

SERVICES FOR STUDENTS WITH DISABILITIES

A MANUAL FOR STUDENTS AND DISABILITIES COORDINATORS

RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY, New Brunswick
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Introduction

We, the community of Rutgers, The State University of New Jersey, are committed to providing equal educational opportunity for persons with disabilities in accordance with the Nondiscrimination Policy of the University and in compliance with Section 504 of the Rehabilitation Act of 1973 and with Title II of the Americans with Disabilities Act of 1990.

This Manual is written for students with disabilities and professional staff members who are working with you. We hope that it will inform you and assist you as you make your way here at Rutgers. The guide covers both academic and extra-curricular life and provides several contacts for further information on specific topics.

As you may be aware, the law states that a person with a “disability” is:

Someone with a *physical or mental impairment* which *substantially* limits one or more of the *major life activities* of such individual; or a person with a record of such impairment; or a person who is regarded as having such an impairment. (emphasis added.)

Equal educational opportunity means that a person with a disability who is qualified for admission must have access to the same university programs, services and activities as all other students. If necessary to provide equal opportunity, Rutgers will make reasonable modifications to its policies, practices and procedures, unless doing so would fundamentally alter the nature of the service, program, or activity or pose an undue administrative or financial burden.

In support of its commitment to provide equal educational opportunity, Rutgers provides a variety of services and accommodations to students with documented disabilities. This Manual contains the following information:

- 1) An overview of the services available,
- 2) An introduction to the primary offices and staff persons who serve students with disabilities, and
- 3) A description of the procedures that students must follow to receive accommodations and obtain services.

Questions or comments about this Manual should be directed to the College Coordinator, the Campus Coordinator for the Concerns of Students with Disabilities on your campus, or to the ADA/504 Compliance Officer.

Section I: Disability Services – An Overview

Rutgers Disability Services Staff

The staff persons described below are the primary gatekeepers for services to students with disabilities at Rutgers. A full list of staff names and contact information is provided at the end of this Manual. (See Exhibit A.)

There is a **College Coordinator** within every degree-granting College or School at the University. The College Coordinator serves as the **primary** contact person for students with disabilities in their units. They are responsible for working with students to obtain the determination of eligibility and appropriate accommodations, and further to assist students in assuring that accommodations are implemented.

There is a **Campus Coordinator** on each of the University's three campuses, Camden, Newark, and New Brunswick. The Campus Coordinators provide oversight to all disability services on their campuses, coordinate the provision of auxiliary aids and chair a Campus Committee for the Concerns of Students with Disabilities.

The **ADA / 504 Compliance Officer** provides policy guidance to the Campus Coordinators and the College Coordinators, conducts compliance reviews of University programs and services, and responds to grievances concerning services to students with disabilities.

Students attempting to access disability services for the first time should begin by contacting the College Coordinator in your unit. This can be done by phone or by e-mail and need not be done in person. All you need to provide is your name, college or school of enrollment and a way for us to contact you. If you do not know which College Coordinator to contact, call your Campus Coordinator for referral.

Persons who use a TTY are encouraged to contact any of the personnel listed at Exhibit A utilizing the New Jersey Relay Service, which can be reached at the following numbers:

1-800-852-7899 (TTY only)

1-800-852-7897 (voice only)

The College Coordinator's Role

Each degree-granting unit insures that students with disabilities have equal access to its services and programs, within the limits provided by law, through its Coordinator of Services for Students with Disabilities.

