

The Office for Disability Services

Student Handbook

2009-2010

150 Pomerene Hall
1760 Neil Avenue
Columbus, OH 43210
(614) 292-3307
(614) 292-0901/TDD
(614) 292-4190/Fax
www.ods.osu.edu

This handbook is also available on the ODS website. Due to necessary revisions that may occur throughout the academic year, this issue may become outdated without notification.

Therefore, the current website version is considered the official ODS handbook – it is found at www.ods.osu.edu/current_handbook.asp.

This handbook is available in alternate formats upon request.



Office for Disability Services

150 Pomerene Hall
1760 Neil Avenue
Columbus, OH 43210-1297

Phone: 614-292-3307
Fax: 614-292-4190
TDD: 614-292-0901
www.ods.osu.edu

Welcome!

Dear Student:

Welcome to The Ohio State University and the Office for Disability Services (ODS)! Our mission is to collaborate with and empower students who have disabilities in order to coordinate support services and programs that enable equal access to an education and university life. 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 to those changes via the ODS E-Mail Newsletter to keep you up to date. Also, the ODS website (www.ods.osu.edu) will always offer the most current handbook available since we update the website as changes are made. The ODS 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!

Lois Burke, Director
Office for Disability Services

Table of Contents

ODS Contact Data.....	4
ODS Hours of Operation	4
ODS Staff Contact Data.....	4
ODS Staff Position Functions.....	5
Confidentiality and Release of Information	6
CODE OF STUDENT CONDUCT.....	6
Initiating Services and Accommodations	7
Priority Scheduling	8
Testing Accommodations	9
Software/Online Test Accommodations.....	10
Verification Letter Request Policies	12
Note Taking Assistance	14
Lab Assistants	16
Alternative Media	17
Assistive Technology Equipment and Software.....	20
Transportation and Parking.....	21
Library Assistance	23
Interpreting, Transcription and Real Time Captioning Services.....	25
FM Hearing Systems.....	27
Emergency Procedures for Students with Disabilities	28
Curriculum Modification Policy and Procedure.....	30
ODS Grievance Procedure.....	31
Voter Registration.....	33
Internship Opportunities for Students with Disabilities	34
Scholarships for Students with Disabilities	34
Study Abroad	34
Unity.....	34
Sports F.U.S.I.O.N. - Finding Unified Sports In OSU's Networks!.....	35
Web Accessibility Center	35
Campus and Other Resources	36
ODS Publications.....	40

ODS Contact Data

Mailing Address

1760 Neil Avenue
150 Pomerene Hall
Columbus, Ohio 43210

Phone Numbers

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

All ODS telephone lines are switched to an answering service at closing. When leaving a message, please state the name of the staff member you are attempting to contact, your name, telephone number and a brief message. Staff members can also be reached via e-mail at addresses listed below.

ODS Hours of Operation

Autumn, Winter & Spring Quarters

Monday - Thursday | 8:00 am - 8:30 pm
Friday | 8:00 am - 5:00 pm

Summer Quarter

Monday - Friday | 7:30 am - 4:30 pm



Important Note: Exams/quizzes taken at ODS must be taken during the hours listed above and must be completed by the time the office closes.

ODS Staff Contact Data

Staff	Email Address	Walk-In Hours*
Lois Burke Harris - Director	burke.4@osu.edu	
Sharon Dobner - Office Manager	dobner.3@osu.edu	
Anna M. Hoffman - Office Assistant	hoffman.716@osu.edu	
Enjie Hall - Counselor	hall.1270@osu.edu	Fri. 9 - 11
Faye Harrington - Exam Scheduling Assistant	fharrington@studentlife.osu.edu	
Nicole Chattah - Auxiliary Services Information Associate	nchattah@studentlife.osu.edu	
Chris Keck - Counselor	keck.48@osu.edu	Mon. 1 to 3:30
Claudia Kinder - Interpreting & Transcription Services Coord.	kinder.7@osu.edu	
Jill Malolepszy - Counselor	malolepszy.5@osu.edu	Thurs. 9:30 to 12
Caitlyn McCandless-Dick - Assistant Director/Counselor	mccandless.8@osu.edu	Wed. 1 to 4
Kera McClain Manley - Counselor	kmccclain-manley@studentlife.osu.edu	Tues. 9:30 to 12
Lindsay Mendelson - Learning Disability Assessment G.A.	lmendelson@studentlife.osu.edu	
Ken Petri - Web Accessibility Center Director	petri.1@osu.edu	
Ruby Stewart - Exam Scheduling Coordinator	rstewart@studentlife.osu.edu	
Sarah Terry - Auxiliary Services Administrator	terry.5@osu.edu	
Interpreting Staff		Transcribing Staff (TypeWell)
Tiffany Buch	buch.10@osu.edu	Patricia Bates bates.32@osu.edu
Maryam Sabri	sabri.3@osu.edu	Cathy Hartley hartley.119@osu.edu
Susan Wilson	wilson.1333@osu.edu	Jodi Tobin tobin.58@osu.edu
Jan Wulf	wulf.12@osu.edu	Karen Walraven walraven.8@osu.edu



