

**SERVICES FOR STUDENTS
WITH DISABILITIES**

Policy and Procedures Manual

Services for Students with Disabilities
Policy and Procedures

Table of Contents

Part 1: Introduction.....iii

Part 2: Policies/Procedures 1

University Philosophy of Equal Access..... 1

Declaring Need for Auxiliary Aids and Services..... 2

Appropriate Documentation..... 2

Confidentiality... 2

Responsible Party for Determining Aids and Services..... 3

Requesting and Receiving Accommodations 3

Course Substitution Request..... 4

Full-time Status with Reduced Course Load 5

Grievance Procedures 6

Commitment to Provide Access to Technology..... 8

Part 3: Appendix
Forms

Introduction

Indiana University East is committed to creating a learning environment and academic community which promotes educational opportunity for all individuals, including those with disabilities. This commitment is guided by policies and procedures to ensure that qualified students receive appropriate services in compliance with the law. This manual explains those policies and procedures as they apply to students with disabilities enrolled at Indiana University East. The university reserves the right to revise institutional policies within the parameters of Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act. When such revisions are made, the university will inform the campus community.

Policies and Procedures

Equal Access

In compliance with Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act (ADA), Indiana University East assures protection from discrimination and provides auxiliary aids and services to qualified students in all academic programs and university activities. It is the responsibility of all staff, faculty, and students to adhere to the philosophy of equal access to opportunities.

Definitions

- (A) Section 202 of the 1990 Americans with Disabilities Act states: "No qualified individual with a disability shall, by reason of such disability, be excluded from the participation in, or be denied the benefits of, the services, programs or activities of any public entity, or be subject to discrimination by any such entity.
- (B) Section 504 of the Rehabilitation Act states: "No otherwise qualified, person with a disability in the United States shall, solely by reasons of his [or her] disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."
- (C) "Auxiliary aids and services" in college programs and services, are modifications of those programs, policies, practices and procedures that enable qualified students with a disability to have an equal opportunity to benefit from, and have access to, college programs and services.
- (D) A "qualified student with a disability" is one who, with or without auxiliary aids and services, meets the academic or technical standards required for admission to, participation in, and/or fulfilling the essential requirements of college programs or activities.
- (E) A "student with a disability" is a student who (1) has a physical, mental or sensory impairment that substantially limits one or more of his/her major life activities; (2) has a history or record of such an impairment or; (3) is perceived to have such an impairment and has been subject to discrimination or harassment as a result of that perception.

Note: The term "reasonable accommodations" may be more familiar than is "auxiliary aids and services." While the former applies to employment policy, the terms are often interchangeable.

Declaring Need For Auxiliary Aids And Services

It is the responsibility of students to initiate disclosure of a disability to the university and to request auxiliary aids and services. Also, the student must provide complete, adequate, and current documentation from an appropriate source that verifies the student's disability. When requesting auxiliary aids and services, it is the responsibility of the student to fill out a Disability Accommodations Request Form, available in the Student Support Services Office, prior to each semester. The student is also responsible for making a request for accommodation known to faculty when appropriate. The Student Support Services staff is available for advisement on this process.

Appropriate Documentation

To establish that the student has a disability and to thoroughly evaluate requests for auxiliary aids and services, Indiana University East will require students to provide documentation of the disability. Documentation serves two purposes:

- ?? to identify the person as disabled
- ?? to establish that without the auxiliary aid or service(s), the student would not have equal access and thus be subject to discrimination.

Acceptable documentation will describe the current impact of the disability as it relates to the request and be prepared by an appropriately credentialed individual who is not a family member. It will be typed and printed on the letterhead of either the practitioner or the agency providing the assessment, dated, signed and otherwise legible. Encouraged within the documentation are any suggestions of auxiliary aids and services that might be appropriate at the postsecondary level.

The Student Support Services office will evaluate all documentation and requests for auxiliary aids and services. Appropriate auxiliary aids and services are provided based on the current needs of the student. Therefore, it is in the best interests of students to provide the most recent and appropriate documentation possible relevant to their current learning environment. In general, current documentation should be no more than three years old. In some instances, the Student Support Services office may work with a student in establishing current documentation. Exceptions can be made in the case of disabilities that are known to be stable in nature.

Indiana University East reserves the right to request further documentation of students who provide out-of-date or incomplete documentation.

Confidentiality of Disability-Related Information

All disability documentation is kept in confidential files within the university. No information concerning documentation or inquiries about documentation will be released without written consent of the student.