College Coordinators are responsible to take the following actions:

1. Serve as a primary source of information to students and the University community regarding access to disability services at the University.
2. Spearhead the process of reviewing a student's documentation regarding her/his disability and ascertaining whether the student is eligible for disability services at the University.
3. Communicate with admitted and prospective students, family members, professionals, and members of the University community to identify appropriate and reasonable accommodations for students with properly documented disabilities.
4. Make appropriate referrals to university committees and to university and/or outside professionals.
5. Prepare and deliver the Notification of Disability to faculty members, communicate with them regarding the implementation and use of accommodations, and advocate for fair and equal treatment in the classroom.
6. Facilitate students' overall access to University programs and services: e.g. Libraries, Housing, Residence Life, Dining, Scheduling, Parking, Emergency Services, Career Services, Transportation, Student Activities, Psychological Services, Financial Aid, Academic Affairs, Recreation Services, Health Services and Information Services.
7. Interact with relevant external agencies, departments, vendors, and groups providing services and information to people with disabilities. These include: the Division of Vocational Rehabilitation, the Commission for the Blind and Visually Impaired, the Division for the Deaf, organizations for particular constituencies, support groups for people with specific disabilities, vendors with product lines that may assist in accommodations, firms offering such services as wheelchair repair and parts and community-based agencies providing services, support, and information.
8. Encourage and assist students to develop self-advocacy skills.
9. Serve as a liaison between students and faculty members, administrators, the Campus Coordinator and the ADA/Section 504 Compliance Officer.
10. Advocate within the University community for a reduction of physical and attitudinal barriers against people with disabilities.
11. Work with the University Compliance Office to ensure that services are being provided consistent with University, State, and Federal guidelines.

12. Serve as a member of the University Committee on the Concerns of Students with Disabilities.

Student Access to Services

Access to Services and Resources

A student with a disability may make contact with the College Coordinator **at any point** in his/her academic career. Once a student discloses to the Coordinator that he/she has a disability, the two of you can explore appropriate access to services and resources.

Students may be permanently disabled, newly disabled, or living with a hidden disability.

Standard Services Students may Request

1. *Academic advising responsive to specific needs.* Advising may include referral to faculty members, the Learning Resource Center, counselors and/or professionals familiar with the specific disability and appropriate accommodations.
2. *Accessible classrooms:* For students with mobility issues or other disabilities that may impede the your ability to gain access to the classroom, the College Coordinator should contact the Scheduling Office to arrange for classes to be:
 - ✓ relocated to more accessible locations;
 - ✓ scheduled in the same building if back to back;
 - ✓ scheduled in buildings near readily available parking;
 - ✓ held in acoustically favorable and/or well lit spaces;
 - ✓ held in spaces where lab stations, special equipment, and safety equipment will accommodate the student's needs.
3. *Course Aids:* For students who need assistance with reading texts, taking notes during a lecture, and/or completing tests. Coordinators should assist students to do the following:
 - a) Obtain early identification of course materials from course instructors;
 - b) Obtain taped texts, enlarged print texts, or braille texts;
 - c) Identify note-takers, readers, proofreaders, exam transcribers and tutors.

***d) If the student requires special funding for a sign language interpreter, other appropriate assistants or adaptive equipment, the College Coordinator should immediately contact the Campus Coordinator and forward a completed Request Form for Auxiliary Aids.**

Note: Students with disabilities are entitled, under Federal law, to the use of tape recorders, lap-top computers, signers, and other auxiliary aids in the classroom – whether or not the course instructor approves. Coordinators should advise the instructor of the need to permit the use of these aids.

4. *Exceptions to Academic Requirements.* The College Coordinator must verify from the student and communicate to faculty the need for exceptions to academic requirements such as reduced course load, changes in attendance policy, late permission for a course change or replacement, substitution of individual course requirements or extension of time for incomplete course work.

5. *Housing Accommodations.* There is a Special Services Housing Committee which handles all requests for disability accommodation. Student requests should be referred to Housing Services.

6. *Mobility Training:* Students may require initial assistance to learn their way around campus, negotiate classrooms and utilize transportation, using sighted guides and/or other aids. Contact the Campus Coordinator for assistance.

7. *Testing Arrangements.* Students may require alternate testing arrangements including extended-time, reduced-distraction test environments and test reading and/or transcription of answers. These arrangements may require alternate times and locations, as well as proctors, interpreters, readers and/or transcribers. The College Coordinator should contact the course instructor, the academic department, the faculty departmental liaison, the Campus Coordinator and/or the LRC for assistance and consultation when making these arrangements.

