

Student Disability Services
Student Handbook
and
Policy and Procedure Manual

Student Disability Services
A Unit of the
Student Success and Academic
Advising Center

University of Saint Francis
Fort Wayne, Indiana

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Table of Contents

Section 1	Introduction
	1.1 Purpose of Policies and Procedures
	1.2 Mission of the University of Saint Francis
	1.3 University Disability Statement
	1.4 Association on higher Education and Disabilities Code of Ethics
	1.5 AHEAD Program Standards
	1.6 Resources
Section 2	Federal Law and Legal Precedents
	2.1 Legal Disclaimer
	2.2 Section 504 of the Rehabilitation Act of 1973
	2.3 Family Educational rights and Privacy Act
	2.4 Confidentiality
	2.5 General Guidelines
Section 3	Documentation of a Disability
	3.1 Purpose
	3.2 Eligibility Verification
Section 4	Health Sciences Technical Standards
Section 5	Access to the University of Saint Francis
	5.1 Activities
	5.2 Admissions
	5.3 Bookstore
	5.4 Financial Aid
	5.6 Facilities: Buildings and Other
	5.6 Student Conduct
	5.7 Student Employment
	5.8 Campus Visits
	5.9 Registration and Orientation
	5.10 Parking Permits
Section 6	Access to Academic Services (Accommodations)
	6.1 Qualifying for Services
	6.2 Disability Certification and Accommodations Letter
	6.3 Accommodations Specific to a Curriculum
	6.4 Testing Accommodations
	6.5 Assistive Technology
	6.6 Note Taking Services
	6.7 Faculty Liaison
	6.8 Final Exams

- 6.9 Interpreting/Reader Services
- 6.10 Library Assistance
- 6.11 Tutoring
- 6.12 Absences

- Section 7 Rights and Responsibilities
 - 7.1 Student Rights and Responsibilities
 - 7.2 Faculty Rights and Responsibilities
 - 7.3 Institutional/Disability Services Responsibilities

- Section 8 Grievance/Appeal Process
 - 8.1 Campus Complaint Procedure
 - 8.2 External Complaint Procedure
 - 8.3 Academic Grievances

Appendices

- Appendix A Release of Information – University Entities
- Appendix B Release of Information – External Agencies
- Appendix C Student’s Permission to Release Information
- Appendix D Confidential Student Summary
- Appendix E Test Proctoring Request
- Appendix F Lecture Notes Agreement
- Appendix G Materials Check Out
- Appendix H Tape Recording Agreement
- Appendix I Assistive Technology
- Appendix J Testing Policies and Procedures

SECTION 1 INTRODUCTION

1.1 Purpose of Policies and Procedures

The Student Disability Services Student Handbook and Policies and Procedures Manual is designed to assist students, faculty and staff by providing information and procedures for assuring students with disabilities equal access at the University of Saint Francis.

1.2 Mission of the University of Saint Francis

Rooted in the Catholic and Franciscan Traditions of Faith and Reason, the University of Saint Francis engages a diverse community in learning, leadership and service.

1.3 Disability Statement

Student Disability Services provides reasonable accommodations and coordinated services for students with documented disabilities in order to provide equal access to academic programs.

As mandated by Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act of 1990, and ADA Amendments Act of 2008 the goals of disability services are to:

- Provide necessary services, accommodations, and equipment to enable students with disabilities to participate in and benefit from all USF academic programs and activities.
- To promote an access friendly environment.
- To encourage students with disabilities to become independent learners. Students are expected to self-advocate and take major responsibility for securing accommodations and services.
- To inform and collaborate with the USF community about specific disabilities and accommodations.

1.4 Association on Higher Education and Disabilities - AHEAD

AHEAD is an international, multicultural organization of professionals organized in 1977 to act as a resource to postsecondary disability service providers. The association sponsors workshops, conferences, printed materials, and other information to assist service providers in the delivery of services.

The University of Saint Francis Student Disabilities Services office subscribes to AHEAD best practices as outlined in the following documents: AHEAD Code of

Ethics, AHEAD Professional Standards, AHEAD Program Standards. These documents may be accessed on the AHEAD website at www.ahead.org.

1.5 Resources

Office for Civil Rights
US Department Health and Human Services
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601

Telephone	800-368-1019
FAX	312-886-1807
TDD	800-537-7697
Email	OCRMail@hhs.gov

Vocational Rehabilitation
201 E. Rudisill Blvd., Suite 300
Fort Wayne, IN 46806.

Telephone	260-424-1595
Toll Free	1-877-715-5292 (V/VRS/711)
Toll Free Fax:	1-855-450-3571

Counties served: Allen, DeKalb, LaGrange, Noble, Steuben, and Whitley (Residents of other counties or states should contact their local office.)

