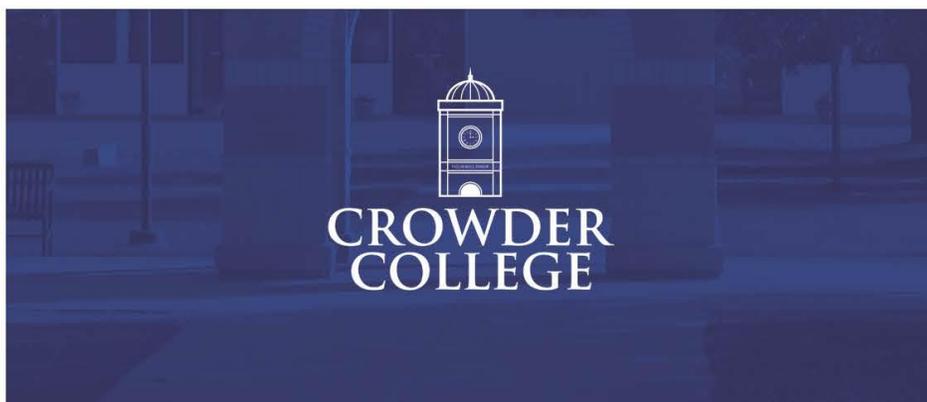




# ACCOMMODATIONS, ACCESSIBILITY & TESTING

STUDENT'S GUIDE ON POLICIES & PROCEDURES



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## Mission and Philosophy

Crowder College is committed to the goal of achieving equal educational opportunity, an accessible community where students are judged on their ability, and provide tools for full participation in the post-secondary environment for student with disabilities. Consistent with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, and the Americans with Disabilities Act Amendments Act of 2008 (ADAAA), Crowder College ensures that no “qualified individual with a disability” will be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination on the basis of disability under any program or activity offered by the College.

## Policy on Reasonable Accommodations

Crowder College provides service to all students with disabilities as defined by the Americans with Disabilities Act (ADA). According to ADA, a qualified person with a disability is defined as an individual with a disability who, with or without reasonable modification to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs for the activities provided by a public entity. (Public Law 101-336, Section 201)

The federal definition of a disability includes a person who:

- (i) has a physical or mental impairment which substantially limits one or more of such a person’s major life activities;
- (ii) has a record of such impairment, or
- (iii) is regarded as having such impairment. (Public Law 101-336, Section 3)

By law, the College is not allowed to ask if a prospective student has a disability prior to admission. Therefore, documentation of a disability is not needed until after admission to the College and when requesting placement exam accommodations.

- Crowder College will reasonably accommodate “otherwise qualified individuals” with a disability unless such accommodation would pose an undue hardship or would result in a fundamental alteration in the nature of the service, program, or activity or undue financial or administrative burdens. The term reasonable accommodation is used in its general sense in this policy to apply to students.
- A student must self-identify as an individual with a disability with the Student Accessibility Office located in McDonald Hall room 115 (Neosho Campus, in the Student Success Center), or telephone number 417-455-5733. Subsequently, faculty members are encouraged to provide students the opportunity to self-identify by including a statement regarding accommodations for students with disabilities on their syllabus. Current students are always encouraged to contact the Student Accessibility Office directly, as soon as possible, to request services or accommodations. The Student Accessibility Office then will assess the impact of the disability on the student’s academic program and record the required academic accommodations in a memo to the instructor. All diagnostic information is confidential; however, letters of notification on accommodations accessibility requirements are distributed to the students’ instructor(s) upon self-identifying and at the student’s request.

## Confidentiality of Documentation

The Student Accessibility Office is committed to ensuring that all information regarding a student is maintained as confidential. By Law ...The Family Education Rights and Privacy Act (FERPA) or Buckley Amendment of 1974, and the Americans with Disabilities Act (ADA) provides for certain personnel of a given institution to have access to the educational records of enrolled students. Disability-related information, however, are considered medical in nature and therefore exempt from this policy. Information regarding a student's disability must be maintained in separate, secure files with limited access, and is to be shared on a need-to-know basis. All disability related information for students at Crowder College is housed in the Student Accessibility Office. Registration with the Student Accessibility Office will not appear anywhere on a student's transcripts. Any information collected is used for the benefit of the student. This information may include test data, grades, biographical history, disability information, performance reviews and case notes. The Student Accessibility Office will not share a student's medical information with college faculty or staff without the student's consent. Faculty members have the right to request information on a student need-to-know basis.

- The faculty member will be informed that certain conditions or situations may occur as a result of defined disability and what procedures must be followed to assist in an emergency situation.
- Faculty members are not prohibited from asking the student for additional information to better assist in maximizing learning.

