REGENT UNIVERSITY
DISABILITY SERVICES

Office of Disability Services Policy Handbook

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Introduction to Handbook

The Office of Disability Services has developed and created this Student Handbook to include and house policies relating to the operations of the Office of Disability Services. These policies are intended to guide operations, provisions, and interactions with the Office of Disability Services. It is the hope of the office that these policies will provide clarity on what is coordinated and covered under the Office of Disability Services operations and expectations for utilization of services.

The policies outlined in this handbook are designed to provide general rules and expectations rather than cover every situation that may arise or is handled by the Office of Disability Services. The Office of Disability Services reserves the right to modify existing policies, adopt new policies, make ad hoc decisions, or grant exceptions to the policies when deemed necessary or appropriate by the Office of Disability Services.

Students are expected to be aware of and comply with the policies outlined in this handbook. Failure to acknowledge the policies does not exempt a student from the compliance expectation.

Section 1: Policy on Accessibility

1.1 Definitions

For the purposes of this office, the following definitions stand:

Disability: A physical or mental impairment that substantially limits one or more major life activity such as walking, seeing, hearing, speaking, breathing, learning, or working.

Physical or Mental Impairment: Physical or mental impairments may include but are not limited to: mobility/orthopedic impairments, visual impairments, specific learning disabilities, attention deficit disorder, psychological disorders, neurological impairments, or chronic medical conditions such as cancer, diabetes, or AIDS. The definition of disabilities do not include nonchronic impairments of short durations with little or no long-term impact, such as broken limbs, sprained joints, concussions, appendicitis, and influenza. Physical characteristics such as left-handedness and personality traits such as being irresponsible or having poor judgment, are not covered impairments.

Major Life Activity: A function such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, sitting, standing, lifting, reaching, working, or other everyday activities. Exercising cognitive functions is also a major life activity. Multiple impairments that combine to substantially limit a major life activity may also be considered a form of disability.

Otherwise Qualified Individual: A person with a disability who is able to perform the essential functions of his or her academic activities, with or without reasonable accommodation.

Reasonable Accommodations: Any change or adjustment to an academic environment that permits a qualified student with a disability to participate in the academic process, without constituting a fundamental alteration or imposing an undue hardship on the university. Accommodations must be considered and made on a case-by-case basis. Some examples of accommodations that may be considered are modifying examinations, providing copies of visual aids, permission to audio record lectures, or preferential seating.

Undue Hardship: Determined on the basis of the size of the university, the nature and cost of the accommodation, and whether the individual with the disability will pose a health and/or safety threat. An accommodation would generally be determined to represent an undue hardship if it would be unduly costly, extensive, substantial, or disruptive, or would fundamentally alter the nature or operation of the university.

Fundamental Alteration: A change, exception, or alternative that would significantly change or alter the fundamental components of the course, program, or university.

Interactive Process: The interactive process is a good-faith interaction and collaboration between a student and the Office of Disability Services for the purposes of determining what reasonable accommodations would be appropriate.

1.2 Commitment to Accessibility

The policy and intent of Regent University is to fully comply with the following laws to the extent that they apply to the University:

- Americans with Disabilities Act of 1990
- Section 504 of the Rehabilitation Act
- Americans with Disabilities Amendments Act of 2008
- Fair Housing Act
- Virginians with Disability Act (VA Code Sec. 51.5.5-41)

The university will provide reasonable accommodations to the documented physical and mental limitations of a qualified individual with a disability unless to do so would impose an undue hardship on the operation of the university or unless it would fundamentally alter a degree or course requirement.

1.3 Mission & Vision

1.3.1 Mission

The Office of Disability Services mission is to serve all students as they actively work to be the hands and feet of Jesus. The Office maintains it commitment to service and showing the love of Jesus to all students.

1.3.2 Vision

The Office of Disability Services desires to create an inclusive and accessible environment at Regent University that supports students of all kinds, even those with disabilities, as they strive to become Christian leaders to change the world.

1.4 Disclaimers

Students interacting with the Disability Services Office should keep in mind the following:

- A student's request for accommodation does not automatically guarantee the provision of such accommodation. A request for disability accommodations is an involved interactive process between the individual, medical providers and disability services personnel.
- The individual should provide sufficient explanation and substantiation of the impairment caused by the specified and indicated barrier.
- In the event that a chosen accommodation is not deemed reasonable, and the request for such accommodation is denied, the Disability Services Office will work closely with the student to determine if an alternative reasonable accommodation is available, that is also effective.
- If a particular accommodation would be an undue hardship on the university, the university will try to find alternative accommodation that would not pose such a

hardship. If cost is the cause of the undue hardship, the university will consider whether funding for the accommodation might be available from an outside agency. The individual will also be allowed to pay for the accommodation or any portion of the accommodation, that might constitute an undue hardship on the university.

- Regent University reserves the right to choose among reasonable accommodations as long as the chosen accommodation is effective. If an individual refuses a reasonable accommodation, the university will be deemed to have complied with its obligation under the ADA.
- The student may choose to accept or deny the approved accommodations.
- Students, when approved by the Disability Services Office, are not required to use all of the accommodations offered to them. However, students are encouraged to reach out and begin the process sooner rather than later.

Section 2: Rights & Responsibilities

2.1 Student Rights & Responsibilities

Students have the following rights:

- Otherwise qualified individuals with disabilities have a right to equal access of all goods and services provided by the university. To ensure this access, students have the right to request reasonable accommodations through the Office of Disability Services.
- Students have the right to privacy in alignment with FERPA.
- Students have a right to be treated fairly and equitably. Students are protected against discrimination on the basis of their disability.

