

Kentucky Wesleyan College

Policy & Procedure Manual

Disability Services

Approval: Board of Trustees

Policy Type: College

Policy Owner: Academic Affairs

Responsible Office: Office of Disability Services

Revision History

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1. Purpose

- 1.1. Consistent with its overall mission, Kentucky Wesleyan College (hereinafter KWC) commits itself to equal opportunity and challenge for all academically qualified students and does not discriminate on the basis of disability. In addition, KWC recognizes The Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973 as significant federal mandates that require universities to provide reasonable and appropriate accommodations for qualified students with documented disabilities. To these ends KWC designs support services and accommodations to provide students with disabilities full access to the College's educational, social, and cultural opportunities.

2. Scope

- 2.1. Provisions of this policy apply to all KWC students, staff, and faculty.

3. Policy

- 3.1. Kentucky Wesleyan College provides equal opportunity and challenge for all academically qualified students and does not discriminate on the basis of disability.
- 3.2. **Students with disabilities** are responsible for ensuring that Kentucky Wesleyan College is aware of disabilities that require accommodation in the educational process. See procedures below for specific actions.
- 3.3. KWC maintains the Office of Disability Services (ODS) to coordinate services that ensure that individuals with disabilities have equal access to take full advantage of the College's

educational, social, and cultural opportunities. ODS responsibilities include but may not be limited to:

- 3.3.1. General coordination of accommodations for students with disabilities.
- 3.3.2. Referring students with suspected disabilities to sources of assessment (ODS does not provide diagnostic services).
- 3.3.3. Receiving and reviewing documentation of disability.
- 3.3.4. Determining eligibility for specific accommodations.
- 3.3.5. Preparing accommodation letters. (Letters are given to students who in turn share letters with faculty.)
- 3.3.6. Discussing accommodation needs with students, faculty and others as appropriate.
- 3.3.7. Identifying appropriate accommodations on a case-by-case basis.
- 3.3.8. Assisting faculty with classroom accommodation needs and providing appropriate auxiliary aids.
- 3.3.9. Assisting with problem resolution as needed.

3.4. Faculty Responsibilities

- 3.4.1. Classroom faculty must make every reasonable effort to accommodate the educational needs of students with declared and verified disabilities. To that end they must:
 - 3.4.1.1. Require verification of eligibility. The standard form of verification is a letter to the faculty prepared by the Office of Disability Services.
 - 3.4.1.2. Provide approved accommodations for eligible students. The Office of Disability Services is available for consultation about appropriate levels of accommodation and available support resources.
 - 3.4.1.3. Consult freely with the Office of Disability Services as questions and concerns arise regarding approved accommodations for each student.
- 3.4.2. Faculty are strongly encouraged to include the following statement on the course syllabus:

“Kentucky Wesleyan College is committed to providing access to programs and services for qualified students with disabilities. If you are a student with a disability and require accommodation to participate and complete requirements for this class, notify me immediately and contact Dr. Leah Hoover at the Office of Disability Services (ADM 109 or 270-852-3212) for verification of eligibility and determination of specific accommodations.”

3.5. Grievance

- 3.5.1. Kentucky Wesleyan College has a continuing responsibility to monitor and address ADA compliance issues. Kentucky Wesleyan College does not discriminate on the basis of disability in its programs or activities. Complaints should follow the Grievance Procedure as indicated below. The Grievance Procedure is not a legal proceeding, but rather an

informal process to enable Kentucky Wesleyan College to remedy any and all effects of alleged discrimination.

4. Procedures

- 4.1. Referrals ~ Students and potential students are referred to Office of Disability Services by publications such as Kentucky Wesleyan application packets, schedules of classes, course syllabi and catalogs. Students are also referred by community agency personnel, Kentucky Wesleyan faculty, high school guidance counselors, health care professionals, family members and others. Referrals must be made in writing. Referrals should be directed to:

Dr. Leah Hoover
Director of the Office of Disability Services
Kentucky Wesleyan College
3000 Frederica Street
ADM 109
Owensboro, KY 42303
270-852-3212
lhoover@kwc.edu