SECTION 2

FEDERAL LAW AND LEGAL PRECEDENTS

There is no one law or set of rules and regulations that determine policies and procedures for providing services to individuals with disabilities. Two primary acts, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, 1990, and continuing judicial opinions and interpretations of the law establish legal precedent that guide the determination of services.

2.1 Legal Disclaimer

Because of the general nature of Section 504 and the ADA and the fact that no two students and no two universities are alike, the University of Saint Francis Student Disability Services Student Handbook and Policy and Procedure Manual is a living document subject to change due to ongoing judicial decisions. This document will be reviewed periodically so that the policies reflect the continuing Office of Civil Rights (OCR) opinions and judicial rulings.

2.2 Section 504 of the Rehabilitation Act of 1973

Section 504 of the Rehabilitation Act of 1973 states: “no otherwise qualified handicapped individual in the United States, shall, solely by reason of his/her handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. “(a) Section 7(6) of the Act was amended by adding the following new sentence: “For purposes of Titles IV and V of this Act, such term means any person (A) having a physical or mental impairment which substantially limits one or more of such person’s major life activities, (B) has a record of such impairment, or (C) is regarded as having such an impairment.”” (Federal Register, Vol. 45, No. 92, Friday, May 9 , 1980, Rules and Regulations)

Under the provision of Section 504, University of Saint Francis may not:

- Limit the number of students with disabilities admitted.
- Make preadmission inquiries as to whether or not an applicant is disabled.
- Use admission tests or criteria that inadequately measure the academic level of applicants with disabilities, because accommodations were not provided.
- Exclude a student with a disability from a course of study.
- Counsel a student with a disability toward a more restrictive career.
- Measure student achievement through methods that discriminate against a student with a disability.
- Institute prohibitive rules that may adversely affect students with disability.

2.3 Family Educational Rights and Privacy Act.

All student records are governed by the Family Educational Rights and Privacy Act - FERPA. The primary rights given to students include:

- The right to inspect and review education records
- The right to seek to amend educational records
- The right to have some control over the disclosure of information from educational records

Any information received concerning a student requesting services will be kept confidential unless a release of information is signed by the student (See Appendices A and B).

2.4 Student Disability Files Confidentiality

All documentation and information kept in the files of the Student Disabilities Services office (a part of the Student Success and Academic Advising Center) is confidential and is treated as such by office personnel. Information regarding a student with a disability will not be shared without a signed consent form except on a “need to know basis” as described in FERPA guidelines.

Inactive Files and File Disposal

A student’s file will become inactive when the student leaves the university (graduates or fails to reenroll). After seven years, inactive files will be shredded and disposed of.

2.5 General Guidelines

Policies and procedures are to guide the decisions in general for all students with disabilities. Individual accommodations, however, will be decided on a case by case basis by the coordinator, in consultation with the student, based upon documentation of disability and functional limitations.

SECTION 3 DOCUMENTATION OF A DISABILITY

In order to be eligible for disability support services, a student must have a disability as it is defined by federal legislation (Section 504 of the 1973 Rehabilitation Act and the reauthorized 1990 American With Disabilities Act): a) any physical or mental impairment that substantially limits one or more major life activities; b) a record of such an impairment; or c) being regarded as having such an impairment. Major life activities include, but are not limited to, performing manual tasks, walking, standing, lifting, bending, breathing, seeing, hearing, learning, reading, concentrating, thinking, communicating, and the operation of a major bodily function.

General Guidelines for Disability Documentation

Students must provide documentation establishing the presence of a substantially limiting condition(s) and a description of its current impact. Information on how the disabling condition(s) currently impacts the individual is necessary for establishing eligibility for services and identifying possible accommodations. Diagnosis of a condition, in itself, does not automatically confer disability status.

The documentation should provide the following:

- Be prepared by a professional (unrelated to the student) who is licensed to practice in a field related to the student's condition. All evaluation reports must be typed on official stationery and provide the printed name, contact information, and professional credentials of the evaluator.
- A clear statement of diagnosis identifying the disability.
- Description of current functional limitations. Description must include an explanation of how the diagnosis substantially limits a major life activity.
- Reflect the current impact of the condition. Generally documentation should be no older than three years. However, conditions subject to change may require updated documentation every six to twelve months while documentation for conditions unlikely to change significantly over time may be acceptable if over three years old.
- Description of the severity of the condition and the impact it has in the learning environment where accommodations are being requested
- Recommendations for accommodations as well as rationale for why each accommodation is recommended. However, the final determination of appropriate accommodations lies with the University of Saint Francis Student Disability Services staff.

