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Accommodation Approval and Use

This handbook is a comprehensive document and may include some accommodations which you are not currently approved to use. In order to use an accommodation, students must first be approved by their Access Specialist.

Please contact your Access Specialist if you plan on changing campus locations or are taking classes at multiple campuses. Your Access Specialist can assist in the transition and connect you with the appropriate campus point-of-contact.

If your needs or circumstances change, you can communicate with your Access Specialist to explore adjustments to your approved accommodations.

Notice of Operational Changes

Any changes or adjustments to Disability Services operations or procedures will be communicated to you in a variety of ways. Some methods of communication may include:

- Direct communication from your Access Specialist
- A new e-agreement in AIM
- Website updates

Confidentiality and Release of Information

- We view all materials pertaining to a student's disability as confidential. All disability-related information for students at The Ohio State University is housed in Disability Services. Only staff persons working at Disability Services have access to these files. Registration with SLDS will not appear on transcripts.

- The Family Educational Rights and Privacy Act of 1974 (FERPA) and the Americans with Disabilities Act (ADA) do not allow faculty or others access to disability-related information (e.g. diagnosis, medications).

- We will not share a student’s medical information with university faculty or staff without the student’s consent. Access Specialists will confirm registration and approved accommodations on a need-to-know basis.

- We will not disclose any student’s medical or registration information to an employer or other outside organization without the student’s permission.

- We will retain all disability documentation for six years after students leave the university.
How to Request Accommodations

1. **Review your syllabi at the beginning of the semester.** Look at the requirements of each of your classes and consider your disability-related needs. Some accommodations may not be necessary for every class.

2. **Login to AIM to generate your Course Accessibility Letters.** You and your instructors will receive your letters via email once classes are in session. Remember, accommodations are not retroactive, so be sure to generate your letters as early in the semester as possible.

3. **Contact your instructors.** In this conversation, you do not need to disclose the specific nature of your disability.

4. **Keep in touch.** Communicate with your instructors throughout the semester. If you have any questions or run into any issues in this process, contact your Access Specialist.

Course Accessibility Letter

- A Course Accessibility Letter provides your instructors with an introduction to your approved accommodations and how the accommodation process works. It does NOT indicate your disability.

- After evaluating course requirements/design, you can customize your letters to only include the accommodations relevant to each class.

Priority Scheduling

Undergraduate students registered with SLDS receive priority scheduling. This means you may register for classes before general registration. This does not apply to registration during freshman/transfer orientation. Priority scheduling for graduate students is applied on a case-by-case basis.

When scheduling your courses, please consider the following guidelines:

- Meet with your academic advisor *before* your window opens.

- Research available course offerings in advance so you are prepared once the window opens.

- Consider your disability-related needs and issues when scheduling.

- Your Access Specialist is not an academic advisor, but can assist you in balancing your course load to better address your disability needs.
Exam Accommodations

Exam accommodations may include, but are not limited to:

- Extended time
- Distraction reduced space
- Computer for word processing
- Assistive technology
- Accessible formats (e.g. Braille, Microsoft Word, enlarged print)
- Reader or scribe
- Access to restroom

COVID-19 Preface: To promote the health and safety of students, faculty, and staff, the Learning Center may need to adjust the number of exams proctored at certain times. We anticipate that the vast majority of students will take exams at home via Carmen.

Options for Taking Exams

1. Take your exams without accommodations.
   - This is the default option that requires no action on your part.

2. Take your exams with accommodations that are arranged by the instructor.
   - Discuss arrangements with the instructor.
   - For extended time in Carmen quizzes/exams, your instructor is responsible for adjusting your time allotted and availability window in Carmen.