8. *Transportation:* The University Office of Parking and Transportation provides a Van Service for students with disabilities which affect mobility. Based on the submitted schedules, students will be transported to and from classes and to other campus social or business activities. The College Coordinator should:

- a) Complete the Van Service Schedule Form supplied by the Office of Parking and Transportation;
- b) Submit the form to the coordinator of transportation;
- c) Confirm the pick-up;
- d) Advise students to contact the Van Service when they do not plan to utilize it.

Additional Resources

1. Architectural Improvements:

The University-wide ADA Committee allocates annual funds for architectural improvements and technological enhancements. In New Brunswick, students, faculty and staff may have input into the recommendation process via the University Committee for the Concerns of Students with Disabilities. Contact the Director of Compliance and Student Policy concerns or your Campus Coordinator for more information. Students are encouraged to become involved in this process.

2. Assistive Devices:

Computing Services, under University auspices, has installed a range of technological devices and enhancements in Windows, DOS, and Macintosh Environments, including, but not limited to: "Easy Access," "outSPOKEN," "CloseView," "Grammatick," and "Access Pack" for Microsoft Windows. Contact Computer Services for information and assistance.

University Libraries also possess a variety of assistive technologies. Contact Library Services for more information.

3. Books on Tape:

Recordings for the Blind and Dyslexic (RFB&D) is a non-profit service organization that provides educational and professional books in accessible media to people with print disabilities. RFB&D maintains an extensive lending library of books on audiocassette and a recording service for new titles. An additional service is E-text – books on computer disk, which are available for purchase. Educational and professional books in all subjects and all academic levels from Kindergarten through post-graduate studies are recorded. Contact your Campus Coordinator for information and referral. Also, use of RFB&D tapes is possible with a 4-track tape player, which may be borrowed from specific agencies or purchased from RFB&D.

Section II: How Does a Student Obtain Services?

Procedures for Accessing Disability Services

Eligibility

In order to receive accommodations or services a student must:

- 1) Disclose her/his disability to a College Coordinator and;
- 2) Provide documentation which establishes the existence of a disability and verifies the need for accommodations and/or adaptive equipment. The documentation submitted must conform to the Documentation Guidelines set forth in this Manual. The documentation will be considered confidential and will only be shared with Rutgers faculty and staff who are necessary to assist in the process of determining eligibility for special services and ascertaining appropriate accommodations. **Rutgers reserves the right not to provide requested accommodations until a student provides acceptable documentation.** (See Document Guidelines at Appendix B and Authorization to Disclose at Appendix C.)

Who to Contact

If, before or upon acceptance to Rutgers, you request information regarding disability services, a College Coordinator will normally contact you prior to the start of classes. If you have not been contacted, it is your responsibility to contact the appropriate College Coordinator. (See Exhibit A.) If you are not sure who the appropriate College Coordinator is, contact your Campus Coordinator.

If you will need housing accommodations, you should contact Housing Services immediately upon acceptance to the University.

When to Contact

New students who intend to request accommodations are urged to indicate this fact on admissions materials and to contact their College Coordinator if the College Coordinator has not contacted you by August 1 preceding the start of Fall classes or December 1 before the start of Spring classes. Doing so will give us sufficient time before the beginning of classes to review documentation and determine whether we will require any additional information to determine service eligibility. Furthermore, if you will require special services such as accessible housing or on-campus transportation, the more advance notice you can provide, the better Rutgers will be able to meet your needs.

Returning students are expected to schedule a meeting with their College Coordinator to discuss accommodation needs as early as possible before the start of each semester, but no later than two weeks preceding the start of classes **EACH SEMESTER**. This will normally allow sufficient time for you Coordinator to notify your course faculty or other resource personnel to facilitate acceptable accommodations before the first exam or assignment due date. Students who do not meet with their College Coordinators on a timely basis are not assured of receiving appropriate accommodations. Faculty cannot approve accommodations.

