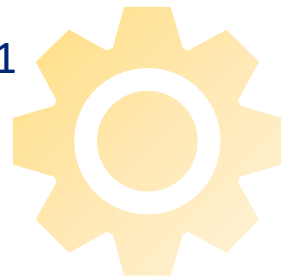
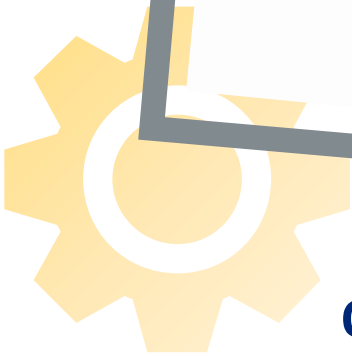




Office of Disability Services Student Handbook

6th Edition, June 01, 2021



WELCOME FROM THE OFFICE OF DISABILITY SERVICES

We are excited that you have chosen Arkansas State University-Beebe and we look forward to working with you. Please take a moment to read the information in this handbook regarding the Office of Disability Services and the types of services provided to students.

The intent of this student handbook is to help you understand the services offered to students with disabilities at ASU-Beebe and the policies and procedures in place to obtain and maintain accommodations. Should you have any questions or concerns, please contact us.

Best wishes and much success toward your education!

Office of Disability Services

Tisha L. Marzewski, Coordinator of Disability Services

Contact Information



MAILING ADDRESS

Arkansas State University-Beebe
Disability Services Office
PO Box 1000
Beebe, AR 72012



BUILDING LOCATION

Beebe Campus
McKay Student Center
Suite 202, Room D



PHONE/EMAIL

501.882.8863
tlmarzewski@asub.edu

This Disability Services Handbook can be provided in alternative format upon request. Please contact the Office of Disability Services on the Arkansas State University-Beebe Campus.

TABLE OF CONTENTS

WELCOME From the Office of Disability Services.....	2
SECTION ONE: THE OFFICE OF DISABILITY SERVICES.....	6
MISSION	7
ETHICAL	7
SERVICE OBJECTIVES	7
LEARNING OUTCOMES.....	8
Program Outcome	8
Student Learning Outcomes.....	8
ASSESSMENT OVERVIEW.....	9
PROGRAMS AND SERVICES	10
SECTION TWO: GENERAL DISABILITY SERVICES INFORMATION.....	11
GENERAL INFORMATION.....	12
The Office of Disability Services Locations.....	13
RIGHTS AND RESPONSIBILITIES: STUDENTS.....	14
STUDENTS WITH DISABILITIES AT ARKANSAS STATE UNIVERSITY-BEEBE HAVE THE RIGHT TO:	14
STUDENTS WITH DISABILITIES AT ARKANSAS STATE UNIVERSITY-BEEBE HAVE THE RESPONSIBILITY TO: 14	
RIGHTS AND RESPONSIBILITIES: COLLEGE	15
ARKANSAS STATE UNIVERSITY-BEEBE HAS THE RIGHT TO:.....	15
ARKANSAS STATE UNIVERSITY-BEEBE HAS THE RESPONSIBILITY TO:	15
SECTION THREE: ACCOMMODATION PROCESSES.....	16
ACCOMMODATION PROCESS FOR NEW STUDENTS	17
ACCOMMODATION PROCESS FOR CONTINUING STUDENTS	18
ACCOMMODATION PROCESS FOR CONCURRENT STUDENTS	19
ACCOMMODATION PROCESS FOR TESTING SERVICES REQUESTS	20
ACCOMMODATION PROCESS FOR CAMPUS and RESIDENCE LIFE REQUESTS.....	21
Section Four: Documentation and Notices.....	22
DOCUMENTATION OF A DISABILITY.....	23
WHAT DOES THE OFFICE OF DISABILITY SERVICES DO WITH THE DOCUMENTATION?.....	24
WHERE IS DOCUMENTATION STORED?	24







HOW LONG WILL THE OFFICE OF DISABILITY SERVICES KEEP DOCUMENTATION?	24
DISABILITY DOCUMENTS SOURCES: GENERAL INFORMATION	25
Disability Documents: High School IEP or 504 Records	25
Where to Send the Disability Document(s)	25
ACCOMMODATION NOTICES	26
WHAT IS AN ACCOMMODATION NOTICE?	26
IMPORTANT ACCOMMODATION NOTICE DETAILS:	26
STUDENT’S RESPONSIBILITY TO THE ACCOMMODATION NOTICE:	26
SECTION FIVE: DISABILITY SERVICES POLICIES	27
STUDENTS GENERAL RESPONSIBILITIES TO ACCOMMODATIONS	28
EXAM ACCOMMODATIONS GUIDANCE	29
NOTETAKER ACCOMMODATION PROCEDURES	30
AUDIO/VISUAL RECORDING ACCOMMODATION PROCEDURES	31
ALTERNATE FORMAT ACCOMMODATION PROCEDURES	32
Requesting Alternative Format	32
Alternative Format Process	32
Alternative Format Terms of Understanding: Student Responsibilities	32
READ&WRITE SOFTWARE	33
ATTENDANCE ACCOMMODATION GUIDANCE	34
ATTENDANCE FLEXIBILITY ACCOMMODATIONS	35
ATTENDANCE FLEXIBILITY: STUDENT RESPONSIBILITIES	35
Campus and Residence Life Accommodations	36
General Information	36
Residence Life Accommodations	37
Campus Dining Accommodations	37
Campus Life and Service Animals	38
STUDENT’S RESPONSIBILITIES FOR SERVICE ANIMALS ON CAMPUS	39
EMOTIONAL SUPPORT ANIMAL (ESA)	39
INTERPRETER ACCOMMODATION PROCEDURES	40
Student Classroom ASL Responsibilities:	40
EQUIPMENT LOAN PROCEDURES	41
EQUIPMENT LOAN: IMPORTANT NOTES	41

SECTION SIX: COLLEGE POLICIES	42
DISABILITY SERVICES ADA/504 COMPLIANCE STATEMENT	43
ARKANSAS STATE UNIVERSITY-BEEBE ADA/504 GRIEVANCE PROCEDURE	44
I. Policy Statement	44
II. Scope and Application of Grievance Procedure	44
III. Procedures	44
IV. Time Periods	47
V. Right to Review Records	47
VI. No Retaliation	47
VII. OCR Complaint	47
VIII. Effective Date	48
ACADEMIC POLICIES OF THE COLLEGE	49
STUDENT CODE OF CONDUCT OF THE COLLEGE	49
EDUCATIONAL RECORDS PRIVACY	49
COLLEGE WEBSITE	49





SECTION ONE: THE OFFICE OF DISABILITY SERVICES

-  Mission Statement
-  Ethics Statement
-  Service Objectives
-  Learning Outcomes
-  Assessment Overview
-  Program and Services

MISSION

In conjunction with the overall mission of Arkansas State University-Beebe, the Office of Disability Services is committed to creating an inclusive and sustainable learning and working environment. The office strives to facilitate access through the involvement of services, programs, leadership, and collaboration.

ETHICAL

The Office of Disability Services maintains a professional relationship with all individuals and follows the code of ethical conduct published by the Commission on Rehabilitation Counselor Certification (CRCC). *The Key Components of the CRC/CCRC Code of Ethics are as follows.

- The Counseling Relationship
- Confidentiality, Privileged Communication, and Privacy
- Advocacy and Accessibility
- Professional Responsibility
- Relationships with Other Professionals and Employers
- Forensic Services
- Assessment and Evaluation
- Supervision, Training, and Teaching
- Research and Publication
- Technology, Social Media, and Distance Counseling
- Business Practices
- Resolving Ethical Issues

**"Code of Ethics." www.crc certification.com Web 06/01/2021*

SERVICE OBJECTIVES

1. Collaborate with the institution's diverse community to facilitate that all aspects of campus life — learning, working and living — are universally accessible and inclusive.
2. Create usable, equitable, sustainable, and inclusive physical, information, curricular, and social environments by supporting and engaging the campus community in progressive system changes.
3. Review mission statement on annual basis to ensure that the office continues to support the college's mission statement.