Students have the following responsibilities:

- Students are responsible for initiating the discussions about the accommodations.
- Students are responsible for the provision of documentation and required testing.
- Students are responsible for requesting professors be notified of accommodations.
- Students are responsible for adhering to all university policies, including those set in place by the Office of Disability Services.

2.2 Office of Disability Services Rights & Responsibilities

The Office of Disability Services (ODS) has the following rights:

- ODS has the right to determine what constitutes a reasonable accommodation.
- ODS reserves the right to choose between accommodations to determine the most reasonable.
- ODS has the right to take reasonable action when policies are violated.
- ODS has the right to respectful communication.

The Office of Disability Services is responsible for:

- ODS is responsible for responding to all requests for accommodations within a reasonable and timely manner.
- ODS is responsible for approving and providing reasonable accommodations to qualifying students with a disability.
- ODS is responsible for ensuring that student accommodations are being properly provided and enforced.
- ODS is responsible for ensuring the accessibility of the university and it's offerings.

The Office of Disability Services is ***not responsible*** for:

- Providing or arranging transportation to and from campus
- Assisting or providing living arrangements
- Providing or arranging personal care
- Assisting or ensuring navigation around campus
- Assisting with or providing assistance for non-disability related concerns.

2.3 Professor Rights & Responsibilities

Professors have the following rights and responsibilities:

- Professors have the right to develop courses and teach them according to their standards.
- Professors have the right to ensure academic standards are being upheld and met.
- Professors have a responsibility to provide accommodations once notified by ODS.
- Professors ***do not*** have the right to determine accommodations nor to modify the accommodations as provided by the ODS.

Section 3: Confidentiality & Communication

3.1 Confidentiality

The Office of Disability Services is committed to the confidentiality and privacy of all student information and documentation. Staff are expected to protect the privacy of the following information:

- Student name & contact information
- Student diagnosis and other health information
- Student registration status with the Office of Disability Services
- Student grade or course information
- Student accommodations approval and/or denial

The Office of Disability Services (ODS) operates in alignment with the regulations outlined in the Family Educational Rights & Privacy Act (FERPA). All information housed within the Disability Services is protected and disclosed to the extent set forth in the university's FERPA policy.

Disclosures of the protected information will only happen within the following contexts:

- ODS will only disclose student accommodations to a professor/faculty member once a student has submitted a request for that faculty notification through the AIM software.
- ODS will only disclose student registration with the office to other staff/departments when the staff member/department has an educational need to know the details. Rarely will this information include a student's specific diagnosis.
- Disclosure to a parent about student interaction, status, or details of involvement with the ODS will only occur when it would benefit the student and proper releases are on file. The general policy of the department is to deal directly with the student, and to minimize parental involvement except where the department deems that to involve the parents is in the best interests of the student.

3.2 FERPA Release of Information

Due to the unique nature of disability services interaction and the complexity of the Disability Services file, the office does not operate under the university-wide FERPA release. Students who wish to provide access to certain parts of their file with the Office of Disability Services, they must file a specific Disability Services Information Release. This form is specific to the material housed within the Office of Disability Services and is kept on record with the Office of Disability Services.

This form allows for students to specify who they wish to grant access to and what level of information they would like to provide them with. This form will be required for any parental or other individual interaction with the office on behalf of the student. These agreements and releases can be revoked at any time. Students, if they desire, should submit this form online with all necessary information.

It is important to note that a release does not require the department to communicate with the parent or others, but only gives the student's authorization to do so. The department will determine when and if such communication is in the best interest of the student.

3.3. Communications

The Office of Disability Services maintains the same expectation of Civil & Respectful Communication as outlined in the Student Handbook. Students who violate this policy in their communications to the ODS may be referred to the Student Conduct office.

Primary communication from the ODS will be through email. All email communication will be conducted through the students Regent email account. This is a university-wide policy to ensure privacy and compliance with the department's privacy procedures.

ODS will operate on a student-first communication protocol. Any parental communication will only take place when the proper release is on file and the parent initiates communication. The student must be present for all communication between the ODS and parent. The ODS staff member may answer general questions but will direct response and any action-steps to the student. Any communication with the parent will result in a follow-up email to the student documenting and summarizing the communication. Any email communication will be directed to the student.

All communications to, from, and regarding a student will be maintained by the ODS as part of the student's educational record.

Section 4: Policy on Accommodations

4.1 Goal of the Office

The following goals guide the work of the Office of Disability Services:

1. Ensuring all students, regardless of disability, have access to the courses and services provided by the University.
2. Assisting and ensuring that every student, regardless of disability, has the opportunity to succeed here at Regent University.
3. Promoting and assisting in the implementation of universal design principles to create an accessible campus.

Ultimately, it should be understood that the interest and purpose of the accommodations process and the Office of Disability Services is to ensure access, rather than guaranteeing success.

4.2 Offerings of the Office

Otherwise qualified students with disabilities can request reasonable accommodations in the following areas:

- Academic
- Housing
- Dining

4.3 Accommodation Types

Accommodations offered through the office depend on the individual student need and situation. The Office of Disability Services does not have a set list of accommodations or approved plans, as it tailors the accommodations to each individual student.

