The Office for Disability Services

Student Handbook
2006-2007

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1760 Neil Avenue
Columbus, OH 43210
(614) 292-3307
(614) 292-0901/TDD
(614) 292-4190/Fax
www.ods.ohio-state.edu

This handbook is available in alternate formats such as Braille, audiotape, large print and computer disk upon request. It is also available on the ODS website.
Welcome!

Dear Student:

Welcome to The Ohio State University and the Office for Disability Services (ODS)! On behalf of the ODS staff, we look forward to working with you during your academic career at OSU. Please use this handbook as an important resource for accessing services and accommodations.

In order to provide the best program possible ODS periodically changes its policies, procedures and services. We will alert you of those changes through the ODS E-Mail Newsletter to keep you up to date. Also, the ODS website will always offer the most current handbook available as other important information you need to know. Just click on http://ods.ohio-state.edu and you will be set. This website and the ODS E-Mail Newsletter will keep you informed on a variety of activities that will be of interest to you. There is so much going on at ODS and on campus and we don't want you to miss any of it.

Best wishes in your academic career at OSU!

Patricia M. Carlton, Director
Office for Disability Services
Contacting the Office

Office: (614) 292-3307
TDD: (614) 292-0901
Fax: (614) 292-4190

All ODS telephone lines are switched to an answering service at closing. When leaving a message, at the tone, please state the name of the staff member you are attempting to contact. Next, state your name, telephone number, and a brief message.

Staff members can also be reached via e-mail during regular office hours.

Office Hours & Exam Times

Autumn, winter & spring quarters:
- Mon., Tues., Wed., and Thurs. 8:00 a.m.-8:30 p.m.
- Fri. 8:00 a.m.-5:00 p.m.

  o Exams can be scheduled at ODS on:
    - Mon., Tues., Wed., and Thurs. 7:30 a.m.-8:30 p.m.
    - Fri. 7:30 a.m.–5:00 p.m.

Summer Quarter:
- Monday through Friday 7:30 a.m.-4:30 p.m.

  o Exams during Summer Quarter may be scheduled:
    - Monday through Friday 7:30 a.m.-4:30 p.m.

Important Notice: Exams must always be finished by the time the office closes.
## Disability Services Staff

<table>
<thead>
<tr>
<th>Staff</th>
<th>Email Address</th>
<th>Walk-in Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATTC GA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lois Burke, Assistant Director / Counselor</td>
<td><a href="mailto:burke.4@osu.edu">burke.4@osu.edu</a></td>
<td>Tues. 2 - 4:30 pm</td>
</tr>
<tr>
<td>Patty Carlton, Director</td>
<td><a href="mailto:carlton.1@osu.edu">carlton.1@osu.edu</a></td>
<td>Wed. 1 – 4 pm</td>
</tr>
<tr>
<td>Sharon Dobner, Office Manager</td>
<td><a href="mailto:dobner.3@osu.edu">dobner.3@osu.edu</a></td>
<td></td>
</tr>
<tr>
<td>Anna Fout, Office Assistant</td>
<td><a href="mailto:fout.37@osu.edu">fout.37@osu.edu</a></td>
<td></td>
</tr>
<tr>
<td>Chris Keck, Counselor</td>
<td><a href="mailto:keck.48@osu.edu">keck.48@osu.edu</a></td>
<td>Fri. 1 - 3 pm</td>
</tr>
<tr>
<td>Claudia Kinder, Interpreter and Transcription Services Coordinator</td>
<td><a href="mailto:kinder.7@osu.edu">kinder.7@osu.edu</a></td>
<td></td>
</tr>
<tr>
<td>Mary Koeninger, Counselor</td>
<td><a href="mailto:koeninger.3@osu.edu">koeninger.3@osu.edu</a></td>
<td>Mon.1 – 3:30 pm</td>
</tr>
<tr>
<td>Caitlyn McCandless, Counselor</td>
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<td>Wed. 1 - 4:00 pm</td>
</tr>
<tr>
<td>Kera McClain, Auxiliary Aids Assistant</td>
<td><a href="mailto:mcclain.88@osu.edu">mcclain.88@osu.edu</a></td>
<td></td>
</tr>
<tr>
<td>Sean Miller, Counselor / A.T. Coordinator</td>
<td><a href="mailto:miller.2920@osu.edu">miller.2920@osu.edu</a></td>
<td>Thurs. 2 – 4 pm</td>
</tr>
<tr>
<td>Ken Petri, WAC Director</td>
<td><a href="mailto:petri.1@osu.edu">petri.1@osu.edu</a></td>
<td></td>
</tr>
<tr>
<td>LD testing G.A.</td>
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<tr>
<td>Melissa Skavaril, LD testing G.A.</td>
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<td></td>
</tr>
<tr>
<td>Sarah Terry, Auxiliary Services Administrator</td>
<td><a href="mailto:terry.5@osu.edu">terry.5@osu.edu</a></td>
<td>Mon-Fri. 7:15-3:45pm</td>
</tr>
<tr>
<td>Krista Winger, Exam Scheduling Coordinator</td>
<td><a href="mailto:winger.12@osu.edu">winger.12@osu.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

### Staff Interpreters:
- Tiffany Buch: buch.10@osu.edu
- Maryam Sabri: sabri.3@osu.edu
- Susan Wilson: wilson.1333@osu.edu
- Annisa White: white.989@osu.edu
- Jan Wulf: wulf.12@osu.edu

### Staff Transcribers:
- Patricia Barnes: bates.32@osu.edu
- Blythe Cowden: cowden.8@osu.edu
- Cathy Hartley: hartley.119@osu.edu
- Jodi Tobin: tobin.58@osu.edu
- Karen Walraven: walraven.8@osu.edu
Staff Position Functions

There is a variety of staff at ODS who perform different functions. All of the staff work toward assisting you in getting equal access to an education and the services that you need.

The functions of the various staff include but are not limited to:

**Assistive Technology Training Center (ATTC) Coordinator** (Sean Miller) - provides training and education in the use of assistive technology for students with disabilities, faculty and staff. He supervises programming and undergraduate/graduate student employees in the ATTC. In addition, he consults with faculty and staff in incorporating assistive technology in campus and departmental computer labs.

**Auxiliary Services Administrator** (Sarah Terry) - coordinates the provision of print materials into alternative format. She is responsible for ensuring that the students using this service receive their materials in a timely manner. In addition, she is also responsible for the overall administration of test accommodations.

**Auxiliary Aids Assistant** (Kera McClain) - assists with the production and flow of Alternative Media as well as providing backup support to the Exam Scheduling Coordinator.

**Counselors** – (Lois Burke, Chris Keck, Mary Koeninger, Caitlyn McCandless, Sean Miller) collaborates with the student in the planning and the implementation of appropriate services and accommodations. The counselors work in partnership with students on disability related issues of academic accommodations, learning strategies, advocacy skills, transition issues, and career planning.

**Exam Scheduling Coordinator** (Krista Winger) - coordinates the procurement, scheduling and proctoring of exams when taken at ODS with accommodations. If you have any questions about scheduling your exams, contact this person.

**Interpreter and Transcription Services Coordinator** (Claudia Kinder) - coordinates sign language interpreting, TypeWell services, and real-time captioning for students who are deaf or hard of hearing.

**Confidentiality and Release of Information**

- The Office for Disability Services views all materials pertaining to a student's disability as confidential. This policy is based upon government mandates regarding the confidential treatment of disability-related information.

- Any written material obtained by ODS is used to verify the disability and plan for appropriate services.

- All disability-related information for students at the Ohio State University is housed in the Office for Disability Services. Each student has a separate file housed in a secure filing cabinet. Only staff persons working at ODS have access to these files.

Division of Student Affairs
• Disability information may be released only when a student has signed a "Release of Information" form giving written permission.

• The Family Educational Rights and Privacy Act of 1974 (FERPA), also known as the Buckley Amendment, and the Americans with Disabilities Act (ADA), do not allow faculty or others access to disability-related information.

• According to the Association on Higher Education and Disabilities (AHEAD), "Disability related records provided by a physician, psychiatrist, psychologist, or other recognized professional are not subject to free access under FERPA."