LEARNING OUTCOMES

PROGRAM OUTCOME

Through engaging, interactive, and collaborative services, disabled students and the Office of Disability Services will facilitate social and educational access using principles of social justice.

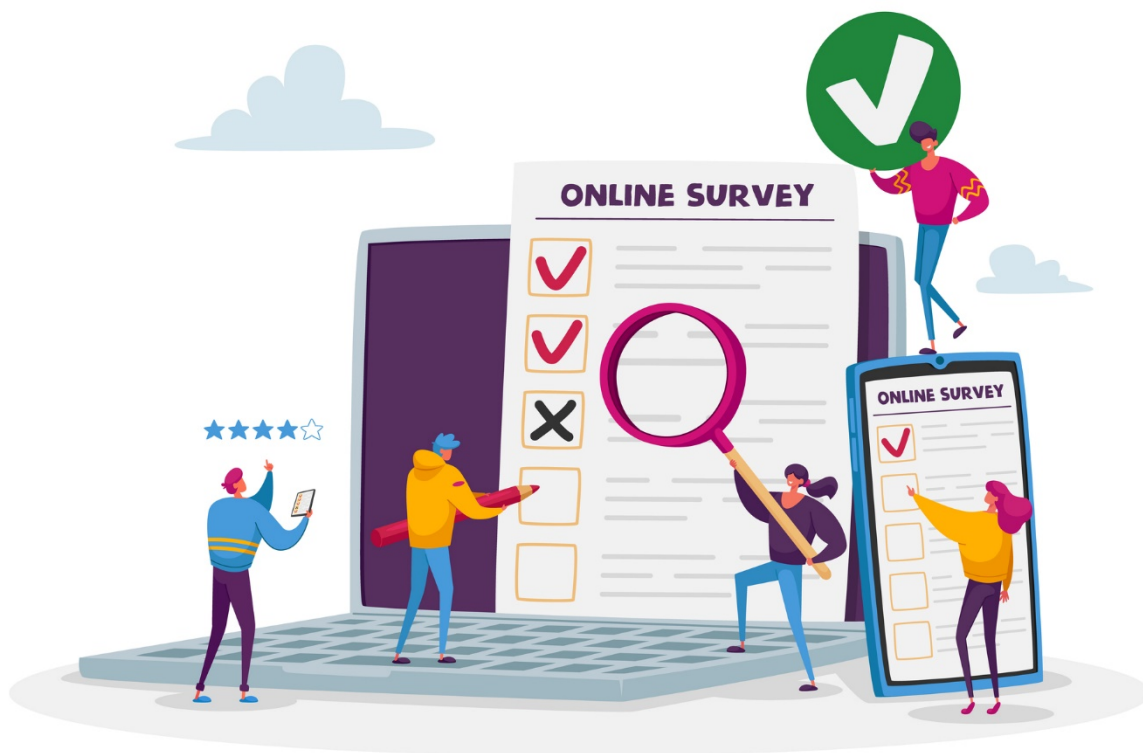
STUDENT LEARNING OUTCOMES

Initial Disability Services Appointment: Through engaging, interactive, and informative sessions with the coordinator at initial disability services appointment, students will understand:

- the principles of equity and social justice.
- the process in utilizing accommodations for access.
- individual responsibility and college responsibility during the accommodation process.

New Accommodation Request Appointment: Through engaging, interactive, and informative sessions with the coordinator at new accommodation appointments, students will understand:

- their role in working with faculty in utilizing accommodations.
- how to reach out for assistance wherever needed during the semester.
- the process to continue the use of approved accommodations for future semesters.



ASSESSMENT OVERVIEW

Office of Disability Services considers assessment an integral component to the growth of the office and quality control of services provided by the office.

Since 2009 the Office of Disability Services has utilized different means of assessment in order to improve services and collect data in targeted areas for growth indicators. The following are tools that the office uses for assessment.

(CAS) Council for the Advancement of Standards in Higher Education: CAS is a formal program review. CAS consists of standards and guidelines used to evaluate the strengths and deficiencies of Disability Support Services and Programs and to plan for improvement opportunities. The use of this assessment tool is ongoing in an effort to evaluate and make improvements. CAS Reviews were conducted in 2009 and 2016.

End of Semester Student Survey: students are asked to complete a survey to rate their semester experience with accommodations. Data collected assesses the office's learning outcomes which pertains to the delivery of the accommodation notice, concerns/issues, and understanding of how to request to continue accommodations.

End of Academic Year Faculty Survey: faculty who have received accommodation notices during the academic year are asked to complete a survey to rate their semester experience with accommodations. Data collected pertains delivery of the notice, concerns/issues, and options to provide feedback.

New Student Appointment Survey: emails are sent at end of each month to students who have attended new student accommodations appointments to assess the student's understanding regarding how to resolve accommodation concerns/issues and how to continue accommodations for future courses.

Student Experience Survey: data is collected concerning satisfaction of disability services as part of the Student Experience Survey administered to students in the Principles of Academic Success classes.

PROGRAMS AND SERVICES

Academic Accommodations: classroom & testing accommodations are approved on an individualized basis for equitable access.

Housing & Residence Life Accommodations: campus housing & dining accommodations are approved on an individualized basis.

Alternative Format Services: educational materials are provided in large print, digital, or audio format.

Auxiliary Aids & Services: sign language interpreters, readers, and note-takers are provided for qualifying students with disabilities.

Assistive Technology: assistive hardware and software are provided for educational access for qualifying students with disabilities.




Referrals to Campus and Community Resources: appropriate referrals are made for students with disabilities to link students with campus resources such as Learning Center, Student Support Services, Counseling, and Career Pathways and community resources such as Arkansas Rehabilitation Services and Division of Services for the Blind.

Consultation Services: disability services staff collaborates with faculty and staff regarding accommodations and campus facilities access.

Outreach Programming: disability services staff participates in campus meetings, speaking engagements at department meetings, and campus workshops.



SECTION TWO: GENERAL DISABILITY SERVICES INFORMATION

-  General Information
-  Office Locations & Liaison Counselor Locations
-  Rights and Responsibilities

GENERAL INFORMATION

Admissions

The admissions process for students with disabilities at ARKANSAS STATE UNIVERSITY-BEEBE is the same as it is for all students. Contact the Office of Admissions at 501.882.8860 to get started. The Office of Disability Services does not handle any admission paperwork. Students can visit with the Office of Disability Services prior to completing admissions to talk about general services such as types of accommodations available, documentation requirements, housing and transition to college needs.

When to Request Services

Students should begin the accommodation process as early as possible so that accommodation arrangements can be in place when classes start. Students may request services at any point during the semester; however, accommodations cannot be used until students have completed the accommodation process with the Office of Disability Services.



THE OFFICE OF DISABILITY SERVICES LOCATIONS

The Office of Disability Services is located on the Beebe campus. Liaison counselors for the Office of Disability Services are located within the Student Services area on the Heber Springs campus and the Searcy campus and at the main office at the LRAFB.

The role of the liaison counselor is to facilitate contact for students with the Office of Disability Services and to oversee accommodations for students at these campus sites, once accommodations have been approved by the Office of Disability Services.