The Student Accessibility Office will not disclose any student's medical or registration information to an employer or other outside organization with the student's written permission. Disability related documentation is retained for six years after students are no longer attending the college. Some records related to student affairs contain private health information and are subject to the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Public Law 104-191). For more information on HIPAA and the protection of private health information visit [HIPAA Information, Rights and Responsibilities](#).

## Registration Process

No "otherwise qualified" individual with a disability...shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. (29 U.S.C. § 794).

Accommodations are provided on an individual basis dependent on the need for services, student request for reasonable accommodations and documentation of disability. Per the students' request and submission of appropriate documentation, the College may provide the following support services and accommodations:

- Academic advisement
- Reduced course load
- Scribe/Computer for test
- Notes from lecture
- Recording allowance
- Counseling services referral
- Accessible computer labs and Web pages
- Library assistance
- Proctored extended test accommodations.
- Reading accommodation for exams
- Computer spellcheck or spelling dictionary for in-class assignments.

- Calculator
- Limited distraction testing environment
- Use of auditory recording device
- Magnifiers, visual field expanders, and glare reducing and contrast enhancing devices.
- Environment that optimize illumination and reduce noise level (for auditory problems)
- Classroom accessibility aids (screen magnifiers, voice-activated software, text in Braille or on tape).
- Course substitutions and waivers (In accordance with ADA, accommodations will not be made to course or degree requirements which are considered to be essential; or, would otherwise alter the fundamental nature and purpose of the course and/or program).
- Written materials in alternative formats such as large print, Braille, computer diskette, or audiotape readers
- Assistive listening devices
- Priority scheduling

Crowder College does not provide the following:

- Comprehensive diagnostic evaluation for determining disabilities
- Special classes for students with disabilities
- A reduced standard for academic performance
- Exemption from graduation requirements (some substitutions are allowed.)
- Personal devices such as wheelchairs, hearing aids, glasses, personal aids, or adaptive computer software for personal home use.
- Personal services such as assistance with eating, toileting or dressing.
- Accommodations that would fundamentally alter the nature of a program.

### **To receive services:**

#### **Step 1: Formally identify as a student with a disability by completing an application for accommodations and submitting supporting disability documentation.**

Applications for accommodations are available at the Student Accessibility Office at the Neosho campus, each of Crowder's offsite campus locations, and on the Crowder webpage. Documentation can be submitted in person, via mail, fax (417-455-5619), or email ([christymanning@crowder.edu](mailto:christymanning@crowder.edu)). Once received, the application and documentation are reviewed by a staff member. Eligibility will be determined on the basis of the presence of a disability and a need for services and accommodations to support an equal education opportunity.

- For guidance on the documentation required, review our Documentation Guidelines.
- Disability Verification Forms are another method students may choose to provide documentation.
- Students who have observable disabilities or use assistive devices, such as a wheelchair, do not need to provide supporting documentation. To discuss your registration, contact the Student Accessibility Office at 417-455-5733 or stop by the office during business hours.
- Many reasonable accommodations require significant pre-planning. Since accommodations cannot be retro-activated it is essential for students to register in advance.

**Step 2: If approved, students will receive a Welcome Letter which is mailed to the address on file and emailed to student's Crowder account.**

- The welcome letter invites the student to schedule an intake meeting with the Student Accessibility Office to discuss their accommodation request.
- If not approved, students will receive a letter and email detailing why the student was not approved. If more sufficient documentation is required students are provided with further documentation instructions.

**Step 3: Schedule and attend your welcome meeting.**

- Students meet with the Accessibility Office to discuss their supporting documentation and accommodation request based on barriers experienced in an academic environment. Accommodation requests are determined and details are provided about how to access determined services.
- Students must meet with the Student Accessibility Office to establish an accommodation plan. Students do not have accommodations in place if this meeting has not taken place.

## Documentation Guidelines

In order to establish that a student has a disability and has a need for accommodations, the student must provide adequate documentation from a qualified professional (psychologists, medical doctors, psychiatrists, licensed psychiatric social worker or neurologist). The documentation establishes the disability and the functional limitations that may need to be accommodated in an educational environment. Reviewing documentation is a collaborative process and is handled on a case-to-case basis. In general documentation should include:

- The name, title, and professional credentials of the evaluator, including information about license of certification, should be clearly stated in the documentation. Documentation must be typed on letterhead by either the practitioner or the agency. Handwritten notes on prescription pads or handwritten treatment records are not acceptable.
- The documentation must include a specific diagnosis based on accepted professional practices appropriate to the condition and the severity. The date of the most current diagnostic evaluation and date of the original diagnosis should be included.
- A description of the diagnostic criteria used
- In most cases the documentation should be current, within the past five years.
- A description of the current functional impact in an educational environment.
- Treatments and medications, assistive devices currently prescribed or in use.
- A description of the expected progression or stability of the impact of the disability over time.
- The diagnostic report should include specific recommendations that are reasonable in a post-secondary educational environment.