• According to AHEAD, "it is only necessary to share with the faculty the information that a student has a documented disability and need for accommodation(s)." Faculty members have no need to know the nature of the disability, "only that it has been appropriately verified by the individual (office) assigned this responsibility on behalf of the institution."

• A student may request to review the contents of his/her own file when the counselor is present. All information in the file is the property of ODS.

• ODS will retain all disability documentation for six years after students leave the university.
Initiating Services and Accommodations

Services and accommodations are based on your disability and specific functional limitations. You may not receive all of the accommodations contained in this document.

You must make your requests for particular accommodations in a timely manner. The amount of time considered appropriate depends on the type of accommodation. Please refer to the appropriate section in this handbook or your counselor to determine what is considered timely for all accommodation requests.

Steps to receiving classroom accommodations through ODS and/or instructors:

1. Analyze your classes
   • Look at the requirements for each of your classes and consider your particular disability-related needs when determining which accommodations are appropriate. The accommodations for which you are eligible might not be appropriate or necessary for every class. If you need help in determining which accommodations will be appropriate for a particular class, consult with your ODS counselor.

2. Make an appointment with your instructor
   • Request an appointment with the instructor or attend his/her office hours early in the quarter to discuss your accommodation requests. It is not advisable to discuss your disability-related needs with your instructor in front of the class or as s/he is coming or leaving the lecture.

3. Be specific
   • When meeting with the instructor, make specific accommodation requests. You do not need to disclose the specific nature of your disability to your instructor. If you are uncomfortable identifying your disability, keep the conversation focused on the accommodations for which you are eligible.

4. Coordinate accommodations with ODS
   • Submit accommodation requests to ODS shortly after meeting with your instructor to ensure that you will receive what you need in a timely manner.

5. Maintain communication
   • ODS Counselor -Together with your ODS counselor, decide how often you will meet for follow-up appointments. One meeting per quarter is good if you only need to check in concerning your progress.
   • Instructor -Stay in contact with your instructor throughout the quarter and provide gentle reminders of planned accommodations.

6. Problems
   • You should immediately alert your counselor and/or instructor if you are having difficulties with any accommodation, service, or class.
Priority Scheduling

All students who are eligible for accommodations and services through ODS receive priority scheduling. OSU students who have priority, such as ODS students, athletes, and honors students are able to begin registering for classes 2 days prior to start of general registration. This accommodation allows you the opportunity to select schedules that match your unique disability-related needs.

When scheduling your courses, please consider the following guidelines:

1. Meet with your Academic Advisor
   - Before your window opens so that you are ready to schedule classes when it opens.

2. Schedule as soon as possible when your "window" opens.

3. Use your priority status to your advantage.
   - Consider your disability-related needs and issues when scheduling. Factors to consider might be:
     - time of day the classes meet?
     - how often classes meet?
     - can you handle back-to-back classes or do you need breaks?
     - is your course work balanced, so that you avoid an overload?
     - is there a type of work that is affected by your disability? i.e., if you have an LD in reading, can you handle three classes that involve a considerable amount of reading?
     - if you have energy limitations or use the HandiVan, are you able to get to your next class on time?

4. Your counselor is not an academic advisor, but she or he can assist you in balancing your course load to better address your disability needs.
Voter Registration

OSU provides several opportunities for all students to complete voter registration forms and receive information about the electoral process. Many of these opportunities are made available from Student Organizations and Activities as well as from organized groups and the campus media.

Each year at the Student Involvement Fair that is held during Welcome Week activities, tables are available for students to register to vote. Some of the fraternities and sororities provide opportunities as a service to the University community. Organized groups such as the NAACP, the Council of Graduate Students and the Undergraduate Student Government office provide additional opportunities such as voter registration drives and special guests on campus to increase awareness about candidates and political issues. The campus newspaper, The Lantern, provides information about voter registration opportunities as well as articles about political issues, candidates, etc. OSU also has its own radio and television station that provides forums, debates and other information pertaining to elections, candidates, and issues.

Voter Registration at ODS

In addition to the opportunities described above, you can also register to vote at ODS, which is a designated voter registration site. Voter registration forms and other information about voting are available from your counselor. The forms are also available in the front reception area.

- Any resident of Franklin County in Columbus, Ohio can register to vote using the forms found at ODS.
- For Ohio residents outside of the Franklin county area, you can vote via an absentee ballot. Your counselor has information on how you can contact your particular Board of Elections.
- If you are from another state, you must obtain an absentee ballot from your home county and state.
- The national voter registration form is also available so that any student from any state can register to vote at ODS. This form must be sent back to your home state for voter registration purposes.
- For students who are already registered voters, you must submit a new form if you have changed your name or address since the last time you voted or if you have not voted in any election in the last four years.
Testing Accommodations

Test accommodations may include but are not limited to:
  Assistive technology
  Reader/Taped Exam
  Extended time
  Braille
  CCTV
  Large print
  Computer
  Distraction reduced space
  Scanned exam/audio output (Jaws)
  Raised table
  Scribe
  Test Talker

You have three exam options available to you:
1. Take the exam with the class
2. Take the exam with appropriate accommodations, if you and the instructor agree to a time and place
3. Schedule your exams at ODS

Procedures for exams at ODS:
  • You must complete a Proctor Sheet with your instructor(s) in order to take exams for that class in our office. You will want to work out ALL of the details before returning the Proctor Sheet to ODS. All incomplete proctor sheets will be returned to you.
    o One Proctor Sheet is used per class and is considered a contract between you, the instructor and ODS.
    o Turn in the Proctor Sheet at the beginning of the quarter or at least five business days in advance of your first exam.
    o If you are only taking your final with ODS, your proctor sheet must be submitted no later than Friday of the ninth week.
  • You are responsible for contacting ODS during the 10th week of the quarter to obtain your final exam schedule.

Policies for exams at ODS:
  • Faculty instructions on the Proctor Sheet will be reviewed with you before the exam begins. You will be held responsible for following these instructions at all times.
  • The following items are not allowed in the exam room:
    o Notes/books not permitted by professor/instructor
    o Any communication devices including cell phones and PDA’s
    o Coats
    o Book bags
    o Purses
    o Hats/Ball caps
• Valuables, including all communication devices (which must be turned off), can be locked in the cabinet inside the studio, given to the front desk staff to be placed in the exam envelope or left at the coat rack.
• You are not permitted to choose your exam room. ODS cannot guarantee a specific test environment.
• You are not permitted to leave the ODS testing area once you have begun your exam (exception is bathroom break within ODS).
• You are responsible for your personal exam materials.
  o If you forget personal exam materials (calculator) and you leave to retrieve them, when you return you will only be given the remainder of your allotted time.
• If you are unclear about the exam instructions or conditions, stop the exam and seek assistance from an ODS staff member. The ODS staff member will attempt to contact your professor or give you a form to complete explaining the problem or question which will then be returned with the exam.

**Academic Misconduct**

➡️ All ODS students must show picture ID to ODS exam staff when checking in to take an exam. BUCK-IDs and driver's licenses are acceptable.

➡️ All ODS exam studios are now monitored by ODS staff via a closed-circuit video monitoring system. Exam video segments are temporarily stored on a secured, on site digital recording device that is maintained exclusively by ODS staff. Any student observed utilizing any unauthorized resource during an exam will be reported to their instructor.

➡️ You are not permitted to touch/move the mirrors/cameras that are located in the studio. If you are caught moving a proctoring mirror or camera you will be reported to the instructor and may be charged with academic misconduct.

➡️ Any unauthorized notes and any scrap paper used during the exam will be copied and returned with the exam.

➡️ A staff member may come into the studio at any time to monitor exam conditions.

➡️ Any suspected evidence of cheating will be documented by the exam scheduling coordinator or other full time staff and reported to the appropriate faculty member. As a result, you may be charged with academic misconduct.
Pop Quizzes

The instructor must call ODS in the event of a pop quiz as soon as it is planned. The instructor should deliver the quiz immediately to ODS for administration and enclose instructions for administering the quiz (e.g., time allotment (hr/min) and materials authorized.