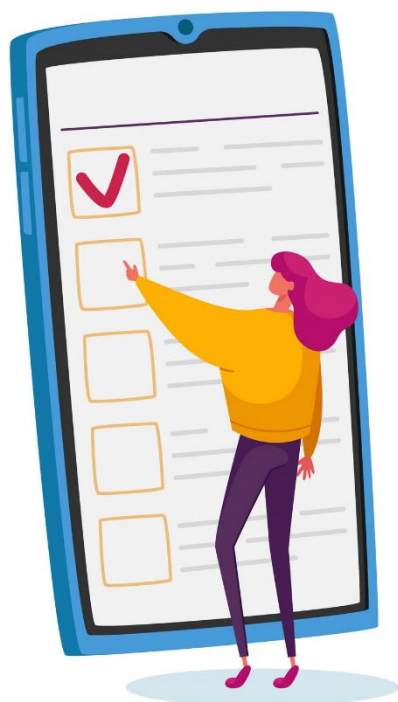
Beebe Campus: Office of Disability Services

Tisha L Marzewski, Coordinator of Disability Services

Dr. Eugene McKay Student Center, Suite 202

Phone: 501.882.8863

Email: tmarzewski@asub.edu



Disability Services Liaison Counselor Locations

Heber Springs Campus:

Denise Schueren

Student Services Building, Advising & Learning Center

Phone: 501.362.1273

Searcy Campus:

Cheryl Cherry

Main Building, Advising & Learning Center

Phone: 501.207.6252

LRAFB Campus





University Center

Suite 115





Phone: 501.882.4581

RIGHTS AND RESPONSIBILITIES: STUDENTS

STUDENTS WITH DISABILITIES AT ARKANSAS STATE UNIVERSITY-BEEBE HAVE THE RIGHT TO:






-  Equal opportunity to learn and participate in the programs, activities, services and facilities of the college through the provision of accommodations, academic adjustments, and/or auxiliary aids and services.
-  Confidentiality of information regarding their disability, except as disclosure is necessary to acquire accommodations, facilitate services and/or is required by law.
-  Accessible formats of information and means of communication.
-  File a complaint, in accordance with the College 504/ADA Grievance Procedures if they believe they have been subjected to discrimination on the basis of disability or have been denied access or accommodations as required by law.

STUDENTS WITH DISABILITIES AT ARKANSAS STATE UNIVERSITY-BEEBE HAVE THE RESPONSIBILITY TO:





-  Meet and maintain essential qualifications and standards for college courses, programs, services, and activities. This includes but is not limited to: Student Code of Conduct, residence hall standards, all academic requirements as written in a syllabus, degree requirements, general education requirements and essential functions of student employment.
-  Follow published procedures for obtaining accommodations at the college.
-  Provide information on how disability impacts participation in programs and activities of the college and supports each accommodation request.
-  Notify the Office of Disability Services should a situation arise concerning an approved accommodation or disability related issue.

RIGHTS AND RESPONSIBILITIES: COLLEGE

ARKANSAS STATE UNIVERSITY-BEEBE HAS THE RIGHT TO:






-  Establish essential functions, abilities, skills, knowledge and standards for courses, programs, services, activities and facilities, and to evaluate all students equally on these bases.
-  Confirm disability status and request and receive, through the Office of Disability Services, current, relevant documentation that supports requests for accommodations, academic adjustments and/or auxiliary aids and services.
-  Select among equally effective accommodations, academic adjustments and/or auxiliary aids and services in a timely manner.
-  Deny a request for accommodations or auxiliary aids and services, if the disability document does not support the request, or if the individual fails to provide any disability documents.
-  Refuse unreasonable accommodations or auxiliary aids and services requests that impose a fundamental alteration to a program or activity of the college.

ARKANSAS STATE UNIVERSITY-BEEBE HAS THE RESPONSIBILITY TO:

-  Provide information to students, faculty, staff and guests with disabilities in accessible formats upon request.
-  Ensure that courses, programs, services, jobs, activities and facilities, when viewed in their entirety, are available and usable in the most integrated and accessible settings.
-  Provide or arrange accommodations, academic adjustments and/or auxiliary aids and services for students with disabilities in courses, programs, services, jobs, activities and facilities.
-  Respond to requests on a timely basis and maintain appropriate confidentiality of records and communication as required by law.



SECTION THREE: ACCOMMODATION PROCESSES

-  Accommodation Process: New Student
-  Accommodation Process: Continuing Student
-  Accommodation Process: Concurrent Student
-  Accommodation Process: Testing Services Request
-  Accommodation Process: Campus & Residence Life Request

ACCOMMODATION PROCESS FOR NEW STUDENTS

A new student to accommodations is a student who has never been approved for accommodations at ASU-Beebe.* Even if students are in their first semester or last semester, they will still be considered a new student to accommodations when they request accommodations for the first time at the college. Students attending any of the campuses of the college (Beebe, Heber Springs, Searcy, LRAFB) enrolled in any course format (face to face, online, zoom, internet assisted, hybrid) will follow the steps below to request accommodations for the first time. **With exception of concurrent students: Concurrent Students (students taking college courses while still in high school) will follow the checklist for concurrent accommodation requests.*

STEP 1: Request for Accommodations

Complete and turn in the Request for Accommodations Form to Office of Disability Services. Request for Accommodations Form is completed and submitted online. A paper copy can be requested from the office, if needed.

[Click on this Link to go to the New Accommodation Request Form](#)

STEP 2: Disability Document(s)

Provide supporting disability documents to the office. Disability documents might be a letter from doctor or therapist, testing report from specialist, IEP/504 Plan from high school, or other disability type document.

STEP 3: Accommodation Review

Schedule and attend accommodation appointment with Office of Disability Services to review the request and develop the Accommodation Notice for the semester. Appointments are available in a telephone, video conferencing, and in person setting.

STEP 4: Notify Instructors of the Accommodations

Accommodations start at the point of notification to instructors. Instructors are notified of student's accommodations via the Accommodation Notice. The Office of Disability Services emails the Accommodation Notice to the instructor and copies to the student for the course.

STEP 5: Arrange Details of the Accommodations

Student works out details of each accommodation with each instructor to confirm all arrangements are in place for the semester for all courses. The Office of Disability Services is available to assist as requested.

ACCOMMODATION PROCESS FOR CONTINUING STUDENTS

Students who have been approved for accommodations by the Office of Disability Services in the last five years will be considered a Continuing Student. Even if students have not used approved accommodations in the last year, they will be considered a Continuing Student as long as it has not been more than five years since accommodations were active. Students attending any of the campuses of the college (Beebe, Heber Springs, Searcy, LRAFB) enrolled in any course format (face to face, online, zoom, internet assisted, hybrid) will follow the steps below to request to continue accommodations.

STEP 1: Complete the Request to Continue Accommodations Form.

Complete and submit the Request to Continue Accommodations Form to Office of Disability Services. The Request to Continue Accommodations Form is completed and submitted online. A paper copy can be requested from the office, if needed.

[Click on this Link to go to the Request to Continue Accommodations Form](#)

STEP 2: Accommodation Notices are Prepared

Accommodation Notices are prepared by the Office of Disability Services for students who have submitted their requests according to the below timeframe.

Requests received prior to beginning of the semester start date, the Office of Disability Services will have Accommodation Notices ready on the first day of the semester.

Requests received after the beginning of the semester, the Office of Disability Services will have Accommodation Notices ready within 48 hours of receipt.

Accommodations start at the point of notification to instructors, thus the earlier students complete step one, the earlier the accommodations can start.

STEP 3: Notify Instructors of Accommodations

According to the timeline described above, the Office of Disability Services emails the Accommodation Notice to the instructor and copies to student for the courses.

Accommodations start at the point of email notification to instructors.

STEP 4: Arrange Details of the Accommodations

Students work out the details of each accommodation with each instructor to confirm all arrangements are in place for the semester. The Office of Disability Services is available to assist as requested.

STEP 5: Maintain contact with the Office of Disability Services

Students follow up with Office of Disability Services throughout semester to discuss any changes, concerns, or assistance.