Common accommodations offered from the office may include:

- Testing accommodations
- Alternative versions of textbooks
- Audio recording
- Captioning & interpreting
- Assistance animals

4.4 Important Notes on Accommodations

- The office will engage in a good faith interactive process to determine reasonable accommodations.
- Accommodations are and will be determined based on a review of the individual's need, request, documentation, and office determination.
- Accommodations will be provided based on the individual need to address specific disability-related concerns.
- Accommodations will only be provided to students on the basis of a disability and a disability-related need.
- Approved accommodations will only be provided in the event that they meet the definition of reasonable as identified in Section 1.1.

4.5 Accommodation Process

4.5.1 Requesting Accommodations

Inquiries and requests for accommodations must be initiated and completed by the student. Students must submit an online application, through the Accessible Information Management (AIM) portal, for accommodations where they can provide insight into their experience and what they find would be beneficial.

Students are then responsible for gathering and submitting documentation to the office in support of the accommodation request. The documentation should be recent and should be completed by a licensed professional who is qualified to speak on behalf of the registered disabilities. Documentation should include:

- The specific diagnosis that accommodations are being requested for
- Explanation of how that diagnosis affects the student specifically in the academic setting
- Recommendations for accommodations and the disability-related need

Students are encouraged to submit the Disability Verification Form created and provided by the Office of Disabilty Services. Other forms of documentation are accepted but must meet the standards listed above. All documentation (aside from the Disability Verification Form) should have official letterhead and must include the provider's license information and signature.

Students should be aware that while the Office of Disability Services has certain processing times, these could be dependent on when documentation is received from the provider. Students are encouraged to connect with their provider well before the start of a semester to request any documentation.

If students wish to have an intake meeting where they can address and discuss their specific needs and requests, they can connect with a coordinator to schedule one.

4.5.2 Accommodations Approval

Once a student has submitted a complete request for accommodations, the Office of Disability Services will process the application usually within 5-7 business days (this time may be extended during certain times of year). Students will receive an email notifying them whether:

- Accommodations are approved with a list of the approved accommodations
- Accommodations are denied and what reasoning. If denied, alternative accommodations may be offered.
- Documentation is insufficient. Students will be told what is missing and needed moving forward.

Accommodations are approved for the entire time a student is enrolled at Regent University (unless otherwise specified). At any time, accommodations can be revised or updated. Students may be asked to provide additional information and documentation to support a request to update. For students with temporary conditions, they may be eligible for temporary accommodations. They should request accommodations in a similar process and can discuss with ODS the dates of accommodation approval.

No accommodations will be approved or implemented without the appropriate documentation on file and review by the Office of Disability Services.

4.5.3 Implementation & Notification

Each semester students are responsible for requesting that the office notify professors of their accommodations. They can do this through the accommodations software, the Accessible Information Management (AIM) portal. Once students request the professor notification, Disability Services will send the notification of accommodation to professors via email. Once notifications have been received, accommodations are most often implemented by professors. Certain accommodations may require the involvement of the ODS. Some accommodations may be subject to specific accommodation policies as specified in the sections to follow.

4.6 Deadlines

In order to best prepare the student for success and in order to ensure efficient service and implementation of accommodations to all students, the Office of Disability Services has the following suggested deadlines for both submitting an initial request and requesting the notification to the professors.

Students are encouraged to reach out to the office to send the Faculty Notification or get started with the process of accommodations as soon as possible, preferably well in advance of the start of the semester. The communication between provider, student, and the office can take some time. Additionally, if the student is approved for accommodation that may require the provision of materials such as captioned videos, notes, or alternative textbooks, this request should be made as early as possible to give the Office of Disability Services sufficient time to gather and disperse the materials.

It is also important for the student to note that no accommodation will be applied retroactively. This means that accommodations will not apply to any assignments or course materials, assignments, classes, tests, etc. before the notification of accommodations was sent by the Disability Services Office to the professors. To ensure that all course and class material is covered under their accommodations, student should submit their requests BEFORE the start of the semester or session.

We recognize that it is not always possible to submit an application prior to the start of the term. In order for accommodations to have an impact on the student experience, we have established suggested deadlines for applications for accommodation, as follows:

- 8-Week Courses
    - For 8-week courses, regardless of session, please refer to the following suggested deadlines:
    - For initial requests – It is recommended that a student reach out and submit documentation no later than the end of Week 5 of that session.
    - For Faculty Notification – It is recommended that students select and request the professors to be notified no later than the end of Week 6 of that semester.
- 15-Week Courses
    - For 15-week courses, regardless of semester, please refer to the following suggested deadlines:

- For initial requests – It is recommended that a student reach out and submit documentation no later than the end of Week 10 of that session.
- For Faculty Notification – It is recommended that students select and request the professors to be notified no later than the end of Week 13 of that semester.

Please note that while these deadlines are suggested, students may submit new requests and faculty notification requests after the identified deadlines. *However,* students should be aware that any requests submitted after this deadline may not be processed and sent to the necessary parties before the end of the session/semester. In addition, as stated above, accommodations are not retroactive and will only be offered after the student has submitted the proper application and documentation, and the Office of Disability Services has had time to evaluate this submission. Also, where adaptive materials, such as audio books are requested, it takes time with the publisher to process the request.

Section 5: Policy on Housing & Dining Accommodations

5.1 Dining Accommodation

Students registered for the university's meal plans may be eligible to receive Dining Accommodations. Students should notify the Office of Disability Services of any food allergies and provide supporting documentation. Students who verify their food allergy with the Office of Disability Services may be eligible for alternative meal options.

It is important to note that this provision and accommodation is only available on the basis of confirmed and documented allergies, not food or dietary preferences.