Software/Online Test Accommodations

Section E of the proctor sheet asks the instructor/designee to indicate the type and version of software needed for exams and the dates the software will be used. If the schedule is yet to be determined when signing the proctor sheet, please call ODS as soon as the dates are set. If a software instruction book will be used in the regular exam, then one should be used in the ODS exam. The department is responsible for loaning the book(s) to ODS for this purpose and ODS will make arrangements to return the book(s).

Also, if your exam will require the use of images via a website or CD, please inform your instructor that we can provide you with this option. It will be necessary for your instructor to make contact with the Exam Scheduling Coordinator to make arrangements.

Lateness, Illness, No Show, Cancellation, and Rescheduling Policies

Lateness and Illness

- The student must submit written permission (via the Rescheduling Authorization Form) to start an exam or quiz later than the originally scheduled time.
- If the student does not submit written permission and shows up late, after 15 minutes, ODS will allow the student only the remaining time to finish the test. For example, the student is originally scheduled at 2:30 and receives one (1) hour and 48 minutes to complete the test (to be finished by 4:18). ODS starts the time clock at 2:45. If the student shows up at 2:55, the student has one (1) hour and 38 minutes remaining.
- This policy also applies if the student is late due to illness.
- If you arrive more than 15 minutes late for an exam, you must reschedule the exam which requires written permission from the teacher/instructor. See Rescheduling an Exam below.
- If you are unable to take an exam due to illness or emergency, contact your teacher/instructor immediately.
- You are responsible for coordinating the makeup of any missed exam or quiz with your instructor by submitting a rescheduling authorization form to ODS.
No Show

- If you fail to show up for a scheduled exam, ODS will contact you by e-mail within 24 hours. Your counselor and instructor will receive a copy of the e-mail.
- ODS will return the exam material to the instructor within three days if no response is received from you.
- You will be responsible for making contact with ODS to ensure that future exams for that class are scheduled.

Canceling an Exam

- If for any reason you have decided not to take your exam at ODS (including withdrawing from a course) after completing and returning the Proctor Sheet, you are responsible for notifying our office so that we can have the space for other students.
- You are responsible for ensuring that your travel plans do not interfere with your final exam schedule. Remember, due to space constraints, you may get the second or third choice of final time.

Rescheduling an Exam or Quiz

1. Obtain a Rescheduling Authorization form at the front desk of ODS.
2. The Instructor fills out and signs the form.
3. Return the form to ODS as soon as possible for rescheduling.
4. ODS will accept authorization from the instructor via e-mail, as long as the e-mail includes the necessary information in order to administer the exam.

Requesting Readers and/or Scribes for Exams

If your counselor has authorized you to use a reader &/or a scribe and you would like to use this service(s) for your tests, please indicate this in section F of the proctor sheet.

Readers

- Readers can be asked to repeat information, so do not hesitate to ask.
- Readers will only read what is on the printed page and cannot be asked to interpret, define, explain or reword questions.
- Readers need feedback from you to be effective. Let your reader know what reading tone, rate, etc. works best for you.

Scribes

- Scribes will write down verbatim what you have dictated. The scribe is not responsible for organizing or paraphrasing your thoughts into a final draft.
- Scribes are responsible for general spelling and sentence ending punctuation. You are responsible for directing the scribe for any spelling of specific, class related terminology or punctuation within sentences.
• At any time, you will have the opportunity to review what the scribe has written either by reading or having it read to you.
• If there are corrections, you will direct the scribe to make them.

Verification Letter Request Policies

General information about the Letter Request Form and Verification Letter
• The Letter Request Form prompts ODS to generate a letter from your counselor to your instructor. The letter verifies that you are registered with ODS and lists your accommodations; it does NOT indicate your disability.
• You must fill out a letter request form for Math (lower level). You can request a letter for any other courses.

Completing the Letter Request Form
1. Obtain a Letter Request Form from ODS.
2. Fill-in your name, phone number, date, SSN, counselor’s name, lecturer’s name, and course title and number. Indicate when the letter is needed
3. Turn in the completed form at the front desk. The letter will be ready within 24 hours.

Math Policy

Scheduling Lower Level Math Exams (050, 075,104, 117, 130, 131, 132, 148 and 150)
(Math courses 105, 106 and 116 follow traditional exam scheduling procedures.)
• All lower level math classes are scheduled at ODS by filling out a Letter Request Form.
• You must meet with the Exam Scheduling Coordinator at the beginning of the quarter if you are taking any lower-level math classes during the autumn, winter, and/or spring quarters. During summer quarter you may use the Proctor Sheet and the standard exam scheduling procedures.

To request a letter:
1. See procedure above for completing the Letter Request Form.
2. Turn in the completed form at the front desk. The letter will be waiting for you to pick up in 24 hours or less. After you return to ODS to pick up the letters, you will be responsible for delivering one letter to your Math TA and the other letter to your Math lecturer. You will pick up your exam schedule at this time.

If you are in Spanish 101.01, 102.01, 102.66, 103.01 or 103.66
Go to room 266 Cunz Hall and meet with Dr. Jan Macian (Academic Program Director) to fill out your proctor sheet. Her e-mail address is macian.1@osu.edu and phone number is 292-7125.
If you are in Spanish 104, H104 or 250

Go to room 266 Cunz Hall and meet with Glaucia Silva (Intermediate Language Supervisor) to fill out your proctor sheet. Her e-mail address is silva.35@osu.edu and phone number is 292-4958.

Note Taking Assistance

Note taking assistance is not a substitute for attending class! When you miss class for a non-disability related reason, you must make alternative arrangements for obtaining notes.

Tape recording lectures
- Ask the instructor for permission.
- Place the tape recorder or yourself at the front of the classroom, close to the instructor.

Volunteer, In-Class Note Taker
- Ask another student in the class if s/he is willing to serve as note taker. If you have difficulty locating a volunteer:
  - You can request a letter asking for your instructor’s assistance in locating a note taker. You will also pick up a letter for the volunteer note taker.
  - Your counselor can offer a bookstore gift certificate as compensation.
- Once you have a note taker, determine how you will obtain the notes. Options include:
  - Bring notes to ODS to photocopy.
  - Pick up free NCR notepads from ODS to provide to the note taking volunteer
  - Note taker can borrow an alpha smart, a portable electronic keyboard, from ODS to utilize when taking notes.
  - Notes sent to you via e-mail.

Note Taking Services
- Grade A Notes (22 E. 17th Ave., 299-9999) at no cost with authorization from counselor. Does not pertain to course packets.

Note Taking in Psychology 100
- Each Psych TA will recruit note takers in every class and provide a letter to the prospective note taker (s).
- Contact your ODS counselor who will follow up the prospective note takers for your class.
- Once the note taker has been selected, you have the option of meeting the note taker or remaining anonymous.
- Arrangements will be made to exchange notes with the student.
A Sample Letter for Note Taker Request

Dear Professor/Instructor:

The above named student is known to the Office for Disability Services as a student with a disability and is eligible for note taking assistance. In order to facilitate this process, please assist the student by:

- Providing the student access to your notes or overheads if comprehensive. ODS may be able to assist in copying notes. OR
- If possible, identify someone in class whom you believe is a good note taker. OR
- Making an announcement in class requesting a volunteer note taker. Please do not reveal the name of the student with a disability. If you have difficulty locating a volunteer on the first try, ODS is willing to provide a gift certificate to a campus bookstore to a student willing to share their notes.

When a volunteer is identified, please provide the note taker with the attached letter with instructions for sharing their notes. The notes should not be provided to the student when they fail to attend class. It will be the student’s responsibility to make arrangements with another student.

Thank you for your assistance in this collaborative effort to ensure that this student receives this mandated accommodation. If you would like to consult with me in this matter or if any problems arise, please feel free to call me at 292-3307.

Sincerely,
Counselor
Lab Assistants

Contact the instructor of an upcoming lab (ie. Chemistry, Biology, Physics, Geology, and CIS) as soon as you schedule classes in order to discuss your need for a lab assistant. The instructor may be able to arrange for an assistant or help you to make other arrangements in the class. If not, proceed to steps below.