ACCOMMODATION PROCESS FOR CONCURRENT STUDENTS

Concurrent students are students taking ASU-Beebe courses at the same time they are enrolled in high school. Concurrent students must complete the accommodation steps below so that the Office of Disability Services can create an ASU-Beebe Accommodation Notice for the college instructors. Concurrent Students' IEP/504 plans govern the high school classes but do not apply toward ASU-Beebe college courses and concurrent students will need the Accommodation Notice for their college instructors.

STEP 1: Request for Accommodations

Complete and submit the Concurrent Accommodations Request Form to Office of Disability Services. The Request for Concurrent Accommodations Form is completed and submitted online. A paper copy can be requested from the office, if needed.

[Click on this Link to go to the Concurrent Accommodation Request Form](#)

STEP 2: Disability Document(s)

Provide high school accommodation documents such as IEP/504 Plan, or if student is home schooled, other disability type documents.

STEP 3: Accommodation Review

Office of Disability Services reviews the request and supporting IEP/504 or disability documents. If all information provided is complete, the office issues the ASU-Beebe Accommodation Notice to students' instructors and students via their ASU-Beebe email. *Some accommodations provided for high school classes will not be provided at college, such as modified testing and para-support individuals.*

STEP 4: Notify Instructors of the Accommodations

Instructors are notified of the student's accommodations via the Accommodation Notice the office emails. Accommodations start at the point of email notification to instructors.

STEP 5: Arrange Details of the Accommodations

Students work out the details of each accommodation with each instructor to confirm all arrangements are in place for the semester for all courses. The Office of Disability Services is available to assist as requested.

ACCOMMODATION PROCESS FOR TESTING SERVICES REQUESTS

Individuals taking exams offered by the college through the ASU-Beebe Testing Services such as Next Generation Accuplacer, ACT-On Campus, HESI LPN/A2, and College-Level Examination Program (CLEP) may put in a request for accommodations. Individuals must complete the accommodation steps below so that the Office of Disability Services can create an ASU-Beebe Accommodation Notice for Testing Services.

STEP 1: Request for Accommodations

Complete and submit the Testing Services Accommodations Request Form to Office of Disability Services. The Request for Accommodations Form is completed and submitted online. A paper copy can be requested from the office, if needed.

[Click on this Link to go to the Testing Services Accommodation Request Form](#)

STEP 2: Disability Document(s)

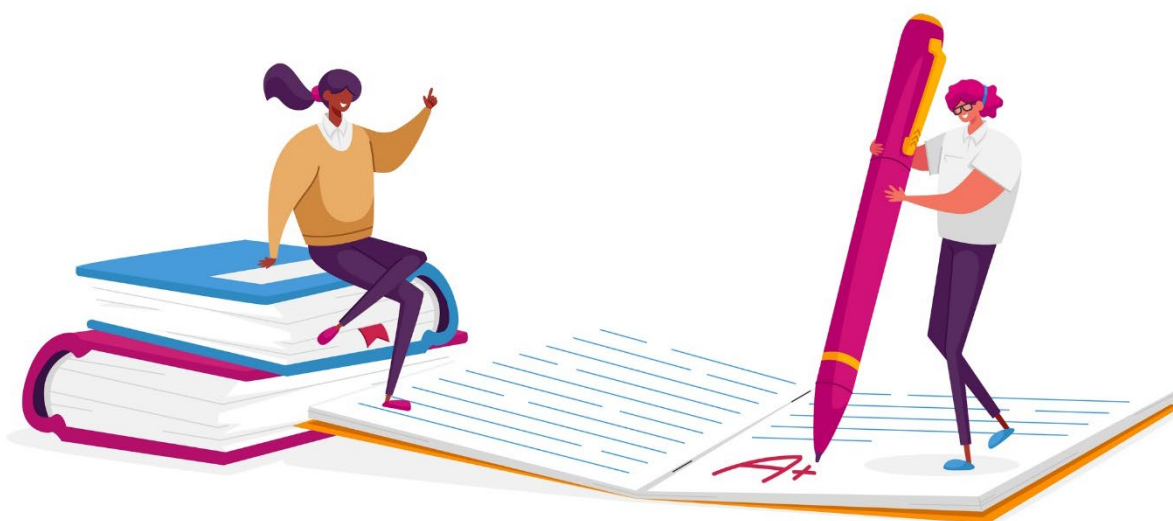
Provide supporting disability documents to the office. Disability documents might be a letter from doctor or therapist, testing report from specialist, IEP/504 Plan from high school, or other disability type document.

STEP 3: Accommodation Review

Office of Disability Services reviews the request and supporting disability documents. If all information provided is complete, the office issues the Testing Services Accommodation Notice to the Testing Center and notifies the requesting individual of the approved accommodations.

STEP 4: Arrange Details of the Accommodations & Schedule the Exam

Individual contacts the Testing Center to schedule the exam with accommodations. The Office of Disability Services is available to assist as requested.



ACCOMMODATION PROCESS FOR CAMPUS AND RESIDENCE LIFE REQUESTS

Living on campus is an important part of the college student experience. The college strives to provide access to this part of the college experience to all students. Students who need accommodations for access in the residence halls must complete the accommodation steps below so that the Office of Disability Services can create an ASU-Beebe Accommodation Notice for Residence Life. *In order to ensure that housing accommodations are provided in a timely manner, students should submit their accommodation request as early as possible. Housing accommodation requests are approved as available after June of each year for the ensuing academic year.*

NOTE: Emotional Support Animal Request for the Residence Hall will require additional steps and documents. Contact the Office of Disability Services for assistance.

STEP 1: Request for Accommodations

Complete and submit the Residence Hall Accommodations Request Form to the Office of Disability Services. The Request for Accommodations Form is completed and submitted online. A paper copy can be requested from the office, if needed.

[Click on this Link to go to the Residence Hall Accommodation Request Form](#)

STEP 2: Disability Document(s)

Provide supporting disability documents to the office. Disability documents might be a letter from doctor or therapist, testing report from specialist, or other disability type document. The disability document should support and explain why the housing accommodation is needed for access.

STEP 3: Accommodation Review



Office of Disability Services reviews the request and supporting disability documents. If all information provided is complete, the office issues the Residence Hall Accommodation Notice to Housing & Residence Life and notifies the requesting student of the approved accommodations.

STEP 4: Arrange Details of the Accommodations with Housing & Residence Life

Student contacts Housing & Residence Life to work out the details of the housing accommodations. The Office of Disability Services is available to assist as requested.



SECTION FOUR: DOCUMENTATION AND NOTICES

-  Documentation Guidance
-  Accommodation Notices

DOCUMENTATION OF A DISABILITY

The documentation process is a deliberative and collaborative process involving both the student and the Office of Disability Services. This process serves to identify and understand how the disability may affect the student's access to higher education. Student's disability documentation should provide the Office of Disability Services with a basic understanding of the student's disability and enough information to anticipate how the current impact of the disability is expected to interact with the college's structure of courses, testing methods, program requirements, etc. Once barriers are identified, the conversation starts on how an accommodation may alleviate the barrier.

The Office of Disability Services will rely on a combination of sources as documentation of a student's disability. This could include information from the student, information from external sources, and/or information observed by the office of disability from interactions with the student. Depending on student's disability, the documentation might be a letter from doctor or mental health doctor/therapist, testing report from specialist, or high school IEP/504 Plan records.

Students are encouraged to meet with the Office of Disability Services to begin the process of disability documentation. The Office of Disability Services is here to help students understand what documentation is needed.

The Office of Disability Services follows guidance published by Association on Higher Education and Disability (AHEAD) to inform the office on the documentation process. * Below is general information to help the student understand how documentation of a disability is collected.

Sources of Disability Information:



- ☑ **Student Self-Report:** the student's description of his/her experience of a disability, barriers, and past use of accommodations.
- ☑ **Observation and Interaction:** the impressions and conclusions formed by the Office of Disability Services during interviews and conversations with students.
- ☑ **External Information:** information concerning the student from medical records, reports/assessments created by health care providers, psychologists or an education system.