To aid in the documentation process, the Student Accessibility Office offers fillable forms below. The forms need to be completed and returned to the Student Accessibility Office by the completing licensed professional or agency.

- Hearing loss documentation
- Visual Impairment Documentation
- ADHD Documentation
- Learning Disability Documentation
- Psychiatric Documentation
- Autism Spectrum Disorder Documentation

- Health Documentation
- Emotional Support Animal Documentation

Students who have observable disabilities or use assistive devices, such as a wheelchair, do not need to provide supporting documentation. To discuss your registration, contact the Student Accessibility Office at 417-455-5733 or stop by the office during business hours.

The eligibility determination process is not a same day process. Once documentation is received, it will be reviewed in order of receipt. Documentation should be submitted well in advance of any accommodation needs. The Student Accessibility Office reserves the right to request a second opinion regarding any diagnostic information. In the event that the College requests a second opinion, the College will bear the cost of the evaluation.

## Course Accommodation Letter

After an application for accommodations and supporting documentation have been provided and accommodations have been determined through a welcome meeting the student is provided an accommodation letter. Students enrolled at the Neosho campus must pick up their accommodation letters from the Student Accessibility Office. Students enrolled at other Crowder Campus locations must pick up their accommodation letters from their designated campus accommodation provider. Accommodation letters are available for pick up beginning the week prior to the start of the semester. The accommodation letter communicates the student's accommodation needs to faculty as determined in the welcome meeting. It does NOT indicate your disability. The accommodation memo is used to initiate confidential dialog between faculty and the student regarding their accommodations. Students are responsible for delivering the accommodation memo and communicating with faculty about the accommodations described. It is recommended that students request a one-to-one meeting with their instructor or visit during office hours to discuss accommodations. Students do not need to disclose the specific nature of their disability. Faculty are responsible for maintaining confidentiality and facilitating the outlined accommodations. After the accommodation memo is issued students are encouraged to stay in contact with their instructor and the Student Accessibility Office. Students may need to meet with the accessibility office to re-evaluate and adjust where needed. Students who are experiencing difficulties with any of their accommodations should notify the Student Accessibility Office and/or instructor immediately.

## Renewal of Existing Accommodation Plan

Before classes begin each semester, students should look at the requirements of each class and consider particular disability-related needs. Some accommodations may not be appropriate or necessary for every class. Students must contact the Accessibility Office Coordinator to request new accommodation memos each semester. Students should communicate whether their accommodation needs have changed or remain the same.

## Provisional/Temporary Accommodations

Crowder College realizes that students attend college at various stages in their lives and may not have medical documentation which complies with the College's disability documentation policy. In order to show good faith effort towards students with disabilities, Crowder College will consider provisional accommodations if students can provide evidence of actively engaging in the diagnostic process. These provisional accommodations are approved for one semester. Students who are provided provisional accommodations must present documentation which complies with Crowder College's documentation policy by the start of the subsequent semester in order for accommodations to continue.

Students with temporary injuries, such as a broken leg/arm or surgery recovery can register with and receive services through the Student Accessibility Office. Students are not required to follow the formal registration process but should submit documentation which provides a recovery time frame along with the application for accommodations. Students should contact the Student Accessibility Office regarding registry for a temporary injury.

## Religious Accommodation

Crowder College respects the religious observances of students and will make, upon request, a reasonable effort to accommodate such observances, when one is available that does not create an undue hardship to the college. Students who wish to request religious accommodations pertaining to their sincerely held religious beliefs or practices should submit a request form explaining the rationale behind the request to the Student Accessibility Office. Students should be proactive and request the accommodation at least one week in advance. Once a request is made, the College will explore reasonable accommodations to address the student's request and issue a written decision to the student approving or denying the request. The student requesting the accommodation is obligated to cooperate with the College's attempts to accommodate the request. When more than one accommodation is possible, the College may select among any of the accommodations, provided the accommodation will effectively eliminate the religious conflict. In some cases, the College may need to obtain supporting documentation from a religion's spiritual leader. If the student is denied a religious accommodation and the student believes this was done in error, the student may appeal by contacting the Vice President of Student Affairs, 601 Laclede, Neosho, MO 64850, 417.455.5636. Students with questions or concerns regarding religious accommodations can contact the Student Accessibility Office at 417.455.5733. The Office is located in the Student Success Center, McDonald Hall Room 115 on the Neosho campus.