3. Schedule to take your exams at The Learning Center (Galvin Hall).
   - **Accessible formats, assistive technology, private room, and test assistant accommodations only**

The Day of Your Exam

- Show your photo ID to The Learning Center exam staff when checking in to take an exam. BuckIDs and driver’s licenses are acceptable.
- Bring your own personal exam materials (e.g., pencil, calculator).
- Store unauthorized materials (e.g. cell phone, notes, book bags, hats, mp3 players, cell phones) in your book bag. Silence any ringing devices.
- Staff monitor all exams via a closed-circuit video monitoring system or via an exam proctor. Proctors may inspect the exam environment to ensure academic integrity. If you are observed utilizing any unauthorized resource during an exam, our staff will bring this to your attention and will report our observations to the OSU Committee on Academic Misconduct and to the instructor.
- You are expected to stay within the testing area until your exam is complete. If you need a restroom break, please notify a staff member.
Late Arrivals, No Shows, Rescheduling and Cancellations

By using exam accommodations, you are expected to:

- Show up on time for your exams. If you arrive late for an exam, you must either use the remaining time or contact the instructor for authorization to reschedule. There is no guarantee that the instructor will permit a makeup exam.

- Confirm application of your extended time for online exams prior to beginning the exam. Contact your Access Specialist if you are having difficulty communicating with your instructor about applying your extended time.

- Cancel your exam request through The Learning Center if, for any reason, you have decided not to take your exam at The Learning Center.

Policies Regarding Academic Misconduct

- All testing spaces are monitored via a closed-circuit camera. Exam video content is stored on a secured, on-site digital recording device that is maintained exclusively by the Learning Center staff.

- You are NOT permitted to touch/move the cameras that are located in the studio. If you are caught moving a camera you will be reported to the instructor and may be charged with academic misconduct.

- A staff member may come into any testing location at any time to perform a random integrity check.

- Any suspected evidence of cheating will be documented by The Learning Center and reported to the appropriate faculty member and the Committee on Academic Misconduct (COAM). Any unauthorized notes and any scrap paper used during the exam will be copied and returned with the exam to the instructor, along with any video evidence.
Test Assistants

- You must request test assistants by the scheduling deadline for the exam. Only request a test assistant if needed.
- If you originally scheduled a test assistant but decide at a later date that you do not need one, please let The Learning Center know so that we can cancel the request.

Expectations for Readers

- Readers can be asked to repeat information, so do not hesitate to ask.
- Readers will only read what is on the printed page and cannot be asked to interpret, define, explain or re-word questions.
- Readers need feedback from you to be effective. Let your reader know what reading tone, rate, etc. works best for you.

Expectations for Scribes

- Scribes will write down verbatim what you have dictated. The scribe is not responsible for organizing or paraphrasing your thoughts into a final draft.
- Scribes are responsible for general spelling and sentence ending punctuation. You are responsible for directing the scribe for any spelling of specific class related terminology or punctuation within sentences.
- At any time, you will have the opportunity to review what the scribe has written either by reading or having it read to you.
- If there are corrections, you will direct the scribe to make them.
Note-Taking Assistance

The notetaking assistance accommodation addresses disability barriers related to capturing real-time lecture or other course content.

**Instructor-provided notes**
- If willing, your instructor may agree to share a supplemental copy of their course notes or slides with you.
- Your instructor’s notes are their academic property and they can decline to share them with you.

**Notetaking/Recording Technology**
- You may record class meetings using technology to facilitate the notetaking process.
- These audio recordings are for your personal use only in preparation for class and exams. You are expected to not share the audio recordings with other students in the class.
- Audio recordings of course content may be considered intellectual property of the instructor and are subject to the Code of Student Conduct.
- You are expected to delete all audio recordings once they are no longer needed for your academic work.

**Peer Notetaker**
- The notes received from a peer notetaker are supplemental to your own notes.
- You are expected to attend and participate in all classes to the best of your ability and health.
- This accommodation is designed for synchronous (real-time) class meetings. You must contact your Access Specialist first for authorization if requesting a notetaker in an asynchronous course.
- Notify your Access Specialist as soon as possible if (1) You cannot find a note-taker, (2) the note-taker is not fulfilling their duties, or (3) you no longer need the assistance.
- Proactive requests are important. You may not receive class notes taken prior to your requesting note-taking services.
### Attendance and Deadline Modifications

This accommodation provides moderate flexibility for students who experience acute episodes or flare-ups which may require them to miss class or deadlines.

