

Tiffin University

Office for Disability Services
A Division of the Office for Equity, Access, & Opportunity



Student and Faculty Manual
2016-2017

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INTRODUCTION

Tiffin University's Commitment to Equal Access and Diversity

Tiffin University ("TU" or the "University") is committed in policy and practice to providing an educational experience and environment that is equally accessible for all, including those with a documented disability, so that individuals with disabilities have equal access and opportunity to learn and achieve based on their innate abilities and are not inhibited by barriers created by the interaction between their disability and the institutional environment and/or academic requirements.

TU's Office of Disability Services supports this institutional commitment to diversity by providing educational opportunities for qualified individuals with disabilities through accessible programs and services in compliance with Section 504 of the Rehabilitation Act of 1973 and Title III of the Americans with Disabilities Act (ADA) of 1990. In addition, the Office serves as a resource to the University community by providing consultation and advocacy services related to compliance.

Overview of This Manual and the Office of Disability Services

This Manual serves as a guide to services available to individuals with disabilities at TU, and policies and procedures to be followed in accessing those services. Individuals with disabilities are strongly encouraged to read and understand the information contained in this Manual. Students, faculty, and University staff will gain value from the content of this Manual and should familiarize themselves with its content. Alternate forms of this Manual can be obtained from the Office of Disability Services ("ODS" or the "Office") using the contact information included in the *About The Office of Disability Services* section of this Manual.

The Office of Disability Services is the primary point of contact for individuals with disabilities who need accommodations; this includes for all University Departments.

Notices Regarding Self-Advocacy, Confidentiality, and Universal Academic and Behavioral Standards

Students are expected to be Their Own Advocates. At the college level, students must become their own disability advocates and learn to negotiate with faculty, staff, and administrators to meet their accommodation and Disability needs. However, students do not have to disclose specific information about their disabilities to instructors or University administrators directly. Any questions about the appropriateness of an accommodation can be directed to ODS. Faculty and staff need to recognize that many students find disclosing their disability threatening and difficult. This is especially true of freshmen, newly diagnosed students, or students with an acquired disability who have not had to explain it at the high school level. Instructors should not make accommodations without first consulting with ODS staff, nor should instructors accept or review medical or psychological reports if offered by a student to support a request for accommodation. Further suggestions and recommendations for faculty, staff and administrators concerning their appropriate role in providing students with accommodations of disabilities is included at the end of this Manual.

⚠ NOTE: *It is the obligation of the student to request a reasonable accommodation and engage in an interactive process with the University to identify one.* Failure to make a request, provide appropriate documentation or respond to ODS staff inquiries may result in denial or an accommodation.

Confidentiality is a Priority. TU and ODS place the highest priority upon maintaining confidentiality of all personal information in its care. We are aware of the fact that individuals with disabilities still face misunderstanding and discrimination. Student records in the possession of ODS are governed under the legal requirements of the Family Educational Rights and Privacy Act (FERPA). This law prevents release of certain student information to individuals outside the University unless explicit consent is given by the student. Note, however, that confidential information may be shared with University employees outside of ODS if deemed necessary to ensure the successful implementation of accommodations or to respond to a student grievance or appeal of a University decision about a requested accommodation. Full information about FERPA can be found on the web site of the U.S. Department of Education.

Students Granted Accommodations Still Must Adhere to University Academic and Behavioral Standards. Students with disabilities, including those who are granted an accommodation through ODS' policies and procedures, are held to the same academic and behavioral standards as students without disabilities. This includes attendance and arriving to class on time unless specifically deemed necessary by official documentation and/or if specific situations arise. The existence of a disability, in and of itself, does not excuse behavior that is in violation of the student code of conduct. This code of conduct is located in the Student Handbook and is included in this handbook by reference. Students found in serious violation of the code of conduct may be refused future services and subject to other action as outlined in the Student Handbook.

ABOUT THE OFFICE OF DISABILITY SERVICES

CONTACT INFORMATION

Office: 419-448-3021
General Business E-mail: disabilityservices@tiffin.edu

ADDRESS

Tiffin University
Office of Disability Services
A Division of the Office for Equity, Access, & Opportunity
155 Miami St.
Tiffin, OH 44883

HOURS OF OPERATION

Fall & Spring Semesters

Monday – Friday 8:00am to 5:00pm

Summer Semester

Monday, Tuesday, & Wednesday 8:00am to 4:00pm

For the interactive Campus Map Hall, click [HERE](#).

STAFF LIST

Ms. Marcelle Jones	Director	jonesmae@tiffin.edu
Ms. Hanna Stevens	Graduate Assistant	StevensHE@tiffin.edu
Dr. Sharon Perry-Fantini	Assistant Vice President	perryfantinis@tiffin.edu

INFORMATION FOR GUESTS WITH DISABILITIES

For information related to reasonable accommodations or answers to questions concerning access, guests should contact the Office for Disability Services.

THE REGISTRATION PROCESS

Individuals with qualifying disabilities who are interested in obtaining an accommodation from the University must follow the policies and procedures outlined in this Manual, which begins with registration with the ODS. However, individuals with disabilities are not *required* to register or to identify themselves in anyway unless they wish to receive services. Individuals requesting reasonable accommodations must provide current medical documentation of their disability and must meet with staff in the ODS.

Definition of a Qualifying Disability. An individual has a qualifying disability if the individual has a physical or mental impairment that substantially limits one or more of the student’s major life activities. An individual also may have protections under the law if the individual has a record or history of having such an impairment, or is regarded or misclassified as having such an impairment. Note, however, that individual must be capable of fulfilling the essential functions and requirements of the University academic programs and/or position responsibilities with or without the provision of reasonable accommodations.

Documentation of a Qualifying Disability. Accommodations are provided only to individuals who have appropriate clinical documentation of their qualifying disability on file with the ODS.