Responsible Party For Determining Disability–Related Auxiliary Aids and Services Under Typical Conditions

The Student Support Services Office shall make appropriate determination of auxiliary aids and services for students based on the documentation provided. The authority to make such decisions on behalf of the institution has been assigned by the chancellor.

Requesting and Receiving Auxiliary Aids and Services

Students requesting auxiliary aids and services must fill out a Disability Accommodations Request Form prior to each semester. Forms may be obtained in the Student Support Services office and are to be returned to the office upon completion. Requests for auxiliary aids and services should be made by the student in a timely manner. The university cannot guarantee the timely availability of appropriate auxiliary aids and services without ample lead-time to arrange requested auxiliary aids and services.

The request procedure for any auxiliary aid or service begins with these two steps:

1. Establish documentation of the need for the service
2. Fill out a Disability Accommodations Request Form (file a request for this service).

Complete procedures are delineated on service-specific forms (See appendix). In general, services for students with disabilities include the following:

Proctoring Services

Proctoring services determined on an individualized basis may include but are not limited to:

- ?? extended time to complete examinations and quizzes
- ?? a testing location free from distractions
- ?? special equipment or assistance such as a word processor, readers or scribes
- ?? alternative formats such as oral or taped tests

Reading Services

Students requiring textbooks on tape are strongly encouraged to apply to **Recordings for the Blind and Dyslexic (RFB&D)**. For other alternatives, see Adaptive Technology below.

Note-Taking Services

Note takers are students who volunteer to have their class notes for a course photo-copied. The copied notes are then available for the student in a designated folder.

Tape-Recording Lectures

In addition to establishing documentation and filling out a request form, students must sign the Tape-Recorded Lecture Policy Agreement (See appendix).

Classroom Adjustments

Adjustments may be made in a classroom to accommodate students with physical impairments. These adjustments may include, but are not limited to:

- ?? tables and chairs
- ?? special chairs in the classroom
- ?? sign language interpreter
- ?? lab assistant

Adaptive Technology

The university provides computer software, hardware, and other assistive devices to qualified students. This technology is updated frequently. Complete information is available in the Student Support Services office.

Course Substitutions Request

Section 504/ADA laws do not require postsecondary education institutions to waive essential requirements of a student's program of instruction. Therefore, every student enrolled in a degree program at Indiana University East is required to meet the essential requirements of the degree program. At the same time, those authorities responsible for instructional programs should be prepared to demonstrate a rational relationship between the requirements and the program of instruction. The university assumes the student will first enroll in the course, using appropriate auxiliary aids and services. However, in extraordinary circumstances, the university will consider a course substitution prior to enrollment. The university will consider requests for course substitution according to procedures outlined below.

The university recognizes two groups of students when considering course substitutions:

Group A - those whose documentation states or implies the student can substantially benefit from auxiliary aids and services.

Procedures for **Group A**

- ?? Enroll in the course required in the program.
- ?? Use appropriate auxiliary aids and services.
- ?? Use university academic support services (tutoring).
- ?? Maintain a reasonable attendance record.
- ?? Complete all assignments and exams.

Group B - those whose documentation states or implies they have certain disabilities which may preclude them from successfully completing a specific course requirement for a degree even with appropriate auxiliary aids and services and/or who have evidence of experience that their disability precludes successful completion of a particular course. For this group, the administrative review procedures (defined below) will be employed prior to the student's enrollment in the course.

Administrative Review of Course Substitution Requests

All requests for course substitution from students in Group B which are supported by adequate* documentation will be reviewed by the following university authorities who will provide a written reason for acceptance or rejection on the **Course Substitution Request Form**: Division Chair, Vice Chancellor of Academic Affairs, and appropriate faculty member(s). If the course substitution request is granted, the Office of the Registrar will receive a copy of the form, with appropriate signatures and complete the enrollment process. Forms must be obtained from and submitted in a timely manner to the Disability Accommodations Assistant.

**All documentation is evaluated by the party responsible for determining disability related auxiliary aids and services.*

Full-Time Student Status With Reduced Course Load

Students with a qualifying disability may be designated full-time status while carrying less than the traditional full-time load.

Request procedure:

1. Fill out a Reduced Course Load Request Form.
2. Return completed form to the Student Support Services Office along with documentation supporting a reduced course load. Documentation must include a diagnostic evaluation from an appropriate professional that is recent enough to evaluate the current impact of the disability.