Examples of other documents that will be accepted for requesting accommodations:

- Individualized Education Plan (IEP)
- 504 Plan
- Psycho-educational Testing
- Medical Letter of Impact
- Audiogram
- U.S. Department of Veterans Affairs (VA) Documentation

SECTION 4 TECHNICAL STANDARDS

University of Saint Francis Health Sciences Technical Standards

The University of Saint Francis has identified non-academic technical standards critical to the success of students in health sciences programs. These standards are designed not to be exclusionary, but to establish performance expectations that will enable students to provide safe patient practice with or without accommodations. The standards are program requirements, not individual functional ability requirements.

The current university technical standards statement is available from any of the University of Saint Francis health sciences departments—nursing, physician assistant, radiologic technology, physical therapist assistant, or surgical technology.

SECTION 5

ACCESS TO THE UNIVERSITY OF SAINT FRANCIS

- 5.1 **Activities**
University of Saint Francis departments that offer programs or events that are open to the public must be accessible. Student Disability Services is not responsible for providing accommodations for out-of-classroom activities that are not related to achieving a degree or credits for a degree. Decisions to attend extracurricular events are voluntary and services to students with disabilities are the responsibility of the event host.
- 5.2 **Admissions**
All students who meet the academic standards requisite to admission and are otherwise qualified are accepted and provided services (104.3 of Section 504). The university will not inquire about disability. Following admission, it is the responsibility of the student to declare his or her disability and request services as outlined in Section 6 of the Student Handbook and Policy Procedure Manual.
- 5.3 **Bookstore**
The university bookstore meets ADA standards of physical access with aisle width and other regulations. Personal assistance will be provided in the bookstore anytime for students whose limitations necessitate it.
- 5.4 **Financial Aid**
Students with disabilities are provided equal assistance in obtaining financial aid and student employment as the assistance is provided to all students.
- 5.5 **Facilities: Buildings and Other**
Existing: Each program or activity when viewed in its entirety is to be accessible. This does not always mean a structural change when other methods are effective.
New construction: Each facility or part of a facility is to be designed and constructed in such a manner that part or all of the facility is readily accessible.
Field trips or off campus projects: Any off campus activities must afford the same opportunities for student with disabilities. Reasonable accommodations will be provided to provide the same benefits. When a student is unable to participate in a field-trip, alternative materials or options will be provided.
- 5.6 **Student Conduct**
Individuals with disabilities are subject to the university student code of conduct, as are all students. Inappropriate behavior will be referred to the Dean of Students. If the student has a disability, the Dean of Students will confer with the Coordinator of Student Disability Services as needed. If the student is a threat to others, the Security Department will become involved.
- 5.7 **Student Employment**
The University of Saint Francis is an EEO employer.

5.8 Campus Visits

Students with disabilities are encouraged to visit the University of Saint Francis campus. Students with disabilities are also encouraged to visit the Coordinator of Student disability Services to discuss any issues or have questions answered. To set an appointment, please call 260-399-8065.

5.9 Registration and Orientation

All entering freshman and transfer students should attend New Student Orientation (NSO). A part of NSO is advising and course selection. At times, placement testing may be required. If accommodations are needed on placement tests or scheduling, Student Disability Services should be contacted as soon as possible to make arrangements. The number is 260-399-8065.

5.10 Parking Permits

The university recognizes official parking permits for disability parking on campus. Parking permits and temporary parking permits for disability are available through local license branches, not through USF Campus Security. Contact a state license branch to learn what documentation is needed to qualify for a permit.

SECTION 6

ACCESS TO ACADEMIC SERVICES

(Accommodations)

Academic accommodations are any adjustments that provide equal academic access for students with disabilities. Academic requirements that are essential to the program of instruction will not be considered discriminatory. Court decisions and agency rulings clearly delineate that requests need not be accommodated if 1) the student is not qualified, 2) the accommodation would result in a fundamental alteration of the program, 3) the institution is being asked to accommodate a personal need, or 4) the request would impose an undue financial or administrative burden on the university.

6.1 Qualifying for Services

Eligibility for services is dependent upon the university guidelines; a person receiving services from another agency such as disabled veterans or vocational rehabilitation may not always qualify for services at the university.

Self-Identification

The student must register with Student Disability Services to request services. The student is not eligible for accommodations until he/she has requested services, provided appropriate documentation, and is certified as eligible.

Documentation

It is the student's responsibility to provide documentation, per the guidelines of Section 3.

