

JACKSONVILLE STATE UNIVERSITY
DISABILITY SUPPORT SERVICES
STUDENT HANDBOOK

July 1, 2016

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July 1, 2016

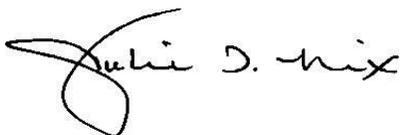
Dear Student,

Welcome to Jacksonville State University! The staff at Disability Support Services (DSS) is looking forward to working with you.

We hope that you will enjoy your time at JSU. We also hope that your college years produce wonderful memories and lasting relationships with faculty, staff and peers. We want you to know that we hope to build a positive relationship with you as well. Our staff is available to help ensure that you receive reasonable accommodations and have access to all of the facilities, programs, and services that JSU has to offer. We are here to listen, advocate, provide guidance, and connect you to campus and community resources.

Take advantage of the friendly and knowledgeable staff who wants to help you succeed. Please do not hesitate to contact us if you have a concern or problem. We are here to help you get “Where You Are Going”.

Sincerely,

A handwritten signature in black ink that reads "Julie D. Nix". The signature is written in a cursive style with a large, looping initial 'J'.

Julie Tolbert Nix, LCSW, PIP

Director, Counseling and Disability Support Services

I. INTRODUCTION TO DISABILITY SUPPORT SERVICES

Mission and Overview of Services:

The mission of Disability Support Services is to ensure equal learning and opportunities for students, faculty, staff and guests with disabilities by increasing the capacity of Jacksonville State University to eliminate physical, programmatic, policy, informational and attitudinal barriers. We work to ensure access under federal and state statutes to University courses, programs, facilities, services and activities by providing or arranging reasonable accommodations, academic adjustments, auxiliary aids and services, training, consultation and technical assistance.

Disability Support Services provides reasonable accommodations through a variety of services and programs. Accommodations may include:

- Exam Proctoring
- Special Testing Procedures
- Extended Time on Exams
- Priority Registration
- Interpreter Services (ASL)
- Captioning Services
- Readers
- Note Takers
- Brailled Formats
- Enlarged Print Materials
- Alternative Formats
- Assistive Technology

Disability Support Service Staff are also available to provide the following services:

- Academic Guidance
- Study Skills Instruction
- Presentations on Disability-Related Topics
- Consultation with Faculty or Staff on Working with Individuals with Disabilities
- Interpreting and Captioning Services for Campus Events
- Referral to the Alabama Department of Rehabilitation Services (ADRS)
- Information and Referral to Community and Campus Resources

Disability Support Services Staff Listing

Julie Nix, L.C.S.W., P.I.P. – Director Counseling and Disability Support Services

jnix@jsu.edu

256-782-5815

Debbie Buzan – Disability Support Specialist

dbuzan@jsu.edu

256-782-8381

Lynne Hollingsworth, LICSW, PIP Disability Specialist

rhollingsworth@jsu.edu

256-782-8397

Jennifer Yocum, N.I.C. – Coordinator Deaf/Hard of Hearing Services

jyocum@jsu.edu

256-782-8391

Ashley Dorsett, LBSW, Disability Specialist

adorsett@jsu.edu

256-782-8390

Mailing address: Jacksonville State University

ATTN: Disability Support Services

139 Doughter Hall

700 Pelham Road North

Jacksonville, AL 36265

Phone: (256) 782-8380

Fax: (256) 782-8383

Video Phone: (256) 365-1915

Email: dss@jsu.edu

Student Services

ACE Tutoring 256-782-8223

Admissions 256-782-5268

Bursar 256-782-5459

Career Services 256-782-5482

Counseling Services 256-782-5475

Registrar 256-782-8270

RMC Student Health Center 256-782-5310

Sodexo Food Service 256-782-7242

Student Financial Services 256-782-5006

Student Life 256-782-5491

University Housing 256-782-5122

University Police 256-782-5050

For Emergencies 256-782-6000

Admission/Intake Procedures

Students who are admitted to JSU can register for services with DSS. For more information on how to attend JSU, please go to <http://www.jsu.edu/admissions/how-do-i-attend/freshman.html>

Students with documented disabilities are entitled to reasonable and appropriate academic accommodations in accordance with Federal laws including Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990. The ADA defines disability as a physical or mental impairment that substantially limits one or more major life activities. It is the student's choice to disclose disability status and to request reasonable accommodations.

Students may submit the online request for services form or fill out an intake form in the DSS office. The printable version of the intake form is available on the DSS website. To access the online form, please go to the Request for Service form on the website http://www.jsu.edu/dss/request_service.html

Once the intake form is received, you will also need to provide documentation of disability from a medical or mental health provider. It is helpful if documentation includes recommendation of appropriate reasonable accommodations for the post-secondary setting. You can also provide any other relevant information such as psychological testing reports, copies of IEP's or 504 plans or information pertaining to any previous accommodations received.