Procedure:
1. Contact your ODS Counselor immediately after scheduling to request an assistant. Do not wait until a course has begun because there may be a delay or extreme difficulty in locating an assistant. Bring the following information concerning your class:
   a. course title
   b. course number
   c. course location
   d. meeting days and times
   e. instructor's name (if known)
   f. instructor's campus telephone number and email address
2. Your ODS counselor will recruit and hire the lab assistant.
3. The identified lab assistant will make an appointment with the ODS Office Manager to be registered as an employee before s/he begins working.
4. Contact your assistant immediately if you cannot attend a lab session. If you fail to show up twice for a lab and do not inform the assistant ahead of time, the assistant is authorized to discontinue assistance. To reinstate services, you must meet with your ODS Counselor.
5. Contact your ODS counselor if you drop the class.
6. Contact your ODS counselor if your lab assistant does not attend lab.

Importance Notice: Lab assistants will act only as your hands or eyes. All information about actual lab processes and procedures is your responsibility. Therefore, lab assistants will:

- Perform only those tasks directed by you. S/he will NOT prompt or guide you in performing a lab task unless you ask him/her to perform a task that is dangerous;
- Be used as a tool, not as a teacher;
- Inform you ahead of time if s/he is not able to attend a session;
- Receive instruction, if needed, regarding your disability-related needs from you and/or your ODS Counselor.
Alternative Media Services

The following is a list of the variety of Alternative Media Options available for REQUIRED COURSE READINGS.

- Audio output
  - Scanned and converted to MP3 files* or text files
  - Scanned and converted to MP3* or to text files and edited
  - Audio tape**
  - PDF with text
- Large print or electronic enlargements (PDF or TIFF)
- Brailed & image enhancements

*ODS produces CD/MP3 files for students who use audio output. MP3 files are created when text is scanned into an electronic format, saved in an audio file, and burned to a CD. This format allows for greater flexibility for the reader since the CD can be listened to on a computer or in a portable MP3 player. No special software required.
** CD/MP3 will work for material that is primarily text without scientific notation such as Math, Chemistry, or Physics. ODS will continue to produce such scientific material on audio tape.

Student Responsibilities:

- You can facilitate the alternative media process by contacting your instructor as soon as you register for courses. Ask the instructor for textbook information including editions, author, and order chapters are covered. Once you obtain this information, contact ODS immediately.

- Once you register for courses, contact the Alternative Media Coordinator with the following information:
  1. course number and call number
     - If you make changes to your schedule, please notify the Alternative Media Coordinator immediately.
  2. instructor’s name (if known).
  3. desired format e.g., scanned to CD or disk, enlargements or Braille.
     - A request for change in format, additional materials or impromptu materials may cause a delay.
  4. your phone number and email address.

- You are responsible for purchasing your own course materials and providing ODS with a copy of your paid receipts. ODS will obtain a copy to create the alternate format.

- During the first week of class, you must provide the Alternative Media Coordinator with a class syllabus that designates required reading and timelines.
• You are responsible for picking up materials as soon as you are notified of completion (check your email). It is advisable to regularly check to see if materials are completed. Materials will not be delivered to you.
  o Check your material upon receipt to ensure there are no problems. If you notice a problem, notify the Alternative Media office immediately.

ODS Responsibilities:
• Once a request for services has been received, ODS will contact the course instructor and/or department designee in order to determine the texts that will be used.

• Once all of the pertinent information is obtained, ODS is responsible for producing or obtaining the materials in a timely manner.

• ODS is responsible for recruiting, hiring and training of appropriate staff to produce materials.

• ODS is responsible (at the request of students) to provide orientation to assistive technology so that alternative materials can be used.

• ODS is responsible for providing assistive technology on campus.

• Readings that are listed as optional on the syllabus will not be put into an alternate format unless specifically requested.

• At your request, counselors will provide you with active listening training.

Faculty/Instructor Responsibilities:
• Once contacted by ODS or the student, faculty must identify specific required readings for an upcoming course. While a day-by-day syllabus is not required prior to the start of the quarter, a listing of readings and the order they will be required is necessary. Any delay in this information will result in the student not having equal access to an education in a particular classroom as required by law.

• Course materials such as overheads, lecture notes, impromptu readings, transcripts of videos should be in a typed format and/or available by electronic means to ensure timely conversion to alternate format.

Timelines:
• Scanned and edited materials: Scanned and edited text can be produced at a rate of 9-10 pages per hour. A lead time of **five weeks** is optimal for timely production.

• Enlargements, PDF, or TIFF: Created on an as-needed basis. **24 hours notice** is recommended although impromptu requests can often be accommodated.
• Braille: Requests for Braille materials are to be turned in to the Alternative Media Coordinator as far in advance as possible (3-6 months is suggested for textbooks). If electronic materials are to be brailed, they are to be submitted in WORD format for fastest conversion (saved in Word 6.0/95). ODS does not have a Braille transcriptionist on staff. Braille transcription is provided via the Duxbury program.

• Enhanced Images: Images are produced using P.I.A.F (Pictures in a Flash) technology and special tactile paper. This format is used to supplement Braille materials, supplied upon request. A three day lead time is appreciated.

Adaptive Equipment and Software

The ODS Assistive Technology Training Center (ATTC) is a computer lab that is available for students' use during regular ODS office hours and on Sundays. The ATTC is equipped with PC and Macintosh computers using assistive equipment and software that features:

• Scan-to-Speech, Text-to-Speech, and Web-to-Speech software, that utilizes bi-modal output via computer-generated voice
• Word prediction software
• Screen reader software
• Screen enlargement software
• CCTV text magnification systems
• Printer access for note-takers
• Large and flat screen monitors
• Refreshable Braille displays
• Adaptive mice and keyboards (upon request)

Some examples of the specialized software available on the ATTC computers are: WYNN, Kurzweil, Read & Write Gold - primarily designed to assist students with learning disabilities - this can help students overcome their reading and written language deficits. In addition, this software has excellent study guide composition tools. ZoomText, Openbook, and JAWS are designed to assist students who are visually impaired or blind as they enlarge the screen or read aloud anything found on the screen. For those with difficulty with typing using the standard keyboard, Dragon Naturally Speaking allows you to dictate directly to the computer with your words appearing right on the screen. ATTC computers also have the software most commonly found in labs across campus (Microsoft Office, Netscape, Eudora, etc.). Any student needing class-specific software loaded on the ATTC computers should contact their counselor at the beginning of the quarter.

If you need training in the use of the assistive technology located on campus, contact the ODS ATTC Coordinator or ATTC Graduate Assistant at 292-3307 for an appointment. During ODS office hours, the ATTC staff is available for student questions without appointment.
This training, support and troubleshooting is available for the following environments: the ODS ATTC computer lab environment, the ODS exam accommodation environment and the OSU classroom environment. Our training and support is concentrated on the software and hardware that is available within the ATTC lab and ODS exam environment, but we will do our best, (on a case by case basis), to support students’ own non-ODS assistive technology that they might bring to those environments. If we are not able to provide sufficient training, support and/or problem resolution for students’ other assistive technology, we will provide a workable alternative to ensure a reasonable accommodation scenario using ODS assistive technology. As resources and expertise allows, we will assist students with home and/or work assistive technology problems by offering feedback and assisting the student with researching problems on a case by case basis. However, home and/or work assistive technology needs are not ODS’ primary responsibility.
Access to Assistive Technology In Other Campus Locations

Computer stations with assistive technology can be used by any OSU student, but students registered with ODS will be given priority.