**Request Process:** Attendance and Deadline Modification (ADM) Agreements are a written agreement between you and the instructor which outlines the approved flexibility for the course. See the Lima campus Office for Disability Services website for instructions and a template form. ADM agreements cannot compromise the essential design and learning outcomes of the course. Reasonableness is determined by the course design. For guidance on determining flexibility in each class, contact your assigned Access Specialist.

**Importance of Proactive Agreements:** These agreements should be completed as early in the semester as possible, ideally within the first few weeks of the course. Agreements completed after the first few weeks may impact the amount of flexibility that can be provided. ADM accommodations are not retroactive and require an agreement be completed in advance.

**Flexibility for Smaller Assignments:** Standard ADM agreements are intended to address disability flare-ups in which you are able to resume your academic work within 24 hours. Therefore, ADM flexibility is not automatically applicable to smaller assignments, discussion board posts, and quizzes which are open for at least 1 week (including having access to all materials and information needed). You are expected to manage completing these exams/assignments within their standard timeframes. However, if you experience a hospitalization or significant flare-up and cannot resume your academic work within 24 hours, or if you experience a flare-up on the due date, please contact your Access Specialist and instructor so that we can discuss options.

**By using Attendance and Deadline Modifications, you are expected to:**

- If necessary, complete separate agreements for the lecture, lab, and/or recitation components of the same course, which may require you work with a course coordinator or other points-of-contact.

- Contact your Access Specialist if you have difficulties coming to an agreement with your instructor. You are not alone in advocating for your needs.

- Only use the ADM agreement for disability-related reasons. Absences and missed assignments due to common illnesses, personal conflicts, or other non-disability related reasons will be held to the standard course policies.

- Communicate promptly with your instructors in the event of a flare-up which impacts a course. The ADM flexibility may not be applicable in situations where you did not give your instructor prompt notice of the flare-up.
• Be held to the standard course policies in the event that you go beyond the terms outlined in the ADM agreement.

• Contact both your instructor and your Access Specialist in advance if you suspect that you will not be able to meet the terms of an ADM agreement. We will work with you and the instructor to determine the best path forward.

• Submit your requests in a timely manner. ADM requests made midway through the semester may not apply to absences, late assignments, lost participation points, etc. from earlier in the semester.
**Accessible Media**

The Lima campus’ Office for Disability Services is responsible for providing course materials in accessible formats.

**Text Conversion**

- Course reading materials can be converted to accessible formats for students with print disabilities.

- Only required textbooks are converted by default; additional course materials (e.g. Carmen articles, recommended texts) can be converted upon request.

- Students must provide proof of ownership before we can release converted books.

- If you have questions about text conversion, please reach out to the Lima campus’ Office for Disability Services.

**Video Conversion**

**Audio Description**

- Audio description is a narration service that describes images in videos for individuals who are blind/low vision. With this accommodation, you may request audio description for class materials in a video format.

- These materials may include in-class videos, videos uploaded to Carmen, and out of class required video/movie screenings.

- Audio description may include an assistant in class, an assistant for out-of-class viewing and/or written transcripts.

- The type of accommodation will be determined based on the class, video, and student need.

**Closed Captioning**

- Video captioning and subtitling are available for students who are D/deaf or hard of hearing. It is the process of displaying text on a video presentation for additional and/or interpretive information.

- While every effort is made to proactively collaborate with instructors regarding captioning, sometimes files or videos are missed. Please notify your Access Specialist if additional items need to be captioned.

- If you have any questions about captioning, reach out to the Lima campus’ Office for Disability Services.
Conversion Policies and Reminders

- Materials will not be started until you have entered the request in AIM. Please contact the SLDS office as well via email (meyer.193@osu.edu)

- Conversion can be a time-consuming process and delaying your request may delay the completion of your course materials.