Existing students who have not previously sought accommodations may contact their Campus or College Coordinator at any time. However, accommodations will only be provided

after intake is completed and documentation is received. Accommodations will not be provided retroactively.

Transfer students are advised not to assume they will receive the same accommodations they received at their prior institution. Transfers should contact their Campus Coordinator for referral in the same manner as new students.

Any student who will require sign language interpreters, the assistance of readers, or books-on-tape is urged to contact their College Coordinator immediately after completing registration for the academic term in question as such accommodations can often take a substantial amount of time to arrange.

Rutgers does not guarantee the availability of these services if given less than 30 days notice.

Documenting Your Disability

Student Responsibility to Provide Proper Documentation. It is the responsibility of students to provide documentation to the College Coordinators which conforms to the Rutgers Documentation Guidelines as part of the in-take process. The Documentation Guidelines are included herein. (See Exhibit B.) Documentation must (1) verify the existence of a disability as defined under Section 504 and under the ADA; and (2) establish a clear connection between the accommodations being requested and the effects of the disability.

Practices, Policies and Advice Regarding Documenting a Disability

1. **Individual Education Plan (IEP).** Students are cautioned against assuming that your IEP will be sufficient to document a disability. Students should also be aware that you may not necessarily be entitled to or receive the same accommodations at Rutgers that you received in high school. Postsecondary institutions are governed by a different legal and regulatory framework than are high schools and grade schools when it comes to disability services. Being "classified" at your high school is no guarantee of service eligibility at a college or university. Accordingly, we strongly urge new students to schedule an intake meeting with their College Coordinator at the earliest possible date. In this way, students who need to provide additional documentation will have time to address these concerns before the beginning of classes.

2. **Incomplete Documentation.** Students must provide documentation that complies with all applicable requirements of the Documentation Guidelines. If a student is advised by a College Coordinator that his/her documentation is incomplete, the student is responsible to pursue whatever additional documentation is required and to pay any costs thereof. Rutgers reserves the

right not to provide services or accommodations until all the documentation specified in the Documentation Guidelines is provided.

3. Second Opinions. If the student provides documentation which conforms to the Documentation Guidelines (i.e. provides a diagnosis supported by appropriate data), but Rutgers' evaluators disagree with the diagnosis, then Rutgers shall bear the cost of any additional testing or evaluation and shall provide appropriate accommodations until such testing or evaluation is completed.

4. Documentation Fails to Establish Need for Requested Accommodations. The documentation must clearly explain why a requested accommodation is appropriate for the individual student. If a College Coordinator or disability committee determines that a particular accommodation request is not justified by the information provided in the student's documentation, the College Coordinator will not include any such accommodation in the Notification sent to faculty or staff. A student who wishes to appeal a determination by a College Coordinator or disability committee regarding appropriate accommodations may do so pursuant to the Grievance Procedure.

5. Confidentiality. Rutgers considers documentation of a disability to be confidential information. Accordingly, your College Coordinator will require that you complete an "Authorization to Disclose" (see Appendix C) which will record your consent to share information about your disability with Rutgers officials on a need-to-know basis. Your College Coordinator will only share your actual documentation with those professional staff who assist in evaluating whether it is sufficient to support your accommodation requests. Information about your disability (but not the underlying documentation) will be shared only with those faculty and staff who are involved in providing the accommodations to which you are entitled, and only to the extent necessary to facilitate the accommodation.

The Determination of Eligibility and Accommodation Process

Initiating a Request for Services. Rutgers wants to make the process of establishing eligibility and obtaining accommodations a productive experience for all concerned. In order to help this process along, it is the **student's responsibility** to initiate the process through which services are provided by doing all of the following:

Step 1. Contact the College Coordinator if he or she does not contact you by August 1 for Fall classes or December 1 for Spring classes. See Exhibit A for contact information. If you are not sure who your College Coordinator will be, contact the Campus Coordinator for referral.

