Center is to provide services and programs that support the psychological well-being, holistic development, and retention of University of Louisville students. The Counseling Center provides short-term individual, group/workshop, and couples counseling, outreach, urgent consultation, and psychological testing for currently enrolled students (psychiatric/medication services are provided by Campus Health).

Our clients seek services for a variety of areas of concern, including psychological, personal/social, academic, and career issues.

There is a sliding fee for psychological testing, but all other services are covered by your student fee. Services are confidential to the limits provided by law.

We are committed to diversity in the provision of services and in supporting the University community, while honoring the unique needs and concerns of individuals and traditionally underrepresented groups.

UofL Counseling Center

Student Activity Center (SAC), Suite W204 (Second floor) louisville.edu/counseling (http://louisville.edu/counseling/) (502) 852-6585

The Counseling Center is accredited by the International Association of Counseling Services (http://www.iacsinc.org/faqs.html) (IACS).

The Center is open Monday–Friday from 9:00 am–5:00 pm, and we provide urgent consultations on a walk-in basis from 9:00 am–4:00 pm. We honor all University holidays, closings, and delayed starts.

For more information, including descriptions of our current groups and workshops, please call us or visit our website (http://louisville.edu/counseling/).

Career Centers at UofL

UofL is committed to making sure every student is ready for their post-graduation career. There are three career centers on campus to help undergraduate students find success. Students are encouraged and supported to expand their major and career options by engaging in career related experiences offered through their career center.

There are three career centers serving undergraduate students include:
Disability Resource Center

In recognition of disability as an important part of the diversity of our community, the Disability Resource Center fosters an inclusive campus climate through education, service, collaboration, and outreach to the University of Louisville community. We provide support for students with documented disabilities by promoting equal access to all programs and services. Accommodations and support services are individualized, depending on the needs of each student.

The Disability Resource Center also offers an academic coaching program for students with disabilities. Peer coaches work with participating students one-on-one each week to provide support in meeting the demands of college coursework and staying organized.

Students are strongly encouraged to make early contact with the Disability Resource Center to assure adequate time to implement support services. Please visit louisville.edu/disability (http://louisville.edu/disability/) for more information, and feel free to contact us with questions at askdrc@louisville.edu or 502-852-6938.

Drug-Free Schools and Campuses


Purpose and Goal

The University of Louisville is committed to protecting the safety, health and wellbeing of all students, faculty, and staff and other individuals in our workplace. As a recipient of federal grants and contracts, the university gives this notice to students, faculty, and staff that it is in compliance with the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V Subtitle D) and the Drug-Free Schools and Communities Act Amendment of 1989. Students, faculty and staff are herein notified of the standards of conduct that will be applicable while on university property, business, and/or at university-sponsored activities. This policy is incorporated and is a part of the official University of Louisville Policies and Procedures.

This policy recognizes that student, faculty, and staff involvement with alcohol and other drugs can be very disruptive, adversely affect the quality of work or academic performance of student, faculty, and staff, pose serious health risks to users and others, and have a negative impact on productivity and morale.

As a condition of employment or enrollment, the university requires that students, faculty, and staff adhere to a strict policy regarding the use and possession of drugs and alcohol. The university encourages students, faculty, and staff to voluntarily seek help with drug and alcohol problems.

Prohibited Behaviors

Under university regulations, federal law, state law, and, in some instances, local ordinance, students, faculty, and staff are prohibited from the unlawful possession, use, dispensation, distribution, or manufacture of illicit drugs on university property, on university business and/or at university-sponsored activities. Under this policy, students, faculty and staff are required to abide by state laws concerning alcoholic beverages.

Kentucky law (https://apps.legislature.ky.gov/) (KRS 244.085 (https://apps.legislature.ky.gov/law/statutes/statute.aspx?id=50405)) states that, if one is under the age of 21, it is unlawful to:

- Possess or consume alcoholic beverages,
- Misrepresent one’s age for the purpose of purchasing alcoholic beverages, or
- Use a fake ID in an attempt to purchase alcoholic beverages.