Intake Interview

The student should make an appointment with the Coordinator of Student Disability Services as soon as the student has made a decision to attend the university. The student will also complete the Student Disability Services Registration form available at the USF disability office website or from the disability services office. Based upon documentation and student input, the coordinator and student will collaboratively determine the most appropriate academic accommodations. If the information is incomplete, a Release of Confidential Information Form (Appendix C) will be used to request additional information from a previous school or other agency. Students may also sign a Release of Information Permission Form (Appendices A and B) which gives permission to the director to discuss confidential issues, as needed, with those individuals identified.

Interim Services

At the discretion of the coordinator, interim services may be provided during the current semester if: the student does not have all appropriate documentation at the intake interview, the student has been in special education in grades K-12 or in another postsecondary institution, the student has received a recent diagnosis from a qualified professional and is awaiting appropriate documentation, or the

director determines through an initial screening that there is strong evidence of a qualifying disability. Those receiving interim services will be reviewed at the beginning of the subsequent semester. If documentation is incomplete or does not meet eligibility requirements, services and accommodations will be discontinued.

Temporary Medical Condition

Some medical conditions are temporary. Documentation will be required to receive appropriate accommodations for these conditions. Students need to bring appropriate documentation to Student Disability Services in room 210, Pope John Paul II Center.

6.2 Confidential Student Summary

Adjustments and accommodations to provide access will be listed in each student's Confidential Student Summary. The student must give an updated Summary to professors each semester. No student is to receive accommodations unless the professor has received this notification. It is the student's responsibility to obtain the Confidential Student Summary (updated each semester) from Student Disability Services and deliver it to the appropriate professors.

A student should meet with the Director of Student Academic Services or designee early each semester. During the meeting, accommodations will be discussed, semester paperwork will be reviewed and signed, and the student will receive the Confidential Student Summaries for the semester. The student then delivers the Summaries to his or her semester professors. This process gives students the opportunity to discuss their disability and any required needs. Student Disability Services personnel are available for further consultation if needed.

6.3 Accommodations Specific to a Curriculum

In general, an accommodation is a change in the learning environment that may include services, academic accessibility through adjustments and physical accessibility. The student must be "otherwise qualified" and the standards of the institution need not be compromised. According to Section 504.104.12, an accommodation:

- Must be reasonable
- Must not impose an undue hardship on the University
- Must include readily accessible facilities
- Must provide modification of equipment or devices
- Must provide readers and/or interpreters if necessary

Also, 504.104.43 and 44 include:

- Provision of equal opportunity
- Changes in length of time to complete degree requirements
- Substitution of specific courses
- Adaptation of manner in which the course is taught

- Tape recorders
- Examinations must reflect achievement and not impairment
- Auxiliary aids such as taped text, interpreter, readers, or equipment

Section 504.104.44 (a) specifically states that “substitution of specific courses required for the completion of degree requirements” is a legitimate academic adjustment. Such accommodations are made only when it is clear that the student’s disability makes completion of the requirement impossible and that such an accommodation does not alter the integrity of the academic program. Requests for substitutions will be considered on an individual basis.

The English and math requirements for the University of Saint Francis are enumerated in the catalogue. All students are individually responsible for becoming familiar with those requirements and meeting them. Any exceptions made for students with disabilities will be considered on an individual basis by working collaboratively with the professor and the Coordinator of Student Disability Services.

Calculator and Mathematics Policy

Guidelines recommended in determining if a calculator should be used:

- Is the accommodation reasonable?
- Does the provision of the calculator fundamentally alter the nature of the exam?
- Is the test designed to measure skills that the calculator would eliminate?
- What is the relationship between the purpose/goals of the course and the test?

Calculators on Mathematics Placement Exams

Calculators may be allowed on mathematic placement exams if supported by appropriate documentation.

6.4 Testing Accommodations

It is the student’s responsibility to schedule any exams that are to be proctored in the Student Success and Academic Advising Center.

Students must schedule a test to be taken in the Student Success and Academic Advising Center no later than 24 hours prior to the exam.

It is also the responsibility of the student to inform the faculty member at least 24 hours prior to test administration of the intent to test in Student Success and Academic Advising Center of the date and time scheduled.

The faculty member must complete the Test Proctoring Request form (Appendix E) and arrange for the form and test to reach the Student Success and Academic Advising Center at least one (1) hour prior to the scheduled testing time. The Test Proctoring Request form specifies directions for giving the test, time allotted (not

including any additional time for accommodation), date and time test must be completed, and manner for returning the test to the instructor.

The Student Success and Academic Advising Center maintains security of tests.