*"Supporting Accommodation Requests: Guidance on Documentation Practices." www.ahead.org Web 06/2021

WHAT DOES THE OFFICE OF DISABILITY SERVICES DO WITH THE DOCUMENTATION?

Accommodations are utilized to provide access when a barrier exists due to the design of the environment and a person's disability. In order to provide appropriate accommodations, the Office of Disability Services has to understand how the disabled person's access is being impacted by the environment. This is the primary reason for the documentation requirements.

In short, the Office of Disability Services uses the documentation to:

-  Understand how the disability functionally impacts a major life activity, such as learning, hearing, seeing, speaking, walking, etc.
-  Determine specific accommodations to provide equitable access.

WHERE IS DOCUMENTATION STORED?

Documentation of disability is kept in a secured site in the Office of Disability Services, separate from the student's general education college file.

HOW LONG WILL THE OFFICE OF DISABILITY SERVICES KEEP DOCUMENTATION?

The Office of Disability Services keeps documentation for five years after the student has stopped attending the college. At which point, files are destroyed.

DISABILITY DOCUMENTS SOURCES: GENERAL INFORMATION

Disability documents might come from a doctor's office, mental health clinic, testing report, or specialist report.

The disability document must clearly have the student's name on it and clearly have identification as to whom has written the document such as doctor's/clinic's letterhead and signature.

The disability document should include information regarding the diagnosis, treatment information, and any other important details regarding the diagnosis.

Documentation Guidelines:

1. Clear diagnostic statement of the disability
2. How the disability impacts functioning
3. Documentation is provided by a licensed or otherwise properly credentialed professional

DISABILITY DOCUMENTS: HIGH SCHOOL IEP OR 504 RECORDS

IEP Records, please request the following four documents.

1. Summary of Performance
2. IEP
3. Diagnostic Testing Report
4. Program Evaluation Conference Decision Form

504 Records, please request the following two documents.

1. 504 Plan
2. Diagnostic Report/Doctor's Letter

WHERE TO SEND THE DISABILITY DOCUMENT(S)

Email to the Office of Disability Services (Preferred Method)








tlmarzewski@asub.edu

Mailing Address

ASU Beebe
Office of Disability Services
PO Box 1000
Beebe, AR 72012









SECTION FIVE: DISABILITY SERVICES POLICIES

-  General Accommodation Responsibilities
-  Exam Accommodations
-  Notetaker Accommodations
-  Audio/Visual Recording Accommodations
-  Alternative Format Accommodations
-  Read&Write Software
-  Attendance Accommodations
-  Campus & Residence Life Accommodations
-  Campus Life & Assistance Animals
-  Interpreter Accommodations
-  Equipment Loan Procedures

STUDENTS GENERAL RESPONSIBILITIES TO ACCOMMODATIONS

The goal of Office of Disability Services is to collaborate with students, faculty, and staff to create accessible learning environments. When certain aspects or designs exist in environments that pose barriers to programs, accommodations are arranged for access. Responsible usage of accommodations is expected in order to maintain services. Students who do not, or inappropriately, utilize approved accommodations are in jeopardy of having accommodations and services immediately suspended until such time as the student and the Office of Disability Services meet to discuss the situation.









General Responsibilities to Accommodations during the Semester for Students

-  Self-disclosing their disability to the Office of Disability Service to request accommodations for program access.
-  Providing information about their disability and identifying barriers.
-  Requesting academic accommodations for EACH semester that they will need accommodations.
-  Discussing accommodations and working out any details with instructors related to the accommodations (extended time for tests, establishing notetakers, etc.) once instructors have been notified of accommodations.
-  Using all accommodations/services provided in a reasonable and responsible manner. Failure to do so could result in the immediate suspension of accommodations & services until students meet with the Office of Disability Services and discuss the situation.
-  Maintaining contact with the Office of Disability Services throughout the semester. *This is especially important if at any time during the semester the accommodations being utilized do not seem to be effective.*

EXAM ACCOMMODATIONS GUIDANCE

It is the goal of disability services to create an environment conducive to learning for students with disabilities. The procedures that follow are in place to administer proctored tests fairly. Responsible usage of testing accommodations is expected in order to maintain services. Students who abuse approved testing accommodations are in jeopardy of having those accommodations suspended until such time as the student and the Office of Disability Services meet to discuss the situation. Students receiving testing accommodations are held to the same College Code of Conduct in regards to dishonesty, such as academic cheating, plagiarism, or knowingly furnishing false information, including forgery, alteration, or misuse of college documents or identification.

TESTING ACCOMMODATION RESPONSIBILITIES: Student and Instructor

-  Student will discuss testing accommodations with instructor after the instructor has been notified of the Accommodation Notice.
-  Student and Instructor will determine the manner in which testing accommodations will be provided or if the exam needs to be proctored.
-  Student and Instructor must consider student's class schedule when scheduling tests and extended time is an accommodation.
-  Extended time for a test must be used in one setting. Student cannot use 50 minutes at one time and return to finish test at a different time.
-  Test with extended time must be given when the full extended time is available without the student missing a class or being late for another class. It is not excusable for the student to miss a class to take a test for another class.
-  Students are expected to take the test on the day the instructor has assigned as test day.
-  The student should work with the instructor in identifying where to test. Some instructors use empty classrooms, empty offices, and the college Testing Centers.
-  If the instructor and student need assistance in determining the manner in which testing accommodations are to be provided, the Office of Disability Services is available to assist.



NOTETAKER ACCOMMODATION PROCEDURES

Assigning Notetakers

- ⚙️ Instructors may request a volunteer from the class to take notes or the instructor can provide material in another appropriate format, such as instructor's lecture notes.
- ⚙️ The instructor will request volunteers without disclosing the identity of the student with the disability to the class.
- ⚙️ Instructor may ask a specific student to be a volunteer notetaker.
- ⚙️ If no volunteer can be found to take notes, the instructor should contact the Office of Disability Services immediately. A notetaker may be provided by the Office of Disability Services.

Exchanging Class Notes

- ⚙️ Students may work directly with the notetaker if they choose to go make copies at the Office of Disability Services or instructor's office for no charge after class.
- ⚙️ Students who wish to remain anonymous, may plan for obtaining copies of the notes from the instructor in a confidential manner at a prescribed time.

IMPORTANT DETAILS:

- ✓ Notetakers are not responsible for copying notes for the absent student.
- ✓ Notetakers are not responsible to re-teach or explain the lecture notes to the student or engage in a "tutoring" role with the student.
- ✓ Students should notify the Office of Disability Services should the assigned notetaker fail to provide notes.

AUDIO/VISUAL RECORDING ACCOMMODATION PROCEDURES

Students who are approved to use audio recording in the classroom and taking pictures of the white board as an accommodation are responsible for purchasing their own recorder/camera and ensuring that its use is not disruptive in class. The Office of Disability Services does have voice recorders available for loan and are loaned on a first come first serve basis.

Audio/Visual Recording Student Responsibilities

- ✓ Students must not sell, redistribute, copy, or disclose recorded materials.
- ✓ Students must delete digital materials once finished with the class.
- ✓ Students agree to use these digital materials solely for the purpose of learning the material.
- ✓ Students must use discretion during class on what material is recorded. *(For example; do not record another student sharing a personal story or sharing sensitive information.)*






ALTERNATE FORMAT ACCOMMODATION PROCEDURES

Alternative format is available to students who have registered with the Office of Disability Services and the use of alternative format has been approved by the Coordinator of Disability Services.

TYPES OF ALTERNATE FORMAT

- Digital Classroom Materials
- E-Text (Digital textbooks)
- Audio Media Files
- Large Print Classroom Materials
- Braille or Raised Line Drawings



REQUESTING ALTERNATIVE FORMAT

-  Students must indicate on the request for accommodation form if an alternative text is needed and list the classes for which the alternative text will be used.
-  Students must purchase their own textbooks and show proof of purchase before receiving the E-text.
-  Students who change their class schedules after submitting a request for an alternative format will be responsible for notifying the Office of Disability Services of the class schedule changes.

