



ADA Services Policy

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Effective: August 23, 2017

Last Revision: October 11, 2023

Responsible Vice President
VP of Academic Affairs

Responsible Office
ADA Services Office

Policy Statement and Program Adoption

Friends University (“University”) developed this policy in compliance with Section 504 of the Rehabilitation Act of 1973 and the ADA (Title III) Amendments Act of 2008 (“applicable law(s)”) to inform University faculty and students that no qualified student with a disability shall, on the basis of disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any academic, research, housing, counseling, financial aid, physical education, athletics, recreation, transportation, other extracurricular or other post-secondary education program or activity.

Reason for Policy

The University’s goal is to provide and maintain an environment that assures students with disabilities their legal right to access educational programs, activities, and facilities while encouraging students to be self-advocates for their right to education. This policy is to ensure uniform understanding of the roles and responsibilities of the faculty and students in achieving this goal as they pertain to applicable laws.

Who Should Know This Policy

- All University faculty
- All University students

Definitions

Student with a disability

“Student with a disability” is defined as a currently enrolled or prospective student who has a physical/mental impairment that substantially limits a major life activity.

Major life activities

Examples of “Major life activities” include walking, hearing, seeing, speaking, learning, or working. Major life activities also include major bodily functions.

Substantially limiting

Whether a disability is “substantially limiting” is determined by factors such as the nature/severity of the impairment, its duration, and its impact. An impairment “substantially limits” a major life activity if a student cannot perform a major life activity the way an average person in the general population can or the student is significantly restricted in the condition, manner or duration of performing such an activity.

Reasonable accommodations

“Reasonable accommodations” are defined as modifications or adjustments to the tasks, environment, or to the way things are usually done that enable students with disabilities to have an equal opportunity to participate in an academic or other University program. Appropriate auxiliary aids and services may also be provided for students with visual or hearing impairments or other disabilities to ensure effective communication.

Undue hardship

“Undue hardship” is defined as an action requiring significant difficulty or expense when considered in light of the nature and cost of the accommodation in relation to the size, resources, nature, and structure of the University and is determined on a case-by-case basis. If a particular accommodation is determined to pose an undue hardship, the University will attempt to identify another accommodation that will not pose an undue hardship.

Service animal

“Service animal” is defined as any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of a student with a physical, sensory, psychiatric, intellectual, or other mental disability. Examples include assisting individuals with impaired vision with navigation, alerting individuals with impaired hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, or retrieving dropped items.

Roles and Responsibilities

The University

Under applicable law, it is the responsibility of the University to make reasonable accommodations within its academic requirements and practices and provide auxiliary aides and services, as necessary, in order to ensure that the University does not discriminate against a qualified student.

Examples of academic adjustments include, but are not limited to:

- modifications to degree requirements—e.g., time to complete a degree, course substitution.
- accommodation for testing—e.g., additional time, alternative testing methods.
- the use of auxiliary aids—e.g., note takers, readers, interpreters, recorders.
- the use of technology available—e.g., digital/audio books, speech-to-text software.

The student is not guaranteed any or all of the above accommodations. The decision as to which accommodations are provided for students with disabilities must be made on a case-by-case basis.

The University is not required to provide personal aids and services.

The University is not required to compromise its academic standards and is not required to make adjustments that would fundamentally alter the nature of a service, program or activity.

ADA Services Office

The ADA Services Office serves as the primary contact for any questions or concerns regarding accommodations and/or accessibility on campus. The Director of the ADA Services Office can be contacted at 295-5522, ada@friends.edu, and Library Room 110.

It is the responsibility of the ADA Services Office to:

- collect any and all pertinent documentation concerning diagnosed disabilities, and conduct an intake interview with any student who discloses to ADA Services staff that a disability exists.
- review the student's documentation conscientiously, and carefully consider the student's request for accommodation.
- through an interactive process with the student, determine and approve appropriate and reasonable accommodations for the student.
- communicate to the faculty and the student which accommodations have been approved.
- maintain the privacy and confidentiality of the student seeking services, both past and present.
- cooperate with the faculty and the student(s) in resolving conflicts or disagreements related to accommodations.

Faculty

Should any student approach faculty to disclose a disability, the student should be directed to contact the ADA Services Office to begin the intake process. The student should not be given accommodations of any kind until an accommodation email letter from the ADA Services Office is received.

Faculty should never ask the student to disclose a disability; the disclosure of a disability is always voluntary. Once a student has disclosed a documented disability, faculty must:

- refrain from the following to avoid discrimination:
 - making assumptions about what students with disabilities can do.
 - prejudging a student with a disability.
 - discouraging students with disabilities from participating in any activity or project unless the student's safety or the safety of others may be jeopardized.

Once notified of approved accommodations by the ADA Services Office, faculty should reasonably accommodate the student with disabilities, if requested, consistent with the guidance issued by the ADA Services Office. Faculty are encouraged to contact the ADA Services Office with any questions or concerns, especially if an accommodation would fundamentally alter the nature or outcomes of a course or program.

The types of accommodations made will generally relate to:

- the manner and/or location in which the course is taught.
- the manner and/or location in which exams are administered.

Changes to the environment may have to be made. These changes include, but are not limited to:

- allowing service animals.
- changing layout of a classroom to allow a student who uses a wheelchair to move about freely.
- changing location of class.

If the ADA Services Office is to proctor an exam for a qualified student, it is the responsibility of faculty to:

- notify the ADA Services Office in advance of the exam.
- provide student details, exam content and conditions, through the use of the Proctored Testing Form (available from the Academic Resource Center), to the ADA Services Office.
- instruct the student to contact the ADA Services Office to schedule an exam appointment.