5.2 Housing Accommodation

5.2.1 General Housing Accommodation Policy

The Office of Disability Services partners with the Residence Life Office to offer accommodated housing to students with qualifying disabilities. Students hoping to receive this accommodated housing may request these accommodations through a specialized process. Housing accommodations are provided to students who have a disability-related necessity that impacts their access to the university's goods and services. Housing accommodations are approved on a year-to-year basis on a space-available basis and cannot be guaranteed.

5.2.2 Housing Accommodation Request Process

Students can request housing accommodations through the following steps:

- Submit the online application as identified in the "requesting accommodations" section above. Students should select the "New Student" option, NOT the Housing application option. (Students who are already registered with the Disability Services Office do not need to complete this step again).
- Submit documentation supporting the need for housing accommodations. This documentation should follow the documentation guidelines as outlined in the "requesting accommodations" section above. (Students who are already registered with the Disability Services Office may need to submit updated or more specific documentation). Documentation for housing should include:
    - Verification of the diagnosis or disability by a licensed professional qualified to speak on the diagnosis.
    - Explanation of how that diagnosis affects the students, specifically in the housing setting.
    - Recommendations for housing accommodations. The disability related need for the housing accommodations *MUST BE* included and should be as specific as possible.
    - Documentation, if not the provided Disability Verification Form, should be on official letterhead, include provider contact and license information, the practice information, as well as the provider's signature.
- Submit a new accommodated housing request through the StarRez portal. (This must be done EACH YEAR, regardless of whether students received accommodated housing in previous academic years).

The steps listed above should be completed no later than May 31 for the next academic year. This is the priority deadline. Any documentation or requests submitted after this date will be reviewed on a case-by-case basis with regard to availability. All student requests and supporting documentation are held until the deadline. Students who submit before this deadline should be aware that no decisions will be made until after this deadline.

After the deadline, the Office of Disability Services works to compile all information to send to the Accommodated Housing Review Committee for review and recommendation. The committee will take into account the number of requests, the number of available rooms, as well as the disability related need of each student. Based on that information, they will make recommendations to housing for placement based on priority and need.

5.2.3 Accommodated Housing Disclaimers

Students should keep the following information in mind when making a request for accommodated housing:

- The request for accommodated medical housing must be completed EVERY YEAR. Depending on whether documentation has expired, a student may be asked to submit additional documentation as well.
- Students requesting to be in medical housing the next year, must still go through the typical housing placement process. You will still select a room (that is not the medical housing assignment you are applying for) to secure your place in housing. Housing relies on this to ensure they have current and accurate numbers reflected in the number of students they have and the number of rooms available.
- Roommates and specific housing placements CANNOT be guaranteed through the medical housing process, though we will try to meet requests. This is dependent on the number of students who request medical housing and the number of rooms we have available.
- Approval for medical housing in the previous academic year does not guarantee placement in the following academic year. Housing availability does change and the number of students for the medical housing committee to consider varies each year as well. Therefore, we may not have the same options available as we did the previous year.
- Recommendations are based on need, determined on the basis of the documentation currently provided to our office. Recommendations are deferred to a committee and recommendations are then determined based on individual student need. These recommendations are then passed to housing who will make the final placement.

Section 6: Policy on Assistance Animals

In compliance with various disability rights laws, the university respects the right of individuals with disabilities to be accompanied by an assistance animal. There are two main types of assistances animals, Emotional Support Animals and Service Animals. Each type of assistance animal is subject to its own policy.

As a whole, all assistance animals are expected to be leashed while on university property, unless to do so would minimize or inhibit their ability to perform their specific task or responsibility. Additionally, the university maintains the following:

- The university reserves the right to require that the animal to be removed from campus in the following situations:
    - The animal is out of control, including excessive noise, and the animal owner does not take effective action to control it.
    - The animal poses a direct threat to the health and safety of others (allergies and fear of animals are generally not valid reasons for denying a student the right to have a services animal on university premises).
    - The owner has consistently not picked up after the animal, and has not made any effort to correct the issues after warning.
- Regent University will not provide care or food for an assistance animal, nor will it provide a designated area for the animal to relieve itself.
- The owner holds sole responsibility for care, food, and waste removal.

6.1 Service Animal Policy

6.1.1 General Policy

In compliance with the Americans with Disabilities Act, Regent University respects the right of an individual with a disability to have a service animal. For the purposes of this section, as service animal is defined as a working animal, dog or miniature horse, who is specifically trained to perform a task to address a disability related concern. These tasks can be anything from guiding people with vision impairments, alerting people with hearing impairments, pulling wheelchairs, alerting and protecting a person with a seizure, or other specialized tasks related to a person's disability.

Neither students, nor individuals visiting the campus, are required to provide documentation or make an official request for the Service Animal to be present on the campus. However, university staff may ask the following questions to confirm the presence and existence of the service animal:

1. Is the dog a service animal required because of a disability?
2. What work or task has the dog been trained to perform?

Animals who have not received specialized training, or whose sole task is to provide comfort or emotional support, are typically not considered service animals and would not

be considered under these policies. Students seeking and Emotional Support Animal, should refer to the Emotional Support Animal policy.