4.2. Application for Accommodation

- 4.2.1. **Documentation** ~ All students seeking assistance from the Office of Disability Services must disclose the presence of a disability. In most cases, the student will be asked to submit documentation of disability for review by Dr. Leah Hoover, Director of the Office of Disability Services. Upon receipt and review of the documentation, an intake appointment will be scheduled. Contact Dr. Hoover at 270-852-3212 or lhoover@kwc.edu to set up this appointment.
- 4.2.2. **Intake Appointment** ~ After review of documentation, Dr. Hoover will contact the student to schedule an appointment with the student if the student has not already scheduled such appointment. At this meeting, the student's eligibility for accommodations and anticipated needs will be discussed. Policies and procedures regarding specific accommodations, such as letters for faculty, accommodations, supplemental note-taking services, etc. will be discussed at this appointment.
- 4.2.3. **Requesting specific accommodations** ~ Requests for accommodations are made by completing an Accommodation Application Form (available on this site under FORMS) and submitting **the form along with a copy of class schedule** to Dr. Leah Hoover PRIOR to the start of the semester. All forms should be turned in BEFORE the end of the first week of each semester. **Accommodations are not retroactive; date of determination occurs at the date of application.** It is the responsibility of the student to request specific accommodations each semester via the Accommodation Application Form. Please remember that no accommodations can be put in place until after submission of appropriate documentation, review by the coordinator, determination of eligibility for specific services, and request by student for specific accommodations.
- 4.2.4. **Timeliness of requests** - Submission of accommodation requests for instructor letters, accommodation, tutors from the PLUS Center and supplemental note-taking services from the PLUS Center should generally be submitted no later than one week prior to beginning of term. Some accommodations (such as interpreter service and taped/CD textbooks) require much more notice and requires the submission of course schedule, textbook name,

author, and ISBN number in regards to taped/CD textbooks. Although the Office of Disability Services will make reasonable effort to process all requests, **untimely requests may result in delay of accommodations.**

- 4.3. **Grievances** ~ The following internal grievance procedure concerning disability services provides for prompt and equitable resolution of complaints. Complaints concerning disability services should be addressed to Dr. Leah Hoover, ADM 109, (270) 852-3212 or lhoover@kwc.edu. To initiate a grievance based on discrimination related to the American with Disabilities Act (ADA), the following steps must be observed within 90 days of the time in which the alleged discrimination occurred.
- 4.3.1. The student should attempt to resolve disputes informally with either the party alleged to have committed the violation, and/or with the said party and the Director of the Office of Disability Services, Dr. Leah Hoover. If the dispute cannot be resolved informally, then the following formal resolution procedures should be followed.
 - 4.3.2. A complaint should be filed in writing, contain the name, address, and contact phone number of the person filing said complaint, and briefly describe the alleged violation. Upon receipt of the written notice of complaint, Dr. Leah Hoover, Director of the Office of Disability Services, shall acknowledge receipt within five workdays.
 - 4.3.3. A complaint should be filed with the Office of Disability Services within 90 days after the complainant becomes aware of the alleged violation.
 - 4.3.4. An investigation, as may be appropriate, shall follow the filing of said complaint. The Office of Disability Services, along with the assistance of the Office of the Academic Dean for Kentucky Wesleyan College, shall conduct the investigation. This internal complaint procedure involves an informal, but thorough investigation, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint. This investigation will be completed within 30 days of the submission of the written complaint.
 - 4.3.5. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Office of Disability Services, in association with the Office of the Academic Dean for Kentucky Wesleyan College, and a copy forwarded to the complainant.
 - 4.3.6. The Office of Disability Services shall maintain the files and records relating to the complaints filed.
 - 4.3.7. The complainant can request a reconsideration of the case in instances where the person is dissatisfied with the resolution. This will be known as the Appeals Process. The request for reconsideration (appeal should be made within 10 workdays to the Office of Disability Services. This appeal must be made in writing to Dr. Leah Hoover, Director of the Office of Disability Services for Kentucky Wesleyan College at 3000 Frederica Street, ADM 109, Owensboro, KY 42303. This appeal MAY NOT be email or verbalized by phone or voicemail.
 - 4.3.8. A decision from the Office of Disability Services, in association with the Office of the Academic Dean for Kentucky Wesleyan College, will be rendered within 20 days after receiving the appeal. The appeal decision is final. The student and other parties will be advised of the outcome of the appeal to the fullest extent allowed by the state and federal

law.

NOTE: It is prohibited for any Kentucky Wesleyan employee, official, or student to retaliate against or hinder the testimony of any individual because he/she has filed a complaint under this procedure or who has otherwise assisted in the investigation of a grievance. Such retaliations will be subjected to sanctions as deemed appropriate by the Office of the Academic Dean for Kentucky Wesleyan College.