Once the intake form is complete and documentation of disability is received, a staff member will develop an Individualized Post-Secondary Plan (IPP) with you. The IPP serves as the request for accommodations in the classroom. It is up to the individual student whether to present their IPP letter to their instructors and when they choose to do so. It is **strongly** suggested that students present their letters early in the semester. An instructor is not obligated to retroactively provide accommodations. If you feel uncomfortable speaking with an instructor, a DSS staff member can assist you. Remember that instructors may have a number of accommodation requests each semester and that you may have to speak with them out of class or communicate with them by email to make sure your reasonable accommodations are worked out. If there is a problem with your request for accommodations in any course, please contact DSS as soon as possible.

Below is a summary of steps you need to take to register for DSS and receive accommodations at JSU.

1. Apply for Admission to JSU
2. Apply for DSS online or in the office
3. Provide documentation of your disability
4. Develop your IPP with a DSS staff member
5. Present your IPP's to instructors early in the semester
6. Communicate with your instructors periodically as needed through the semester about your accommodations
7. Notify DSS if there are any problems regarding requested accommodations
8. Pick up your IPP's each semester

Suggested Documentation Guidelines

The following list is **suggested** documentation that will be helpful to DSS staff in determining what reasonable accommodations may be appropriate in the post-secondary setting. Please know that each case is assessed on an **individual** basis and information will be gathered when you speak with a DSS staff member.

The appropriate documentation guidelines for a student's disability are based on the totality of circumstances including objective medical evidence, individualized assessment, and informed clinical opinion so as to establish existence of the impairment and to explore the nature of functional limitations.

Deaf/Hard of Hearing

- Current audiogram
- High school records
- Vocational Rehabilitation records (if applicable)

Blind/Low Vision

- Current ophthalmologist or optometrist report
- High school records
- Vocational Rehabilitation records (if applicable)

Mobility Impairment

- Current medical evaluation
- High school records
- Vocational Rehabilitation records (if applicable)

Learning Disability

- Current Individually Administered Intelligence Test
- Current Achievement Test
- Psychologist/Psychometrist Validation of LD or high school records documenting prior identification and/or services as LD student
- Vocational Rehabilitation records (if applicable)

Attention Deficit/Hyperactivity Disorder (ADD/ADHD)

- Psychological Evaluation or ADD/ADHD assessment
- Information from diagnosing physician
- High school records
- Vocational Rehabilitation Records (if applicable)

Traumatic Brain Injury

- Current Individually Administered Intelligence Test
- Current Achievement Test
- Psychologist/Psychometrist Validation of TBI or medical documentation
- Functional limitations evaluation
- Vocational Rehabilitation records (if applicable)

Medical Conditions

- Letter from physician or any other appropriate professional documenting disability and impact on learning
- Vocational Rehabilitation records (if applicable)

Mental Health Conditions

- Letter from physician or other mental health provider documenting disability and impact on learning
- Vocational Rehabilitation records (if applicable)

Temporary Conditions

In some cases, an injury or illness may substantially limit one or more life activities, but only for a short period of time (i.e. less than six months). In these cases, the Disability Support Services may be able to offer temporary and limited accommodations for a student on an individual basis. Students with temporary parking needs should discuss their situation with the University Police Department.

Confidentiality and Release of information

Medical, psychological and educational information contained in the DSS record will be maintained as protected and confidential. Faculty members do not need to have access to information regarding a student's disability, only the accommodation(s) that are appropriate and necessary to meet the student's needs. Confidential medical and psychological information is not considered a part of a student's educational record and is maintained in a secure location.

Disability Support Services cannot normally discuss any information about a student's progress at Jacksonville State University with a third party, including parents, unless the student authorizes us to do so in writing in advance. Authorization can be obtained on the [Disability Support Services Request for Services Intake Form](#) and the [JSU Authorization for Release of Medical Information](#). The Family Educational Rights and Privacy Act (FERPA) and the University policy regarding the release and disclosure of student information generally prohibit DSS from disclosing confidential information to anyone but the student.

There are limits to confidentiality when a student discloses that they are at risk for harming themselves or others or in cases where information involving child or elder abuse is disclosed.

Grievance Policy

If you have a problem with your requested accommodations or if you have difficulty accessing campus services or facilities, please contact a DSS staff member. DSS wants to help advocate for you when there are problems or concerns.

You may contact a DSS staff member or Julie Nix, Director of Counseling and Disability Support Services at jnix@jsu.edu or (256) 782-5815. Ms. Nix's Office is located in 143 Daugette Hall.

You may also contact Dr. Timothy B. King, Associate Vice President of Enrollment Management and Student Affairs at tbking@jsu.edu or (256) 782-5020. Dr. King's office is located in 102 Bibb Graves Hall.