The documentation and the request will be evaluated in terms of the impact of the disability and the demands of the student's current or proposed schedule. If the request is denied, a student may appeal the decision through the standard auxiliary aids and services grievance procedure. If the request is approved:

1. The potential consequences of the reduced course load on progress towards graduation, financial aid, and billing, will be explained to the student. The student signs the form acknowledging (1) that the approved reduced course load will be considered the student's minimum credit load for full time status for the approved semester only and (2) that the student cannot drop below this minimum credit load without placing the full-time status in jeopardy.

2. The director of scholarships and financial aid will review and sign the Reduced Load Approval Form. Copies of this form are sent to the registrar, bursar, the student's advisor and the appropriate division chair.
3. At the agreed upon credit load, the student will be considered as full time and entitled to all of the services, benefits, rights and privileges of full-time status.
4. The bursar will adjust the student's bill. For approvals dated before the end of the official drop period for the semester, Indiana University East will prorate the student's tuition based on the enrolled credit load and per credit charges if the adjustment results in a figure lower than full-time tuition. Other charges (student activity and technology fees, e.g.) are not affected by this accommodation.
5. Based on the billing adjustments and reduced credit load, the student's financial aid will be adjusted. Within the limits of federal financial aid regulations, every effort will be made to ensure that the student does not incur additional costs.

Grievance Procedures

Student grievance with university policies and procedures:

All requests for auxiliary aids and services should first be brought to the Disability Accommodations Assistant by filling out the Disability Accommodations Request form. If the student believes the response to the request or any other action subjects him or her to discrimination or harassment on the basis of disability, or if a faculty person shall refuse to provide an auxiliary aid or service, the student may request review of the decision as follows:

1. Individuals who have complaints regarding the university's compliance with particular provisions of the Americans with Disabilities Act may contact the ADA/504 Compliance Officer. Complaints will be promptly acknowledged and investigated with the purpose of equitable resolution.
2. If the student wishes to grieve a determination by the university authorities responsible for accommodations, the student should contact the ADA/504 Compliance Officer who will review the matter.

Student grievance with a faculty member, office, or program:

1. If a faculty member, an office or a program shall refuse to provide an auxiliary aid or service which has been approved by the university's designated authority, the student shall first request the assistance of Student Support Services in resolving the complaint. The request must ordinarily be made within ten (10) days of the refusal of the

faculty member, office or program to provide the auxiliary aid and/or service(s) requested. In attempting to resolve the complaint, Student Support Services shall consult with the faculty member(s) responsible for the course(s) in question and/or the division chair as well as other faculty officials as appropriate.

2. In the event the Director of Student Support Services cannot resolve the complaint within five (5) days of the request, it shall be the responsibility of the Director to immediately refer the matter to the ADA/504 Compliance Officer, forward all pertinent information to the Officer, and notify the student.
3. The ADA/504 Compliance Officer shall investigate the matter, affording all interested parties an opportunity to submit relevant evidence, statements and documentation.
4. The ADA/504 Compliance Officer shall issue to the student a written determination specifying the resolution of the matter. Such written determination shall ordinarily be issued within thirty (30) days of the date of the request for review. Circumstances which may prolong the response of the ADA/504 Compliance Officer include the intervention of a semester break and such other circumstances that may render unavailable persons necessary to an appropriate resolution of the complaint.
5. The ADA/504 Compliance Officer shall maintain files and records relating to all such requests for review.
6. The right of the student to an equitable and timely resolution of a complaint shall not be impaired by the person's pursuit of other remedies such as the filing of a complaint with the responsible federal or state department agency.

During the grievance process, the auxiliary aid or service(s) in question will remain in effect until further notice.

Faculty/Staff appeal

If a faculty/staff member is in disagreement with an auxiliary aid or service concerning a student in his or her classroom, he or she may appeal the decision by following the procedure outlined below:

1. Seek a meeting with the Director of Student Support Services.
2. If the faculty/staff member cannot reach an acceptable agreement with the Director of Student Support Services within five (5) days, he or she may then appeal to the vice chancellor of academic affairs.

During the grievance process, the auxiliary aid or service(s) in question will remain in effect until further notice.

Commitment to Provide Access to Technology

Indiana University East is steadfast in its commitment to making technology accessible to every member of the campus community, to include students, faculty, and staff. This commitment is seen not only in its physical facilities, but also is incorporated into every plan for purchase and use of information technology on campus. The Vice Chancellor for Information Technology promises that IU East will continue to ensure that all physical barriers to technology are overcome.

Appendix

Contents:

IU East Self-Disclosure Form
Disability Accommodations Request Form
Accommodations Authorization Form
Accommodations Contract
Testing Accommodations Form
Tape Recorded Lecture Policy Agreement
Course Substitution Request
Reduced Course Load Request
Documentation Release Form