Step 2. Schedule and attend an intake meeting with the College Coordinator.

Step 3. At your intake meeting, provide the College Coordinator with documentation that conforms to the Documentation Guidelines. (See Exhibit B.)

Step 4. Complete the "Authorization to Release Information" form provided by the College Coordinator. (See Exhibit C.)

The University's Review of the Request for Services.

The process of review depends in part on the nature of the student's disability. Several committees exist at Rutgers to facilitate this process. They include: The Learning Disabilities, ADD, ADHD Subcommittee and the Psychiatric Disability Subcommittee. If a student's disability falls into one of these categories, her/his complete documentation will be forwarded by the College Coordinator to the appropriate subcommittee for a determination of eligibility for services and initial recommendations regarding appropriate accommodations. Responses to requests for services involving other types of disabilities will be determined by the College Coordinator in conjunction with other appropriate university staff and professionals.

After a student has properly initiated a request for services, the following shall occur:

- Step 1.** The College Coordinator shall review the documentation provided by the student to ascertain whether the documentation is complete, as defined in the Documentation Guidelines in Exhibit B. When the College Coordinator determines that documentation is complete, based on the type of disability (or disabilities), the documentation will be forwarded to such committees as are appropriate and/or the College Coordinator will consult with appropriate professional staff (e.g. University Health Services physicians or nurses, learning specialists, psychologists) as necessary.
- Step 2.** The appropriate disability subcommittee or the College Coordinator will make an initial determination of eligibility for services. If the student is found to be eligible for disability services, the College Coordinator and/or the appropriate subcommittee(s) will make an initial determination regarding the accommodations and services to be provided for the student, based on a case-by-case review of the student's needs. The College Coordinator will communicate with the student regarding the determination of eligibility and accommodations and services to be provided.
- Step 3.** The College Coordinator will provide the student with a Notification of Disability for faculty and/or service providers. The Notification shall verify that the student has a documented disability requiring accommodations and shall list accommodations that are appropriate for that student. The student is expected to provide copies of the Notification to faculty or staff when making request for accommodations and services. College Coordinators should also ask the student for a list of faculty teaching the student's courses for the current semester and send the Notification directly to each faculty member.
- Step 4.** The College Coordinator will assist the student with the implementation of appropriate accommodations. In support of this responsibility, the College Coordinator may need to arrange for auxiliary aids through the Campus Coordinator, negotiate the logistics of accommodations with faculty or staff, and address circumstances where appropriate accommodations were not provided in a satisfactory manner.
- Step 5.** The College Coordinator will refer promptly any unresolved disputes concerning documentation, services or accommodations to the ADA / 504 Compliance Officer in accordance with the Grievance Procedure.

Eligibility and Accommodation Practices and Policies.

For students determined to be eligible for special services as set forth above, Rutgers provides accommodations and/or modifications to policies and practices in order to ensure that all students have an equal opportunity to participate in all Rutgers programs, services and activities. The purpose of accommodations is not to ensure success, but to provide access and equal opportunity. The following policies and practices apply eligibility determinations and to all accommodations provided to students with disabilities at Rutgers:

1. Determination of Eligibility and Appropriate Accommodations. The determination shall be based upon all of the following:

- ✓ the documentation provided by the student;
- ✓ the in-take interview with the student;
- ✓ consultation with other Rutgers staff who have reviewed the documentation;
- ✓ subcommittee review of the documentation and other information, when appropriate;
- ✓ academic policies of the student's college or school;
- ✓ the policies and practices set forth in this Manual;
- ✓ consultation with course faculty regarding the essential course elements and the manner in which student mastery of course material is to be evaluated.

2. Accommodations can be adjusted, if necessary. If a student seeks adjustment, he/she should contact the College Coordinator. If the College Coordinator refuses the adjustment and the student believes it is reasonable and appropriate, the student is entitled to initiate a grievance with the ADA/504 Compliance Officer.