Student

In order for the ADA Services Office to consider the student for accommodations under applicable laws, it is the responsibility of the student to:

- disclose the disability to the ADA Services Office.
- provide recent (within 3 years) documentation of the disability or prior accommodations.
- schedule and participate in an intake interview with the ADA Services Office.

Once the intake interview is complete and the ADA Service office has determined that the student's disability has a current functional impact on his or her academic work or ability to participate in Friends University's programs, the ADA Services Office will work with the student to determine which accommodations are reasonable and appropriate. Students should request accommodations as early as possible to allow adequate time for the University to review the request and implement the appropriate accommodations.

Under the law, Friends University is not required to provide retroactive accommodations.

The ADA Services Office can help the student in developing strategies for self-advocacy. In order to facilitate self-advocacy, it is the responsibility of the student to:

- maintain open communication with faculty and the ADA Services Office.
- notify the ADA Services Office of any changes in course schedule or enrollment.
- notify the ADA Services Office if an accommodation is not working for the student.

A commonly requested accommodation is the ability to take an exam in a quiet, distraction-reduced environment. Once this accommodation has been approved by the ADA Services Office, it is the responsibility of the student to:

- notify faculty that accommodated testing is requested prior to each exam date.
- schedule an exam appointment with the ADA Services Office in advance if the ADA Services Office is to proctor the exam.

This gives the office time to arrange for a proctor, schedule an exam room, and acquire the exam from faculty.

Because each disability and the particular circumstances surrounding each request are unique, it is impossible to predict which accommodations might be provided to the student. In addition to individually-proctored, read-aloud, dictated, or word-processed exams, the ADA Services Office also provides:

- accessible classrooms.
- preferential classroom seating.

- exam scribes or readers.
- the use of recording software during course lectures.
- extended time for exams.
- strategies for taking exams.
- study strategies.
- help with scheduling and organizational skills.
- accommodations related to housing and dining.

Tutoring through the Academic Resource Center (ARC) is available to all Friends' students, so an accommodation is not required for this service. Students with disabilities are ensured equal access to tutoring services through the ARC.

Informal and Formal Grievance Procedures

Friends University provides for both informal and formal procedures to resolve disagreements regarding accommodations for students with documented disabilities. The University strongly encourages individuals to try to resolve conflicts or disagreements informally if possible. The informal grievance process should be concluded within ten (10) days of the initial complaint.

Informal Grievance Procedure

1. The student requests accommodation(s) and provides supporting documentation according to this policy.
2. In cases where there is disagreement concerning the appropriateness of an approved or requested accommodation, the student, the ADA Services Office, and faculty member, as necessary, will make every effort to resolve the conflict or disagreement.
3. If agreement cannot be reached, and the student is not satisfied with the decision rendered, a formal grievance can be filed under applicable law. The informal process is recommended, but not required prior to initiating the formal grievance procedure.

Formal Grievance Procedure

Friends University has adopted a formal grievance procedure providing for prompt and equitable resolution, within a reasonable time, of complaints by students with disabilities alleging violations of their rights under applicable laws.

Issues that can be considered grievances include, but are not limited to:

- the denial of a requested accommodation.
- the refusal of an approved accommodation.
- the inadequacy of an accommodation.
- the inaccessibility of a University-sponsored program or activity.
- discrimination or harassment based on disability.

If a student feels he or she has been unfairly or improperly treated due to a disability, the student may complain in writing to the ADA Services Office. The procedure, steps, and timeline for filing a grievance are as follows:

1. A complaint should be filed in writing and should include:
 - a. the name of the person filing it.
 - b. the issue involved in the alleged discriminatory act or alleged violation of regulations.
 - c. identification of the complaining party's alleged disability.
 - d. the date(s) involved.
 - e. details of what allegedly occurred, including identification of any person(s) involved in the alleged discrimination.
 - f. identification of any witnesses who may have knowledge of the alleged discrimination.
2. A complaint should be submitted to the ADA Services Office within the later of ten (10) days after a complainant becomes aware of the alleged violation, or ten (10) days after the informal procedure conclusion. Complaints received later than ten (10) days after the complainant became aware of the alleged violation or ten (10) days after the informal procedure conclusion may be dismissed as untimely. Students may request an extension of time for filing a complaint for disability-related or other reasons. This request should be made to the ADA Services Office and determinations will be made on a case-by-case basis. Accommodations will be provided throughout the grievance process as requested and needed.

3. An investigation/hearing, as may be appropriate, will be held no later than five (5) days following the filing of a complaint. The investigation/hearing shall be conducted by the members of the University's ADA Grievance Committee (Associate Vice President of Academic Affairs, Director of Academic Resource Center and ADA Services, Director of Residence Life, and a representative from Human Resources) or a designee.
 4. A decision will be rendered within ten (10) days of the initial hearing in the form of a written determination as to the validity of the complaint and a description of the resolution.
 5. If the results of the resolution are unsatisfactory to the student, an appeal in writing can be made to the VP of Academic Affairs within five (5) days of the committee or designee's decision. The VP shall issue a written response within five (5) days of receipt of the appeal. The decision of the VP shall be final.
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Contacts

Policy Administrator	Subject	Contact	Phone
VP of Academic Affairs	ADA Services	ADA Services/Academic Affairs	316-295-5881
Director, ADA Services	ADA Services	ADA Services/Academic Affairs	316-295-5204

History / Policy Revisions

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By: President's Cabinet

By: Cabinet Council

By: Cabinet Council