6.1.2 Service Animal Housing Policy

- Regent University is not responsible for the care or supervision of the Service Animal.
- The animal's owner is responsible for the cost, care, and supervision of the Service Animal, including:
    - Compliance with any laws pertaining to animal licensing, vaccination, and owner identification
    - Keeping the animal under control and taking effective action when it is out of control
    - Feeding, walking, and disposing of waste; waste disposal via university plumbing is prohibited in campus housing. Please use the appropriate disposal tools and dumpsters.
- Regent University will not require any surcharges or fees for a Service Animal in the residence halls, because it is a disability-related accommodation. However, the animal's owner may be charged for damage caused by a Service Animal to the same extent that Regent University would normally charge any person for the damage they cause to university property.
- People with disabilities who live with Service Animals must comply with all university rules regarding noise, safety, disruption, and cleanliness.
- In all cases, the owner of the animal is responsible for the animal's behavior which is subject to disciplinary action via the University's student adjudication process.
- In all cases, the owner of the animal will agree to hold harmless Regent University for any damage or any injury to others caused by his/her Service Animal.
- If necessary, the removal of any Service Animal, with any necessary cleaning, repairs and/or pest control will be done at the expense of the responsible resident.

6.2 Emotional Support Animal Policy

In accordance with the Fair Housing Act, Regent University Office of Disability Services is happy to allow the Emotional Support Animals (ESAs) to live in campus housing. Emotional Support Animals are protected under laws such as the Virginia Fair Housing Act as a type of assistance animal. However, unlike Service Animals, ESAs are not offered the same level of protections. The protections and policy for these animals are outlined in the following subsections.

6.2.1 Definition:

An emotional support animal is defined as an animal who is not specially trained, whose sole purpose is to provide emotional comfort or support for the owner. Emotional Support Animals are animals that provide comfort that are intended to be a supplement to therapy or treatment, rather than a sole form of treatment.

6.2.2 Policies:

- An Emotional Support Animal may be a dog, cat, small bird, rabbit, hamster, gerbil, other rodent, fish, turtle, or other small, domesticated animal that is traditionally kept in the home for pleasure. Reptiles (other than turtles), barnyard animals,

monkeys, kangaroos, and other non-domesticated animals are not considered common household animals. Deviations from this list will require additional medical documentation that clearly identifies the specific need for said animal and how it is connected to the disability.

- The ESA is NOT allowed in any buildings located on-campus beyond the residential building and specified apartment to which the student with the ESA is assigned by the Office of Residence Life.
- Regent University is not responsible for the care or supervision of the ESA.
- The animal's owner is responsible for the cost, care, and supervision of the ESA, including:
    - Compliance with any laws pertaining to animal licensing, vaccination, and owner identification
    - Keeping the animal under control and taking effective action when it is out of control
    - Feeding, walking, and disposing of waste; waste disposal via university plumbing is prohibited in campus housing. Please use the appropriate disposal tools and dumpsters.
- Regent University will not require any surcharges or fees for an ESA in the residence halls, because it is a disability-related accommodation. However, the animal's owner may be charged for damage caused by an ESA to the same extent that Regent University would normally charge any person for the damage they cause to university property.
- People with disabilities who live with emotional support animals must comply with all university rules regarding noise, safety, disruption, and cleanliness.
- In all cases, the owner of the animal is responsible for the animal's behavior which is subject to disciplinary action via the University's student adjudication process.
- In the process of accommodating a student with an emotional support animal, it may be necessary that the student is relocated to the most appropriate housing unit. The relocation of housing units is handled by Regent's student housing team who will contact the student should relocation become necessary as a part of the accommodation.
- In all cases, the owner of the animal will agree to hold harmless Regent University for any damage or any injury to others caused by his/her ESA.
- If necessary, the removal of any ESA, with any necessary cleaning, repairs and/or pest control will be done at the expense of the responsible resident.
- The student resident will be permitted to have no more than **one** animal due to the confined residential living space.
- An ESA must be housebroken (i.e., trained so that it controls its waste elimination).
- The emotional support animal must be kept under control by a harness, leash, or other tether at all times.
- The above policies will be strictly enforced; violations are subject to the University's student adjudication process.

6.2.3 Procedure for Approval:

The presence of an ESA in campus housing is considered an accommodation and **must be** requested and approved before the animal is permitted on and in campus housing. A

student should request permission to keep an Emotional Support Animal (ESA) on campus, through the online request form mentioned in the Requesting Accommodations Section, as well as supplying the appropriate and sufficient documentation.

Documentation is expected to meet the standards outlined in the Documentation Guidelines section included above. Additionally, if a letter is submitted rather than the Disability Verification Form, it should meet the criteria identified below.

Letters or documentation should be from a treating clinician, physician, psychologist, psychiatrist, counselor/therapist, etc. and should include the following information:

- Your complete name
- The dates of service including the date of your most recent visit to the provider
- Verification that you have a physical or mental impairment that substantially limits you in at least one major life activity or bodily function (specify diagnosis)
- That the ESA is needed to alleviate a symptom or effect of the disability

This letter or documentation should be on official letterhead from the provider, and should include the provider's signature and identifying license information. This letter should be submitted to the Office of Disability Services and may be required to renew each year.

Emotional Support Animals will **NOT** be permitted on campus or in campus housing, until the accommodation has been approved from the Office of Disability Services and Student Housing has given permission to the student. This is because of necessary steps to ensure that the proper roommates' agreements are in place. If an animal is brought to campus before the accommodation is fully approved, the student may be asked to remove the animal from campus, regardless of where the student has traveled from.