How to Register for Services

To register for services from ODS, follow the following steps:

1. Complete the online registration form at:

https://publicdocs.maxient.com/reportingform.php?TiffinUniv&layout_id=42
2. **Upload appropriate documentation of your qualifying disability**, which you will be prompted to do when you are completing the application. If you are incapable of uploading documentation via the online registration form, you can submit your documentation through the mail.
3. **Schedule an Intake Appointment.** After your submitted documentation is reviewed, you will receive an email to your TU account instructing you to schedule an intake appointment. Note: The email will provide instructions for how to provide additional documentation if required.
4. **Complete your Intake Appointment.** During the intake appointment, a member of the ODS staff will discuss with you the documentation you submitted, barriers you experience in your academics and/or position, reasonable accommodations that would work best for you, and how to set up those reasonable accommodations.
5. A **Reasonable Accommodation Approval Documentation Confirmation Letter** will be emailed to your TU account upon approval or denial of reasonable accommodations.

Process for:	<i>Share Only Need to Know Bases Only</i>
Students	<ol style="list-style-type: none"> 1. Review application materials for determination 2. Intake meeting 3. Determination if requested accommodation is reasonable 4. Identify reasonable accommodations. This involves collaboration faculty. In some instances, it may also include Housing, Facilities Management, and-or other appropriate departments. 5. Distribution of Reasonable Accommodation Approval Documentation
Faculty	<ol style="list-style-type: none"> 1. Review application materials for determination 2. Intake meeting 3. Work in collaboration with HR, VPAA, and the appropriate Dean in determining if requested accommodation is reasonable by evaluating employee needs and essential job duties 4. Distribution of Reasonable Accommodation Approval Documentation
Staff	<ol style="list-style-type: none"> 1. Review application materials for determination 2. Intake meeting 3. Work in collaboration with HR and the appropriate Supervisor in determining if requested accommodation is reasonable by evaluating employee needs and essential job duties (refer to the job description) 4. Distribution of Reasonable Accommodation Approval Documentation

DETERMINING REASONABLE ACCOMMODATIONS

The Americans with Disabilities Act (1990) provides that postsecondary institutions are responsible for providing essential accommodations when a student discloses a disability. Specifically, programs are required to make reasonable adjustments or modifications to practices, policies and procedures, and to provide auxiliary aids and services for students with disabilities, unless to do so would “fundamentally alter” the nature of the programs or result in an “undue burden.” Accommodations should not compromise the essential elements of a course or curriculum; nor weaken the academic standards or integrity of a course. They merely provide an alternative way to accomplish the course objectives/requirements by eliminating or reducing disability-related barriers. They must provide a level playing field, as opposed to an unfair advantage.

Reasonable Accommodations Are Reviewed To Determine:

- If there are barriers created by the interaction between the documented disability and the campus environment.
- If there are possible reasonable accommodations that may eliminate the barriers.
- If the individual has access to the course, program, service or activity without a reasonable accommodation.
- If the reasonable accommodations compromise the essential elements of a course or curriculum; or weaken the academic standards or integrity of a course.

Accommodation Request Analysis:

In reviewing any and all accommodation requests, the following analysis is used:

- Does the individual have a documented disability?
- Is the individual “otherwise qualified?”
- Is the request reasonable? (The subsequent four requirements must ALL be fulfilled for the request to be considered reasonable)
 1. The reasonable accommodation does not fundamentally alter the nature of the program or activity.
 2. The reasonable accommodation does not lower academic standards.
 3. The reasonable accommodation does not present an undue financial or administrative burden on the University.
 4. The reasonable accommodation does not pose a threat to personal or public safety.

The U.S. Department of Education (2007) has stated that reasonable accommodations are modifications or adjustments to the environment or to the way tasks are usually done that enable individuals with disabilities to have an equal opportunity to participate in an academic program or a job.

See <http://www.apa.org/topics/disability/index.aspx>. Accommodations include a broad category of changes to the application process towards ensuring an equal opportunity to apply for program enrollment, changes that enable a student with a disability to perform the essential functions of the academic program(s), and to enjoy equal benefits and privileges of the program(s) (e.g., access to training).

Accommodations are approved throughout the semester, but are not retroactive, thus, for example, course grades may not be changed and tests need not be re-administered, based on approval of an accommodation at a later dates. Students are required to renew accommodations each semester they desire to have services.

- The ODS will accept and consider requests for a reasonable accommodation at any time, however, if the request is made fewer than 60 days before the individuals intend to move into University housing or before the beginning of the semester/term, the University cannot guarantee the ability to meet the individual accommodation need during said semester/term.
- If the need for the accommodation arises when the individual already resides in University Housing or during the semester/term, the same process above applies.
- Absent exceptional circumstances, the University will attempt to provide written response for a reasonable accommodation request no later than 30-business days of receipt of the original request.

ADDITIONAL INFORMATION FOR STUDENTS INTERESTED IN ODS SERVICES

1. Eligibility for services/accommodations from the Office for Disability Services is a separate process from University Admissions / Enrollment. Registering for services through ODS has no impact on admissions decisions, financial aid, or your eligibility to enroll in courses or for other student services.
2. The Office for Disability Services encourages prospective students to contact the Office during the beginning stages of their college planning for Pre-Admission Services. The University's Pre-Admission Services includes a meeting with the ODS director to provide information about eligibility for academic support services and accommodations, appropriate documentation of disability, housing, dining, and transition challenges.
3. Disclosure of a disability is voluntary. Some students may choose to disclose a disability only after the student's academic performance has been adversely affected due to the disability or if an employee receives a less than positive performance evaluation. Students who elect not to provide advance notice of their disability to the University through the ODS process may deprive themselves of opportunities to later appeal or challenge any adverse grades or other issues that arise. However, in such a case, the situation will be reviewed on a case-by-case basis for resolution. Students wishing to obtain services from ODS and take advantage of the protections afforded them under the law must provide disclosure and documentation of their disability to enable the University to assess whether reasonable accommodations exist.
4. Refer to the **Registration Process** section of this Manual for more details.