An online student complaint form is located at <http://www.jsu.edu/studentaffairs/studentcomplaints.html>

The ADA Compliance Officer is Mr. Jai Ingraham, 109 Bibb Graves Hall, (256) 782-8565. Mr. Ingraham's email is jingraham@jsu.edu

If you feel that the grievance cannot be resolved at the university level, please know that you have the right to file a complaint with the Department of Education Office of Civil Rights (OCR). You can learn more about how to file a discrimination complaint with OCR by visiting <http://www2.ed.gov/about/offices/list/ocr/docs/howto.html>

Alabama Department of Rehabilitation Services

JSU's Office of Disability Support Services has a relationship with the Alabama Department of Rehabilitation Services (ADRS) Vocational Rehabilitation Service (VRS). The goal of VRS is to provide services to eligible individuals with disabilities to improve opportunities for employment. VRS provides specialized employment and education related services and training to assist teens and adults with disabilities in becoming employed. In addition, VRS works with middle schools, high schools, junior colleges, and universities statewide to assist students with disabilities in receiving appropriate educational opportunities.

JSU's has an ADRS liaison located in the Anniston Office **(256) 240-8800**. Students seeking eligibility should consult a DSS staff member to set up an appointment on campus. It is noted that other states have VR agencies, but eligibility may vary from state to state. If you are an out-of-state resident, please contact your state's VR agency for your state.

For more information about the Alabama Department of Rehabilitation Services, please go to: <http://www.rehab.alabama.gov/Home/default.aspx?url=/Home/ADRS+News/Main>

To view the VR Consumer Guide, please go to: <http://www.rehab.alabama.gov/individuals-and-families/vocational-rehabilitation-service-general>

II. USING REASONABLE ACCOMMODATIONS

Individualized Postsecondary Plan (IPP)

Each semester DSS will provide copies of accommodation letters to students who have completed the registration process and are determined eligible to receive services. Picking up the letters and

presenting them to instructors is the responsibility of the student. DSS will email IPP letters to students enrolled in online courses. The IPP will list the accommodations the student is eligible to receive.

Once the intake form is complete and documentation of disability is received, a staff member will develop an Individualized Post-Secondary Plan (IPP) with you. The IPP serves as the request for accommodations in the classroom. It is up to the individual student whether to present their IPP letter to their instructors and when they choose to do so. It is **strongly** suggested that students present their letters early in the semester. An instructor is not obligated to retroactively provide accommodations. If you feel uncomfortable speaking with an instructor, a DSS staff member can assist you. Remember that instructors may have a number of accommodation requests each semester and that you may have to speak with them out of class or communicate with them by email to make sure your reasonable accommodations are worked out. If there is a problem with your request for accommodations in any course, please contact DSS as soon as possible.

INDIVIDUALIZED POSTSECONDARY PLAN (IPP)

Student: _____ JSU ID #: _____
 Date of in-take: _____
 Completed by: _____
 Student's signature: _____
 Current semester must be listed and initialed by DSS staff member to be valid

Modification of Environment

- _____ 1. Sit where student has best access to information
- _____ 2. Be aware of special lighting and auditory needs
- _____ 3. Allow student to utilize table or desk
- _____ 4. Other _____

Modification of Presentation

- _____ 1. When possible, provide information in advance (e.g. copy of PowerPoints, vocabulary list, lecture notes, etc.)
- _____ 2. Enlarge handouts
- _____ 3. Avoid having student copy from the board or overhead
- _____ 4. Help student find and use a notetaker
- _____ 5. Other _____

Modification of Materials

- _____ 1. Student use of assistive technology (e.g. digital recorder, computer, calculator, electronic braille notetaker, magnification device etc.)
- _____ 2. Use of a scribe or allow student to respond verbally
- _____ 3. Need for enlargement (_____ font size), braille, tactile image enhancement, modification of charts, tables, and graphs
- _____ 4. Captioned video content
- _____ 5. Board work made available to student
- _____ 6. Alternate textbooks
- _____ 7. Other _____

Modification of Class Attendance

- _____ 1. May be late to class due to mobility / medical issues
- _____ 2. May need frequent breaks
- _____ 3. May have food or drinks in class
- _____ 4. May have more frequent absences
- _____ 5. Please allow student to make-up missed assignments or exams for absences related to medical condition. Please allow student to receive copy of missed lecture notes.

Modification of Exams

Testing is the responsibility of the instructor. Generally, accommodations can easily be made on site (e.g., for a distraction reduced environment, the instructor could use his/her office or a departmental conference room). DSS is available to proctor exams, if necessary. Proctoring must be coordinated with DSS in advance. Exams may be emailed to dss@jau.edu or delivered to Room 139 Doughtie Hall with instructions regarding the administration of the exam.