## Pregnancy/Parenting Accommodation

Crowder College is committed to creating an accessible and inclusive environment for pregnancy and parenting students. Title IX of the Education Amendments of 1972 prohibits discrimination based on sex in education programs or activities including academic, educational, extracurricular, athletic and other programs or activities of schools. Students who wish to request accommodations should complete the pregnancy/parenting accommodation form available from the Student Accessibility Office, 115 McDonald Hall, Crowder College Neosho campus 417.455.5733. As with all accommodation requests for temporary conditions, the student is required to provide documentation of the pregnancy or related medical condition. If an accommodation is determined reasonable the Student Accessibility Office will provide the student with an accommodation letter which the student will deliver to their instructors. If the student is denied a pregnancy/parenting accommodation and the student believes this was done in error, the student may begin the appeals process by contacting the Vice President of Student Affairs, Crowder College Neosho campus 417.455.5636

## Concussion Management Accommodations

Once a student is ready to return to school, providing appropriate accommodations can help facilitate a successful recovery. As such, The Student Accessibility Office at Crowder College will provide reasonable post-concussion academic accommodations to students who identify. Documentation which supports the diagnosis needs to be provided by a physician or nurse practitioner and should address the concussion symptoms which often include headaches, nausea, dizziness, and delayed processing. A temporary accommodation plan may include the following services:

- Absence allowance – An absence allowance may be provided for both physical and cognitive rest. The absence allowance prevents grade penalties based on class attendance. Students will be allowed to make-up tests and homework assignments which fall in the date range of the temporary accommodation plan. During this process, students are encouraged to speak with their professors to determine new course work deadlines.
- Testing accommodations – Testing accommodations may include extended testing time in an out of class limited distraction environment to account for processing delays, sensitivity to light or noise, memory recall, and poor concentration issues.
- Note taking services – Notes of class lectures can be provided to the student to assist with processing delays and concentration issues. After a request is made, the instructor will be notified and can either decide to provide their own lecture notes or assist with identifying a student in the class to be a note-taker.

When the appropriate accommodations have been established, students will receive an accommodation letter. It is the student's responsibility to deliver the letter to each of their instructors. This allows the student to meet directly with faculty to review and discuss the accommodations. Students and faculty should contact the Student Accessibility Office regarding any questions with the implementation of the accommodation plan.

In order to facilitate accommodations and provide an on-going dialogue with faculty, the student is encouraged to attend weekly meetings with the Student Accessibility Office throughout the time span of the temporary accommodation plan. This allows the student, the Student Accessibility Office and faculty to work together to ensure that accommodations are appropriate yet not fundamentally altering to a course or program component. If post-concussive symptoms persist and the coursework missed becomes too difficult to make up, the student may need to consider withdrawing from some classes or requesting a hardship withdrawal.

Specific issues to watch for when returning to academic work:

- Poor attention span
- Difficulty concentrating
- Difficulty following directions
- Reduced short-term memory recall
- Delayed processing
- Inability to complete routine tasks
- Sensitivity to light and noise

## American Sign Language Services

The Student Accessibility Office is the primary point of contact for students requesting ASL interpreting services. Interpreting services are provided, at no charge, to qualified students for classes and other academic meetings or College sponsored events. For students who do not know sign language CART services may be an option. The Student Accessibility Office contracts out sign language interpreters who are qualified to interpret college-level courses.

## Emotional Support Animal

Students who request the assistance of an emotional support animal within campus housing will need to complete the application for accommodations. In addition to the application, an emotional support animal verification form will need to be completed by a psychologist, psychiatrist or other qualified licensed

clinician who is qualified to make the diagnosis and, is currently treating the student and familiar with the student's condition and functional limitations.

Documentation Requirements:

- Include a specific diagnosis, a statement of the current condition, the date and a summary of the most recent evaluation, and the expected duration of the condition.
- State the current impact of (or functional limitations) imposed by the condition on the student's living situation.
- Explain how the condition relates to the student's request for an emotional support animal. There must be a direct link established between the condition and the requested emotional support animal. It should include which symptoms are alleviated by the animal.
- Clearly state a specific recommendation for an emotional support animal as a result of the condition.
- Include evidence the provider is currently treating the student for the condition for which the emotional support animal is requested.

Once the student submits the application and documentation has been provided directly from the medical provider, the information will be reviewed by the Student Accessibility Office. If the documentation meets the requirements, the student will be contacted for an intake appointment to discuss her or his request for an emotional support animal. Should approval be granted, the student will meet with the Student Accessibility Office and Campus Life to review and sign the emotional support animal housing agreement and provide current vaccination records. Even though approved, an emotional support animal is not allowed in campus housing until copies of vaccination records are provided and the housing agreement is complete. Please note that emotional support animals that pose health, safety, or welfare threats to the campus housing community may be disallowed.