COMMON SERVICES/ACCOMMODATIONS

The Office offers a wide variety of legally required services/accommodations for students, faculty, and staff members with documented disabilities. Accommodations are provided to meet the requirements of the ADA and Section 504 and to equalize the opportunity for success by minimizing the impact of the disability. Accommodations provided are as varied as the many different ways people experience their disability. Individuals should also note that accommodations must be reasonable and not every request will be filled. **Tutoring services are never considered an academic "accommodation.** However, students with a documented qualifying disability may take advantage of tutoring services that are provided to all students at TU. In addition, the University is not required to provide items that are considered personal that could be needed in accomplishing daily activities both at school and elsewhere, such as a wheelchair, hearing aid, etc.

The most common services/reasonable accommodations provided include:

- Alternative Testing Accommodations
- Note-Taking Accommodations
- Assistive Technology
- Alternative Media
- Sign Language/Interpreting/Transcribing Services
- Counseling and Advocacy Services
- Housing Accommodations
- Dining/Dietary Accommodations
- Deaf/Hard of Hearing Services
- Blind/Low Vision Services
- Service Animals
- Assistance Animals

The foregoing typical accommodations are discussed further in the following sections of the Manual. Other accommodations may be made based on a student's unique situation.

ALTERNATIVE TESTING ACCOMMODATIONS

The Office collaborates with students and their professors to provide exam accommodations that ensure equal access. It is recommended that students notify professors of their intention to utilize testing accommodations at least a week prior to testing, in order for the professors to have adequate time to complete the Test Proctoring Form and deliver the form, along with the exam, to the Office.

Alternative Testing Accommodations include (but are not limited to):

- Extended time
 - Time and one half (50% extra time)
 - Double time (100% extra time)
- Distraction-reduced space
- Assistive technology
- Voice-recognition software
- Screen-reading software
- Electronic formats
- Word processing
- Reader and/or Scribe
- Enlarged print

HOURS FOR TESTING

Fall & Spring Semesters

Monday – Friday 8:00am to 2:30pm

Summer Semester

Monday, Tuesday, & Wednesday 8:00am to 1:30pm

These hours may be extended during the weeks of midterms and finals, and will be posted in the Office.

POLICIES REGARDING ACADEMIC MISCONDUCT

The Office is committed to maintaining the highest academic integrity standards possible in the testing environment. To meet that goal, please note the following:

- Students may be asked to show a picture ID to the when checking in to take an exam.
- Exam rooms may be monitored by staff via closed-circuit video monitoring.
- ***Any student observed utilizing an unauthorized resource during an exam will be reported to the instructor and other authorized personnel governing academic conduct.***
- A staff member may come into the testing room at any time to perform a random integrity check.
- Any suspected evidence of cheating will be documented reported appropriately.

POP QUIZZES

Arrangements and procedures to complete a pop quiz should be included in the early semester discussion between the student and the faculty with the assistance of the Office. If the pop quiz cannot be adequately accommodated within the classroom, the student and the faculty should follow the process for typical exam requests.

SOFTWARE/ONLINE TESTING ACCOMMODATIONS

When scheduling an appointment to take a test, students should verify the type(s) of software needed in order to complete the exam to ensure access to the software is available in the testing areas. Additionally, professors should include any login specifications and other instructions for completion on the exam proctoring sheet when submitting it to the Office of Disability Services. The internal testing timer in the Learning Management System (LMS) should be adjusted by the professor prior to the testing appointment to reflect any applicable time extensions.

Be sure to schedule appointments well in advance for final exams given the high volume of test proctoring requests during finals week. This will ensure proper time and space availability for you during finals week.

FINAL EXAMS

Due to space and time constraints, final exams may need to be proctored at times other than when the rest of the class is completing the exam. These are typically *not* scheduled early, but rather after the rest of the class has started the test.

Be sure to schedule appointments well in advance for final exams given the high volume of test proctoring requests during finals week. This will ensure proper time and space availability for you during finals week.

Faculty Responsibilities:

- The Office offers test proctoring in applicable testing location(s).
- Faculty member may also administer tests or quizzes if one is able to accommodate the student(s) as communicated on the Reasonable Accommodation Approval Documentation.
- You are required to submit the test or quiz at least 24-hours in advance in person or email (refer to the form).
- You are required to complete the Testing Proctor Form and attach it to the test or quiz.
- If changes need to be made to a Testing Agreement contact the Office (refer to the form)
- If the test or quiz is not in the office when the student arrives for the scheduled appointment or if the Test Proctoring Form is not completed and attached to the test or quiz, there will be a **delay** in the opportunity for the student to complete the test or quiz in a timely manner.
- You are required to resubmit the test proctoring form with the adjusted timeline and authorization to reschedule an exam/text.

Students Responsibilities:

- The Office offers test proctoring in applicable testing location(s).
- Students must inform faculty at one week in advance of such accommodation
- Students are responsible for scheduling an appointment to complete a test or quiz at least 24 hours in advance with the Office. Failure to follow this process may result in a **delay** in completing the test or quiz in a timely manner.
- Students are expected to maintain their scheduled appointment. Failure to keep the appointment or tardiness may result in a **delay** in completing the test or quiz in a timely manner. If you are not able to take the exam due to illness or emergency, you are required to contact the professor immediately. Students are responsible for coordinating any makeup exams with their professors by obtaining written permission to reschedule.
- If for some reason you decide not to take your exam/test, you are required to notify the Office as soon as possible so that the testing space can be made available for other students.