Accommodations may include:

- a. Extended test time (time and ½ to two times the scheduled time)
- b. Re-reading directions
- c. Reader or scribe
- d. Word processing of essay answers by student or staff
- e. Dictating of essay answers by the students to staff or to a tape recorder
- f. Pocket spellers
- g. Oral exams
- h. Alternate format (digital)

Evidence of cheating will be addressed by the professor as per the appropriate academic policy.

Students who cancel an exam are responsible for rescheduling and informing the instructor of the rescheduled time. If a student does not make arrangements with the professor to take the exam at another time, the test will be returned to the instructor.

6.5 Assistive Technology

Use of calculators, spell checker, word processing and other mechanical tools may be specified as accommodations when indicated by the student interview and documentation and listed on the Confidential Student Summary. Additional technology is available in the Student Disability Services office. It is recommended that students contact the coordinator at least a week in advance of anticipated use assure availability. (A list of assistive technology available through the university is provided in Appendix I.)

Portable equipment may be checked out. However, to assure equipment is returned and in the same condition it was borrowed, the student will sign an agreement (Appendix G) that if equipment is not returned or not returned in the same condition their student account will be charged. Until the fee is paid, students will not be able to register for classes or obtain transcripts.

Laptops may be signed out through Student Academic Services for student teaching and internships. Due to a limited number of laptops, students must have permission from the coordinator. Decisions will be based on student's need for technology in the work environment and the usage of technology in the Student Disability Services office previous years at USF.

6.6 Note Taking Services

Various options exist for receiving assistance with note taking. Options include:

- Simply ask another student in class to share a copy of his/her notes. Student Success personnel will be happy to make a copy of these notes.
 - Ask professor if he/she is willing to share a copy of their notes or power point presentations.
 - Use a tape recorder in class. It is the faculty member's right to request a written agreement before allowing the student to tape record the class. (Appendix H)
 - Carbonless paper, available from the Coordinator of Student Disability Services, can be used for "buddy notes."
 - Student Disability Services can assist as needed in securing notes.
- Other options may be made available, if deemed necessary.

6.7 Faculty Liaison

It is expected that students will self-advocate. The Coordinator of Student Disability Services will act as a liaison if the issues cannot be resolved between the two parties.

6.8 Final Exams

University policy states that no student should take more than three exams per day. Any exception to this will be considered on an individual basis.

6.9 Interpreting/Reader Services

Deaf or hearing impaired students who require interpreter or stenographer services should contact the Indiana Department of Vocational Rehabilitation and request financial sponsorship to pay for these services while attending USF. If a student is not eligible for funding, Student Academic Support Services will work toward an agreement with the student using another accommodation.

Students requesting reading services are encouraged to join Learning Ally (formerly Recording for the Blind and Dyslexic). Students sign up on an individual basis. Refer to the Learning Ally website for membership and fee information. The Director of Student Academic Services can assist students in signing up for this service and assist them with ordering their books. Students are encouraged to order books before the semester begins to avoid delays.

Student Academic Support Services will also assist the student in using the Kurzweil Reader. The Kurzweil Reader will scan any typed reading material into the computer and read it back to the student. It also allows for material to be read from email or the Internet. The Kurzweil can also be used for students where English is the second language.

In addition, many textbooks are now available as e-books through the Campus Shoppe Bookstore. Student Academic Support Services can also order and receive many textbooks from publishers in digital format that can be read with a free or inexpensive computer screen reader.

For short reading assignments, peer tutors are available in Student Academic Support Services.

6.10 Library Assistance

For general library assistance, students may contact the reference desk at the library. If students need services, beyond what is reasonable for library staff, a staff member from Student Disability Services. Advanced notice must be given.

6.11 Tutoring

Students with disabilities may find a need for content area tutors. Free tutoring is available in several content areas for all students through the Student Success and Academic Advising Center. Tutoring services not provided to all students are considered a personal service and are not provided.

6.12 Absences due to a disability are handled on a case by case basis. However, it must be remembered that students must meet the fundamental requirements of each course and attendance, or some level of modified attendance, may be a fundamental requirement of a student's course.

Disability students who have a disability that may affect attendance should be proactive in providing the faculty with the Confidential Student Summary, discussing how the disability may affect attendance in the course, and ask faculty for a plan that can be in place in case the disability causes attendance issues.

SECTION 7 RIGHTS AND RESPONSIBILITIES

7.1 Student Rights and Responsibilities

Student Rights

- To not be denied access due to a disability.
- To receive reasonable accommodations and services that provide equal opportunity.
- To have access to auxiliary aids/assistive technology.
- To not be counseled toward “a more restrictive career objective.”
- To receive assistance from the Student Disability Services in removing physical, academic, and attitudinal barriers.
- To not be discriminated against due to a disability.