It is unlawful for anyone of any age to:

- Procure any alcoholic beverages for anyone under 21 years of age,
- Drink or be intoxicated in a public place (Public Intoxication KRS 525.100 (https://apps.legislature.ky.gov/law/statutes/statute.aspx?id=19929))

University campuses and buildings are considered as public places for purposes of these laws, except for a facility licensed to serve alcoholic beverages, and a facility used as a private residence, unless university regulations state otherwise. Ordinances of the Greater Louisville area parallel the state laws.

The specifically defined standards of conduct, the disciplinary procedures, and the appropriate sanctions are detailed in the Code of Student Conduct (http://catalog.louisville.edu/undergraduate/university-wide-unit-specific-policies/student-conduct/), Personnel Policies and Procedures (PER-5.01), Staff Handbook (Disciplinary Action, page 8.2) and The Redbook.

In addition, it is a violation of state law to operate a motor vehicle while under the influence of any substance that may impair one’s driving ability (drugs or alcoholic beverages).

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician’s prescription. Any student, faculty, and staff taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with job or academic performance.

The illegal or unauthorized use of prescription drugs is prohibited. It is a violation of our drug-free workplace to intentionally misuse and/or abuse prescription medications. Appropriate disciplinary action will be taken if job or academic performance deterioration and/or other accidents occur.

Consequences for Violating This Policy

Under university regulation, students who violate this standard of conduct are subject to student conduct action from a warning to expulsion from the University. Students who reside in university housing are subject to further conduct action that may vary from a warning to termination of their housing contract.

Notice of Drug-Related Conviction

In compliance with the Federal Drug-Free Workplace Act of 1988, any employee shall notify the immediate supervisor if the employee is convicted of a criminal drug offense occurring in the workplace or while on university business within five days of the conviction. The university shall take appropriate sanction and remedies in accordance within its policies. The provisions of this section are applicable to students who are employees of the university. If the employee is under a federal contract or grant, the university shall notify the contracting or granting agency of the
conviction and of its actions. This section of this policy is also applicable to students who receive a Pell grant (federal grant).

**Health Risks**
The scope and impact of health risks from alcohol and drug use are both alarming and well documented, ranging from mood-altering to life-threatening, with consequences that extend beyond the individual to family, organizations and society at large. The university, therefore, conducts regular programs to educate its students, faculty, and staff that consumption and use of drugs may alter behavior, distort perception, impair thinking, impede judgment, and lead to physical or psychological dependence.

Alcohol and/or drug use may lead to the deterioration of physical health by causing or contributing to various health conditions including but not limited to fatigue, nausea, personal injury, insomnia, pathological organ damage, some forms of cancer, pancreatitis, heart attack, respiratory depression, birth defects, convulsions, coma, and even death. Alcohol and drug use may also result in deterioration of mental health by causing or contributing to various conditions such as increased aggression, hallucinations, depression, disorientation, and psychosis.

Alcohol consumption causes a number of marked changes in behavior. Even low doses significantly impair the judgment and coordination required to drive a car safely, increasing the likelihood that the driver will be involved in an accident. Low to moderate doses of alcohol also increases the incidence of a variety of aggressive acts, including spouse and child abuse.

Moderate to high doses of alcohol cause marked impairments in higher mental functions, severely altering a person’s ability to learn and remember information. Very high doses cause respiratory depression and death. If combined with other depressants of the central nervous system, much lower doses of alcohol will produce the effects just described. Repeated use of alcohol can lead to dependence. Sudden cessation of alcohol intake is likely to produce withdrawal symptoms, including severe anxiety, tremors, hallucinations, and convulsions. Alcohol withdrawal can be life-threatening. Long-term consumption of large quantities of alcohol, particularly when combined with poor nutrition, can also lead to permanent damage to vital organs such as the brain and the liver.

Mothers who drink alcohol during pregnancy may give birth to infants with fetal alcohol syndrome. These infants have irreversible physical abnormalities and intellectual disabilities. In addition, research indicates that children of alcoholic parents are at greater risk than other children of becoming alcoholics.

**Training, Counseling, and Resources**
The University of Louisville is committed to the overall health and well-being of students, faculty, and staff and encourages a compassionate university.