The Office of Residence Life will notify roommates and/or suitemates in advance of a student's approved ESA in accordance with University policies and procedures. No specific information about a student's disability which warrants an ESA will be disclosed to the Office of Residence Life or roommates/suitemates. Please be advised that in the process of accommodating a student with an ESA, it may be necessary that the student be relocated to the most appropriate housing assignment

6.2.4 Additional Documentation Considerations:

- Letters from Internet-Based Accommodation Letter Services will not be accepted as fulfillment of this requirement.
    - An Internet Based Accommodation Letter Services is defined as: An online provider that issues disability accommodation letters or recommendations, frequently without conducting a comprehensive in-person examination or establishing an ongoing clinical treatment relationship with the student.
- Letters supporting ESAs must be supplied by licensed providers who have a therapeutic relationship with the individual. Each clinician must determine independently when a recommendation can be made. However, the Office of Disability Services holds that one session with a provider is not sufficient for a recommendation of an ESA.

- The provision of a letter does not guarantee the approval of an ESA. Disability Services may deny the accommodation if the provided letter does not meet one of the requirements as mentioned or the reasoning provided does not indicate that the accommodation is clinically necessary.
- Disability Services reserves the right to request updated documentation as seen fit at the beginning of each residential contract period.
- Clinician Letter must be recent, addressed to Regent University Disability Services, typed on business letterhead and include an original (ink) signature along with the date and practitioner's professional license number. Faxed, scanned, or emailed copies will not be accepted.

6.2.5 ESA Reporting

If any member of the University Staff, Residence Life, or another student has concerns about an animal and any ESA policy violations, they should report it accordingly. They can report any concerns or complaints by following usual housing reporting protocols. However, when filing the official report, they should utilize the specific ESA Concern Report in Maxient. This report should include a thorough description of the concern, and any evidence of the situation occurring.

Complaints/Reports should fall into the following categories:

- Concern for care of the animal
    - Mistreatment
    - Waste mismanagement
- Animal out of control
- Damage to the room
- Unauthorized animal

Upon receipt of the complaint, the Office of Disability Services will conduct an investigation of the complaint based on the evidence provided, or evidence gathered on their own. If the complain/concern is substantiated, the follow-up from the office will proceed as outlined below:

> First Offense: The student will receive a written warning and be given a set amount of time (approx.. a week) to correct the concern reported. If the situation is remedied, no action will be taken. If the situation is not remedied, further action following further offenses will be taken.
>
> Second Offense: If the student has been warned once before and has not remedied the behaviors or has received a secondary complaint, the office will reach out to the student again. This will be a final warning, with a shorter time frame to correct behaviors (approx. 48 hours).
>
> Third Offense: Should the behaviors persist, or the student receive another complaint, the student's approval for an ESA will be revoked and they will be asked to removed the animal.

At any point, should an offense, concern, or policy violation be deemed severe in nature by Residence Life staff or ODS staff, the animal may be removed without following a first or second offense warning.

Students should also keep in mind that any violation of the polices may also result in violation of Student Housing policies. Additionally, students should be aware that any violation of the ESA policies mentioned above (and signed off on in the ESA registration) will be subject to the student adjudication process.

Section 7: Policy on Testing Accommodations

All students approved for testing accommodations through ODS are subject to the policies outlined in this section. Law students receiving testing accommodations should refer to the applicable subsection.

7.1 Approach to Testing Accommodations

The Office of Disability Services is committed to providing reasonable testing accommodations to qualifying students with disabilities. Testing accommodations are given to students when a disability related need is presented and verified. The goal of testing accommodations is to provide students with equal access and an opportunity to succeed, not grant preference. The provision of testing accommodations does not:

- Allow for late submission of tests, quizzes, or exams unless otherwise discussed and arranged with professor.
- Allow for extra or unlimited attempts
- Allow for exam retakes unless otherwise discussed and approved by professors

The Office of Disability Services reserves the right to choose which testing accommodations are most appropriate and would best serve the student.

7.2 Office Responsibility

The Office of Disability Services is responsible for approving and notifying professors of testing accommodations once requested by the student in alignment with the policies and outlined in Section 4.5.3 of this handbook. Any adjustments for online examinations must be made in Canvas by the professor. Online students are responsible for ensuring and arranging any testing environment accommodations. On campus students, with select accommodations, may be eligible to request testing in the Office of Disability Services. Eligible students can request and schedule testing in the Office of Disability Services through the process outlined in subsection 7.3.

7.3 Requesting Testing Through ODS

On campus students with either extended testing time accommodations or distraction reduced testing area accommodations are eligible to request testing through the Office of Disability Services. Students testing through ODS will still be subject to the same rules as students testing within the classroom. Students will be placed in their assigned room for testing and will be asked to leave their belongings in a cubby in the lobby. Students will only be permitted to access the materials specified on their request form during the examination. If required, a member of the ODS staff will proctor the examination in the room.

To schedule a test with the Office of Disability Services, students must submit the required Testing Request Form (included at the end of this handbook) to the ODS. The form is to be completed by both the student. Forms should be submitted to the ODS at least 5 business days prior to the exam date. The ODS will then work with the student and professor to arrange and confirm testing within the ODS suite. The ODS does not guarantee testing within the ODS, as it is subject to availability. Any request submitted less than 5 business days will be handled and coordinated as able, but will likely not be scheduled and resolved

before the exam date. The testing schedule for tests within the DSO may be different than the test schedule for other students in the class due to space availability.

Law students with testing accommodation are not subject to this request policy. Scheduling of Law Exams is handled through the Law Records Office, which will coordinate with the DSO.