Student Responsibilities

- To identify themselves to the Student Disability Services office, a unit of the Student Success and Academic Advising Center.
- To provide appropriate documentation of a disability.
- To initiate requests for accommodation by providing a Confidential Student Summary to faculty early in the semester.
- To provide a minimum of a two-week notice for all major accommodations requests.
- To provide a 24-hour notice to the instructor and Student Success and Academic Advising Center when they will be testing in the SSAA.
- To provide for his/her personal independent living needs or other personal disability-related needs.
- To assume personal responsibility for meeting with faculty, or other appropriate staff to receive reasonable accommodations in order to meet the university standards.
- To follow university code of conduct regardless of disability.

This list of rights and responsibilities is not all inclusive.

7.2 Faculty Rights and Responsibilities

Several judicial decisions have stated that faculty members may be held personally responsible for compliance under federal statutes and regulations. One of the roles of the Student Disability Services office is to support faculty by not only collaborating to provide accommodations but by advising faculty of their obligations and their rights.

Faculty Rights

- Taped Lectures: It is the faculty member’s right to request a written agreement before allowing the student to tape record the class. (Appendix H)

- Classroom Behavior: All University of Saint Francis students must adhere to the university code of conduct regardless of whether they have a disability.
- Alternative Testing: Student Disability Services provides testing accommodations for students with disabilities. Specific testing accommodations are available when supported by documentation. An often used accommodation, extended time for testing, is usually one and a half to two times the allotted time, but additional time may be given when supported by documentation..
- Challenge Accommodations: A faculty member has the right to challenge an accommodation request if she/he believes the student is not qualified, the accommodation would result in a fundamental alteration of the program, the institution is being asked to address a personal need, or the accommodation would impose an undue financial or administrative burden. Accommodation requests are based on documentation on file in Student Disability Services.

If needed, interim services are provided while documentation is being obtained. Due to confidentiality, the nature of the disability may not be disclosed to faculty unless there is a specific need to know. (Sec. 2.5) When beneficial, students are encouraged to disclose.

Faculty Responsibilities

- It is the responsibility of faculty to assume shared responsibility in providing accommodations that are deemed appropriate and necessary. The university is responsible for implementing and, as an employee, faculty are required to adhere to policies and procedures.
- If a student notifies a faculty member of a disability, it is the faculty member's responsibility to refer the student to Student Disability Services.
- Faculty should not provide any accommodations to a student without a Confidential Student Summary from Student Disability Services. Faculty can make additional accommodations as they deem necessary.
- Each syllabus should contain a statement regarding students with disabilities and accommodations.
- At no time should faculty make any statements/comments that distinguish the student with a disability from that of the general population.

7.3 Institutional and Student Disability Services Responsibilities

- Prohibit discrimination against qualified individuals with disabilities.
- Enable students with disabilities to participate in and benefit from all University of Saint Francis academic programs and activities.
- Promote an access friendly environment.
- Provide reasonable accommodations, services and equipment.
- Maintain the strictest of student confidentiality.
- Encourage students with disabilities to become independent learners.
- Assist the student in self-advocacy.
- Inform and collaborate with University of Saint Francis community about specific disabilities and accommodations.

- Assist the student in problem solving.
- Guide the student to possible resources that might assist him or her, whether it is on campus or networking in the community.
- Exhibit sensitivity to the individual personalities of students, whether it is in communicating their needs or attempting to maintain dignity with a difficult issue.
- Serve as a liaison with faculty when a medical emergency necessitates an extended absence.

SECTION 8 GRIEVANCE/APPEAL PROCESS

In the event a student registered with Student Disability Services, a unit of the Student Success and Academic Advising Center, believes that the university is failing to provide reasonable accommodation for a disability, the student should contact the Coordinator of Student Disability Services located in room 210 of the Pope John Paul II Center. Every attempt should be made to resolve the concern informally with the coordinator. If the student is not satisfied with the resolution, the formal grievance procedure below should be followed.