## Service Animal

It is the policy of Crowder College that service animals assisting individuals with disabilities are generally permitted in all Crowder College facilities, programs and activities, including on-campus housing. Title II of the ADA defines a service animal as any dog or small horse 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. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder during an anxiety attack, or performing other duties. The work or task a service animal has been trained to provide must be directly related to the person's disability. Crowder College does not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. Individuals accompanied by a service animal on campus who do not need any disability-related accommodations are not required to register with the Student Accessibility Office. However, students with service animals who are residing in campus housing are required to register with the Student Accessibility Office so arrangements can be made in advance to ensure the appropriate housing placement. Crowder College cannot ask about the nature or extent of a person's disability to determine whether a person's animal qualifies as a service animal. However, when it is not readily apparent that a dog is a service animal, Crowder College staff may make two inquiries to determine whether the dog qualifies as a service animal, which are:

- Is the dog required because of a disability?

- What work or task has the dog been trained to perform?

The person cannot be asked to define his or her disability, provide medical documentation, provide proof of training or ask the service animal to demonstrate its ability to perform the work or task. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. The Student Accessibility Office is responsible for implementing these guidelines. The successful implementation of these guidelines requires the cooperation of all students, faculty, and staff. If you have any questions or concerns not addressed here, please contact the Student Accessibility Office Coordinator at (417) 455-5733.

### Service Animals in College Housing

Students who wish to bring a service animal into campus housing are required to register with the Student Accessibility Office. Once registered, the Student Accessibility Office will partner with Campus Life to ensure appropriate placement. Request for service animals in college housing do not require documentation of disability. However, advance notice does allow housing to notify the student's roommate (if applicable) that an approved service animal will be residing in the shared space. The student will also meet with the Student Accessibility Office and Campus Life to review and sign the emotional support animal housing agreement and provide vaccination records.

### Handler Responsibilities

- Health: The service animal should be kept clean and in good health. Measures should be taken for flea/tick and odor control.
- Vaccination: A valid vaccination tag which includes rabies must be worn by the animal at all times. All vaccinations should be current. Owners/keepers must comply with applicable state laws and city ordinances regarding animals. Please see in particular: <http://www.neoshomo.org/index.aspx?NID=208>
- Licensing: Owner/keepers must comply with applicable state laws and city ordinances regarding animals. Please see in particular: [Pet Licensing, City of Neosho](#). If the animal accompanies a commuter student and resides in another town, the animal must meet the licensing requirements of the student's resident town and wear the tags designated by that community.
- Care and Supervision: The humane care, feeding, and supervision of a service animal is the sole responsibility of the owner/handler. Maintaining control of the animal is necessary at all times.
- Public Behavior of the animal: The health and safety of other students, faculty, and staff may also be taken into consideration. Every attempt will be made to insure neither the individual with a service animal or others on campus will be negatively impacted. It is the Owners responsibility to refrain their service animal from aggressive behavior or noises that are disruptive to others, such as barking, whining, or growling. The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the animals work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal. Damage: Owners of service animals are financially responsible for any damage to persons or college property caused by their animals including but not limited to any replacement of furniture, carpet, or wall covering, etc. The owner is also responsible for any expenses that are required due to cost incurred for cleaning which is above and beyond a normal cleaning. Crowder College shall have the right to bill the owner for any unmet obligations.
- Relief Areas: Areas will be designated on an individual basis. The owner should utilize these areas and clean up after the animal if physically able to do so. If the owner is not physically able to clean up after the animal, it is their responsibility to make all necessary arrangements for assistance.

- **Identification:** It is recommended that the service animal wear some type of commonly recognized identification symbol, identifying the animal as a working animal.
- **Areas of Safety:** The service animal must be permitted to accompany its owner to all areas of campus where students, employees, or members of the public are normally allowed to go however, there may be certain instances when it may be unsafe for animals and others. Examples would include mechanical rooms, electric closets, classrooms with research/demonstration animals, wood and metal shops, motor pools, area's requiring protective clothing, and custodial closets due to the fact that the machinery and/or chemicals in these rooms may be harmful to animals. Exceptions to restricted areas may be granted on a case-by-case basis by contacting the Student Accessibility Office and the appropriate department representative. However, the person directing the restricted area has the final decision. If Crowder College determines that the use of a service animal will not be permitted in an area the Student Accessibility Office will work with the handler to otherwise reasonably accommodate the owner's needs.
- **Service Animals in Training:** An animal being trained to be a service animal has all the same rights as a fully trained animal when accompanied by a trainer and identified as such. However, service animals in training must adhere to the same requirements for service animals as listed above.
- **Conflicting Disabilities:** Crowder College is aware that faculty, staff and students may have asthma/allergy/medical issues with certain types of service animals. Persons with medical issues should contact the Student Accessibility Office. The individual making the complaint must provide verifiable medical documentation to support their claim. Action will be taken to consider the needs of both persons to resolve the problem as efficiently and effectively as possible.
- **When a Service Animal Can Be Asked to Leave:** A service animal may be excluded from Crowder College if the animal's behavior or presence poses a direct threat to the health or safety of others or fundamentally alters the nature of a program or activity. Service animals that are ill should not be taken into public areas and may be asked to leave the college property.