IMPORTANT NOTE: *Counselor walk-in hours are subject to change on any particular day without notice due to circumstances beyond our control. If you need to see a counselor during walk-in hours, please call 292-3307 in advance to confirm the day's walk-in availability.*

ODS Staff Position Functions

There is a variety of staff at ODS who perform different functions. All of the staff work toward assisting you in obtaining equal access to an education by providing services and accommodations.

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

Assistive Technology Training Center (ATTC) Coordinator - 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 production 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 Services Information Associate - (Nicole Chattah) - assists with the production and flow of Alternative Media services as well as provides backup support to the Exam Scheduling Coordinator.

Counselors - (Enjie Hall, Chris Keck, Jill Malolepszy, Caitlyn McCandless, Kera McClain) collaborate 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 - (Ruby Stewart) - 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 or the Exam Scheduling Assistant (below).

Exam Scheduling Assistant - (Faye Harrington) - assists the Exam Scheduling Coordinator with coordinating the procurement, scheduling and proctoring of exams that are taken at ODS with accommodations.

Interpreting 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 regarding a student's disability 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.
- Disability information may be released only when a student submits a signed "Release of Information" form to ODS.
- 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.

CODE OF STUDENT CONDUCT

The Office for Disability Services (ODS) is a professional environment that provides services and accommodations for students with disabilities at The Ohio State University. In order to best serve our students, we expect everyone to be courteous and appropriate to one another and to ODS staff. Profanity, aggression (verbal or physical), threats, yelling, slamming doors or items, failing to comply with ODS guidelines, etc. are considered unacceptable due to the disruption of other students and staff in providing services and academic accommodations.

Disruptive and disorderly conduct or failure to comply with the guidelines and expectations of the university's Code of Student Conduct and ODS may result in contacting the Office of Student Judicial Affairs or the police. The same general expectations of behavior apply to all students, including those with disabilities. Students registered with ODS must adhere to the policies and guidelines stated in the Code of Student Conduct. These policies apply to academic and non-academic behavior on and off campus. To refer to the Code of Student Conduct, please visit the website of the Office of Student Judicial Affairs at <http://sja.osu.edu/>. Feel free to discuss any questions, comments, or concerns with your assigned ODS counselor.

Initiating Services and Accommodations

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 entering or leaving the class.

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.

- With your 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.
- With your instructor - Stay in contact with your instructor throughout the quarter and provide gentle reminders of planned accommodations.

6. Report Problems.

You should immediately alert your ODS counselor and/or instructor if you are having difficulties with any accommodation, service or class.



Important Note: Services and accommodations are authorized based on your disability and specific functional limitations. You may not receive all of the accommodations contained in this handbook.

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, varsity athletes and honors students are able to begin registering for classes two days prior to the 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 your window opens.
2. Research available course offerings online in advance – writing down your choices (and backup choices) in advance can make your registration session go very smoothly and quickly.
3. Use your priority status to your advantage. Consider your disability-related needs and issues when scheduling. Some factors to consider might be:
 - What time of day do the classes meet?
 - How often do 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 s/he can assist you in balancing your course load to better address your disability needs.

Testing Accommodations

Test accommodations may include but are not limited to:

Assistive technology	Reader or Taped Exam	Extended time
Braille	CCTV	Large print
Computer	Distraction-reduced space	Scanned exam or audio output
Raised table	Scribe	Test Talker

You have three exam options available to you:

1. Take your exams with the class.
2. Take your exams with appropriate accommodations arranged by the instructor.
3. Take 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.
 - One Proctor Sheet is used per class and is considered a contract between you, the instructor and ODS.
 - Turn in the Proctor Sheet at the beginning of the quarter or at least **five business days** in advance of your first exam.
 - If you are only taking your final with ODS, your proctor sheet must be submitted no later than Friday of the 7th 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:
 - Notes/books not permitted by professor/instructor
 - Any communication devices including cell phones and PDA's
 - Coats
 - Book bags
 - Purses
 - 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.
 - 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.