Proof of Ownership

Before we can release converted books to your folder, we are legally required to verify that you have a copy of the text due to copyright laws. We are flexible about how you show proof of ownership. You may:

- Bring in a copy of the textbook.
- Bring an itemized receipt showing the purchase of the textbook.
- Forward a purchase confirmation email from Amazon, Barnes and Noble, etc.
- Take a picture of the front of the book if you purchased it secondhand.

Please keep in mind that sometimes the only way we can access a book electronically is through the publisher, and in those cases, publishers require submission of an itemized receipt.

JAWS, NVDA, or VoiceOver Users

- Your Access Specialist will be in touch with you to coordinate proactive outreach to your instructors for each upcoming semester.

- We will send your Course Accessibility Letters on your behalf after you schedule for the upcoming term. This allows us to proactively coordinate your accessible media requests.

- Monitor your Buckeyemail for communication from your Access Specialist.
Disability Services staff are available to you for consultation and training on various assistive technologies to support you in your academics. These technologies include:

- Scan-to-Speech, Text-to-Speech and Web-to-Speech software, that utilizes bimodal output via computer-generated voice
- Voice Recognition Software (e.g. Dragon NaturallySpeaking, Windows Speech Recognition)
- Reading and Writing Enhancement/Literacy Software (e.g. Read and Write Gold)
- Screen reader software (e.g. JAWS)
- Screen enlargement software (e.g. ZoomText)
- Miscellaneous software suites: MATLAB, SPSS, MiniTab
- All standard internet browsers: Internet Explorer, Mozilla Firefox, Google Chrome
- CCTV text magnification systems
- Printer access for note-takers
- Large flat screen monitors
- Flatbed and edgeless scanners
- Refreshable Braille displays
- Alternative navigation programs
- Adaptive mice and keyboards (upon request)
- MATLAB and Minitab
- SPSS statistical analysis software

Core assistive-technologies JAWS, ZoomText and Read and Write Gold are available in many locations at The Ohio State University.

If you need training in the use of the assistive technology located on campus, please contact Student Life Disability Services at 567-242-7194 or email: meyer.193@osu.edu for an appointment.
Disability Services coordinates interpreting or transcribing services for registered students who are D/deaf or hard of hearing.

**Interpreting Services** – A team of American Sign Language interpreters will interpret all University-related activities.

**Transcribing Services** – A team of transcribers will transcribe all University-related activities. You may access the transcript in real time from a second device. Transcripts are not verbatim.

- Transcribers will email edited transcripts to you within two business days, unless otherwise notified. Edited transcripts are provided only for students approved for transcribing services.

**Interpreting/Transcribing Policies and Reminders**

- Notify your interpreter/transcriber when you will be late or absent. Without notification, interpreters/transcribers will wait 20 minutes before leaving an assignment.

- Communicate with the Lead Interpreter/Transcriber promptly about any problems with communication access or any special requests.

- Communicate with the Lead Interpreter/Transcriber using OSU email account.

- Interpreting and transcribing will occur only when the student is present.

- Interpreters/transcribers will not provide transportation for students.
Lab Assistants

COVID-19 Preface: To promote the health and safety of students, faculty, and staff, lab assistants may perform their duties remotely.

Lab Assistants are SLDS employees who assist with mechanical/dexterity tasks that prove inaccessible to the student with a disability.

Lab Assistants will:
- Receive instruction, if needed, regarding your disability-related needs from you and/or your assigned Access Specialist.
- Perform only those tasks directed by you. They will NOT prompt or guide you in performing a lab task unless the task is dangerous. You are responsible for all information about actual lab processes and procedures.
- Inform our office if they are ill or otherwise unable to attend a session. We will coordinate a substitute lab assistant to take their place.

Absences and Troubleshooting
- Contact your assistant immediately if you cannot attend a lab session.
- If you fail to show up twice for a lab and do not inform the assistant ahead of time, the assistant is authorized to discontinue assistance. To reinstate services, you must meet with your assigned Access Specialist.
Course Substitutions

- We support petitions for course substitutions in cases of foreign language, quantitative or other non-major specific course requirements as a reasonable accommodation if disability documentation supports the petition and if the course(s) in consideration is (are) not essential to your major.