NOTE-TAKING ACCOMMODATIONS

The Office provides note-taking accommodations to support individuals by taking information from the lectures that one may miss.

Office for Disability Services Responsibilities:

- Review and approve reasonable accommodation requests. If approved, the Reasonable Accommodation Approval Documentation will be emailed to the student and the relevant faculty member(s).
- All Note-takers must complete certification training via the Office.
- Note-takers are typically obtained using the following three basic formats:
 - A student in the corresponding class is designated as a note-taker for the course.
 - A qualified student is recruited and hired by the University through its student worker program.
 - The authorized student may audio record the class via Live Scribe pen or other approved recording device.

Student Responsibilities

- Must request services at least 2-3 weeks before the beginning of the term/semester. The requests for services are processed in the order received.
- Inform Office of any and all problems with notes, note-takers, or faculty members immediately.
- The notes may be picked up by the authorized individual in the Office within 24 hours of the course or through arrangements with the professor.
- Notes are for the approved individual's use only. Students are not allowed to distribute or sell the notes provided by the note-taker or faculty member. Failure to comply with this policy may result in a hold on note-taking services and referral to the Office of Student Conduct/Student Affairs for disciplinary or other action.

Lab Assistants

The Office works in collaboration with the appropriate School Dean to employ lab assistants for individuals whose disability limits participation in labs for courses.

Lab assistants will:

- Carry and/or manipulate lab materials
- Provide verbal description for students who are blind or low vision
- Act as a scribe
- Complete lab procedures that the individual is incapable of completing based on the documented disability

Lab assistants will not:

- Serve as professor or tutor
- Prompt the student into carrying out a lab task
- Deviate from lab procedures and policies

⚠ NOTE: *All information about lab procedures and actions are the responsibility of the student.*

ASSISTIVE TECHNOLOGY

The Office works with the University's IT department and the Director of Instructional and Learning Technologies to provide authorized students with access to Assistive Technology (AT) software and hardware. Additionally, individualized training can be provided to the authorized student.

STAFF LIST

John Kleinoeder Director of Instructional/Learning Technologies KleinoederJT@tiffin.edu

AT support can include (but is not limited to):

- Scan-to-Speech (i.e. Read, Write & Gold)
- Text-to-Speech (i.e. Read, Write & Gold)
- Screen-reader software (i.e. Read, Write & Gold)
- Screen-enlargement software
- Printer access for note takers

Requests for alternative media *must* be made in at least 2-3 weeks prior to the beginning of the term/semester to aid in the production process. If AT equipment is checked out to a student, the student assumes financial responsibility for loss or damage to the equipment.

Students with disabilities are not required to register with ODS to use AT equipment located in areas generally accessible to the public on TU's campus. However; if students need such equipment as part of an in-class accommodation, they must follow the procedures and meet the deadlines outlined in the Registration Process section of this Manual.

ALTERNATIVE MEDIA

The Office provides authorized students with Alternative Media (course materials converted into an accessible format). Textbooks, electronic documents, exams, and other print materials are converted into a number of different formats, including:

- PDF with Text
- RTF (Rich Text Format)
- DOC (Word Document)
- MP3 (Audio Format)
- Paper Enlargements

Requests for alternative media *must* be made in at least 2-3 weeks prior to the beginning of the term/semester to aid in the production process.

Proof of purchase or rental agreement for a textbook must be submitted in order to receive accessible formats.

Students are required to notify the Office immediately if a course is dropped.

Accessible materials may only be used by the approved individual and are not to be duplicated and/or redistributed.

SIGN LANGUAGE/INTERPRETING/TRANSCRIBING SERVICES

The Office coordinates interpreting and/or transcribing services for deaf or hard-of-hearing students. In addition, sign-language, interpreting and transcription services are available for classroom and lab requirements, academic-related activities, and University events. Additionally, the Office works in conjunction with the School of Graduate and Distance Learning to provide captioning services for online courses, including videos and audio-enabled presentations.

Student Responsibilities

- It is the student's responsibility to review the class syllabus for information regarding field trips, extra credit opportunities and other activities that may require accommodations.
- Be aware of non-academic campus activities that may require services.
 - Requests for accommodations should be made through ODS with a minimum of one-week's advance notice. **Do not make requests directly to interpreters.** The interpreters must have prior approval from the Office before accepting assignments.

COUNSELING AND ADVOCACY SERVICES

Along with academic accommodations, ODS works directly with the Office of Career Development and Counseling and Wellness to provide counseling and advocacy services for students with disabilities in such areas as study strategies, time management, and self-advocacy skills. In addition, the Office assists the Career Development office in developing career resources, disability disclosure, campus career information, and job and internship opportunities to help ease the transition from education into the workforce.

PRIORITY REGISTRATION

The Office coordinates Priority Registration in collaboration with the Office for Registration & Records for individuals with approval for a limited number of circumstances. This may include, but is not limited to, individuals who require:

- Accessible rooms
- Sign language interpreting
- Specific schedule due to medical and health reasons

Priority Registration allows individuals to register for classes with seniors (first availability option for registration).

ACCESSIBLE FURNITURE

The Office coordinates requests in collaboration with the Office for Finance and Administration in providing accessible furniture (i.e. chairs, tables, podiums, footstools, etc.) for individuals.

Requests for accommodations should be made through the ODS at a minimum of 2-3 weeks before the start of the term/semester. Requests made during the semester/term may take a substantial amount of time to fulfill, delaying the provision of the accommodation.

RELOCATION OF CLASS

The Office coordinates relocation of classes and/or individual class schedules in collaboration with the Office for Registration & Records to accommodate individuals with disabilities into more accessible facilities or by using online delivery format.