Computers with Read & Write 6.0 are available in the following sites:

- Agriculture Administration Building, Room 005
- Baker Systems, Room 590
- Brown Hall, Room 145
- Campbell Hall, Room 119
- Converse Hall, Room 139
- Cunz Hall, Room 148
- Denny Hall, Rooms 060 and 308, 312, 316
- Howlett Hall, Room 272
- Main Library, Room 050 (Coffee shop) and Periodical Desk Area
- Ohio Union, Room 006
- Prior Health Sciences Library, Room 460
- Schoenbaum/Mason Hall, Room 005
- Science and Engineering Library, Room 370
- Stillman Hall, Room 235
- Sullivant Hall, EHS Library, Rooms 205 and 260
- Younkin Success Center, Room 250
Transportation and Parking

Disability Parking Procedures:

Any student with a permanent or temporary mobility impairment is eligible to obtain an OSU Disability Permit. The application process has changed slightly to reduce confusion and eliminate duplication of effort. In the past, OSU’s Office of Transportation and Parking have required that a physician complete an OSU application for disability parking even if the student holds a State of Ohio Disability placard. The policy has been changed to accept a photocopy of the Registration Form for a State Placard, which many students already have. Submitting this copy, along with an application for Disability Parking, provides adequate documentation, brings the OSU permit process in line with the State’s periodic renewal process, and should make the process less cumbersome for everyone.

If you do not currently hold a State of Ohio Disability placard, you should obtain one before submitting your request to T&P. These placards are available from the Bureau of Motor Vehicles, and information/applications can be found on the web at [http://www.bmv.ohio.gov/placards.html](http://www.bmv.ohio.gov/placards.html). You may also download an application from the BMV web site by visiting [http://www.bmv.ohio.gov/4826.pdf](http://www.bmv.ohio.gov/4826.pdf). Take the completed application to any local license agency or mail it to the Ohio Bureau of Motor Vehicles, P.O. Box 16521, Columbus, OH 43216-6521, along with the required processing fee of $3.25. Disability placards are valid for the length of time prescribed by the physician, not to exceed five years.

Temporary Parking Procedures

For students who need temporary disability parking for less than a month, a Temporary Parking and Handivan form can be obtained from ODS or at T & P in 160 Beavis Hall. This form must be completed by your physician and returned to T & P to obtain your temporary disability parking pass.

Any disability requiring more than 1 month must obtain a temporary disability placard from the Bureau of Motor Vehicles. Information and applications can be found on the web at [www.bmv.ohio.gov/placards.html](http://www.bmv.ohio.gov/placards.html). Applications may also be downloaded from the BMV web site and taken to any local license agency or mailed in to any the Ohio Bureau of Motor Vehicles, PO Box 16521, Columbus, Ohio 43215-6521, along with the required processing fee of $3.25. The disability placard will be valid for the length of time prescribed by the physician. Once this placard is received, a copy should be provided to T&P with the application for Temporary Disability parking. A temporary disability permit will be issued for the same amount of time listed on the state placard.

All undergraduate students granted temporary disability parking will be required to park on West Campus and utilize the Handivan Service.

- Take paperwork and appropriate University identification to Traffic & Parking Services at:
  160 Bevis Hall (West Campus)
  1030 Carmack Road
  614-292-9341 (phone)
  614-292-1660 (fax)
Disability Transportation (Handivan) Procedures

OSU provides campus transportation services (Handivan) for students with disabilities. This service operates throughout the year, transporting passengers door-to-door, both on and off campus within established University proximity boundaries. Handivan also offers "Shopping Nights" where persons eligible to use the service are able to take Handivan to a local grocery store. Eligibility for services must be determined in order to utilize Handivan service according to the following guidelines:

Permanent Disability Handivan Service - Students with permanent disability that are registered with ODS should consult with their counselor to arrange HandiVan service. Documentation that warrants assisted transportation services must be submitted in order to be considered for eligibility.

Temporary Disability Handivan Service - Students that are not registered with ODS that have temporary disabilities should contact the ODS main office, (292-3307), to obtain authorization for temporary Handivan services. Documentation that warrants assisted transportation services must be submitted in order to be considered for eligibility.

Faculty/Staff Handivan Service - OSU faculty and staff should contact OSU Transportation and Parking directly, (292-6202), to register for Handivan service.

To check the exact hours of Handivan operation, learn the days and hours of Shopping Nights and to schedule rides, call the Handivan Dispatch Line at 292-6202. ODS is not responsible for scheduling Handivan rides.

COTA, Project Mainstream - This service provides door-to-door drop off. Information regarding Project Mainstream is available by calling COTA at 275-5833, or by accessing COTA's website: http://www.cota.com./serv/src--project.htm

Eligibility applications for Project Mainstream can take several weeks to process. It is important that a completed application be sent to the Mainstream Office as soon as possible. COTA also provides travel-training service for passengers wanting to learn to ride regular route buses. For information on this program, call 275-5828.
Library Assistance

The library has two ways of assisting you.

1. Library staff assistance (see below).
   *Important Notice*: Library assistants will act only as your hands or eyes in order to help locate and retrieve the information you need. You should contact the appropriate library well before a particular assignment is due to arrange for training.

2. Assistive technology, allowing for screen reading for online research and text-to-speech for print research (see below). Your counselor can give you a sticker for your Buck ID allowing priority on library computers with assistive technology.

Library Assistance Procedure:
1. For assistance in retrieving items and/or photocopying items, contact the appropriate circulation desk. Identify yourself as a student with a disability and describe the type of assistance you will need. Before calling, know dates and times that you are available to work with an assistant. (If you are unsure of which library to contact, call the Main Library Reference Desk at 292-6175 for further information.)

2. Bring all materials that you and the assistant will need to locate and/or retrieve materials.

3. Contact the library immediately if you are not able to attend the scheduled appointment.

4. Contact the Library Liaison, Miriam Conte-Morgan at 688-8776, or your counselor if the library staff has not been able to meet your needs.

Locations of Assistive Technology within Libraries

Main Library: There are two adaptive stations in the Main Library. Students can also check out headphones at the Periodicals Desk in the back of the 1st floor.
- Workstation #1 (Research Station) Located across from the Reference Desk on the 1st floor. Large monitor, wheelchair accessible table, SuperNova (screen reader and enlarger software).
- Workstation #2 (Reading Station) Located across from the Periodicals Desk in back of the 1st floor. Equipped with a scanner and Openbook (reading software)
- All computers in the Main Library have Internet and printer access.
- Computers on the second floor are equipped with Microsoft office.

EHS library has two ADA wheelchair accessible workstations with 17 inch monitors, Internet and printer access, HP Internet Scanner, SuperNova, and IBM Home Page Reader. The EHS Library also has a separate non-networked (no Internet) wheelchair accessible reading workstation, OCR scanner, and Openbook. You may also request photocopies of materials held by the EHS Library at the Circulation Desk in Room 110 Sullivant. Contact person is Leta Hendricks, Hendricks.3@osu.edu.

Division of Student Affairs
Science/Engineering Library: Has two reading and research stations in the open computer lab on the 3rd floor, room 315B. Scanners, Openbook (reading software), SuperNova (screen reader and enlarger software), access to printer and Internet. No headphones. Contact person is Jose Diaz 292-3036.

Interpreters, Real Time Captioning, and Typewell Transcription Services

All ODS interpreters and transcribers are interviewed by the Interpreter Coordinator and are selected based on an assessment of interpreter/translating/transcribing skills, experience in a post-secondary setting, and the ability to handle discourse at this level. While ODS employs certified and non-certified interpreters, RID/NAD certification is encouraged. Family members cannot be hired to serve as interpreters or transcribers.

ODS will begin to utilize TypeWell transcription services in lieu of real-time captioning to facilitate communication for students who are deaf and/or hard of hearing. A TypeWell transcriber uses a laptop computer with abbreviation software to transcribe meaning-for-meaning what is said in class lectures, discussions, and meetings with professors or advisors. While TypeWell does not produce verbatim transcripts of what is said, it is very close to word for word. The TypeWell transcriber is trained to eliminate false starts and non-essential speech such as “uh” and “um.” All TypeWell transcribers are carefully screened and hired by the Interpreter Coordinator. After hiring, the transcribers receive extensive training and practice utilizing the TypeWell system. You read the transcription in real-time from a second laptop computer. You can also type questions and comments to the transcriber during class, and even take your own notes on the reader computer.