- _____ 1. Alternative format
 DSS can facilitate the production of enlarged or braille materials. Documents should be transmitted to DSS via email as electronic attachments. Hard copy materials can only be accepted if they are of high quality and clarity.
 - _____ a) Large print (_____ font size)
 - _____ b) Braille
 - _____ c) Use of a reader (including screen reader technology)
 - _____ d) Modification of graphic items
- _____ 2. Answer questions in alternative manner
 - _____ a) Scribe
 - _____ b) Use of technology (computer, spell checker, grammar checker, calculator)
- _____ 3. Extended time - may require more than one (1) sitting _____%
- _____ 4. Distraction reduced environment
- _____ 5. Sign language interpreter
- _____ 6. DSS available to proctor exams
- _____ 7. Other _____

Online Learning

- _____ 1. Blackboard access to class be granted to DSS/support service providers
- _____ 2. Extended time to type assignments or take online exams
- _____ 3. Captioned video content
- _____ 4. Saved transcript of any chat / virtual classroom communication
- _____ 5. Alternative format for visual information presented

Support Service Providers

- _____ 1. Interpreter for the Deaf
- _____ 2. Captionist
- _____ 3. Notetaker (may be peer or other)
- _____ 4. Reader
- _____ 5. Service animal
- _____ 6. Emotional support animal (University Housing only)
- _____ 7. Personal attendant
- _____ 8. Other _____

Housing Accommodations

- _____ 1. Modification of meal plan
- _____ 2. Private room
- _____ 3. Private bathroom
- _____ 4. First floor housing assignment
- _____ 5. Service animal
- _____ 6. Emotional support animal
- _____ 7. Visual emergency alert system
- _____ 8. Wheelchair accessible room/bathroom
- _____ 9. Wheelchair accessible parking near residence hall
- _____ 10. Personal attendant
- _____ 11. Sharps container
- _____ 12. Other _____

Emergency Procedures

- _____ 1. Medical alert bracelet
- _____ 2. EpiPen
- _____ 3. GlucoPen
- _____ 4. Seizure protocol

In Case of Emergency:

DISABILITY SUPPORT SERVICES



139 Daugette Hall
 256-782-8380
 FAX: 256-782-8383
 dss@jsu.edu



Test Proctoring and Special Testing Procedures

DSS administers exams for students that need to use assistive technology to access and respond to test content. DSS will proctor exams for professors that do not have the time or resources to conduct proctoring. Requests for test proctoring will be considered on a case by case basis.

Students that do not need assistive technology are required to attempt to work out exam accommodation requests with their professor. If an agreement is not achieved, DSS will then proctor the exam.

Rules of Exam Proctoring for Students:

- Students that take examinations at DSS are required to submit an Exam Proctoring Request Form before exams will be proctored. It is imperative that the Exam Proctoring Request Form is complete.
- DSS is **NOT** responsible for ensuring student exams are delivered to the office at 139 Daugette Hall. **It is the student's responsibility to ensure delivery of exams to DSS with the instructor.**
- DSS cannot grant extensions for exam completion beyond requested accommodations. Students should consult with their instructor regarding extensions.

- Instructors have a right to establish exam parameters such as the day and time students are to take exams. DSS will only ask for adjustments when a scheduled exam interferes with DSS operations.
- Students will not be allowed to leave the testing area for any reason once an exam has begun unless such student is eligible for an accommodation that allows for movement or restroom breaks.
- Students are not allowed to take books, book bags, notes, or any class related material or personal materials (cell phones, etc.) into a testing area unless the student has expressed written permission from the instructor as indicated on the Exam Proctoring Request Form. Lockers are available for personal items to be stored while testing.
- **Students are responsible for calling DSS and scheduling the exam time. This should be done at least 72 hours in advance.**
- Students that are eligible for reduced distraction test environment will be given an opportunity to test in a room by themselves if space is available. In some situations, more than one student will be taking exams during test time. Please remember that reduced distraction test environment is not defined as "private test room." Reduced distraction means fewer disruptions. No environment is 100% free of distractions.
- Students who arrive at DSS late for an exam may have this time deducted from their scheduled testing time, as in the case of classroom testing.
- If a student does not come in for a scheduled exam with DSS, the exam will be returned to the instructor and the student will have to work out arrangements for a make-up exam with that instructor.
- ALL final exams to be proctored in DSS must be made in the WEEK PRIOR TO FINALS WEEK!

****DSS RESERVES THE RIGHT TO WITHDRAW TEST PROCTORING SERVICES FOR STUDENTS WHO CHEAT OR OTHERWISE FAIL TO COMPLY WITH THE ABOVE TEST PROCTORING PROCEDURES.**

Equipment Loan Program

DSS has several types of assistive technology that can be signed out on loan to students. These items are loaned out on a first come, first serve basis.

In order to borrow equipment from DSS, the student must come into the office and sign an Equipment Loan Agreement for the item. The item must be returned at the end of each semester. Failure to return the equipment by the end of the semester in good working condition will result in a charge being placed on the JSU student account for the replacement amount of the equipment and will forfeit any future loan of DSS equipment.

Using Interpreter and Captioning Services

Any student requesting an interpreter or captionist should first be enrolled in the DSS program. Once a student is enrolled, the interpreter/captionist request can be found online on the DSS webpage. A request should be completed for each class or academic meeting that an interpreter or captionist is needed. To request interpreter or captionist services, please go to

<http://www.jsu.edu/dss/terprequest.html>

Requests for interpreters and captionists should be made in a timely manner with at least 24-hour notice.

DSS makes every effort to honor requests from students who are Deaf or Hard of Hearing for interpreting and captioning services. However, there may be instances when an assignment cannot be filled, and alternate arrangements may need to be made.