3. Accommodations are provided on a case-by case basis. Accommodations for each student will be determined on an individual basis considering all the factors mentioned above. Students with similar disabilities may not necessarily receive the same accommodations. There is no list of approved accommodations for any specific disability.

4. Accommodations will not be provided retroactively. Students who complete the in-take process with their College Coordinators are entitled to services and accommodations only from that date forward. Rutgers will generally not expunge or reexamine course work completed before documentation of a disability even if the student can establish that they had a disability at the time of the course in question.

5. All accommodation requests are not granted. Rutgers will only provide reasonable and appropriate accommodations based upon a review of the factors described in paragraph #1 above. This means that students may not necessarily be provided with all the accommodations recommended in their documentation. Some common reasons that Rutgers will not provide a requested accommodation are:

- providing the accommodation would fundamentally alter the program, course, or activity;
- the accommodation being requested is not supported by the documentation;
- it is against the policies and practices set forth in this Manual to provide the requested accommodation (e.g. unlimited time on tests);
- providing the accommodation would pose a direct threat to the student or to others;
- providing the accommodation would constitute an undue administrative or financial burden pursuant to criteria established under the ADA and/or Section 504.

Requesting Academic Accommodations From Faculty

Students should not request academic accommodations from faculty until they have completed the determination of eligibility process with their College Coordinator and been given a Notification of Disability. After you have received a “Notification of Disability” from your College Coordinator, it is your responsibility to promptly meet with the faculty members who teach your courses in order to discuss implementing the accommodations listed. If the faculty member responsible for the course is unwilling to provide an accommodation which is specified in the Notification, you should not argue with the faculty member, but should immediately advise the College Coordinator. If the College Coordinator is unable to resolve the dispute, he/she will refer the matter to the University ADA/504 Compliance Officer for resolution in accordance with the Grievance Procedure.

When meeting with a faculty member, you should:

- Be on time for a scheduled appointment.
- Confirm that your instructor has received and reviewed the Notification of Disability. If not, you should present a copy and review it together.
- Discuss specific details about how the accommodations will be handled. For example, if extended time on an examination or a distraction-free room is an appropriate accommodation, be sure to discuss when you will take the exam, where you will take the exam, how you will receive your copy of the exam and who will proctor the exam.
- Be flexible – there is often more than one right way to provide an accommodation. If you cannot immediately identify a solution, participate in problem-solving with an open mind. You might also suggest that the faculty member contact the College Coordinator for technical assistance as is suggested in the Notification.
- Be calm and courteous - There is no reason to get angry and threaten a lawsuit or a grievance. If you are unable to make arrangements for accommodations, the next step is to request the assistance of your College Coordinator.
- Request only those accommodations listed in the Notification.

- Stay focused upon discussing the specific accommodations and avoid a discussion about what "the law says." It is neither your role, nor that of the faculty member to analyze the law.

Section III: The Grievance Procedure

Rutgers, The State University of New Jersey has adopted an internal grievance procedure providing for the equitable resolution, within a reasonable time, of complaints by students with disabilities alleging violations of their rights under the Americans with Disabilities Act ("ADA") and under Section 504 of the Rehabilitation Act of 1973 ("Section 504"). Depending upon the nature of the grievance in question, the student may pursue one of the following two procedures:

I. Complaints Related to Non-Academic Programs, Activities and Services

This procedure shall apply to non-academic programs, activities and services. Examples of subjects covered by this procedure are:

- *requests for accommodations in residence and dining halls;*
- *requests for accommodations related to parking and transportation needs;*
- *concerns related to building accessibility;*
- *participation in extra-curricular activities or university-sponsored events;*
- *accessibility to student services such as financial aid, computer services and counseling.*

All requests for such accommodations or assistance should first be brought to the Coordinator for the Concerns of Students with Disabilities ("College Coordinator") for the student's college or program of enrollment. If the student believes the response of the College Coordinator has the effect of discriminating against him or her on the basis of disability, the student may request review of the decision of the College Coordinator as follows:

1. Requests for review shall be addressed to the ADA/504 College Compliance Officer:
Mr. Brian Rose
Director Of Compliance and Student Policy Concerns
3 Bartlett Street
College Avenue Campus
New Brunswick, NJ 08901
(732) 932-7312
2. The request for review must be filed within twenty (20) days of the final response of the College Coordinator to the student's request. The request for review shall specify:
 - a. *The accommodation or service requested;*
 - b. *The reason for the request;*
 - c. *The response of the Coordinator to the request.*
3. The ADA/504 Compliance Officer shall investigate the matter, affording all interested parties an opportunity to submit relevant evidence, statements and documentation.

4. The ADA/504 Compliance Officer shall issue to the student a written determination specifying the resolution of the matter. Such written determination shall ordinarily be issued within thirty (30) days of the date of the request for review. Circumstances which may prolong the response of the ADA/504 Compliance Officer include the intervention of a semester break and such other circumstances which may render unavailable persons necessary to an appropriate resolution of the complaint.
5. The ADA/504 Compliance Officer shall maintain files and records relating to all such requests for review.
6. The right of the student to an equitable and timely resolution of a complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a complaint with the responsible federal or state department agency.

II. Complaints Related to Academic Programs

This procedure shall apply to academic programs. Examples of subjects covered by this procedure are:

- requests for test modifications such as extended time or changes in format;
- *requests for changes in curriculum requirements;*
- *requests for classroom accommodations such as tape recorders, assistive devices and interpreters.*

All requests for such accommodations or assistance should first be brought to the College Coordinator. If the student believes the response of the College Coordinator has the effect of discriminating against him or her on the basis of disability, or if a faculty person shall refuse to provide an accommodation agreed upon with the College Coordinator, the student may request review of the decision as follows:

1. If the student wishes to grieve a determination by the College Coordinator, the student should contact the ADA/504 Compliance Officer who will review the matter in accordance with paragraphs 4-6 below.
2. If a faculty member, an office or a program shall refuse to provide an accommodation in accordance with the College Coordinator's notice, the student shall first request the assistance of the College Coordinator in resolving the complaint. The request must ordinarily be made within ten (10) days after the refusal of the faculty member, College or Program to provide the accommodation(s) requested. In attempting to resolve the complaint, the College Coordinator shall consult with the faculty member(s) responsible for the course(s) in question, the department chairperson and other faculty officials as appropriate.

3. In the event the College Coordinator cannot resolve the complaint within five (5) days of the request, it shall be the responsibility of the College Coordinator to immediately refer the matter to the ADA/504 Compliance Officer (whose address appears on the previous page), to forward all pertinent information and to notify the student of same.
4. The ADA/504 Compliance Officer shall investigate the matter, affording all interested parties an opportunity to submit relevant evidence, statements and documentation.
5. The ADA/504 Compliance Officer shall issue to the student a written determination specifying the resolution of the matter. Such written determination shall ordinarily be issued within thirty (30) days of the date of the request for review. Circumstances which may prolong the response of the ADA/504 Compliance Officer include the intervention of a semester break and such other circumstances which may render unavailable persons necessary to an appropriate resolution of the complaint.
6. The ADA/504 Compliance Officer shall maintain files and records relating to all such requests for review.
7. The right of the student to an equitable and timely resolution of a complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a complaint with the responsible federal or state department agency.

Section IV: Campus Resources

The University is comprised of a myriad of campuses, schools, centers and departments, many of which have special resources for students with disabilities. Students can speak with their College Coordinators and department Chairs about opportunities specific to their school and department. Some other specific resources and their contact information are listed below.