Requests to relocate a classroom should be made 2-3 weeks prior to the beginning of a semester/term for consideration.

PERSONAL CARE ATTENDANTS

The University is dedicated to providing equal access to all students. The University understands, welcomes, and acknowledges that some individuals may require a Personal Care Attendant (PCA) while in the learning environment.

Students needing or interested in PCA services should note that:

- The University does not provide PCA services
- PCA services are hired, paid and employed by the individual seeking the service
- A PCA may not serve as lab assistants and are only permitted in the classroom with the individual the PCA is assisting
- A PCA is required to abide by all University policies and procedures
- A PCA may not be enrolled in or earn academic credit for a class for which they are providing assistance to someone
- A PCA must be registered with the Office before attending any classes. The classes will be identified and the Office will notify the applicable faculty. If the requirement includes housing accommodations, the Office will work in collaboration with University Housing.

ATTENDANCE

Faculty have the right to create attendance and late-work policies. All students are encouraged and expected to attend class and meet deadlines for assignments and tests.

If a student has a disability that causes reoccurring or cyclical acute episodes that may intermittently impact the student's ability to attend class and/or complete tests or assignments in the scheduled time, flexibility in attendance/assignments may be considered an appropriate reasonable accommodation.

The amount of allowable absences and length of assignment extensions is contingent on the participatory nature of a course, course learning outcomes, and/or college or accrediting agency rules.

Guidelines for Faculty Regarding Attendance Accommodations:

The Office will work in collaboration with the faculty in this determination.

The Office will seek the following information from faculty in the determination process:

1. Understanding of the role attendance plays in the design of a course.
2. Basic understanding of the impact or role timing of assignments and exams play in the interactive or participatory nature of a course.
3. Understanding of the course attendance policy/expectations (must be noted on the syllabus).
4. Understanding of the methods used to calculate the final grade (Attendance, assignments, quizzes, exams, etc.).
5. Confirmation that the attendance policy and late-work or missed test policy are applied consistently and, if there exceptions to the policies made for extenuating circumstances, such as athletic travel or religious observation, and understanding of those exceptions and the history of their application.
6. Confirmation of whether student contributions constitute a substantial component of the learning process.
7. An understanding of whether the design of the course relies on student participation as a significant method for learning.
8. Understanding of to what extent failure to attend class or complete an assignment on time compromises the educational involvement or experience for other learners in the class.

If an Attendance Accommodation is determined to be Reasonable:

The Office will work with both parties to clearly specify:

- The process for notifying the faculty that the student will miss class
- The process for completing make-up assignments, tests, and exams
- The number of allowable absences
- If it is a reasonable accommodation for online discussion expectations to be modified due to the disability
- If it is reasonable to extend the time for completing online tests, assignments, or exams
- Whether a drop, withdraw or incomplete may be appropriate based on the circumstances

 NOTE: At no time is the student required to provide the faculty member with medical documentation.

However, as set forth in the Registration Process section of this Manual, a student must provide documentation of his or her disability to the ODS, and some of the information concerning the student's discussion and needs for an accommodation may be discussed with faculty in determining whether a reasonable accommodation can be made and the scope of that accommodation.

REDUCED COURSE LOAD REQUEST

The Office coordinates a reduction in course load in collaboration with the Office for Registration & Records for individuals whose disability substantially limits their ability to complete a full time course load.

⚠ NOTE: *A reduced course load may impact financial aid. Students are encouraged to contact the Office for Financial Aid in this regard.*

COURSE SUBSTITUTIONS

The Office works collaboratively with the appropriate School Deans to requests substitute courses.

DIETARY ACCOMMODATIONS

The Office coordinates with Dining Services for individuals requesting accommodations for on-campus dining accommodations. Dining Services will be presented with the information regarding any special diet needs to determine whether or not they can provide for these needs. **Reduced meal plans, as a rule, will not be approved unless Dining Services are unable to provide the necessary modifications.**

DEAF/HARD OF HEARING SERVICES

The Office coordinates interpreting and/or transcribing services for deaf or hard-of-hearing students. *See* the section of this Manual discussing *Sign Language/Interpreting/Transcribing Services* for additional information, as well as the sections discussing *Assistive Technology* and *Alternative Media*.

BLIND/LOW VISION SERVICES

The Office coordinates interpreting and/or transcribing services for blind/low vision students. *See* the section of this Manual discussing *Sign Language/Interpreting/Transcribing Services* for additional information, as well as the sections discussing *Assistive Technology* and *Alternative Media*.

HOUSING ACCOMMODATIONS

The Office coordinates with the University Housing Office for individuals requesting accommodations for on-campus housing. Housing assignments and the residential learning environment are integral parts of the educational environment. We evaluate all requests for need-based housing assignments carefully. Below is a summary of the factors reviewed:

Severity of the Condition

1. Is the impact of the student's condition life threatening if the request is not met?
2. Is there a negative health impact that may be permanent if the request is not met?
3. Is the request an integral component of a treatment plan for the condition in question?
4. What is the likely impact on academic performance, on social development, and/or level of comfort if the request is not met?

Timing of the Request

1. Was the request made with initial housing request? Was the request made before the deadline for housing requests for the semester in question?
3. Was the request made as soon as possible after identifying the need? (Based on date of diagnosis, receipt of housing assignment, change in status, etc.)

Feasibility & Availability

1. Is space available that meets the student's needs? Can space be adapted to provide the requested configuration without creating a safety hazard (electrical load, emergency egress, etc.)?
3. Are there other effective methods or housing configurations that would achieve similar benefits as the requested configuration?
4. How does meeting this request impact housing commitments to other students?