The Coordinator of Deaf and Hard of Hearing Services will assign interpreters and captionists based on the course subject matter, student's communication style, and skills and availability of interpreters and captionists.

If a student is dissatisfied with his/her interpreting or captioning services, the student should first approach the service provider to discuss the problem. If this does not resolve the issue, the student should contact the Coordinator of Deaf and Hard of Hearing Services, or the Director of DSS.

Starting from the time an assignment is scheduled to begin, interpreters and captionists may wait ten minutes for a student to arrive. If the student does not arrive within that time frame, the interpreter or captionist is free to leave. Students should make every effort to notify DSS in advance when they will be unable to attend a class or scheduled meeting.

Students will receive captioned notes by email within approximately 24 hours after class is dismissed.

Using Note Taker Support

When a disability impacts a major life activity such as learning, it can often inhibit a student's ability to take adequate notes while also attending to lectures, classroom discussions, or presentations. In order to provide equality in these areas, note-taking may be requested as an accommodation. A student should provide their IPP (academic accommodation letter) to their instructor if note-taking assistance is an accommodation. Typically, the student's instructor will arrange for a note taker by asking for a volunteer. During the student's initial meeting with the instructor, the student should discuss whether they want the note taker to know their identity. If the student chooses to disclose, the student and the note taker can arrange when and how the student would like to receive a copy of the notes. If the student chooses to remain anonymous, the student should work with his/her instructor to determine a process for receiving the notes. NCR (carbon) paper is also available for students in the DSS office.

A student should try to take notes themselves, especially if anything is written on the board. Additionally, class information may be obtained by using a tape recorder to record the lectures. The DSS office has [a Student Agreement Form for Taping Lectures](#) if an instructor is concerned with the misuse of recorded class lectures or discussions. This form may be obtained in the DSS office.

Requesting Brailled Formats or Enlarged Print Materials

DSS students can request to have tests, study guides, teacher handouts, etc. be formatted into braille or enlarged print by emailing the document or having the instructor email the document to dss@jsu.edu with at least 2 days ahead of time. If a math document needs to be brailled, a week of lead time will be needed.

If documents are not in electronic format (word document), or if the document is more than 3 pages, DSS will need a longer lead time to get the document formatted. It is the responsibility of the student to pick the document up in a timely manner.

Alternative Textbook Formats

Students may request alternative textbook formats as a reasonable accommodation through DSS. It is imperative that students contact DSS regarding alternative textbook requests as soon as possible before the beginning of each semester. Students can email dss@jsu.edu to submit the request and must include the following information.

- a. Student name
- b. Book title
- c. Book author
- d. Edition needed
- e. Class for which book is needed
- f. Desired alternate format

In order to release any alternative texts, a receipt of purchase for all books must be on file at DSS. Students who prefer desiring textbooks on audio should obtain a membership with *Bookshare* (<https://www.bookshare.org/>) or with *Learning Ally* <https://www.learningally.org>.

Priority Registration

Priority registration enables students with disabilities that require this service to register early each academic semester. The purpose of priority registration is to allow students with disabilities the ability to schedule classes in a manner, which allows their schedule to conform to the needs associated with their disability. The DSS staff will send out at least one email to all DSS students a month prior to the priority registration date as a reminder.

Steps are as follows:

1. Consult with your academic advisor for course scheduling.
2. Complete Trial Schedule form with your advisor.
3. Bring your completed trial registration form that is **signed by your advisor** to Disability Support Services to receive priority registration pin number.
4. Go to MyJSU to register. A DSS staff member is available if you need assistance.

Requesting Reasonable Accommodations for University Housing and Residence Life

1. **Apply for University Housing-** Only accepted students can apply for housing. You will need your MYJSU username and password before applying. You will also need to pay the non-refundable application fee. To complete your application, please visit <http://www.jsu.edu/housing/apply.html>
2. **Register for DSS Services-** There are two ways that students can apply for DSS services. Students may submit the online request for services form or fill out an intake form in the DSS office. The printable version of the intake form is available on the DSS website. To access the online form, please go to the Request for Services form on the website http://www.jsu.edu/dss/request_service.html
3. **Submit Documentation to DSS**
4. **DSS will work to arrange accommodations for University Housing and Residence Life-**Please note that students requesting accommodations for residence halls should submit the request as early as possible, preferably before the **May 1st** priority date. Every effort will be made to arrange reasonable accommodations, but this becomes increasingly difficult as residence halls approach capacity before the fall semester.

Students with disabilities are assigned roommates in the same manner as all other applicants, unless they specifically request a private room and depending on availability.

Accessible Parking at JSU

Students applying for a permanent Jacksonville State University handicap parking permit must register for their parking decal before applying for their JSU handicap parking permit at the University Police Department. If you have been issued a state handicap license plate or hangtag, you must bring proof to University Police Department (i.e. vehicle registration showing handicap registered to you, written letter from physician) and you will be issued a JSU handicap parking permit without further documentation. The Jacksonville State University handicap parking permit must be displayed in front of the state-issued hang tag on the rearview mirror when the vehicle is parked on campus.