Computer Services: <http://ada.rutgers.edu>

Dining Services:

Contact Person: Carolyn Knight-Cole, Associate Director of Business Affairs
(732) 932-8038

Emergency Services: www.rci.rutgers.edu/~emergsvc/

Contact Person: New Brunswick: Joseph Zuccarello, Chief of the Division of Public Safety
(732) 445-3077

Or obtain an outside line and call 911. The municipal first aid squad will only transport a student to a local hospital and not to a student health center.

Financial Aid:

Contact Persons: Charlaine S. Roper, Manager, New Brunswick Undergraduates
(732) 932-7057
Jo-Ann Craig, Manager of Compliance and Quality Control
(732) 932-7057 x611

Health Centers: www.health.rutgers.edu

Camden (856) 225-6005

Newark (973) 353-5231

New Brunswick:

Busch/Livingston (723) 445-3250

Hurtado (CAC) (732) 932-7401

Willets (Douglass) (732) 932-7211

Learning Resource Centers : <http://lrc.rutgers.edu>

Contact Persons: College Avenue: Mary Ann Cancio, Campus Director, (732) 932-1443
Cook/Douglass: Pat Grove, Campus Director,
(732)932-1660
Livingston: Tina Sohn, Campus Director, (732) 445-0986
Camden: Valerie Smith Stephens, Campus Director,
(856)225-6442
Newark: Leah Hollis, Campus Director, (973)353-5608

Library Services: http://www.libraries.rutgers.edu/rul/lib_servs/disabil.shtml

Exhibit A

Campus Coordinators:

Camden:

James Credle
Assistant Dean
Paul Robeson Campus Center
(973) 353-5300
credle@andromeda.rutgers.edu

Newark:

Barbara Detterlein
Assistant Dean
Dean's Office
Armitage Hall 249
(856) 225-6043
bad1@crab.rutgers.edu

New Brunswick:

Cheryl Clarke
Director of Diverse Community Affairs
3 Bartlett Street/CAC
(732) 932-1711
cclarke@rci.rutgers.edu

Section 504/ADA Compliance Officer:

Brian T. Rose
Director of Compliance and Student Policy Concerns
3 Bartlett Street /College Avenue Campus,
(732) 932-7312
brose@rci.rutgers.edu

College Coordinators:

NEW BRUNSWICK CAMPUS

DOUGLASS COLLEGE

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EXHIBIT B

Part 1: General Documentation Guidelines

To ensure that reasonable and appropriate services and accommodations are provided to students with disabilities, students requesting such accommodations and services must provide current documentation of their disability. Such documentation generally must include all the following:

1. A clear diagnostic statement of the disability prepared by a licensed professional;
2. A description of the manner in which the disability limits the student in a specified major life activity and the severity of the limitation;
3. Test results (if applicable);
4. *Recommendations* for accommodations.

The student must provide this information to the appropriate Coordinator, or authorize the Coordinator to contact directly the professional who has completed such an evaluation in order to be eligible for reasonable and appropriate services and accommodations.

It is the responsibility of the student requesting the accommodations and services to document the disability. As such the cost of evaluations required pursuant to these Guidelines is to be borne by the student.

Students requesting accommodations related to learning disabilities, attention deficit disorders or psychiatric disability will need to further comply with the documentation guidelines set forth below.

New Documentation Guidelines have been developed for students with learning disabilities, ADD or ADHD and psychiatric disabilities. These guidelines are available by following the links to the "LD / ADD Review Committee" and the Psychaitaric Disabilities Review Committee located at <http://www.rci.rutgers.edu/~polcomp/disab.shtml>, or available from your College Coordinator for the Concerns of Students with Disabilities.

Exhibit C

AUTHORIZATION TO RELEASE INFORMATION

In support of my request for reasonable accommodations, I have provided you with documentation of my condition. By signing this Authorization, I _____ authorize you to release this information to those [Print name] staff and faculty of Rutgers, The State University of New Jersey properly involved in evaluating and responding to my request for accommodations [for example; university medical staff and administrators involved in providing services to students with disabilities.]

I understand that this Authorization shall remain in effect until _____.
[End date]

Signature of Student

Date