- There must be evidence in the documentation that the disability has a significant impact on the learning of the coursework in question.

- Each request is considered on a case-by-case basis.

- You should submit all petition materials to your academic advisor.

- The college – not Disability Services – reviews all curriculum modifications. Although your Access Specialist may provide a letter and assist with the application process, the decision ultimately rests with the college or department.

- Substitutions are not automatically supported for persons who may have had substitutions or waivers of a course requirement from other institutions.

- If you anticipate needing a substitution, you should begin the process at least a full semester prior to the semester you desire to take the course substitution(s).

- You are still responsible for fulfilling the credit hours for the course.

- If the substitution is approved, you will be required to take an equivalent class determined by your academic advisor.
Voter Registration

Voter Registration at Disability Services
Disability Services is a designated voter registration site; voter registration forms and other information about voting are available from your Access Specialist.

Note: Already registered voters must submit a new form if you have changed your name or address since the last time you voted or if you have not voted in the last four years.

- Any resident of Allen County can register to vote using the forms found at Disability Services.

- For Ohio residents outside of the Allen county area, you can vote via an absentee ballot. Your Access Specialist has information on how you can contact your particular Board of Elections.

- If you are from another state, you must obtain an absentee ballot from your home county and state.
Emergency Procedures

In order to ensure your safety, develop an emergency plan or a strategy in advance. How you respond to an emergency depends on:

- the type of emergency
- your specific disability
- the location of your classes
- where you work or live on campus

**Students with mobility impairments**
Elevators provide access for students with mobility impairments to classrooms throughout campus. However, during an emergency such as a fire or tornado, elevators can be very dangerous and often cease working. Furthermore, elevators have been known to break down at times leaving people with mobility impairments stranded on upper floors. As a result, it is unlikely that you will be able to evacuate without the assistance of others. The following steps can help to ensure your safety in an emergency:

1. **Make a plan**
   For every building in which you have class, work or live on campus, locate an area or refuge, which could include a stairway or an adjacent classroom/room with a fire rated door and walls, where you will await rescue during a fire.

2. **Inform others of your plan**
   In most instances, this should be the instructor of your class, or your supervisor. Let him or her know the location (i.e., classroom in the Northwest corner of this floor) you have selected to await rescue personnel in the case of an emergency.

**Students with visual impairments**
As a student with a visual impairment, you should develop a plan of action for emergency situations as well. An ideal time to develop this plan is at the start of each semester as you work with a mobility orientation specialist to locate your classrooms.

**Students with seizure disorders**
If you have a seizure disorder that is not controlled by medication and have seizures often, it is wise to alert your instructor to your condition and how you wish for them to respond. Let them know what to expect if you were to have a seizure during class and under what circumstances it would be necessary to call for an ambulance. For additional information, you should refer your instructor to the Disability Services Faculty Handbook, which provides some brief instructions on how to react to a seizure.

**Important Note:**
For any emergency and for students with any type of disability, the first step is to contact 911. When reporting the emergency, it is important to indicate your specific evacuation needs (e.g., you use a wheelchair or have breathing or stamina difficulties).
Disability Services Grievance Procedure

The University and Disability Services support you in your right to file a grievance when you believe you have been denied equal access in the form of appropriate accommodations, modifications, auxiliary aids or effective communication or suffered discriminatory harassment as described in Section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act (ADA) of 1990 or the Ohio Administrative Code 4112-5-09: Discrimination against persons with disabilities in institutions of higher education. The general grievance procedures, which apply to all students, are available to students with disabilities. The grievance procedures listed below are additional procedures that apply to students with disabilities who feel their rights have been violated under 504 and ADA.