Physical Access to Building and Facilities

Most of the building and facilities on JSU's campus pre-date the Americans with Disabilities Act (ADA) and modifications have been made to make the facilities more accessible. If you have difficulty entering or utilizing physical spaces on campus, please contact DSS regarding your concerns. Some modifications or adjustments can be addressed quickly with the help of building managers and our university Physical Plant. Other accessibility concerns can be prioritized for modification as they are identified.

If you have a question about restricted elevator access in a building, please know that those buildings will allow you to check out a key for the semester/s that you will be attending classes in the building.

To check out an elevator key for Stone Center, please see someone in Dean Wade's Office, 227 Stone Center, (256) 782-5690.

If there is a need to change a class location due to accessibility issues or if you need an accommodation regarding seating, desk, or work station in the classroom, please contact the DSS office prior to the beginning of classes to arrange the necessary and appropriate adjustments and accommodations.

Service and Emotional Support Animals Policy

Jacksonville State University is committed to reasonably accommodate individuals with disabilities who require the assistance of service or emotional support animals. The University is also mindful of the health and safety concerns of the campus community. The University must balance the need of the individual with the disability with the potential impact of the animal on other members of the campus community. The successful implementation of the policy requires the cooperation of individuals, faculty, and staff.

Definitions

Disability:

"Disability" is defined as a physical, mental or medical condition or impairment that limits one or more of a person's major life activities or is demonstrable by medically accepted clinical or laboratory diagnostic techniques. These limitations may include: caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, working, and learning.

Service Animal:

A "service animal" is any animal trained to work or perform tasks for the benefit of an individual with a disability. The tasks a service animal provides include but are not limited to: guiding individuals with visual impairments; alerting persons with hearing loss to intruders or sound; providing minimal (non-violent) protection or rescue work; pulling a wheelchair; assisting an individual during a seizure; or fetching dropped items. A service animal may be present in residence halls as well as academic buildings and other campus facilities unless the animal presents an unreasonable threat to health or safety. Animals younger than 4 months of age are not considered service animals.

Emotional Support Animal:

An "emotional support animal" ("ESA") is an animal that provides comfort to an individual with a disability upon the recommendation of a healthcare or mental health professional. An emotional support animal does not assist persons with a disability with activities of daily living but rather its role is to live with a student and alleviate the symptoms of an individual's disability to provide equal opportunities to use and enjoy residential life at the University. An ESA is primarily limited to residence halls and designated outdoor areas on campus

and is not permitted in academic buildings and other campus facilities. Animals younger than 4 months of age are not considered emotional support animals.

Pet:

A pet is an animal kept for ordinary use and companionship unrelated to a disability. A pet is not considered a service animal or an emotional support animal, and therefore, is not covered by this policy. Individuals are not allowed to have pets on University property, except as specified by The Office of Housing Operations and Residence Life for The Pointe. <http://www.jsu.edu/housing/forms/pointe-animal-application-.html>

Responsibility of Persons with Service or Emotional Support Animals

Care and Supervision: Care and supervision of the animal is the sole responsibility of the student who benefits from the animal's use. The student is required to maintain control of the animal at all times. The student is responsible for ensuring the cleanup of the animal's waste and, when appropriate, must relieve the animal in areas designated by the University. Animal owners should purchase and utilize disposal bags for solid pet waste and place in trash receptacles.

Health and Safety: The student is responsible to ensure that the health and safety of others is not threatened by a service animal or emotional support animal. Similarly, animals authorized to live in University housing must not interfere with others' enjoyment of the residential space (e.g., by barking, creating unsanitary conditions, etc.). The University reserves the right to request vaccination and licensing information for emotional support animals, but this information will not be requested for service animals.

Other Conditions: In response to a particular situation, Jacksonville State University may impose reasonable conditions or restrictions, if necessary, to ensure the health, safety and reasonable enjoyment of others.

Expectations of Faculty, Staff, and Other Members of the University Community

Members of the University community are expected to abide by the following practices:

1. Allow a service animal to accompany its owner at all times and in all places on campus, except where the presence of the service animal would present an unreasonable threat to health or safety. In extraordinary situations or settings, such as animal research laboratories and areas housing research or teaching animals, it may be necessary to ban service animals. In those situations, the University will work with individual to determine other options for the individual to receive the benefit of the University's program.
2. Do not touch or pet service or emotional support animal without express permission from owner.
3. Do not feed a service or emotional support animal.
4. Do not deliberately startle a service or emotional support animal.
5. Do not separate or attempt to separate an owner from his or her service or emotional support animal.
6. Do not inquire for details about a person's disabilities. The nature of a person's disability is a private matter.

Removal of Service or Emotional Support Animal

The owner of a service or emotional support animal may be asked to remove the animal from University facilities if the owner or animal fails to comply with the policy. The following describes behaviors which may result in the removal of the animal.