### [Guidelines for the Crowder College Community](#)

To ensure equal access and nondiscrimination of our community members with disabilities, members of the Crowder College community must abide by the following practices:

- Allow service animals to accompany people with disabilities on campus;
- Do not ask for details about a person's disabilities;
- Do not pet a service animal, as it distracts the animal from its work;
- Do not feed a service animal;
- Do not deliberately startle, tease, or taunt a service animal;
- Do not separate or attempt to separate a person from their service animal.

If a member of the Crowder College community has a disability that may be affected by the presence of animals, please contact the Student Accessibility Office. Crowder College is committed to ensuring that the needs of all people with disabilities are met and will determine how to resolve any conflicts or problems as expeditiously as possible.

If the student is denied a service animal request and the student believes this was done in error, the student may begin the appeals process by contacting the Vice President of Student Affairs, Crowder College Neosho campus 417.455.5636.

## Testing Accommodation Process

Students may choose to take exams in-class, without accommodations. This is the default option which requires no further action other than showing up to class. Students who choose to use their testing accommodations must schedule a test proctor appointment 72 hours in advance of a test. Proctoring appointments are scheduled with the Student Accessibility Office at the Neosho campus. For other Crowder Campus locations students must schedule an appointment time with their designated campus accommodation provider. Tests are proctored by appointment between the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday.

At least a week before the test is scheduled students are asked to communicate with their instructor about their plans to take a test with the Accessibility Office. This allows the instructor enough time to send the test to the Accessibility Office and to communicate special instructions. It is necessary to obtain instructor approval to take an exam outside the scheduled test date. Students who have concerns about the exam or their accommodations should stop their exam and seek assistance from the test proctor. The test proctor will attempt to contact your instructor. Once a student has completed the exam, all testing materials should be submitted to the test proctor. Students are expected to show up on time for their proctored exams. If a student arrives late it may be necessary to reschedule. Only the course instructor can authorize a reschedule of an exam and there is no guarantee the instructor will permit a makeup date. If a makeup exam is needed for a disability-related reason, the Student Accessibility Coordinator may help support your request. Students must contact the Student Accessibility Office if they need to cancel their scheduled exam appointments.

If an instructor administers pop quizzes in a class or lab students have three options if they want to use their testing accommodations.

- Instructor provides testing accommodation during class if student confidentiality is maintained.
- Instructor arranges to meet with student outside of class to complete the pop quiz with testing accommodations.
- The instructor contacts the Student Accessibility Office Coordinator at least 72 hours prior to the pop quiz to reserve a test proctor for the student.

### Expectations for reading accommodations

- Readers can be asked to repeat information, so students should not hesitate to ask.
- Readers will only read what is on the printed page and cannot be asked to interpret, define, explain or rework questions.
- Readers need feedback to be effective. Students should let their reader know what reading tone, rate, etc. works best.

### Expectations for Scribes

- Scribes will write down verbatim what a student has dictated. The scribe is not responsible for organizing or paraphrasing a student's thoughts into a final draft.
- Scribes are responsible for general spelling and sentence ending punctuation. Students 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.

## Academic Misconduct

Staff members of the Student Success Center may come into the testing location at any time to perform a random integrity check. Any suspected evidence of cheating will be documented by the Student Accessibility Office and reported to the appropriate faculty member. Any unauthorized notes or scrap paper used during the exam will be returned with the exam to the instructor.

## Copies of Notes

Option 1: Instructor provided notes

If copies of notes are included in a student's accommodation memo discuss with the instructor availability of their lecture notes. Lecture notes may be provided through Blackboard, emailed, or hand delivered prior to class.

Option 2: Technology (audio recorder, Livescribe Smartpen, laptop, etc.)

If instructor notes are unavailable a student should let his or her instructor know they will be using an audio recorder/Smartpen/etc.

Option 3: Volunteer, in-class note taker

If instructor notes are unavailable the instructor will make an announcement in class and/or send an email to the class soliciting a volunteer note-taker. This message should NOT mention a student by name.

Once someone expresses interest to the instructor, the instructor will provide carbon notebook paper provided by the accessibility office. The volunteer note taker will provide a copy of notes to the instructor after each class and the instructor will pass the notes on to the student receiving note-taking accommodations. A student should inform the Student Accessibility Coordinator if his or her accommodation is not being met, the note-taker is not fulfilling their duties or they no longer need the assistance.

## Course Substitution

In awarding a degree, Crowder College recognizes the satisfactory completion of a set of courses it deems representative of the academic standards it upholds. In addition, all admitted students are regarded as "otherwise qualified" to participate in any program of academic study with or without reasonable accommodations. Therefore, students with disabilities are expected to complete the same degree requirements.