ALTERNATIVE FORMAT PROCESS

1. Requests for alternative textbooks are processed in order of receipt by the Office of Disability Services.
2. The office sends in requests for digital files to publishers once proof of purchase has been provided to the office for each request.
3. The office edits and makes ready for students the digital files provided by the publishers.
4. The office notifies students once the digital files are ready to download from the office OneDrive account.
5. Student acknowledge their responsibilities to the digital files once the files have been downloaded to student's personal devices.

ALTERNATIVE FORMAT TERMS OF UNDERSTANDING: STUDENT RESPONSIBILITIES

-  Students acknowledge that receiving textbooks and other course materials in an alternate format is an approved accommodation.
-  Students acknowledge any alternate media provided by Office of Disability Services is for their use only. Students agree not to share or provide copies or transcripts of the alternative media with others.

READ&WRITE SOFTWARE

Read&Write software is a universal access toolbar with features for reading, writing, studying, and research support used within everyday programs.

Read&Write toolbar works with websites, Word files, PDFs, Google docs, and more.

Read&Write is free to all ASU Beebe students, staff, and faculty and can be downloaded for use on multiple devices. Instructions and information can be found on the Office of Disability Services webpages.

Benefits of Read&Write

- ⚙ Improves reading comprehension: hear web pages and documents read aloud with a choice of natural voices.
- ⚙ Helps understand unfamiliar words with text and picture dictionaries.
- ⚙ Develops writing skills and confidence with word prediction and a grammar, spelling and confusable words checker.
- ⚙ Supports homework and independent research with study skills tools.
- ⚙ Turns documents and web pages into MP3 files for easy listening on the go.
- ⚙ Assists English Language Learners and students studying a second language.
- ⚙ Accessibility features like screen masking gives extra support to students with dyslexia and other literacy challenges.



ATTENDANCE ACCOMMODATION GUIDANCE

Arkansas State University-Beebe has a class attendance policy which requires each student to meet a prescribed number of classes during each course. If a qualified student with a disability believes he or she may not be able to abide by the attendance policy due to disability related reasons, the student should contact the Office of Disability Services prior to the beginning of the semester, or as soon as possible after the need for an exception arises, to discuss the matter of a possible accommodation.

Accommodations for the attendance policy will be determined on an individual, case-by-case basis depending upon the extent to which the supporting medical or psychological documentation supports the need for flexibility to the attendance policy. Accommodations are made to attendance policy when these accommodations do not impinge on the essential elements of the program or course. Flexible attendance might not be an appropriate accommodation for all courses. If the course involves significant interaction and in-class participation, it might not be possible for the student to receive attendance flexibility.






Even with the accommodation for attendance, the student is required to meet all of the academic course requirements and to complete all assignments and examinations within the respective time frame of the course. The student will be graded according to the criteria stated in the class syllabus. If a student finds that he or she is not doing well in the class due to extended absences, the student may need to consider options such as dropping the class or taking a semester withdrawal. Accommodations for the attendance policy does not mean that unlimited absences will be permitted. The number of absences permitted will be determined on a case-by-case basis. Absences for non-disability related reasons will not be excused by the accommodation.

It is important for the student to realize that even if excused, absences could impact the student's academic performance because the student will not have the benefit of such things as full classroom interaction and the opportunity to ask questions while the material is being presented.

ATTENDANCE FLEXIBILITY ACCOMMODATIONS

The goal of Office of Disability Services is to collaborate with students, faculty, and staff to create accessible learning environments. When certain aspects or designs exist in environments that pose barriers to programs, accommodations are arranged for access. Responsible usage of accommodations is expected in order to maintain services. Students who do not, or inappropriately, utilize approved accommodations are in jeopardy of having accommodations and services immediately suspended until such time as the student and the Office of Disability Services meet to discuss the situation.

ATTENDANCE FLEXIBILITY: STUDENT RESPONSIBILITIES

-  Students will discuss attendance accommodations details with each instructor to establish notification procedures when students will be absent.
-  Students recognize that flexibility in attendance does not constitute a waiver of attendance.
-  Students recognize that excessive absences may result in being dropped from a course with an “F” grade.
-  Students acknowledge that instructors are not expected to create separate course work to replace missed classroom instruction and assignments.
-  Students acknowledge they are required to meet all of the academic course requirements such as assignments and exams.



CAMPUS AND RESIDENCE LIFE ACCOMMODATIONS

GENERAL INFORMATION

Living on campus is an important part of the college student experience. The college strives to provide access to this part of the college experience to all students. Students with disabilities or medical conditions who plan to live on campus should complete the *Residence Hall housing application* as soon as possible. The Office of Residence Life will process your housing application and generally, room assignments are made during June of each year for August incoming students.

If you are seeking accommodations in residence housing, complete the *Office of Disability Services Residence Hall Accommodation Request form*. The Office of Disability Services will receive and review your request for housing accommodations and will be in touch with you.

In order to ensure that housing accommodations are provided in a timely manner, students should submit their accommodation request before June of each year. Housing accommodation requests are approved as available after June of each year for the ensuing academic year.

Residence Hall Accommodations include, but are not limited to:

- ✓ ADA accessible rooms or bathrooms
- ✓ Strobe light equipped rooms for fire and doorbell
- ✓ Single rooms (limited)
- ✓ Service animals and Emotional Support Animals
- ✓ Meal plan modifications

Please note that accommodations are only for your LIVING SPACE. **Your residence hall room is not deemed your only location for studying, therefore requests for a single room based on studying issues will not be considered.**

RESIDENCE LIFE ACCOMMODATIONS

ADA Accessible Bathroom and Room Features

Accessible bathrooms have an accessible toilet, sink, and a roll-in shower. Students will provide their own shower bench or chair. Bathrooms are generally shared between two or four students. ADA accessible rooms and bathrooms are both available as single rooms and double occupancy rooms.

ADA Single Room Features

Single room options are on limited availability. A room can be assigned if you use a personal care giver. If you are eligible for these accommodations, room options will be discussed with you. Single rooms share a bathroom with an adjoining room.

Strobe Light Equipped Room Features

Rooms are equipped for strobe light for smoke and fire detection system. Rooms also use a strobe light as the doorbell signal. Rooms are available in both residence halls.

CAMPUS DINING ACCOMMODATIONS

Students with disabilities or medical conditions who plan to live on campus and require disability related dietary needs will work with the Office of Disability Services to request alternative meal plan.



CAMPUS LIFE AND SERVICE ANIMALS

Students with disabilities or medical conditions who plan to live on campus and require the use of a service animal will work with the Office of Disability Services and Campus Life to work a housing plan to best fit the needs of the student and the student's service animal.

A service animal (as defined by the ADA) means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Tasks performed can include, among other things, pulling a wheelchair, retrieving dropped items, alerting a person to a sound, reminding a person to take medication, or pressing an elevator button. ***Service animals are permitted anywhere on campus that the student goes*** (with a few safety exceptions).

Examples of animals that fit the ADA's definition of service animal, who have been specifically trained to perform a task for the disabled person:

- ✓ Guide Dog or Seeing Eye® Dog is a carefully trained dog that serves as a travel tool for persons who have severe visual impairments or are blind.
- ✓ Hearing or Signal Dog is a dog that has been trained to alert a person who has a significant hearing loss or is deaf when a sound occurs, such as a knock on the door.
- ✓ Psychiatric Service Dog is a dog that has been trained to perform tasks that assist individuals with disabilities to detect the onset of psychiatric episodes and lessen their effects. Tasks performed by psychiatric service animals may include reminding the handler to take medicine, providing safety checks or room searches, or turning on lights for persons with Post Traumatic Stress Disorder, interrupting self-mutilation by persons with dissociative identity disorders, and keeping disoriented individuals from danger.
- ✓ SSigDOG (sensory signal dogs or social signal dog) is a dog trained to assist a person with autism. The dog alerts the handler to distracting repetitive movements common among those with autism, allowing the person to stop the movement (e.g., hand flapping).
- ✓ Seizure Response Dog is a dog trained to assist a person with a seizure disorder. How the dog serves the person depends on the person's needs. The dog may stand guard over the person during a seizure or the dog may go for help. A few dogs have learned to predict a seizure and warn the person in advance to sit down or move to a safe place.