Disruptive Behavior: An animal may be removed if its behavior is unruly or disruptive (e.g., barking, growling, damaging personal belongings of individuals' other than the owner, running around, or displaying aggressive behavior). The owner may be prohibited from bringing the animal on campus

until the owner takes significant and effective remedial steps to correct the animal's behavioral problems.

Disruptive or destructive behavior of service animals or ESA's may be considered a violation of the JSU Student Code of Conduct file. [code of conduct-20-21](#)

Poor Health: Animals with health conditions that pose a threat to others are not permitted.

Uncleanliness: The animal must be kept clean and free of pests. Owners who fail to properly clean up and dispose of the animal's waste may be required to remove the animal from University property. It is the responsibility of the owner to relieve the animal in designated areas and to bag and dispose of solid pet waste in a trash receptacle. An animal that becomes wet from walking in the rain, mud, but is otherwise clean, is considered a clean animal.

Responsibility for Damage and/or Uncleanliness: Owners of service or emotional support animals are solely responsible for any damage to persons or property caused by their animal. The owner's residence and/or work area may be inspected for physical damage, fleas, ticks, or other pests. If fleas, ticks, or other pests are detected through inspection, the residence or work area will be treated using approved fumigation methods from a University-approved pest control service. The owner will be billed for the expense of any treatment. The owner's residence and/or work area may be inspected to ensure that it is being properly cleaned and that sanitary and safe conditions are maintained. If required, the owner will be billed for the expense of the additional cleaning required.

Service and Emotional Support Animals in University Housing

Service and emotional support animals **may not** reside in University housing without express written approval of University officials. Student requests should begin in the Office of Disability Support Services (DSS) (139 Doughty Hall) who will verify the need for reasonable accommodations. DSS staff will then communicate with appropriate staff in Housing Operations and Residence Life about the request for service animal or ESA. Housing Operations and Residence Life may adjust room assignments as needed to ensure that the preferences of students not wishing to live with animals are respected. Housing Operations and Residence Life will obtain a roommate memorandum of agreement for those living in the same room as someone utilizing a service or emotional support animal.

Faculty or staff requests for reasonable accommodations including service and emotional support animals should be directed to Human Resources (326A Bibb Graves Hall).

A. Service Animals

If it is readily apparent that the individual has a disability and that the animal is a service animal, no further information will be requested. If it is not readily apparent that the animal is a "service animal" such request should be processed as follows:

1. A student requesting to live with a service animal should provide the Office of Disability Support Services AND Housing Operations and Residence Life with as much notice as possible.
2. An individual may be asked if the service animal is required because of a disability and to explain the work or task that the animal has been trained to perform. The animal will not be required to demonstrate this task and no documentation of training will be required.

B. Emotional support animals

1. A student requesting an emotional support animal should provide the Office of Disability Support Services and Housing Operations and Residence Life with as much notice as possible. A student is not permitted to live with an emotional assistance animal until expressly approved to do so by both offices.
2. The student should provide a signed letter, on professional letterhead, from the person's psychiatrist, licensed mental health provider (LPC or LICSW) or licensed psychologist. The provider or therapist should have an ongoing relationship with the student requesting accommodation and be licensed in Alabama or the student's home state and be familiar with the professional literature concerning the assistive and/or therapeutic benefits of assistance animals for people with disabilities. Staff employed in Counseling Services will generally **not** be able to issue documentation regarding requests for ESA's on campus. At a minimum, the letter should include the following terms:
 - a. The provider's professional opinion that the individual's condition qualifies as a disability and the basis for that opinion.
 - b. The provider's opinion that the emotional support animal is required to help alleviate symptoms associated with the person's disability and to allow the person to use and enjoy University Housing services.
 - c. A description of the comfort of assistance that the animal will provide.
3. The Office of Disability Support Services will review documentation and, if the Office of Disability Support Services determines a qualifying disability exists, it will forward a recommendation to the Office of Housing Operations and Residence Life. A Housing Operations and Residence Life staff member will meet with the student requesting that an emotional support animal be housed in University housing. This policy will be carefully reviewed with the person at that time.

Service and Emotional Support Animals in Areas other than a Residential Unit

If it is readily apparent that the individual has a disability and that the animal is a service animal, no further information will be requested. If it is not readily apparent that the animal is a "service animal", the individual will be asked if the service animal is required because of a disability and to explain the work or task that the animal has been trained to perform. The animal will not be required to demonstrate this task and no documentation of training will be required. Emotional Support Animals

should remain primarily in the residential unit and should not be present in academic buildings or other campus facilities.

Conflicting Disabilities

JSU's Office of Housing Operations and Residence Life will make a reasonable effort to notify individuals in the residence hall where the animal will be located of the existence of a service or emotional support animal in the building.

Individuals with medical condition(s) that are affected by animals (respiratory diseases, asthma, severe allergies) should contact University Housing if they have a health or safety-related concern about exposure to a service or emotional support animal. The individual will be asked to provide medical documentation that identifies the condition(s) and will allow determination to be made as to whether the condition is disabling and whether there is a need for an accommodation.