SERVICE ANIMALS POLICY

Tiffin University (“TU” or the “University”) recognizes the importance of “Service Animals,” which are defined by the Americans with Disabilities Act Amendments Act (ADAAA) as “*any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.*”

TU is committed to allowing individuals with disabilities the use of a Service Animal on campus to facilitate their full-participation and equal access to the University’s programs and activities. TU reserves the right to amend this Policy as circumstances require. This policy applies solely to “Service Animals” as defined by the ADAAA.

A service animal is not a pet, but is trained to perform functions and tasks that an individual with a disability is not able to perform without assistance. Animals are considered “service animals” under the ADAAA, if they meet this definition, regardless of whether they have been licensed or certified by a state or local government.

⚠ NOTE: *Therapy animals are not considered service animals.*

Below are basic policy guidelines for the use of service animals at TU:

1. A service animal may be excluded from a facility, including a classroom, if the animal poses a direct threat to the health or safety of others. However, it cannot be an *assumed* threat.
2. A service animal may be excluded from a facility, including a classroom, if the owner is ineffective in controlling the service animal.
3. If a service animal is excluded from a facility, the individual with a disability will be provided the opportunity of continuing classroom involvement, with assistance, inside the facility.
4. The service animal must be clean, in good health, and employ up-to-date rabies vaccinations.
5. The service animal must be housebroken.
6. All service animals are required to be on a leash at all times.
7. All students must abide by current city, county, and state ordinances, laws, and/or regulations pertaining to licensing, vaccination, and other requirements for service animals. It is the responsibility of the owner to know and understand these ordinances, laws, and regulations.
8. The owner is required to clean up after and properly dispose of the waste from the animal in a safe and sanitary manner and, when provided, must use animal relief areas designated by TU.

ASSISTANCE ANIMALS POLICY AND AGREEMENT

Tiffin University (“TU” or the “University”) recognizes the importance of “Assistance Animals” as defined under the Fair Housing Act. TU is committed to allowing individuals with disabilities the use of an Assistance Animals as necessary to provide individuals with disabilities an equal opportunity to use and enjoy University housing. This Policy explains the specific requirements applicable to an individual’s use of an Assistance Animal in University housing. TU reserves the right to amend this Policy as circumstances require. It is important to state any animal in University housing falls under said policy.

Although it is the policy of TU that individuals are generally prohibited from having animals of any type in University housing, TU will consider a request by an individual with a disability for reasonable accommodation to allow an Assistance Animal that is necessary because of a disability and is reasonable. However, no Assistance Animal may be kept in University housing at any time prior to the individual receiving approval as a reasonable accommodation pursuant to this Policy.

I. Definitions

A. Assistance Animal

“Assistance Animals” are a category of animals that may work, provide assistance, or perform physical tasks, for an individual with a disability and/or provide necessary emotional support to an individual with a mental or psychiatric disability that alleviates one or more identified symptoms of an individual’s disability, but which are not considered Service Animals under the ADA and TU’s Service Animal Policy. Some Assistance Animals are professionally trained, but in other cases Assistance Animals provide the necessary support to individuals with disabilities without any formal training or certification. Dogs are commonly used as assistance animals, but any animal may serve a person with a disability as an Assistance Animal¹.

The question in determining if an Assistance Animal will be allowed in University housing is whether or not the Assistance Animal is necessary because of the individual’s disability to afford the individual an equal opportunity to use and enjoy University housing and its presence in University housing is reasonable. However, even if the individual with a disability establishes necessity for an Assistance Animal and it is allowed in University housing, an Assistance Animal is not permitted in other areas of the University (e.g. dining facilities, libraries, academic buildings, athletic building and facilities, classrooms, labs, individual centers, etc.).

B. Owner

The “Owner” is the individual who has requested the accommodation and has received approval to bring an Assistance Animal into University Housing.

C. Office of Disability Services

The Office of Disability Services is responsible for evaluating whether to grant or deny requests for reasonable accommodation in University Housing. In evaluating the request, the Office will consult with University Housing to determine whether the requested accommodation is necessary and reasonable. The Office collaborates with individuals, faculty, and staff to ensure that individuals with disabilities have equal access to all TU programs and activities.

¹ It is important to note that animals that may be needed because of a disability may be identified by various names. For example, an individual may identify the animal as a companion animal, therapy animal, or emotional support animal.

II. Procedures for Requesting Assistance Animals in University Housing

- The individual must complete the application process with ODS.
- The *Request for Information – Assistance Animal document* must be completed by a licensed medical provider and returned from the medical office to the Office for Disability Services only if the individual's disability is not readily apparent or known or the disability-related need for the assistance animal is not readily apparent or known.
- ODS will accept and consider requests for reasonable accommodation at any time, however, if the request is made fewer than 60 days before the individual intends to move into University housing, the University cannot guarantee the ability to meet the individual's accommodation need during said semester/term.
- If the need for the accommodation arises when the individual already resides in University Housing, the same process above applies.
- Absent exceptional circumstances, the University will attempt to provide written response for a reasonable accommodation request within 30-business days of receipt of the original request.

III. Criteria for Determining If Presence of the Assistance Animal is Reasonable

- A.** University housing is unique in several aspects including the mandatory assignment of roommates for many individuals and the mandate that individuals must share a room or suite in certain residence halls. To ensure that the presence of assistance animals is not an undue administrative burden or fundamental alteration of University housing, TU reserves the right to assign an individual with an assistance animal to a single room without a roommate.
- B.** However, for all requests for assistance animals, ODS shall nonetheless consult with Housing Operations in making a determination on a case-by-case basis of whether the presence of an assistance animal is reasonable. A request for an assistance animal may be denied as unreasonable if the presence of the animal: (1) imposes an undue financial and/or administrative burden; (2) fundamentally alters University housing policies; and/or (3) poses a direct threat to the health and safety of others or would cause substantial property damage to the property of others, including University property, that cannot be reduced or eliminated by another reasonable accommodation.
- C.** TU may consider the following factors, among others, as evidence in determining whether the presence of the animal is reasonable or in the making of housing assignments for individuals with Assistance Animals:
1. The animal's presence otherwise violates individuals' right to peace and quiet enjoyment;
 2. The animal is not housebroken or is unable to live with others in a reasonable manner;
 3. The animal's vaccinations are not up-to-date;
 4. The animal poses or has posed in the past a direct threat to the individual or others such as aggressive behavior towards or injuring the individual or others; or
 5. The animal causes or has caused excessive damage to housing beyond reasonable wear and tear.