The transcriber will arrive in class fifteen minutes prior to the start of class to set up both laptops. Since the laptops are connected via wireless web card, there is no need to sit next to the transcriber. When class begins, the transcriber will begin typing and the text of the class will appear on the laptop in front of you. There will be space at the bottom of the screen for you to take notes or type questions or comments to be voiced by the transcriber. At the end of class, the transcriber will take care of packing up both laptops. The transcriber will then edit the lecture transcripts and incorporate any notes from you to produce notes from the class for you to pick up from ODS later that day.

Some Considerations:

- **Do not provide other students with copies of the notes. Providing notes to other students may result in a loss of service.** If other students or the professor request copies of the notes, inform ODS or the transcriber.
- Tell the transcriber how you prefer to communicate with the teacher and other students in class.
- Don't handle equipment unless the transcriber asks you to help.
- Copy diagrams from the board or overheads. The transcriber cannot get this kind of information into the notes. It is your responsibility.
- In class, don't watch the computer constantly. Look around at the teacher, the other students, the board, etc. This will help you know the emotional tone in the class. It will also prevent eyestrain, and it will make class more interesting.
• Check the spelling of all new vocabulary words. The correct spelling is your responsibility.
• If you don't understand something in class, ask the professor to clarify it, not the transcriber. The transcriber is not a tutor or teaching assistant.
• Talk to Interpreter Coordinator about any problems with the communication access in class, or with the notes. Don't let problems continue.

To request interpreter services, TypeWell transcription services and/or captioning for classroom purposes:

1. All students using interpreter, transcriber and/or real time captioning services must first meet with an ODS counselor and the Interpreter Coordinator before classroom services can be initiated. This ensures that you will receive priority registration and continued services through ODS.

2. Inform Interpreter Coordinator of preference for interpreting and interpreting needs (oral, ASL, or PSE), TypeWell transcription, or real time captioning. Within reasonable limits, ODS will strive to accommodate your request for a preferred type of service.

3. Provide Interpreter Coordinator with requested class schedule as soon as you register for classes.

4. Report any changes in daily or weekly class schedule to Interpreter Coordinator as soon as possible.

5. Inform the Interpreter Coordinator when interpreter/real time captioning/transcription services will not be needed or if you will be arriving late to class or scheduled appointment. An interpreter/writer will wait twenty minutes before leaving a class or an appointment. After three failures to notify ODS that services are not needed or that you will be arriving late, interpreter/captioning/transcription services will be suspended until you meet with the Interpreter Coordinator.

6. Request services at least five working days in advance for interpreter/captioning/transcription services that are needed to fulfill any requests for advising, meetings with instructors, or any other university meeting.

7. If you develop a good rapport with a particular interpreter or writer and would like to continue working together, you should contact the Interpreter Coordinator with this request.

Contact the Interpreter Coordinator for more information on scheduling interpreters, TypeWell transcription and real-time captioning.
FM Systems

To request an FM system:

1. Contact your ODS counselor who will authorize a meeting with the OSU Speech-Hearing-Language Clinic (SHL).
2. Call to schedule an appointment with the SHL Clinic at:
   141 Pressey Hall (West Campus)
   1070 Carmack Road
   (614) 292-6251 (Voice or TDD)
3. SHL will require your most recent audiogram but the SHL clinic may conduct additional testing to assess your current needs.
4. The center will fit you with the FM equipment and train you in its use.
5. You will sign a contract with SHL to check out FM equipment for the quarter.
6. Return equipment at the end of each quarter to the SHL Clinic.
7. Contact the Clinic immediately if you have any difficulty or the equipment is in need of repair.
Emergency Procedures for Students with Disabilities

As a student with a disability, it is important to take responsibility for your own safety. In order to ensure your safety, develop an emergency plan or a strategy in advance.

How you respond to an emergency depends on:
- the type of emergency
- your specific disability
- the location of your classes
- where you work or live on campus.

**Important** For any emergency and for students with any type of disability, the first step is to contact 911. When reporting the emergency, it is important to indicate your specific evacuation needs (e.g., you use a wheelchair, a respirator, or have breathing or stamina difficulties).

**Students with Mobility Impairments**

Elevators provide access for students with mobility impairments to classrooms throughout campus. However, during an emergency such as a fire or tornado, elevators can be very dangerous and often cease working. Furthermore, elevators have been known to break down and at times leave people with mobility impairments stranded on upper floors. As a result, it is unlikely that you will be able to evacuate without the assistance of others. The evacuation of a person who uses a wheelchair is best left to emergency personnel with extensive training in evacuation procedures and the proper equipment. Asking untrained individuals to assist in evacuation could lead to injury to yourself or the person assisting you.

The following steps can help to ensure your safety in an emergency:

1. Make a Plan
   - For every building in which you have class, work, or live on campus, locate an area or refuge, which could include a stairway or an adjacent classroom/room with a fire rated door and walls, where you will await rescue during a fire.
     - A stairway must be large enough for you to sit without obstructing the flow of traffic as people exit the building via the stairway. Obstructing the flow of traffic could place you and others in danger.
     - If using a stairway for an area of rescue is not feasible, locate a room that is in close proximity to the stairway that has smoke and fire rated protection from the doors and walls. Also note any difficulty you might have opening the door and ask for assistance if necessary.
     - In case of a tornado, you should locate an interior room or hallway without windows to wait for assistance.
Emergency Procedures for Students with Disabilities

2. Inform others of your plan
   - In most instances, this should be the instructor of your class, your resident advisor, or your supervisor. Let him or her know the location (i.e. classroom in the Northwest corner of this floor) you have selected to await rescue personnel in the case of an emergency.
   - This person should be responsible for the following:
     o Ensuring that you reach and access the area of refuge.
     o Alerting emergency personnel of your whereabouts in the building in addition to making them aware of the nature of your disability. Information such as whether you use a respirator or a powered wheelchair is crucial information as firemen plan to evacuate you.
     o When an elevator becomes inoperable, students with mobility impairments should alert someone (faculty or staff) to the situation. The Physical Facilities Service Center, available 24 hours per day, 7 days per week, should be contacted immediately at 292-6158. Physical Facilities must be made aware that a person with a mobility impairment is in the building. Maintenance personnel will be dispatched immediately in order to repair the elevator.
     o If you are a student who uses a respirator, elevator stoppage could be an emergency situation if your oxygen is in short supply. In this instance, 911 should be contacted and emergency personnel dispatched immediately for evacuation or medical assistance.

Students with visual impairments
As a student with a visual impairment, you should develop a plan of action for emergency situations as well. An ideal time to develop this plan is at the start of each quarter as you work with a mobility and orientation specialist to locate your classrooms.
   1. Identify the emergency exit(s) that is closest to your classroom, dorm, or workspace.
   2. Determine if you will need assistance in the event of emergency. If you will require assistance, discuss your specific needs with your instructor, resident advisor, or supervisor.

Students with Seizure Disorders
If you have a seizure disorder that is not controlled by medication and have seizures often, it is wise to alert your instructor to your condition and how you wish for them to respond. Let them know what to expect if you were to have a seizure during class and under what circumstances it would be necessary to call for an ambulance. For additional information, you should refer your instructor to the ODS Faculty Handbook which provides some brief instructions on how to react to a seizure.
Curriculum Modification Policy and Procedure

The Office for Disability Services (ODS) will support your petitions for course substitutions in cases of foreign language, quantitative, or other non-major specific course requirements as a reasonable accommodation if documentation supports the petitions and the course(s) in consideration is not essential to your major. Furthermore, in order for the course to be considered for substitution, there needs to be evidence that a student either can not pass the course with accommodations or would have extreme difficulty doing so. If you chose to pursue the petitions, you should adhere to the following procedures:

1. You must provide ODS with comprehensive, current, and relevant documentation of your disability.

2. Meet with a disability counselor at ODS to review documentation and discuss procedures. There must be evidence in the documentation that the disability has a significant impact on the learning of the coursework in question.

3. Meet with an appropriate academic advisor. You will coordinate this petition with the college involved.

4. If the petition is supported by ODS, the disability counselor will write a letter of support to the appropriate college.

5. ODS will not support a petition for course modification if the course is essential for the major. Each request is entertained on a case-by-case basis.

6. Substitutions are not automatically supported for persons who may have had substitutions or waivers of a course requirement from other institutions.