However, in some circumstances, substitution of a course requirement may be determined to be a reasonable and appropriate accommodation for a student with a properly documented disability. An accommodation of this nature is considered only when it has been confirmed that the student's disability makes completion of the requirement impossible. Consideration of a course substitution is done on a case-by-case basis. Course waivers are not typically granted.

Gaining approval for a course substitution can be a lengthy process. Therefore, it is recommended that the student initiate the request early in the academic career. In most cases, it will be necessary for the student to have declared a major before the request can be considered. This will allow a determination to be made as to whether or not the requested course substitution represents a fundamental alteration in the chosen field of study. Crowder College retains the right to revoke a substitution in the event that the student changes majors and the substituted course is found to be essential to the newly declared major.

A student with a disability who would like to request a course substitution as a reasonable accommodation should:

Submit the appropriate written documentation to the Student Accessibility Office verifying a disability that substantially limits the skills required for the successful completion of the required course.

Complete a Course Substitution form and write a statement describing difficulties encountered in past attempts to perform successfully within the subject area. The student should explain how the disability has impacted these attempts. If attempts were made to complete the requirement in a course offered at Crowder College, comments from previous instructors may be a valuable contribution to the petition decision. Comments might include the professor's observations about the student's efforts in the course, whether or not the student made use of the professor's office hours, and any accommodations that may have been utilized. The form and statement should be submitted to the Student Accessibility Office. Along with the form and written statement the student will need to give written permission for the Student Accessibility Office to share relevant disability related information with appropriate faculty/staff members as part of the decision-making process. The department division head and the Vice President for Academic Affairs have final approval for course substitution requests.

## Absence Allowance

For students that have disabilities which may require them to miss class or deadlines, the Student Accessibility Office may approve an absence allowance. The absence allowance provides a reasonable amount of flexibility with absences, exam dates, deadlines and participation points.

An absence allowance must be reasonable, meaning it cannot compromise the essential design and learning outcomes of the course. Reasonableness is determined by the course design. Students must discuss with each instructor how attendance, make-up exams, due dates and participation are designed in the course. The absence allowance must be related to a student's disability. Absences or missed exams/deadlines/participation points due to common illnesses, personal conflicts or other non-disability related reasons should be held to the standard course policies. A student should maintain prompt and regular communication with their instructors about their disability-related absences. A student should inform their instructors of absences and missed exams/deadlines in advance or as soon as possible.

Attendance and Deadline Modification Agreements made mid-way through the semester may not apply to absences, late assignments or lost participation points earlier in the semester. Therefore, timely requests are imperative.

## Housing Accommodations

Students who need housing accommodations (e.g. single room, wheelchair access, emotional support animal, personal care attendant) should contact the Student Accessibility Office.

## Alternatives to Regular Text

Students registered with the Student Accessibility Office who need books in audio, electronic, or any other alternative text format, must submit proof of purchase in order to have their request processed. Students must be enrolled in the class or classes for which they are requesting alternatively formatted materials. Requests will be processed in the order in which they are received. It is the student's responsibility to periodically check in with the office to see if their material is ready. Before alternatively formatted material is provided the student must sign the alternate format use agreement which affirms provided content is for student use only and cannot be reproduced, given or shared with any other individual, group, nonprofit or business.

## Assistive Technology

Crowder College maintains a wide variety of assistive technology that is available for student use. Much of the technology available can be found in the Student Accessibility testing room/computer lab which is

located in the Student Success Center first floor of the McDonald Hall, room 115. This lab includes hardware and software, such as JAWS, ZoomText, Kurzweil, Dragon Naturally Speaking and a wide variety of other equipment. If assistive technology software or hardware is needed by a student in locations other than where it is currently installed this can be done upon request.

## Assistive Listening Devices

Students who use hearing aids may request the use of Assistive Listening Devices (ALD) for use in the classroom environment. Assistive Listening Devices are amplifiers that bring sound directly into the ear. They separate the sounds, particularly speech that a student wants to hear from background noise, improving what is known as the “speech to noise ratio”. Students who wish to request an assistive listening device should contact the Student Accessibility Office.

## Personal Care Attendant Agreement

Accommodations may require that Personal Care Attendants (PCAs) address the personal needs of a student with a disability. Students must request all accommodations through the Student Accessibility Office. The Student Accessibility Coordinator will then determine if the student’s documentation is sufficient to support the request for a PCA. It is the responsibility of the student with a disability to make appropriate arrangements to provide her/his own PCA service. Crowder College does not assume coordination or financial responsibilities for PCA services and is not responsible for any consequences resulting from a student's association with a PCA. The Student Accessibility Office assists students requiring PCA services by:

- Communicating the student’s need for a PCA in accommodation letters for faculty.
- Communicating with Residence Life regarding a student's needs for a PCA in the residence halls or apartments, while living on campus.
- Communicating with additional campus resources regarding the student’s need for PCA services, when necessary.