TU will not limit room assignments for individuals with Assistance Animals to any particular building(s) because the individual needs an Assistance Animal because of a disability.

IV. Access to University Facilities by Assistance Animals

A. Assistance Animals

An Assistance Animal must be contained within the privately assigned individual living accommodations (e.g., room, suite, or apartment) except to the extent the individual is taking the animal out for natural relief in designated areas. When an Assistance Animal is outside the private individual living accommodations, it must be in an animal carrier or controlled by a leash or harness. Assistance Animals are not allowed in any University facilities other than University residence halls (e.g. residence halls, suites, apartments, etc.) to which the individual is assigned.

B. Dominion and Control

Notwithstanding the restrictions set forth herein, the Assistance Animal must be properly housed and restrained or otherwise under the dominion and control of the Owner at all times. No Owner shall permit the animal to go loose or run at large. If an animal is found running at large, the animal is subject to capture and confinement and immediate removal from University housing.

V. Individual's Responsibilities for Service (living in University housing) and/or Assistance Animal

If the University grants an individual's request to live with an Service and/or Assistance Animal, the individual is solely responsible for the custody and care of the animal and must meet the following requirements:

1. The Owner must abide by current city, county, and state ordinances, laws, and/or regulations pertaining to licensing, vaccination, and other requirements for animals. It is the individual's responsibility to know and understand these ordinances, laws, and regulations. The University has the right to require documentation of compliance with such ordinances, laws, and/or regulations, which may include a vaccination certificate. The University reserves the right to request documentation showing that the animal has been licensed.
2. The Owner is required to clean up after and properly dispose of the animal's waste in a safe and sanitary manner and, when provided, must use animal relief areas designated by TU.
3. The Owner is required to ensure the animal is well cared for at all times. Any evidence of mistreatment or abuse may result in immediate removal of the animal and/or discipline for the individual.
4. TU will not ask for or require an individual with a disability to pay a fee or surcharge for an approved animal. However, the individual is liable for injuries inflicted to other individual(s) on campus.
5. An individual with a disability may be charged for any damage caused by their animal beyond reasonable wear and tear to the same extent that the University charges other individuals for damages beyond reasonable wear and tear. The Owner's living accommodations may also be inspected for fleas, ticks or other pests if necessary as part of the University's standard or routine inspections. If fleas, ticks or other pests are detected through inspection, the residence will be treated using approved fumigation methods by a University-approved pest control service. The Owner will be billed for the expense of any pest treatment above and beyond standard pest management in the residence facilities. The University shall have the right to bill the individual's account for unmet obligations under this provision.
6. The Owner must fully cooperate with University personnel with regard to meeting the terms of this Policy and developing procedures for care of the animal (e.g., cleaning the animal, feeding/watering the animal, designating an outdoor relief area, disposing of feces, etc.). The individual is not permitted to use University facilities to clean the animal.
7. Service and/or Assistance Animals may not be left overnight in University Housing to be cared for by any individual other than the Owner. If the Owner is to be absent from his/her residence hall overnight or longer, the animal must accompany the Owner. The Owner is responsible for ensuring that the Assistance Animal is contained, as appropriate, when the Owner is not present during the day while attending classes or other activities.
8. The Owner agrees to abide by all equally applicable residential policies that are unrelated to the individual's disability such as assuring that the animal does not unduly interfere with the routine activities of the residence or cause difficulties for individuals who reside there.
9. The animal is allowed in University housing only as long as it is necessary because of the Owner's disability. The Owner must notify ODS in writing if the Service and/or Assistance Animal is no longer needed or is no longer in residence. To replace a Service and/or Assistance Animal, the new animal must be necessary because of the Owner's disability and the Owner must follow the procedures in the University Policy when requesting permission to have a different animal in University Housing.

10. TU personnel are ***not*** required to provide care or food for any Service and/or Assistance Animal including, but not limited to, removing the animal during emergency evacuation for events such as a fire alarm. Emergency personnel will determine whether to remove the animal and will not be held responsible for the care, damage to, or loss of the animal.
11. The individual must provide written consent for ODS to disclose information regarding the request for and presence of the Service and/ or Assistance Animal to those individuals who may be impacted by the presence of the animal including, but not limited to, Residence Life personnel and potential and/or actual roommate(s)/neighbor(s). Such information shall be limited to information related to the animal and shall not include information related to the individual's disability, other than as otherwise disclosed, on a need-to-know basis, as part of the individual's request for a reasonable accommodation of his or her disability, if any such request has been made and required consultation with University Housing or Residence Life personnel.

VI. Removal of Service and/or Assistance Animal from University Housing

The University may require the individual to remove the animal from University housing if:

1. The animal poses a direct threat to the health or safety of others or causes substantial property damage to the property of others – not on speculation or fear about the harm or damages an animal may cause;
2. The presence of the animal results in a fundamental alteration of a University program; or
3. The Owner does not comply with the Responsibilities outlined in this policy.