7. If you anticipate needing a substitution, you should begin the process at least a full quarter prior to the quarter you desire to take the course substitution(s).
Office for Disability Services Grievance Procedures

The University and ODS support you in your right to file a grievance when you believe you have been denied equal access in the form of appropriate accommodations, modifications, auxiliary aids, or effective communication or suffered discriminatory harassment as described in Section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act of 1990 or the Ohio Administrative Code 4112-5-09 Discrimination against persons with disabilities in institutions of higher education. The general grievance procedures, which apply to students, are available to students with disabilities. The grievance procedures listed below are additional procedures that apply to students with disabilities who feel their rights have been violated under 504 and ADA.

There are two grievance procedures listed below. One is for filing a grievance against the University, faculty, staff, academic department, non-academic department, program, and/or organization. The other procedure is for individuals who want to file a grievance against The Office for Disability Services (ODS) and/or a particular ODS staff person.

Resolving Conflicts with the University, Faculty and/or Staff, Academic Department or University Non-academic Department, Program or Organization

1. Students are encouraged to discuss their concerns with their ODS counselor.
   - The ODS Counselor will attempt to resolve the issues causing concern by assisting the student in discussing issues with the faculty member, department, or program, participating in such discussions, or calling the faculty member and/or head of the department in an effort to clarify and resolve issues. In some instances, the other ODS staff and the ODS director may be consulted or a meeting convened in order to develop a resolution. Most situations are positively resolved through counselor support and mediation. The student and involved parties will be notified by the counselor of progress, findings or resolution within 10 business days. Due to the urgency of many issues, it is likely that many problems will be resolved much sooner.

2. If either the student or the ODS counselor feel that a satisfactory resolution is still not reached, the student should notify the ADA Coordinator.
   - The ADA Coordinator, in consultation with Human Resources, Legal Affairs, and ODS will evaluate the complaint and determine an appropriate resolution. The ADA Coordinator will inform all involved parties of her or his progress, findings or resolution within 10 business days.

3. If the complaint is not resolved at the University level, the student may choose to file a complaint with the Federal Office for Civil Rights, The Ohio Civil Rights Commission or The Ohio Legal Rights Service.
   - These entities will take complaints and will investigate when appropriate.
ODS Grievance Procedures

Resolving Conflicts with ODS and/or an ODS Staff Member

1. When a student has a complaint against ODS and/or one of its staff members, the student should first discuss the complaint with his/her ODS counselor.
   - Resolution of the issue may be reached at this level.

2. If the complaint is not resolved or for a specific reason cannot be discussed with the counselor, the student should meet with the Director of ODS to discuss the issues and explore resolution.
   - After investigating the situation, the Director will inform the student and involved parties of progress, findings or resolution within 10 business days. A student has the right to bypass ODS and go directly to the ADA Coordinator.

3. If the complaint is not resolved or for any reason cannot be discussed with the director of ODS, the student should contact the ADA Coordinator.
   - The ADA Coordinator, in consultation with Human Resources and Legal Affairs will evaluate the situation and determine an appropriate resolution. The ADA Coordinator will inform all involved parties of progress, findings or resolution within 10 business days.

4. If a satisfactory solution is still not offered, the student may choose to file a complaint with the Federal Office of Civil Rights, The Ohio Civil Rights Commission or The Ohio Legal Rights Service.
   - These entities will take complaints and will investigate when appropriate.

Resolving Alleged Discrimination by Another Student

In situations where students allege discrimination by another student, students have the option of filing formal charges under the Code of Student Conduct. Please refer to the policy and procedures in the Student Handbook. Contact the Office of Student Judicial Affairs for further information.

Contact Information

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<tr>
<th>Office For Disability Services</th>
<th>ADA Coordinator Office</th>
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<tbody>
<tr>
<td>150 Pomerene Hall</td>
<td>2054 Drake Union</td>
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<tr>
<td>1760 Neil Ave.</td>
<td>1849 Cannon Drive</td>
</tr>
<tr>
<td>Columbus, OH 43210-1297</td>
<td>Columbus, OH 43210-1266</td>
</tr>
<tr>
<td>(614) 292-3307</td>
<td>(614) 292-6207</td>
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<tr>
<td>TDD: (614) 292-0901</td>
<td>TDD (614) 688-8605</td>
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<tr>
<td>FAX: (614) 292-4190</td>
<td>FAX (614) 688-3665</td>
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<tr>
<th>Student Judicial Affairs</th>
<th>Office for Civil Rights</th>
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<tbody>
<tr>
<td>2050 Drake Union</td>
<td>(312) 886-8434</td>
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<tr>
<td>1849 Cannon Drive</td>
<td>TDD (312) 353-2540</td>
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<tr>
<td>(614)292-0748</td>
<td>Fax (312) 353-4888</td>
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<tr>
<th>Ohio Civil Rights Commission</th>
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<tr>
<td>(614) 466-5928</td>
<td>(614) 466-7264</td>
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<tr>
<td>TDD (614) 466-9353</td>
<td>TDD (Same)</td>
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<tr>
<td>Fax (614) 466-6250</td>
<td>Fax (614) 644-1888</td>
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Internship Opportunities for Students with Disabilities

**Entry Point** Entry Point is a program through the American Association for the Advancement of Science that recruits, interviews, and refers students with disabilities for paid internships with NASA, IBM, Du Pont, Proctor and Gamble, Seagate, and the National Science Foundation. Entry Point seeks undergraduate or graduate students majoring in science, engineering, math, and computer science who maintain a 3.0 G.P.A. or higher. Representatives of Entry Point visit ODS during autumn and winter quarters to meet with interested students. The dates and times of these visits will be communicated to students via the ODS newsletter or posted on the ODS web site. If you are interested in this opportunity, contact ODS at 292-3307. More information is available at the Entry Point web site, [http://www.entrypoint.org](http://www.entrypoint.org).

**Workforce Recruitment Program** The Workforce Recruitment Program is a collaborative effort between the President’s Committee on Employment of People with Disabilities, the U.S. Department of Defense, and the Job Accommodation Network. This program recruits and screens qualified college students with disabilities for summer or permanent positions. A representative visits ODS during January or February to interview interested students. By the end of March, the students' information is placed on a database that is then made available to employers in the public and private sector. Interested employers can make contact with students and offer summer or permanent employment.

More information about the Workforce Recruitment Program can be found at [http://www.dol.gov/pcepd/pubs/brochures/wrp1.html](http://www.dol.gov/pcepd/pubs/brochures/wrp1.html). Dates and times of interviews will also be conveyed via the ODS newsletter and posted on the ODS web site. Contact your counselor if you are interested in this opportunity.

**Study Abroad**

ODS and the **Office for International Education** (OIE) have entered into a partnership that is aiming to increase the numbers of students with disabilities who participate in study abroad programs. The Campus Collaboration Campaign assists students with disabilities through the process of considering which study abroad program is the best fit, applying to a specific program, and arranging for academic accommodations at the International Educational Institution. More information may be accessed through the ODS web site.

**Unity**

Unity is a student run organization that provides a community for students with disabilities. Through social activities and other programming, we work hard to show students the resources available to them, as well as raise awareness about disabilities within the OSU community. Unity works closely with the Office for Disability Services and the ADA Coordinator’s Office in order to meet these goals. For more information or to join Unity, contact

**Scholarships for Students with Disabilities**

There are various scholarships available for students with visual and mobility impairments attending OSU. For more information regarding these scholarships contact your counselor, consult the ODS web site, or look for updates in the ODS e-mail newsletter.
Campus and Other Resources

ADA Coordinator's Office (ADA)
This office collaborates with University offices, government agencies & advocacy groups to ensure University compliance with state and federal mandates. It is a referral point for disability related information, services and resources, serves as a clearing house for disability related complaints and develops disability related initiatives.

Location: 2054 Drake Union.
Phones: 292-6207 (voice) / 688-8605 (TTY)
http://ada.osu.edu

Adaptive Recreational Sports (ARS)
The Department of Recreational Sports offers a variety of adapted fitness, sports, and recreation activities for individuals who have disabilities. They will evaluate your needs and interests, then direct you toward clubs, activities, and equipment you need to stay active and fit. Free wheelchair tune-up is now offered.