8.1 Campus Complaint Procedure

1. The complaint should be in writing and contain information such as student name, address, phone number, and location, date and description of the problem. The written complaint must be given to the Assistant Dean for Student Success within ten university business days from the date of the incident giving rise to the complaint.
2. The Assistant Dean for Student Success will investigate, appoint a designee to investigate, or convene a Disabilities Grievance Committee to investigate the complaint. If a committee is convened, it will have three members—a faculty member, a staff member, and a student, all of whom have no connection with the complaint or complainant. The Assistant Dean will serve as chair. The investigation shall be informal but thorough and shall afford any interested member of the university community the opportunity to submit information relevant to the complaint. The dean, designee or committee may call the complainant and others as needed to complete the investigation. For virtual campus or Crown Point students, teleconferencing or videoconferencing may be used in conducting the investigation.
3. The Assistant Dean of Student Success or designee will provide the complainant with a written determination as to the validity of the complaint and a description of the resolution, if any, no later than ten university business days after the decision on the formal complaint is made.
4. The coordinator shall maintain the files and records relating to complaints for a period of seven years.
5. If the student is not satisfied with the decision of the dean, designee, or committee, the student may appeal the decision to the Dean of Students and ADA Compliance Officer of the university within ten university business days of receiving the written decision. The appeal should be written and should contain the original complaint, the decision of the director/committee, and the desired remedy with rationale. The dean will investigate and give a written decision to the student within ten university business days following the completion of the investigation.
6. Because this is a non-adversarial grievance procedure, judicial procedures including, but not limited to legal counsel, witness testimony and cross examination will not apply.

7. For disability related student complaints, the Dean of Students and ADA Compliance Officer is the highest level of appeal; there shall be no further appeals.
 8. These procedures shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards and to assure that the university complies with the ADA and Section 504 of the Rehabilitation Act of 1973 and Title III of the Americans with Disabilities Act of 1990, and ADA as amended.
- 8.2 External Complaint Procedure
- Although the student is encouraged to attempt to resolve a grievance within the campus process, the student has the right to file any grievance directly with the Office of Civil Rights at any time. The statute of limitations for filing a complaint with the OCR is 180 days from the time the incident occurred. The phone number and the address for the OCR are listed in Section 1.6 of this manual.
- 8.3 Academic Grievances
- Academic complaints related to a grade or an academic policy are addressed and resolved through the Grade Appeal Policy and Procedure and the Request for Review of Academic Policy, both of which are found in the University of Saint Francis Student Handbook.

APPENDIX A

University of Saint Francis
Student Disability Services
RELEASE OF INFORMATION PERMISSION FORM
University Entities

Name _____ Student ID# _____

School Semester/Year _____

I give my permission for the Student Disability Services staff to discuss my case with the following individuals when necessary or appropriate:

- | | |
|------------------------------|---------------------------|
| _____ Admissions office | _____ Registrar's office |
| _____ Student Housing office | _____ Academic advisor |
| _____ Academic Affairs | _____ Course Instructors |
| _____ Financial Aid | _____ Student Life Office |
| _____ TRIO | _____ Coach |

Please list the specific coach or coaches

I understand this permission covers the current semester. If I wish for this permission to be withdrawn I will submit a written request to Student Disability Services which is part of the Student Success and Academic Advising Center.

Student Signature _____ Date _____

Witnessed _____ Date _____

APPENDIX B

University of Saint Francis
Student Disability Services
RELEASE OF INFORMATION PERMISSION FORM
External Agencies

Name_____ Student ID#_____

School Semester/Year_____

I give my permission for Student Disability Services staff to discuss my case with the following individual(s) when necessary or appropriate:

Name of outside agency (specify)

Information discussed can include:

Any information regarding my case may only be discussed during the current academic semester. If I wish for this permission to be withdrawn I will submit a written request to Student Disability Services which is part of the Student Success and Academic Advising Center.

Student Signature_____ Date_____

Witnessed_____ Date_____

APPENDIX C

To: _____ Date: _____

Fax # _____

From: Linda Jackson
Coordinator of Student Disability Services
Phone #: 260-399-7700 ext 6011

STUDENT'S PERMISSION FOR RELEASE OF CONFIDENTIAL INFORMATION

This is to grant permission for _____ (school, agency, or
Doctor) to release any information regarding my disability/disorder in:

Information should include: _____

Please send or FAX to:
Linda Jackson, Coordinator
Student Disability Services
University of Saint Francis
2701 Spring St.
Fort Wayne, IN 46808
FAX #: 260-399-8161

Student name (print) _____

Student Signature _____

Date _____

APPENDIX D

CONFIDENTIAL STUDENT SUMMARY

STUDENT:

STATUS:

DATE:

INFORMATION REPORTED BY: Linda Jackson, Coordinator of Student Disability Services

The above student has been identified with a specific disability, and has chosen to seek support from Student Disability Services which is a part of the Student Success and Academic Advising Center at the University of Saint Francis. Confidential, qualifying documentation for this student is on file in our office.