The University will base such determinations upon the consideration of the behavior of the particular animal at issue, and not on speculation or fear about the harm or damages an animal may cause. Any removal of the animal will be done in consultation with the Office for Disability Services, Housing Operations, and Student Conduct and may be appealed to the Office of Equity, Access, and Opportunity/Section 504 Coordinator following the procedure set forth in University Civil Rights Resolution Policy. The Owner will be afforded all rights of due process and appeal as outlined in that process.

Should the Service and/or Assistance Animal be removed from the premises for any reason, the Owner is expected to fulfill his/her housing obligations for the remainder of the housing contract.

**ACKNOWLEDGEMENT OF SERVICE AND/OR ASSISTANCE ANIMAL POLICY
AND RELEASE OF INFORMATION CONSENT FORM**

I have read and understand the Service and/or Assistance Animal Policy and Agreement and I agree to abide by the requirements applicable to the applicable policy. I understand that if I fail to meet the requirements set forth in the Policy, TU has the right to remove the Service and/or Assistance Animal and I will be nonetheless required to fulfill my housing, academic, and all other obligations for the remainder of the housing contract.

I furthermore give permission to the Office for Disability Services to disclose to others impacted by the presence of my Service and/or Assistance Animal (e.g., Residence Life staff, potential and/or actual roommate(s)/neighbor(s)) that I will be living with an animal as an accommodation. I understand that this information will be shared with the intent of preparing for the presence of the Service and/or Assistance Animal and/or resolving any potential issues associated with the presence of the Service and/or Assistance animal.

I further recognize that the presence of the Service and/or Assistance Animal may be noticed by others visiting or residing in University Housing and agree that staff may acknowledge the presence of the animal, and explain that under certain circumstances Service and/or Assistance Animals are permitted for persons with disabilities.

Individual Signature

Date

Disability Services Representative

Date

Housing Operations Representative

Date

INFORMATION AND GUIDANCE FOR FACULTY

Instructors should not make accommodations to a student with a disability without first consulting with ODS staff, nor should instructors accept or review medical or psychological reports if offered them by a student to support a request for accommodation. Students should be referred to ODS to meet with staff for a review of these documents, and to determine eligibility for services and accommodations.

It would be exceptionally useful if instructors would make an announcement in class and have a statement in your syllabus to the effect as follows:

“In accordance with federal law, it is University policy to comply with the Americans with Disabilities Act (ADA), as amended. If you believe that you have a physical, learning, or psychological impairment that requires an academic or other accommodation, please contact the Office of Disability Services. If you need this document upon which this notice appears in an alternative format, you may also contact the coordinator of Disability Services.”

It is inappropriate to ask a student if they have a disability, nor should an instructor ask the student what’s “wrong” with them. It is also inappropriate to inquire about the details of a student’s impairment when presented with documentation relating to approval of a reasonable accommodation. Instructors who have questions or concerns about an accommodation request should contact ODS for guidance.

Always make sure that your discussions with students are done in private, and be aware that many students are very uncomfortable in approaching instructors to discuss their special academic needs.

Instructors should know that accommodations are not retroactive. Instructors do not need to re-administer tests or make adjustments to course activities/grades that have already occurred if the student makes a request late in the semester. Instructors, however, must make accommodations from the date an appropriate notice is received from ODS.

Instructors also should bear in mind that they need not lower academic standards or fundamentally alter a course to accommodate a student. Instead, accommodations are intended to provide equal access, not a competitive advantage, and you should contact ODS if you have concerns about any compromise to the integrity of your course based on an accommodation request or implementation.

Specific modalities for working with specific disabilities (*i.e.*, learning disability, deaf, hard of hearing, blind or visually impaired, etc.) are available at the Office of Disability Services.

NON-DISCRIMINATION AND NON-RETALIATION POLICIES

NON-DISCRIMINATION POLICY

Tiffin University is committed to a policy of non-discrimination and equal opportunity for all students, applicants for admission, and is committed in policy and practice to ensuring equal access to educational opportunities for all regardless of the person's race, religion, personal appearance, color, sex, pregnancy, political affiliation, social-economic class, place of business, residence, religion, creed, ethnicity, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, family responsibilities, sexual orientation, gender, gender identity, gender expression, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status] or any other protected category under applicable local, state or federal law.

TU specifically does not discriminate against students or prospective students based on their request or need for services provided through ODS, or based any disability they may have.

NON-RETALIATION POLICY

Retaliation is defined as taking an adverse action against an individual or subjecting an individual to conduct that has the purpose or effect of unreasonably interfering with the person's educational experience, work or academic performance, or creates an educational experience or academic or work environment that a reasonable person would find intimidating or hostile because of something that individual did to oppose discrimination or harassment, or to otherwise assert rights and protections provided under the law, including but not limited to filing a complaint or being a witness in or supporter of or against a complaint concerning harassment or discrimination.

TU specifically does not tolerate retaliation against students or prospective students who make complaints about the handling of their request for services from ODS, the handling or implementation of any reasonable accommodation by ODS or University staff or faculty, the denial, cessation or limitation of any reasonable accommodation, or sufficiency thereof, or about any other matter related to the student or prospective student's inquiry about or use of ODS services. Retaliation against other students who may advocate on behalf of a student with a disability also is prohibited.

GRIEVANCE PROCESS

All complaints will be taken seriously and investigated promptly. If it is determined that there has been a violation of University policy, appropriate disciplinary, administrative or other actions as appropriate will be taken in the University's sole discretion. Refer to *TU Civil Rights Resolution Policies and Procedures Manual* for the entire process.

All complaints of discrimination, harassment, retaliation, or other such issues should be reported to Dr. Sharon Perry-Fantini, Assistant Vice President for Equity, Access, & Opportunity/Title IX Coordinator, at perryfantinis@tiffin.edu or 419-448-3504, or a member of the ODS staff, a Dean or other faculty member, or any other member of the University's management with whom the student feels comfortable.