**Required online sexual assault prevention training programs**
Consistent with federal law, UofL requires, as a condition of course registration, that all incoming students complete online sexual assault prevention training. Emails are sent to each student’s UofL email account (beginning about 5 weeks before their first semester begins) to provide specific directions for accessing the training program. There is no fee for this program.

The university also recommends an online alcohol awareness training that is available. There is no fee for this program.

Visit the Title IX (https://louisville.edu/titleix/) website for more information.

**Kentucky Medical Amnesty Law**
KRS 244.992 (https://apps.legislature.ky.gov/law/statutes/statute.aspx?id=42516) Medical amnesty for persons reporting an alcohol overdose:

1. A person shall be immune from prosecution for the criminal offenses identified in subsection (2) of this section if:
   a. A law enforcement officer has contact with the person because the person:
      a. Requests emergency medical assistance for himself or herself or another person;
      b. Acts in concert with another person who requests emergency medical assistance; or
      c. Appears to be in need of emergency medical assistance and is the individual for whom the request is made

See KRS 244.992 for full text.

**Good Samaritan Consideration**
The health and safety of our students is of the highest priority. At times, students may need immediate medical or other professional assistance. However, students may be reluctant to get help because of concerns that their own behavior may be a violation of the Code of Student Conduct (http://catalog.louisville.edu/undergraduate/university-wide-unit-specific-policies/student-conduct/). Although policy violations cannot be overlooked, the University will consider the positive impact of reporting an incident when determining the appropriate response for policy violations.

Continuous efforts are made to make students, faculty, and staff aware of programs that provide information and professional services on matters related to the abuse of alcohol and drugs.

The Building Resilience in Campus Community (BRICC) Coalition, Counseling Center, Health Promotion Office, The PEACC Center, and the University of Louisville Police Department provide a number of programs and workshops using a tiered approach: a) primary prevention in the form of awareness, skill-building, and risk-reduction for all students and b) targeted presentations for specific high-risk populations.

The University Counseling Center is committed to assisting students with their mental health, personal development, and academic development. Because substance use is often connected to other personal/psychological issues, students coming to the Counseling Center with alcohol and substance use concerns are provided with support, appropriate therapeutic interventions, and referrals when necessary.

- Building Resilience in Campus Community (BRICC) Coalition: (502) 852-3442; louisville.edu/bricc
- Campus Health Services: (502) 852-6479; louisville.edu/campushealth
- Counseling Center: (502) 852-6585; louisville.edu/counseling
- Health Promotion Office: (502) 852-5429; louisville.edu/healthpromotion

- Continuous efforts are made to make students, faculty, and staff aware of programs that provide information and professional services on matters related to the abuse of alcohol and drugs.

- The Building Resilience in Campus Community (BRICC) Coalition, Counseling Center, Health Promotion Office, The PEACC Center, and the University of Louisville Police Department provide a number of programs and workshops using a tiered approach: a) primary prevention in the form of awareness, skill-building, and risk-reduction for all students and b) targeted presentations for specific high-risk populations.

- The University Counseling Center is committed to assisting students with their mental health, personal development, and academic development. Because substance use is often connected to other personal/psychological issues, students coming to the Counseling Center with alcohol and substance use concerns are provided with support, appropriate therapeutic interventions, and referrals when necessary.

- Building Resilience in Campus Community (BRICC) Coalition: (502) 852-3442; louisville.edu/bricc
- Campus Health Services: (502) 852-6479; louisville.edu/campushealth
- Counseling Center: (502) 852-6585; louisville.edu/counseling
- Health Promotion Office: (502) 852-5429; louisville.edu/healthpromotion

- Visit the Title IX (https://louisville.edu/titleix/) website for more information.
• The PEACC Center: (502) 852-2663; louisville.edu/peacc
• University of Louisville Police Department: (502) 852-7233; louisville.edu/police

International Center
The International Center is comprised of the Office of Study Abroad and International Travel, the International Student and Scholar Services (ISSS) office, the Passport Place @ UofL, and Global Initiatives.