7.4 Distraction Reduced Testing Area

It is important that students receiving this accommodation understand what is provided and protected by this accommodation. This accommodation is designed to ensure that students, when qualified, receive a space for testing with minimized distractions. This space is meant to help with student concentration. However, students should be aware of the following limitations:

- This accommodation does not ensure the student will test in a room alone. It simply allows for a room with minimal distractions.
- This accommodation does not provide or guarantee a distraction-*free* testing location. As stated, its purpose is to provide minimize distractions.
- This accommodation does not exempt a student from any requirements of the exam, like limited materials or having a proctor.

7.5 School of Law Testing Accommodations

Law students with testing accommodations are subject to all policies outlined in this sections, excluding those outlined in subsection 7.3. Testing arrangements for law students with testing accommodations are made through the Law Records Office. Students should expect communications from that office for detailed testing times and locations. Students in the School of Law are expected to abide by the following testing policies:

- The purpose and approach to testing accommodation as outlined in 7.1
- The responsibility of the ODS is to approve testing accommodation and notify necessary personnel
- Exact testing location cannot be guaranteed
- Students are still held to the same testing standard and restrictions as non-accommodated peers
- Students testing in the ODS (as assigned by the Law Records Office) are still expected to abide by the policies outlined in subsection 7.6

7.6 ODS Test Administration/Proctor Policies

For any exam administered or proctored by the ODS, the following policies apply:

- Students should arrive 15 minutes before their scheduled exam time to ensure they can start promptly
- Exams will start promptly at the agreed upon and scheduled start time. If a student is late or delayed in starting, this time is deducted from the testing time. In the event of an emergency or sickness, students should coordinate with the ODS and necessary individuals to discuss a rescheduled or adjusted exam time.
- ODS staff will start the exam and ensure the student has completed all starting requirements

- Students before the start of their exam will place all belongings in one of the office's cubbies
- Students will only be permitted to access the approved materials during the course of the examination

For tests requiring a proctor, a member of the ODS staff will sit in the room with the testing students to monitor the exam. This member will be responsible for time keeping and any reminders.

For administered exams, ODS staff will start exam and provide any materials. They will monitor the time.

Section 8: Policy on Other Accommodations

Other accommodations offered through ODS that may be subject to policies that are included in this section.

8.1 Assignment Extensions

Students receiving the extended assignment deadline accommodation should understand its limitations. This accommodation is designed to assists students who may have a disability that impact their timeliness or with disabilities that may cause periods of incapacitation. However, this accommodation will only extend the deadline 48 total hours. This is the maximum extension offered as to allow for more would negatively impact the student and create an undue burden on the professor. Additionally, this accommodation does not and cannot extend the deadlines for Discussion Boards, group projects, or any other assignment designed for class participation. This extension cannot and does not extend the course date.

8.2 Absences

Disability Related Absences is an accommodation offered and provided to students who may need to miss more class than the university policy may allow. This accommodation increases the allotted absences by up to 150% (5 potential absences become 8; 3 become 5). Students will not be permitted more than these absences. Students should also be aware that this does not excuse them from any missed material from the missed class session. Students will also be subject to any professor policy on absences or making up missed content.

Any absences needed outside of this accommodation or for students without this accommodation may be eligible for a doctor's note.

8.3 Alternative Textbooks

Students with the E-text accommodation are eligible for alternative accessible PDF textbooks at no extra charge. Students must provide proof of purchase along with the DS Textbook Request Form to the ODS. Once the request has been submitted and all necessary information is obtained, ODS will request a version from the publisher or accessibility partners to provide to the student as able. Students should be aware that fulfillment time of those requests may fluctuate as publishers response times may vary, and the university cannot guarantee that the materials will be available at the start of the term.

8.4 Captioning & Interpreting

For students with either a captioning or interpreting accommodations, the professors are required to submit a Captioning/Interpreting Request Form. Once this request form is completed and received by the ODS, an office staff member will work to secure captioning or interpreting for the student. The office requires a minimum of 5 days notice before the event. Any cancellations should be communicated to the office with a minimum of 48 hours. Professors and students are responsible for providing any links to course meetings and access codes to ensure the captioner/interpreter can access the course meeting/event.

8.5 Audio Recording

Students with the audio recording accommodation are responsible for making their own recordings and utilizing their own technology or devices. Recordings are subject to an Academic Integrity agreement to ensure alignment with the University Honor Code.

The Office of Disability Services, to preserve Academic Integrity and privacy for all students, has developed requirements for student use of the Audio Recording classroom accommodation. These requirements are as follows:

- Students' recordings of classroom lectures and discussions are for their own personal academic use. These audio recordings must not be shared with any other individual or disseminated in any manner.
- Students' recordings of classroom lectures must be permanently deleted and removed from any server no later than 1 week following the end of the course, and student must provide a certification to the professor and the ODS to such effort.
- The recordings of these classes will not be, in any way, provided to or uploaded to any software that is or uses Artificial Intelligence and would store the date and content of the courses.

Students are expected to sign and return an agreement each semester verifying their agreement and alignment with these requirements.

8.6 Computer Use

Students with the Laptop for Notes accommodation are responsible for utilizing their own technology or devices. The use of their computer in class is subject to an Academic Integrity agreement to ensure alignment with the University Honor Code.

The Office of Disability Services, to preserve Academic Integrity, asks that all students agree to utilize the laptop only for the course purposes, and will only perform course related actions on the laptop in alignment with the course policies and procedures.

Students are expected to sign and return an agreement each semester verifying their agreement and alignment with these requirements. Outside of this, students are expected to refrain from using Artificial Intelligence in class (unless instructed to by their professor), or other non-course related systems.