Policies Regarding 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 content is 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 the University Committee on Academic Misconduct and their instructor.***
- ➡ You are not permitted to touch/move the mirrors/cameras that are located in the studio. If you are caught moving a 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 to the instructor.
- ➡ A staff member may come into the studio at any time to perform a random integrity check.
- ➡ 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 and the Committee on 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 and authorized materials).

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

- You are expected to be at ODS at the time designated on the Proctor sheet and approved by your instructor.
- If you arrive late for your exam, you must take the remaining time or reschedule your exam with your instructor (via the Rescheduling Authorization Form OR an e-mail from the instructor).
- There is no guarantee that the instructor will permit a make up exam.
- This policy also applies if you are late due to illness.
- 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 also receive a copy of the e-mail.
- 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 after completing and returning the Proctor Sheet, you are responsible for notifying our office so that we can have the space for other students. This includes withdrawing from a course.
- You are responsible for ensuring that your travel plans do not interfere with your final exam schedule.

Final Exams

- Due to space constraints, your final exam may be scheduled for the second or third choice as indicated by your instructor on your Proctor Sheet.

- Be sure to check in with the ODS scheduling desk during the last week of the quarter to find out when your exams were scheduled.
- It is recommended that you request a print out of your final exam schedule. You can do this by contacting the ODS Exam Scheduling Desk.

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 Verification Letter Request Form and Verification Letter

- The Verification 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.

Completing the Letter Request Form

1. Obtain a Verification Letter Request Form from ODS.
2. Fill-in your name, phone number, date, 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 for you to pick up.

Math Policy

Scheduling Lower Level Math Exams (050, 075,104, 130, 131, 132, 148 and 150)

- All lower level math classes are scheduled at ODS by filling out a Common Math Scheduling form.
- You must meet with a Frontliner or 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. At this time you should indicate if you need any accommodation other than extended time and distraction reduced space. During summer quarter you may use the Proctor Sheet and the standard exam scheduling procedures.
- Turn in the completed form at the front desk. ODS will provide letters for your instructors and you will be responsible for delivering one letter to your Math TA and the Math lecturer.

(Math courses 105, 106, 116, and 117 follow traditional exam scheduling procedures.)

Common Exams and Course Coordinators

- For the common courses in some departments the exams are handled by the Course Coordinator.
- In Spanish, Biology, Physics, Psychology 100 and 100-level Chemistry courses it is best to have the proctor sheet filled by the current Course Coordinator.
- Check with the front desk staff for a list of the current Course Coordinators

Note Taking Assistance

Students authorized for Note Taking Assistance accommodation may utilize the procedures below for acquiring class 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:
 1. 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.
 2. Your counselor can offer monetary compensation .
- Once you have a note taker, determine how you will obtain the notes. Options include:
 1. The note taker can bring notes to ODS to photocopy at no cost to the note taker.
 2. Pick up free NCR (carbonless) notepads from ODS to give to the note taking volunteer.
 3. Note taker can borrow an AlphaSmart, a portable electronic keyboard, from ODS to utilize when taking notes.
 4. The note taker can send the notes to you via e-mail.

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.



***Important Note: 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.***

A Sample Letter for Note Taker Request

Dear Professor/Instructor:

The above named student is registered with 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

- Making an announcement in class requesting a volunteer note taker. Please do not reveal the name of the student with a disability – you can simply say, “There is a student in the class that needs a note taking assistant. Will someone please volunteer to reproduce their notes for this student?” If you do not get a volunteer on the first try, please make another announcement and state that the Office for Disability Services is willing to pay a small stipend which is \$10 per credit hour (i.e. student note taker will get \$50 for a five credit hour class). The stipend is awarded at the end of the quarter upon satisfactory completion of assistance.

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.** In the event that attendance becomes an issue, it will be the ODS student’s responsibility to find another note taking assistant.

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,

ODS Counselor

Lab Assistants

Contact the instructor of a lab class (i.e. Chemistry, Biology, Physics, Geology, and CS&E) 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 For Requesting a Lab Assistant

1. To request an assistant, ***contact your ODS Counselor immediately after scheduling your classes***. 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 Note: Lab assistants will act only as your hands or eyes. All information about actual lab processes and procedures is your responsibility.