Under Title II and III of the ADA, service animals are limited to dogs. However, entities must make reasonable modifications in policies to allow individuals with disabilities to use miniature horses if they have been individually trained to do work or perform tasks for individuals with disabilities.

STUDENT'S RESPONSIBILITIES FOR SERVICE ANIMALS ON CAMPUS

1. The service animal must be vaccinated and licensed as required by state law and/or local ordinance.
2. Service animal must be restrained on a leash at all times, unless for specific circumstances, at which time must be responsive to voice commands.
3. The service animal should be under the full control of the student, and always in close proximity to the student.
4. To the extent possible, the service animal should be unobtrusive to other students and the learning environment; uncontrolled barking, jumping on other people, or running away from the handler are examples of unacceptable behavior for a service animal.
5. Student must manage the animal's need to urinate and defecate by taking the animal to an appropriate area; feces must be cleaned immediately and disposed of properly (not the responsibility of the college).

Failure to meet these responsibilities may result in the handler and animal being asked to leave class and/or campus. Handler must meet with the Office of Disability Services before returning to class.

EMOTIONAL SUPPORT ANIMAL (ESA)

While Emotional Support Animals (sometimes called Comfort Animals or Therapy Animals) are often used as part of a medical treatment plan as therapy animals, ***they are not considered service animals under the ADA and are not allowed on campus.*** These ESAs provide companionship, relieve loneliness, and sometimes help with depression, anxiety, and certain phobias, but do not have special training to perform tasks that assist people with disabilities. Even though some states have laws defining ESAs, these animals are not limited to working with people with disabilities and therefore are not covered by federal laws protecting the use of service animals. ESAs provide people with therapeutic contact, usually in a clinical setting, to improve their physical, social, emotional, and/or cognitive functioning.

ESAs are not service animals under the ADA. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals either. The work or tasks performed by a service animal must be directly related to the individual's disability. It does not matter if a student has a note from a doctor that states that the person has a disability and needs to have the animal for emotional support. A doctor's letter does not turn an ESA into a service animal.

ESAs that do not qualify as service animals under the ADA may nevertheless qualify as reasonable accommodations under the Fair Housing Act. Students who would like to request an ESA in the residence hall must contact the Office of Disability Services to begin the process.



INTERPRETER ACCOMMODATION PROCEDURES

Students who use American Sign Language (ASL) Interpreters must register with the Office of Disability Services and request this accommodation at least 6 weeks in advance of the semester starting in order to ensure adequate interpreter coverage for classes.

Every effort will be made to accommodate student requests for interpreters for other academic-related meetings and appointments (e.g., meeting with an academic advisor). However, at least 48 hours' notice is requested to ensure the Office of Disability Services is able to thoroughly inquire with local Interpreters about their availability.

Interpreter services needed to access a college-related activity or program (other than academic related needs) should be requested through the organizer of the activity or program as far in advance as possible.

STUDENT CLASSROOM ASL RESPONSIBILITIES:






-  Students must contact the Office of Disability Services at least 24 hours in advance if the student knows that they are going to miss class.
-  Students must arrive within the first 15 minutes of class (for classes under 90 minutes) or within the first 30 minutes of class (for classes over 90 minutes), or the Interpreter will leave and the student will be assessed a "no-show".

If the student accumulates more than 3 "no-shows" or fails to notify the Office of Disability Services of impending absences, the provision of interpreters will be suspended until the student meets with the Office of Disability Services to discuss his/her situation.

EQUIPMENT LOAN PROCEDURES










The Office of Disability Services has various equipment to loan out to students for their educational use. Equipment is available only to students with disabilities who are registered with the Office of Disability Services. The Office of Disability Services does not guarantee equipment to loan all students but maintains a small inventory that is loaned on a first come first serve basis.

EQUIPMENT LOAN: IMPORTANT NOTES

-  All equipment and other items are loaned on a first-come-first-serve basis. The Office of Disability Services does not reserve items for students.
-  Students who wish to take equipment on loan must check out the equipment in person.
-  Students who check out equipment must sign a loan agreement agreeing to return equipment in good working order or the student's account will be charged for replacement cost.
-  Students must return all loaned equipment by the end of each semester. The Office of Disability Services asks that all equipment be returned by the last day of final exams.
-  An office staff member must be present when students return equipment and mark the equipment as returned. Students are held accountable for any equipment left abandoned anywhere on campus including the outer waiting room of the Office of Disability Services. Equipment is not considered returned until it is personally given to a staff member and checked as returned on the equipment loan agreement.






Equipment Available for Loan

The Office of Disability Services obtains equipment on an ongoing basis. The inventory of equipment does change but the following list is a good example.

-  Calculators
-  Smart Pens
-  Reading Pens
-  Digital Recorders
-  Assistive Listening Devices
-  Hand held Magnifiers
-  Digital Magnifier
-  Color transparency rulers
-  Large print keyboards



SECTION SIX: COLLEGE POLICIES

-  ADA/504 Compliance Statement
-  ADA/504 Grievance Procedures
-  Academic Policies
-  Student Code of Conduct
-  FERPA

DISABILITY SERVICES ADA/504 COMPLIANCE STATEMENT

The policy of ASU-Beebe is to comply with federal and state disability legislation. Reasonable accommodations will be made in policies, practices, services, and facilities to ensure equal opportunity for qualified persons with disabilities to participate in all educational programs and activities. The Coordinator of Disability Services has been designated as Arkansas State University- Beebe's Coordinator of Services to individuals with disabilities and is the college's compliance coordinator for Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. The Coordinator of Disability Services arranges for academic and non-academic support accommodations. The Office of Disability Services, is located in the McKay Student Center, Room 202. The telephone number is (501) 882-8863. The Coordinator of Disability Services is also the individual to whom concerns about physical access to facilities should be addressed. The college makes every effort to offer equal educational opportunities for all students and is committed to improving the total college experience for students with disabilities. Students with disabilities who believe they may need academic or non-academic accommodations are encouraged to contact the Coordinator of Disability Services as soon as they make the decision to enroll at ASU-Beebe before the start of the semester. Information regarding the disability for which modifications or adjustments are being requested will be required. Adjustments and/or modifications are based on the documented needs of each student and are made to academic programs, services, and policies when these modifications/adjustments do not impinge upon the essential elements of the program. Accommodations must be reauthorized each semester. Services may be provided by ASU-Beebe, or coordinated with an appropriate state, federal or private agency.

ARKANSAS STATE UNIVERSITY-BEEBE ADA/504 GRIEVANCE PROCEDURE

I. POLICY STATEMENT

Arkansas State University-Beebe is fully committed to ensuring that no otherwise qualified individual with a disability is excluded from participation in, denied the benefits of, or subjected to discrimination in college programs or activities due to their disability. Accessibility and resources are provided in compliance with all requirements of the Americans with Disabilities Act of 1990 (ADA) and as amended in 2008 and the Rehabilitation Act of 1973 (Section 504).

II. SCOPE AND APPLICATION OF GRIEVANCE PROCEDURE

Any student who believes that he or she has been subjected to discrimination on the basis of disability, or has been denied access or accommodations required by law, shall have the right to file a grievance. In general, this grievance procedure is designed to address the following types of concerns:

1. Alleged inaccessibility of a college program or activity
2. Disagreements or denials regarding requested services or accommodations to college practices or requirements
3. Failure to provide approved accommodations registered with the Office of Disability Services
4. Alleged harassment or discrimination on the basis of a disability
5. Any other alleged violations of the ADA and/or Section 504.