8.7 Screen Reading/Dictation Software

When necessary, students are permitted to utilize screen-reading or dictation software. Students are responsible for providing their own softwares. Any adjustments to the presentation of course material can be coordinated with the professor and the ODS as needed.

It is expected that any of these softwares, if using Artificial Intelligence, will only be used for the purposes of screen-reading or dictation, rather than helping with the content. Students should keep in mind the Academic Integrity expectations.

Section 9: Other Office of Disability Services Policies

9.1 Doctor's Notes or Excused Absences

Students who experience hospitalization, injury, or sickness, may fall into the criteria for a doctor's note. Doctor's notes essentially provide a student with an excused absence for a set amount of time. This excused absence would have no grade deduction, but still requires a student to make up any missed work (without late penalty). For each course or class, the maximum amount of excused absences covered under a Doctor's Note is 2 weeks. Anything over this 2-week period may be recommended for a withdraw or incomplete through the Office of Advising.

Students can submit doctor's notes with exact dates of excusal to the Office of Disability Services. Students must provide professor information and give approval for notification.

9.2 Letter of Support

The Office of Disability Services while not responsible for the official request and approval of an incomplete or a course withdraw, may recommend students consider them or offer a letter of support. Students may submit documentation to the ODS supporting their request for the withdraw or incomplete. The ODS can review and submit a letter of support for the request.

9.3 Pregnancy & Related Conditions

9.3.1 Provisions

In an effort to create an accessible and inclusive environment for pregnant and parenting students, The Title IX Office and the Office of Disability Services have partnered to develop specific processes and policies for assistance of those individuals.

Under Title IX, all students are protected from discrimination on the basis of sex. This includes discrimination on the basis of pregnancy, childbirth, and other related conditions. Students who are pregnant, are experiencing child-birth, or may have another pregnancy related condition, may request reasonable modifications through the official university process to prevent a disruptions in their access to their education.

For the purposes of this policy, and the provision of reasonable modifications, pregnancy related condition may include but are not limited to:

- Pregnancy
- Childbirth
- Miscarriage
- Recovery from childbirth/pregnancy
- Other conditions related to pregnancy

Should a student's pregnancy-related condition persist and develop a related health-condition, the student may also be eligible for temporary accommodations through the Disability Services Office. Students should connect with ODS to determine if accommodations may be needed or available.

If a student feels they are being discriminated against on the basis of their pregnancy or related condition, they should contact the Title IX Office or Non-Discrimination Coordinator.

9.3.2 Requesting

Students seeking reasonable modifications related to these conditions may request reasonable modifications through the following process:

- Students should reach out to the Office of Disability Services with their initial request. Following this request. The ODS will send them the next steps email including the link to submit an official request.
- Students should submit an official request in the Maxient using the link provided to them by ODS.
- Students should attach or provide supporting documentation with this request.
- The Title IX Office, in collaboration with the Office of Disability Services, will determine what reasonable modifications can be made, if any. They will communicate with the student for approval.
- With student approval, the Title IX Office will communicate needed modifications with professors.

9.3.3 Additional Offerings

Outside of the official request, the university has the following offerings to provide to students experiencing pregnancy or a related conditions:

Lactation Space: Library, Room 112A*

> *this room's availability is contingent on the Library hours as posted on their website: https://www.regent.edu/regent-library/

Other available resources may include but are not limited to:

- Disability Services: https://www.regent.edu/student-life/disability-services/
- Counseling Services: https://www.regent.edu/resources/student-resources/mental-health/counseling-services/
- Office of Academic Advising: https://www.regent.edu/resources/office-of-advising/

9.4 Athletics Policy

Student Athletes who experience a sports-related injury, may be eligible for assistance from the ODS. Students with an injury may be eligible for immediate assistance in the form of a doctor's note or excused absence as described in subsection 9.1. Regent Athletic trainers can complete documentation in support of this, as well as encourage the student to complete the Release of Information allowing ODS to notify professors of the excused periods.

If a student athlete experiences an injury or injury-related complications that extend past the designated 2-week excused time, they may need to consider applying for temporary accommodations for continued assistance. Students should refer to subsection 4.5 for that process.

9.5 Center for Student Happiness Policy

The Office of Disability Services does not provide tutoring services or any official tutoring accommodation. However, in the event of a student request, ODS may notify the Center for Student Happiness of a student's registration with the ODS, prompting them to allow for adjustments to student scheduling with them. This allows students to schedule services for coaching in advance, rather than one at a time.

Section 10: Appeals & Grievances

10.1 Appeals

If a student has a concern about the office or its operations, they can direct their concerns to the Director of Disability Services. The following are reasons a student may reach out for an appeal:

- If they disagree with the accommodations decision made
- Concern with the conduct or interactions with a member of the ODS staff
- A student has a concern about any other aspect of the accommodations process or dealings with ODS

If students have a concern or a disagreement with the Director's decision and review, they can appeal further to the Assistant Vice President of Student Life.

10.2 Grievances

If the solution achieved through an appeal remains unsatisfactory, a student has the option to submit a grievance according to and in line with the process outlined in the Student Handbook.

10.3 Accommodations Compliance

If a student believes their accommodations are not being provided or adhered to by their professors, they should report to the ODS. Students should include any information and supporting evidence. Once a report has been made, the ODS will conduct a review of the information provided, the course, and communications with the professor. After conducting a thorough review, the ODS will take the appropriate and necessary action. The student will be provided a summary of the review, findings, and action steps.