Students with disabilities are eligible for reasonable accommodations per Section 504 of the Rehabilitation Act of 1973 and the ADA of 1990. Accommodations provide equal opportunity to obtain the same level of achievement while maintaining the standards of excellence expected at the University of Saint Francis. Appropriate adaptations and accommodations have been outlined below. If you should have any questions, please feel free to contact Linda Jackson, Coordinator of Student Disability Services, at 399-7700 ext. 6011. Thank you for responding to the needs of this student.

ACCOMMODATIONS: The instructor has the right to challenge any accommodation that would fundamentally alter the nature and standards of this course.

SUGGESTED ADAPTATIONS/MODIFICATIONS:

Classroom Accommodations:

Based upon documentation and decided on an individual basis

Tests/Quizzes:

Based upon documentation and decided on an individual basis

STUDENT SUCCESS AND ACADEMIC ADVISING CENTER HOURS:

The Student Success and Academic Advising Center is currently staffed Monday through Friday, 8:00-5:00; other times are scheduled by each individual student on an as needed basis. Students are also encouraged to utilize the programs for writing assistance and content area tutoring, as needed. The Student Success and Academic Advising Center is located in 210 Pope John Paul II Center.

There may be other situations that arise when working with a student with a disability. Again, please do not hesitate to use the resources available to you. We look forward to the growing awareness and success for all students who make the commitment needed in a postsecondary setting.

APPENDIX E

Test Proctoring Request

Student's Name _____ Date _____
Instructor's Name _____ Course Name _____

Test Aids Allowed

_____ None _____ Notes
_____ Calculator _____ *Other:*
_____ Textbook _____ Scantron

_____ Time Allotted _____

Test Acquisition/Remittance

Method of Acquisition

_____ Picked up by S.A.S.S. _____ E-Mail
_____ Delivered by Instructor _____ Delivered by Student
_____ Interoffice Courier _____ *Other:*
_____ Interoffice Mail _____

Method of Remittance

_____ Interoffice Mail _____ Picked up by Instructor
_____ Interoffice Courier _____ Delivered by Student
_____ *Other:*

Date test complete by _____ Time _____

For SSAA Office use Only

Test Administration
Scheduled Time _____

Test Administer _____ Date _____

Student Signature _____ Date _____

APPENDIX F

Confidentiality of Instructor Notes

I, _____, understand that the notes I am receiving from my instructor are privileged information. As such, I agree that the notes will be for my use only. I will **NOT** share these notes. I also understand that if I do share these notes I will no longer be able to have the notes from the instructor.

Student Name (Printed)

Student Signature

Date

Witness

Date

APPENDIX G

**Student Academic Support Services
Materials Check Out**

Date: _____

Student Name: _____

Item: _____

Model #: _____

Return Date: _____

Condition of materials or additional items with materials:

APPENDIX H

Tape Recording Agreement

I, _____, understand that the recording of this class is for my use only during the current semester. I will not share the recording with other students or make the recording available to anyone either associated with the university or anyone outside of the university. I will also erase the recording following completion of the semester.

I understand that if I do share the recordings of the classes, I will no longer be able to record lectures given by this instructor.

Class name and number

Name of Faculty

Semester and Year

Student Name (Printed)

Student Signature

Date

Witness

Date

APPENDIX I

Student Disability Services Assistive Technology

- Dragon Naturally Speaking 11.0
- Kurzweil 3000
- Sense View Portable Magnifier
- Traveller Magnifier
- Word Q
- Window Eyes
- ZoomText

APPENDIX J

Testing Policies and Procedures Student Success and Academic Advising Center

University of Saint Francis, Fort Wayne

1. Students are to schedule all tests to be taken in the Student Success and Academic Advising Center (SSAA) at least 24 working hours prior to the time requested for the test.

Appointments can be made:
In person – 210 Pope John Paul II Center
Via phone (260) 399-8065

There are no exceptions to this policy.

2. Once the appointment is scheduled, the student contacts the instructor and asks for the test to be sent to SSAA.
3. The SSAA staff is **NOT** responsible for getting tests from instructors.
4. If the student discovers a problem with the test or if a problem arises during the testing session, the student must notify the proctor immediately, not after the testing session is over.
5. Once the test has been completed it will be returned to the instructor as indicated by the instructor on the test proctoring form.
6. Tests should be scheduled before or during the designated class testing time. Tests taken after the designed class testing time will receive the extended time accommodation but may be considered as make-up tests by the instructors.
7. It is important that you are on time for your testing appointment. Since testing rooms are limited and may all be scheduled, if you do not arrive on time for your testing appointment, you may not be able to receive your full amount of testing time in the testing room and would have to complete your test in the open area of the office.

I have read the policies and procedures and understand them.

Student Signature

Date

SSAA Staff Signature

Date