University Housing and Residence Life will resolve any conflict in a timely manner, considering the conflicting needs and/or accommodations of all persons involved. In the event an agreement cannot be reached; the final decision will be made by the VP for Student Success located at 102 Bibb Graves Hall (256-782-5020).

Questions

Questions or concerns related to this policy should be addressed to:

- **Disability Support Services, 139 Daugette Hall (256-782-8380)**
- **Housing Operations and Residence Life, 103 Bibb Graves Hall (256-782-5122)**
- **VP for Student Success, 102 Bibb Graves Hall (256-782-5020)**
- **Human Resources, 326A Bibb Graves Hall (256-782-5007)**

Adapted from Syracuse University Service and Emotional Support Animals policy.

Consulted with websites from University of Minnesota, Catholic University of America, NACUA Notes, Brigham Young University, and Columbia University.

April, 2016

Medical/Compassionate Withdrawal

JSU has a medical/compassionate withdrawal policy to provide financial relief to JSU students who withdraw from an academic term due to medical reasons or extraordinary personal reasons beyond the student's control.

To view the Medical/Compassionate Withdrawal Form, visit http://www.jsu.edu/studentaffairs/pdf/Request%20for%20Medical_Student.pdf

A student may request and be considered for a **Medical Withdrawal** when extraordinary circumstances, such as a serious illness or severe injury prevent the student from continuing classes. This covers both physical and mental health difficulties.

A student may request and be considered for a **Compassionate Withdrawal** when extraordinary personal reasons, not related to the student's personal physical or mental health (for example, care of a seriously ill child or spouse, or a death in the student's immediate family), prevent the student from continuing classes.

Medical or compassionate withdrawals will be considered for the current or immediate preceding semester only.

A registered JSU student may withdraw and have their entire tuition removed from their student account. To qualify for this reduction of charges, a student must request a medical or compassionate withdrawal by completing a medical/compassionate withdrawal form through the Associate Vice President for Enrollment Management and Student Affairs.

To evaluate a student's request for medical withdrawal, the following information must be provided:

1. letter of explanation from the student that includes
 - a. date of onset of illness or injury
 - b. last date of class attendance
2. supporting documentation from the student's medical care provider that includes
 - a. dates under professional care
 - b. general nature of the student's medical condition and why or how it prevented the student's completion of coursework
 - c. date of anticipated return to school
 - d. anticipated reasonable accommodations upon return to school

To evaluate a student's request for a compassionate withdrawal, the following must be provided:

1. letter of explanation from the student that includes
 - a. situation that prompted the withdrawal request
 - b. impact of the situation on the student's coursework
2. Supporting documentation from objective, credible and verifiable sources, for example:
 - a. Letters from care givers, medical care providers, and/or professionals familiar with the situation
 - b. Copies of police reports
 - c. Copies of airplane/bus tickets
 - d. Letters from a funeral home and/or copies of death certificates

The AVPEMSA reserves the right to request additional supporting documentation and/or to verify the documentation submitted by contacting the individual sources.

If the AVPEMSA's evaluation indicates the circumstances warrant a withdrawal, the recommendation will be forwarded to the Vice President for Academic and Student Affairs for approval. Once approved, the medical/compassionate withdrawal request will be forwarded to the Registrar to officially withdraw the student. Once this has occurred, the Registrar will forward the medical/compassionate withdrawal to the Office of the Bursar to adjust the student's charges. Money received from financial aid and/or scholarship programs will be recovered as required. The Office of the Bursar will coordinate any food service refunds with the current food service provider. A pro-rate adjustment of housing charges will be processed upon vacation of the student's university provided housing if applicable. Once the approved medical/compassionate withdrawal has been processed, it will be forwarded to the Office of the AVPEMSA. A written notice will be sent to the student. Medical and Compassionate Withdrawal requests and supporting documents are retained and filed separately from the student's other records.

The impact of any financial aid the student may have received should be considered prior to the decision to medically withdraw the student. If a medical withdrawal is processed and the charges on the student's account are removed, the student may be left owing the amount of any financial aid refund the student received. This could result in a financial burden as well. Another consideration would be the student's insurance. If the student withdraws, it may disqualify them from coverage under the parents' policy. In either of these cases, it may be in the student's best interest to request an incomplete in the coursework rather than a withdrawal. An incomplete would not result in an adjustment of charges. However, a pro-rata adjustment of housing charges may still be warranted. If a student's request for a medical/compassionate withdrawal is denied, the student can appeal to the VPASA within 72 hours of written notice. The VPASA will review the decision rendered by the AVPEMSA, documentation submitted by the student, and has authority to request additional information as necessary. The VPASA will render a decision within 10 days of receipt of appeal. If the student disagrees with the VPASA's decision, the student can appeal to the President. The President's decision will be final.

For questions, please contact (256) 782-5020: Dr. Tim King at tbking@jsu.edu or Sharee Hutchinson at hutchinson@jsu.edu . Their offices are located in 102 Bibb Graves Hall.