The International Center develops and promotes global efforts that are inclusive of the campus and local community in conjunction with the internationalization goals of the University. The International Center focuses on increasing international students and scholars at UofL; providing programming that serves this vital population; expanding cultural competency through increasing the number of students participating in education abroad programs; facilitating student and faculty international research and travel efforts; and providing quality services in support of these and other global initiatives.

If you are an international student or scholar, email isss@louisville.edu. If you are a student interested in studying abroad, email edabroad@louisville.edu. If you are interested in applying for a U.S. Passport, email passportoffice@louisville.edu. If you are interested in information about international travel, email fasit@louisville.edu.

Student Involvement

What is there to Get Involved with at the University of Louisville?
The options are endless when it comes to finding ways to connect with the vibrant campus community that is the University of Louisville. Whether it is by joining one of our 400 students organizations, volunteering in the community, planning campus wide events and traditions, participating in our fraternity and sorority life system, or traveling with our international service learning program, you will learn that there is at least one way for you to Get Involved at U of L.

Why should you Get Involved?
Involvement is a part of the Cardinal experience! There is an expectation that every student finds at least one meaningful activity outside of class to complement the academic endeavors. When compared to uninvolved students, those who get involved are more likely to get better grades, establish a network of friends, organize their time better, manage their stress more effectively and most importantly—graduate! Getting involved also helps prepare you for your career and enables you to enjoy the Cardinal experience to the absolute fullest!

When to Get Involved?
That's a decision that's completely up to you. Many students start getting involved within their first few days on campus, so that they can start meeting people and getting connected. Others wait a few weeks, a couple of months or even a whole semester to get used to classes and establish a schedule for studying, work, exercise, etc. Both are perfectly good strategies, but we recommend getting started within your first six weeks. Great involvement is almost everywhere you go on our campus and the team of student and professional staff in the Office of Student Involvement are reading and willing to help you find your place.

Helpful Links to Start Your Involvement
• Office of Student Involvement: louisville.edu/involvement
• Campus Events Calendar: louisville.edu/engage
• Student Government Association: uoflsga
• Student Organizations: louisville.edu/involvement/student-organizations
• Engage Lead Serve Board: uofllesb
• Student Activities Board: uoflsab
• Fraternity and Sorority Life: louisville.edu/involvement/fsl

Off-Campus Student Services
The Office of Student Involvement is committed to providing resources and opportunities for our commuting and off-campus cardinals. Whether in the immediate campus area or driving in from another part of Louisville, becoming engaged and connected with the University community through programs and services is a key factor to aid in your success as a cardinal. Opportunities exist within student organizations, campus events, service projects, leadership development and so much more.

Please visit the Off-Campus and Commuter Student Lounge located on the 2nd Floor of the Student Activities Center. The Student Activities Center provides students with a friendly, supportive environment where they can come for information, advocacy, or to study and relax.

For more information, stop by and see us in the Student Activities Center, Room W310, give us a call at (502) 852-6691 or check out EngageUofL (http://louisville.edu/engage/).

Testing Services
This office serves as a national and university testing agency.

Office Location:
Testing Services
Davidson Hall, Room 308-310
Louisville, KY 40292

Email testing@louisville.edu or call (502) 852-6606 for more information.

Campus testing includes: UofL faculty make-up exams; ACCUPLACER placement exams (Math/Reading); credit by exam (CLEP) and Correspondence exams. The ACT and SAT are also administered through Testing Services.

Title IX Coordinator’s Office
The University strives to provide a safe environment and is committed to keeping the health and well-being of the campus community in the forefront of our thinking. The Title IX Coordinator is in charge of the University’s preventive education about, and response to, sexual
misconduct including sexual harassment (includes quid pro quo and hostile environment); sexual assault; domestic violence; dating violence; and stalking.

The Title IX Coordinator’s contact information is:

**Title IX Coordinator**
Grawemeyer 202
2301 S. Third Street
Louisville, KY 40208
(502) 852-5787

Email: titleix@louisville.edu

Webpage: [https://louisville.edu/titleix](https://louisville.edu/titleix)