Resolving Conflicts with the university, Faculty and/or Staff, Academic Department, or university Non-academic Department, Program or Organization

1. Students are encouraged to discuss their concerns with their Disability Services Access Specialist. The Access Specialist will attempt to resolve the issues by assisting the student in discussing issues with the faculty member, department or program. In some instances, the Disability Services Director may be consulted in order to develop a resolution. Most situations are positively resolved through Access Specialist support and mediation.

2. If either the student or the Disability Services Access Specialist feels that a satisfactory resolution is still not reached, the student should notify the ADA Coordinator. The ADA Coordinator, in consultation with Human Resources, Legal Affairs and Disability Services, will evaluate the complaint and determine an appropriate resolution.

3. If the complaint is not resolved at the university level, the student may choose to file a complaint with the Federal Office for Civil Rights, The Ohio Civil Rights Commission or Disability Rights Ohio (formerly the Ohio Legal Rights Service). These entities will take complaints and will investigate when appropriate.

Resolving Conflicts with Disability Services and/or a Staff Member

The procedure for resolving conflicts with Disability Services and/or a staff member is similar to the steps explained above. Initially, the student should discuss the complaint with his/her Access Specialist. If the complaint is not resolved, or there is a specific reason the situation cannot be discussed with the Access Specialist, the student should meet with the Director.

A student has the right to bypass Disability Services and go directly to the ADA Coordinator. The ADA Coordinator, in consultation with Human Resources and Legal Affairs will evaluate the situation and determine an appropriate resolution. If a
satisfactory solution is still not offered, the student may choose to file a complaint with the Federal Office of Civil Rights, The Ohio Civil Rights Commission or Disability Rights Ohio. These entities will take complaints and will investigate when appropriate.

**Resolving Alleged Discrimination by Another Student**

In situations where students allege discrimination by another student, students have the option of filing formal charges under the Code of Student Conduct. Please refer to the policy and procedures in the Student Handbook. Contact the Office of Student Conduct for further information.

**Contact Information**

**Student Life Disability Services**
154 Student Services Center
4240 Campus Drive
Lima, OH 45804
Voice: 567-242-7194
Video Phone: 614-500-4445

**ADA Coordinator’s Office**
21 E 11th Ave
Columbus, OH 43201-2126
Voice: (614) 292-6207
TTY: (614) 688-8605
FAX: (614) 688-3665

**Federal Office for Civil Rights**
Voice: (800) 368-1019
TDD: (800) 537-7697
FAX: (312) 886-1807

**Student Conduct**
Shane McCrory
Director of Student Life
Mccrory.6@osu.edu
567-242-7337

**Ohio Civil Rights Commission**
Voice: (614) 466-2785
TTY: (614) 752-2391
FAX: (614) 466-6250

**Disability Rights Ohio**
Voice: (614) 466-7264
TTY: (614) 728-2553
FAX: (614) 644-1888
Code of Student Conduct

In order to best serve our students, Disability Services staff expects everyone to be courteous and appropriate to one another. Profanity, aggression (verbal or physical), threats, yelling, slamming doors or items, failing to comply with Disability Services guidelines, etc. are considered unacceptable due to the disruption of other students and staff in providing services and academic accommodations.

Disruptive and disorderly conduct or failure to comply with the guidelines and expectations of the university’s Code of Student Conduct and Disability Services may result in contacting the Office of Student Conduct or the police. The same general expectations of behavior apply to all students, including those with disabilities. Students registered with Disability Services must adhere to the policies and guidelines stated in the Code of Student Conduct. These policies apply to academic and non-academic behavior on and off campus.

To refer to the Code of Student Conduct, please visit the website of the Office of Student Conduct at http://studentconduct.osu.edu/. Feel free to discuss any questions, comments or concerns with your assigned Disability Services Access Specialist.

Campus and Community Resources

There are several resources on campus for assistance with:

• Test Anxiety Help
• Disability Access Resources
• Mental/Physical Health Resources
• Tutoring/Academic Support
• General Campus Resources
• Scholarships

Please visit The Learning Center for a list of links to these resources.