The student is responsible for:

- Providing Accessibility Services with all necessary documentation.
- Secure a PCA prior to attending any college-related activity.
- Completing the Personal Care Attendant Agreement each academic year.
- Ensuring that each PCA completes the Personal Care Attendant Agreement each academic year.
- Ensuring that if PCA personnel changes occur during the semester, the student and the new PCA completes the Personal Care Attendant Agreement through Disability Services prior to beginning their duties on campus.
- Ensuring that each PCA clearly understands his or her duties and supervise these activities. The student is responsible for all actions of each PCA.
- Establishing and maintaining an alternative contingency plan should the regularly scheduled PCA be unavailable.
- Follow College policies and abide by the Crowder College Student Handbook.

If the student will be living in the residence hall and will require a personal care attendant, the Student Accessibility Office should be contacted no less than six weeks prior to the move-in date for that semester. This will allow time for Campus Life to make necessary living arrangements and complete security clearances for the attendant. Both the student and personal care attendance must complete the personal attendant guidelines form before the attendant is permitted to accompany the student to class or in housing.

## Grievance Procedure

Crowder College and the Student Accessibility Office 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 and the Americans with Disabilities Act (ADA) of 1990. 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 Crowder College Faculty, Staff, Academic Departments or University Non-academic Departments

Students are encouraged to discuss their concerns with the Student Accessibility Office. The Accessibility Office Coordinator will attempt to resolve the issue by assisting the student in discussing problems with the faculty member, department, or program. In some instances, the Accessibility Office Coordinator may be consulted in order to develop a resolution. Most situations are positively resolved through Accessibility Office support and mediation.

If the student feels that a satisfactory resolution is still not reached, the student should notify the Crowder College Affirmative Action Officer (Vice President of Student Affairs, located in the Student Affairs Office, N110 on the Neosho Campus, or telephone number 417-455-5636) in accordance with Crowder College grievance procedures.

If the complaint is not resolved at the college level, the student may choose to file a complaint with the U.S. Department of Education, Office for Civil Rights (OCR) by submitting in writing the following: Name, address, and phone number;

- The name and location of the school accused of violating the nondiscrimination policy;
- A detailed description of what happened and when it happened; and
- Basis of the complaint (e.g., that you are a person with a disability or a member of another protected class based on race, color, national origin, limited English proficiency, or sexual orientation).

To find the OCR office closest to you, visit the following webpage: [U.S. Department of Education](https://www.ed.gov/office-for-civil-rights) or call 1.800.421.3481. For additional information on how OCR resolves complaints of discrimination according to federal law, please visit: [OCR case processing manual](#).

Retaliation or harassment against any person involved in a complaint is prohibited. Retaliation or harassment is an adverse action taken against an individual because of the person's participation in a complaint or investigation.

### Resolving Conflicts with the Crowder College Accessibility Office

The procedure for resolving conflicts with the Accessibility Office is similar to the steps explained above. Initially, the student should discuss the complaint with the Accessibility Office. If the complaint is not resolved, or there is a specific reason the situation cannot be discussed with the Accessibility office, the student should meet with the Crowder College Affirmative Action Officer.

A student has the right to bypass the Student Accessibility Office and go directly to the Crowder College Affirmative Action Officer (Vice President of Student Affairs, located in the Student Affairs Office, N110 on the Neosho Campus, or telephone number 417-455-5636) in accordance with Crowder College grievance procedures. If the complaint is not resolved at the college level, the student may choose to file a complaint with the Federal Office for Civil Rights.

### 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 Student Code of Conduct. Please refer to the policy and procedures in the Student Handbook. Contact the Crowder College Affirmative Action Officer for further information.

### Student Code of Conduct

In order to best serve our students, the Student Accessibility Office expects everyone to be courteous and appropriate to one another. Profanity, aggression (verbal or physical), threats and yelling are considered unacceptable due to the disruption of other students and staff. The same general expectations of behavior apply to all students, including those with disabilities. Students registered with the Student Accessibility Office must adhere to the policies and guidelines stated in the [Crowder College Student Handbook](#).

### Contact Information

Student Accessibility Office  
115 McDonald Hall  
601 Laclede  
Neosho, MO 64850  
417-455-5733

Affirmative Action Officer  
Student Affairs Office  
N110  
601 Laclede  
Neosho, MO 64850  
417-455-5636

Federal Office for Civil Rights  
800-421-3481  
TTY: 800-877-8339  
Telebraille: 866-893-8340

Crowder is an equal opportunity employer/program. Auxiliary aids and services are available upon request for individuals with disabilities. Missouri Relay services at 711.