Location: B-106 RPAC Center - 337 West 17th Avenue
Phone: 688-3693
http://www.ohiostaterecsports.org/program/ars/index.htm

Career Connections
By providing individual/group career services and programming to promote academic, personal, and occupational success of students by assisting them in career decision making and career development. Call for dates and times of activities or individual appointments with a counselor.

Phone: 688-3898
Location: 2nd floor Younkin Success Center - 1640 Neil Avenue
http://www.ccs.ohio-state.edu/career-connection/

Career Exploration Software Program (FOCUS II)
ODS has FOCUS II, a career exploration software program, available in the Adaptive Technology Training Center (ATTC). This multipurpose program helps you understand yourself by exploring your values, interests, skills, and abilities. Possible careers or occupations are generated to match your particular interests and abilities. Before using FOCUS II, make an appointment with your counselor in order to obtain information on the use of this program. After completing any one of the phases of FOCUS II, make an appointment with your counselor to synthesize the information.

Location: 102 Pomerene Hall
Phone: 292-3307

Counseling and Consultation Service
This office provides workshops, personal counseling, and various support groups dealing with a wide range of mental health topics. The office also provides career counseling through the Careers Exploration Center. Call for dates and times of activities or individual appointments.

Phone: 292-5766
Location: 4th Floor Younkin Success Center - 1640 Neil Ave
http://ccs-server.ccs.ohio-state.edu/index.htm
Math Counseling Office
The Department of Mathematics maintains a Counseling office that provides assistance in placement, retesting, and general difficulties and concerns related to math courses. Math study strategies are also provided.
Location: 105 Mathematics Building
Phone: 292-6994
http://www.math.ohio-state.edu/Counseling/main.html

Math--Stats Learning Center (MSLC)
The MSLC offers free tutoring for almost all courses below Math 254. Check out this web site for courses, hours and room locations.
Location: Call for details
Phone: 292-4975
http://www.MSLC.ohio-state.edu

Multicultural Center
This office, composed of African American, American Indian, Hispanic, and Asian American Student Services, offers a wide range of programming and advocacy activities for all members of the OSU community. Call for information on events, services, and opportunities to serve.
Location: 4th Floor Ohio Union
Phone: 688-4988
http://multiculturalcenter.osu.edu/

Office of Minority Affairs, Academic Advancement Services
This office offers a tutorial program, individual and small group tutoring in math, science, language, economics, some social sciences, and expository writing classes. Requests for tutoring must be made within the first week of the quarter. Contact the office or see web site for more information.
Location: 1030 Lincoln Tower
Phone: 292-8732
http://oma.osu.edu/aas/tutoring.htm

Office of Student Financial Aid
If you have questions about financial aid in general, financial aid status or how will your financial aid be affected if you drop a class - here is the office to contact. Throughout the quarter, you can see a counselor from the Financial Aid office who can assist you in answering these and more questions. Check with your ODS counselor for times and dates so you can schedule an appointment. You can also see your ODS counselor for a direct contact with a counselor in the Financial Aid office.
Location: 3rd Floor Lincoln Tower
Phone: 292-0300 or toll free outside 614 area code: (800) 678-6440
http://sfa.osu.edu/
**Ohio Rehabilitation Services Commission (ORSC)**
ORSC is the state's agency that provides vocational rehabilitation services to help people with disabilities become employed and independent. Direct vocational rehabilitation is provided by two of its agencies. Bureau of Vocational Rehabilitation (BVR) and the Bureau of Services for the Visually Impaired (BSVI).

**BVR** assists people with disabilities by providing vocational rehabilitation and other services. A BVR liaison is available for appointment at ODS once per month. See your ODS counselor for times, dates and to schedule an appointment. [http://www.state.oh.us/rsc/VR_Services/BVR/bvr.asp](http://www.state.oh.us/rsc/VR_Services/BVR/bvr.asp)

**BSVI** provides vocational rehabilitation and other services to Ohioans who are blind or have a visual impairment. For additional information about services and programs provided by RSC, check out their website: [http://www.state.oh.us/rsc/VR_Services/BSVI/bsvi.asp](http://www.state.oh.us/rsc/VR_Services/BSVI/bsvi.asp)

**Student Advocacy Center**
This office provides assistance in addressing problems and concerns whether they are personal or academic. They will answer your questions, direct you to the appropriate departments and people, and help you to become familiar with University rules, policies and procedures.

**Phone:** 292-1111  
**Location:** 205 Ohio Union  
[http://studentaffairs.osu.edu/wellness_advocacy.asp](http://studentaffairs.osu.edu/wellness_advocacy.asp)

**Student Computer Centers on Campus**
The many Student Computer Centers across campus ensure that students have access to technologies for course work that requires current computer hardware and software and Internet access. Centers are equipped with Windows and/or Macintosh computers and a variety of peripheral equipment. Software includes word processing, desktop publishing, spreadsheet, e-mail, web browsers, and more.

[http://scc.osu.edu/](http://scc.osu.edu/)

**Student Housing Legal Clinic**
Student Housing Legal Clinic (SHLC) provides free legal advice and representation to OSU students with landlord-tenant concerns. The Clinic recognizes that housing issues can affect the academic success, wellness, retention, and recruitment of students, as well as the relationship of the University to the community. The purpose of the Clinic is to work with students, landlords, community organizations, and city officials to improve housing conditions and safety in the University District and surrounding areas, while providing a unique educational opportunity for law students to gain practical experience.

**Location:** 345 Ohio Union  
**Phone:** 247-5853  
**Website:** [http://moritzlaw.osu.edu/shlc/](http://moritzlaw.osu.edu/shlc/)
**Student Gender and Sexuality Services**
This office is a combination of four departments: 1) Women Student Services, 2) Rape Education and Prevention Program, 3) Gay, Lesbian & Bisexual Student Services, and 4) Men's Initiates. It provides leadership in a wide range of gender and sexuality-specific issues and programming. Contact the office for more information about programs and activities available.

**Location:** 464 Ohio Union
**Phone:** 688-4898
http://multiculturalcenter.osu.edu/glbtss/

**Student Judicial Affairs**
The primary focus of this office is to promote University community standards through the administration of OSU Code of Conduct. It also serves as an information source on student discipline, judicial hearings, appeals, grievance procedures, and academic misconduct issues.

**Location:** 2050 Drake Union
**Phone:** 292-0748
http://studentaffairs.osu.edu/

**Student Safety Service**
This program is a service of the OSU University Police Department. An Escort Service is provided for safe transportation during the evening and early morning hours for students in the campus area. It operates seven days a week and an escort can be arranged by calling the above number during regular business hours.

**Location:** 901 Woody Hayes Drive
**Phone:** 292-3322
http://www.ps.ohio-state.edu/sss/

**Walter E. Dennis Learning Center**
The mission of the Walter E. Dennis Learning Center is to provide students of all backgrounds with strategies for college success that will enable them to enter, excel in, and complete programs of postsecondary education; and to accomplish this by applying our expertise in education, psychology, instruction, and technology to the enhancement of learning and motivation.

**Location:** 250 Younkin Success Center (WEDLC)
**Phone:** 688-3967
http://dennislearningcenter.osu.edu/

**Writing Center**
The Writing Center offers free one-on-one tutorial assistance to students who need help with any aspect of the writing process. Other online resources and individual appointments are available. Call for more information or to schedule a tutorial appointment.

**Location:** 485 Mendenhall Lab
**Phone:** 688-4291
http://cstw.osu.edu/
ODS Publications

This ODS Student Handbook is updated and reprinted yearly. You are welcome to pick up a revised copy each year. This handbook is also available via the ODS web site.

The ODS "NEWS" is e-mailed to all registered ODS students. This regular feature of ODS provides students with up-to-date information regarding departmental changes, activities and other events, such as campus activities, scholarships, job interviews, etc.

Other publications available from ODS are the general office brochure, ATTC brochure, and the Faculty Handbook which can be found on the ODS web site as well as in the office.