This Grievance Procedure, however, is not intended and shall not supersede other college policies and procedures that may exist for addressing alleged violations of the Americans with Disabilities Act and/or Section 504 of the Rehabilitation Act or other issues of concern for which separate college policies and procedures exist, including, for example, grade appeals or student conduct appeals.

III. PROCEDURES

Regardless of the specific grievance procedure used by a student, all grievances must be filed within 30 days of the activating event subject in the student's complaint(s). Each grievance shall be reviewed for (1) whether it is submitted within a timely manner and (2) whether it contains all required information. Grievances which are untimely or fails to contain all required information, including a clear statement of all grounds for the grievance will not be reviewed by the college. Once submitted, a grievance shall not be expanded beyond the issues presented in the initial complaint in order to facilitate a clear and prompt resolution. The college reserves the right to redirect a grievance to the proper grievance procedure or to any other appropriate review procedure at initial review.

A. INFORMAL GRIEVANCE PROCEDURE

With respect to any grievance covered under this policy and as a prerequisite to initiating one of the formal grievance procedures described in sections below, a student shall first attempt to resolve his or her complaint informally by meeting with the Office of Disability Services. The Office of Disability Services will assist the person to work on a resolution to their complaint, and may engage all parties involved in the concern. If the grievance is not resolved informally, then the student shall follow the appropriate formal grievance procedure detailed below.

B. FORMAL ADA/504 GRIEVANCE PROCEDURES

Academic Accommodation/Service Grievance

An otherwise qualified student with a disability, as defined by the ADA and the Rehabilitation Act, shall have the right to request that the Office of Disability Services review the denial or failure of use of an approved academic accommodation or service by fully complying with the procedures detailed below.

Office of Disability Services Grievance

Any student who believes he or she has been wrongly denied certification of a disability for services and/or denied an academic accommodation request by the Office of Disability Services shall have the right to request the Vice Chancellor of Student Services review the denial of use of requested academic accommodation or service by fully complying with the procedures detailed below.

Formal ADA/504 Grievance Procedures

1. The Student shall fully complete the ADA/504 Grievance Form within 30 days following the date of the denial/failure of the requested academic accommodation or service. The Grievance Form is available and completed online. Upon receiving a grievance form, an acknowledgment of receipt is emailed to the student. A timely grievance form will not be considered to have been filed unless it includes all of the required information. The student is solely responsible to supply all required information in the grievance form.

A student will find the grievance form on the ASU-Beebe, Disability Services Webpages.

A paper copy may be requested at the Office of Disability Services, alternative format is available as requested.

2. The student's completed grievance form must clearly state:
 - a) The basis and rationale for the complaint
 - b) The specific facts and/or policies supporting the student's position
 - c) A description of the efforts to informally resolve the complaint
 - d) Names, addresses, and phone numbers of witnesses to the alleged violation
 - e) The remedy and resolution desired by the student
 - f) All other information required on the form

Formal ADA/504 Grievance Procedures (continued)

3. The receiving party of the grievance form will review all information necessary to render a written determination. If other information is needed, the student shall supply additional information and/or documents as requested. The receiving party will issue a written Letter of Determination on the student's grievance within 30 days after receiving the student's completed grievance form, or as soon as possible thereafter, to the student and to the individual against whom the complaint has been filed against in the grievance form. Further, the receiving party shall take any steps necessary to implement the decision, including, but not limited to, providing a copy of the Letter of Determination to appropriate college officials.
4. If both parties accept the Letter of Determination written by the Office of Disability on the student's academic accommodation grievance, they will sign a statement to that effect and the grievance process ends. The Letter of Determination written by the Vice Chancellor of Student Services on the student's grievance against the Office of Disability Services shall be final and no additional college appeals shall be available.
5. The Vice Chancellor of Student Services shall retain the written records of the process for all grievances for five calendar years.

C. APPEALING THE LETTER OF DETERMINATION FROM THE OFFICE OF DISABILITY SERVICES

Within ten (10) days following the receipt of the Letter of Determination to the Grievance Response by the Office of Disability Services, if either party disagrees with the response, the disagreeing party may submit a written appeal to the Vice Chancellor of Student Services. The letter of appeal shall be in writing and must including the following information:

- a) The name, address, e-mail address and phone number of the individual filing the appeal.
 - b) The specific facts and grounds which form the basis for the appeal, including the specific basis of the individual's disagreement with the Letter of Determination Response from Office of Disability Services.
 - c) All other information the individual reasonably believes is relevant to the appeal.
1. Upon receiving the individual's letter of appeal, a copy of the original Grievance Form, the Letter of Determination, and all other records or documents forming the basis of the Letter of Determination, the Vice Chancellor of Student Services shall send the individual a notice of acknowledgment of receipt of appeal.
 2. The Vice Chancellor of Student Services shall review the entire written record and may also gather additional information necessary to the consideration of the individual's appeal. The

APPEALING THE LETTER OF DETERMINATION (CONTINUED)

Vice Chancellor of Student Services will issue a written Letter of Determination on the student's appeal within 30 days after receiving it, or as soon as possible thereafter. The Vice Chancellor of Student Services shall provide the individual with a copy of the Letter of Determination and take any steps necessary to implement the decision, including, but not limited to, providing a copy of the Letter of Determination to appropriate college officials.

3. The decision of the Vice Chancellor of Student Services shall be final and no additional college appeals shall be available.
4. During the Grievance Process, the student will be entitled to receive the academic accommodations/services offered, if any, by the college. The college recognizes the importance that the student's concerns be addressed promptly so that his or her participation in the course or activity is not affected.

IV. TIME PERIODS

For purposes of calculating all time periods set forth in this Grievance Procedure, official college holidays and breaks set forth in the College's academic calendar (such as Thanksgiving break, Christmas break, and spring break) or dates the college officially closes (such as for inclement weather) shall be excluded in determining the time period for taking any required action. Moreover, the day of the act or event from which the designated period of time begins to run shall not be included. The last day of any time period provided in the Grievance Procedure shall be included, unless it is a Saturday or Sunday, and in such an event, the next business day shall be counted in the time period.

V. RIGHT TO REVIEW RECORDS

A student filing a grievance shall have the right to review all records maintained in the grievance file or relied upon by any decision-maker, unless any such review is prohibited by Federal or state law. Upon a student's request, the college shall establish a mutually acceptable time and location for the student to review the requested records.

VI. NO RETALIATION

Retaliation against any person who files a complaint of discrimination, participates in an investigation, or opposes a discriminatory education practice or policy is prohibited by college policy and federal and state law.

VII. OCR COMPLAINT

Although students are encouraged to attempt to resolve complaints pertaining to disabilities by utilizing this Grievance Procedure, they have the right to file a complaint directly with the U.S.

Department of Education, Office for Civil Rights (OCR) (Dallas regional office). Information regarding applicable timelines and procedures is available from OCR.

VIII. EFFECTIVE DATE

This Grievance Policy shall be effective on 07/01/2021. The college reserves the right to amend its Grievance Procedures.

ACADEMIC POLICIES OF THE COLLEGE

All students are to adhere to the academic policies set forth by the college. The academic policies are published in the College Catalog, the Student Handbook, and on the college website.

STUDENT CODE OF CONDUCT OF THE COLLEGE

All students are to adhere to the code of conduct set forth by the college. The code of conduct is published in the Student Handbook and on the college website.

EDUCATIONAL RECORDS PRIVACY

All student records are protected by the policies set forth by The Family Educational Rights and Privacy Act (FERPA). Information regarding FERPA can be found in the student handbook, the registrar's office, and on the college website.

COLLEGE WEBSITE

www.asub.edu