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

Staff:

Sarah Terry, Supervisor (Terry.5@osu.edu)

Nicole Chattah, Production Manager (nchattah@studentlife.osu.edu)

Phone: 614-292-3307

Greeting and Overview

Welcome to the Alternative Media (Alt Media) process. Provided in this section, you will find a brief overview regarding the process for requesting and receiving Alt Media and the different types of formats that can be provided. For further in depth descriptions and definitions of this service as well as formats available, go to our website at http://ods.osu.edu/services_altmedia.asp.

Steps for Requesting Materials

1. Intake with your assigned ODS Counselor
2. Orientation with Alt Media Staff
3. Scheduling Courses : Please notify by e-mail both Sarah Terry (terry.5@osu.edu) and Nicole Chattah (nchattah@studentlife.osu.edu) when you have scheduled your courses. Be sure to indicate which courses you will and will not need Alternative Media produced.
4. Changes in Courses: It is important to e-mail the Alt Media staff if you change courses.
5. The Process: Once you notify the Alt Media Staff of your schedule, they will begin contacting departments, instructors and bookstores in attempt to identify the required reading materials that will be used in classes.
6. Syllabi (paper or e-mail): It is important for you to provide Alt Media with copies of all of your course syllabi before the end of the first week of the quarter. **Carmen** materials are produced only upon request.

Notification E-mails and Receiving Materials

1. The Alt Media Staff will e-mail you as materials are ready for pickup.
2. Before the Alt Media staff can provide you with your Alt Media, you must show proof of purchase of your textbooks.
3. Quality Control Checking Materials: The Alt Media staff performs quality control checks on the materials produced however we suggest that you also check your materials. Please check that materials are working and are in the correct format within 24 hours of receipt.

Training/Orientation

Before receiving your Alternative Media, schedule an appointment with Assistive Technology Training Center (ATTC). Please call the main office to schedule this appointment: (614) 292-3307.

Types of Alternative Media

PDF w/Text Format

Timeline (estimated production rate): 2 Business days from when ODS receives or gains access to the material

.rtf / .doc Format

Timeline (estimated production rate): Option 1: Rough Burn: 3 Business days from when ODS has material in possession. This material is provided in an “as is” basis, straight from the scanner to the reader.

Option 2: Edited/cleaned up: Varies

MP3 Format

Timeline (estimated production rate): Rough scan: 3-4 Business days from when ODS receives or gains access to the material

DAISY Format

Timeline (estimated production rate): Varies. Only fully prepared DAISY files are released to users as it is not possible to prepare partial DAISY files. Files are a combination of audio and text format with navigational control.

Audible Mathematics

Timeline: While we are not able to provide specific timelines for production of audible mathematics because much depends on the content of the specific text. However, communicating with the Alternative Media staff as soon as you know that you will need the material worked on, will enhance the speed at which the material is completed.

Paper Enlargements

Timeline: This format can most typically be provided within 24 business hours. Our copier can produce black and white copies enlarged up to ledger size paper which is 11 x 17 inches.

Braille

ODS are able to produce Braille documents by use of the Duxbury software. We are able to produce short (50 pages or less) non scientific documents in Braille within 2 to 3 business days of receiving the document. Textbooks will be outsourced and the request for such materials needs to be made at least six months in advance of when it will be needed.

Common questions and answers

- Q. Will I be charged for having my materials converted into an alternate format?
A. No, you will not be charged. This is a free service; however you do need to purchase your own textbooks.
- Q. I have problems with my materials - I can't get it to open, play, view etc.

- A. E-mail both Sarah Terry (terry.5@osu.edu) and Nicole Chattah (nchattah@studentlife.osu.edu), call the office or stop by to discuss the problem so that we can correct any issues with the materials.
- Q. It's 3 PM on Friday and you realize that you don't have what you need for the weekend and want to know if you can pick it up before closing.
- A. We suggest checking with the Alt Media staff on Wednesday of any week for your weekend needs.
- Q. How long will it be until I receive my materials?
- A. There are many factors that are a part of creating Alt Media, including teaching assignments, identifying materials and the format that is being created. Communication with the Alt Media staff about your needs will help to insure that production is on track and that your priorities are being addressed. If we have already worked on the material for another student, then the turn around time will be much faster because we will have those files prepared already.
- Q. Do I have to have all my materials converted?
- A. No. The Alt Media staff will proceed with your materials based on the information you provide to them.
- Q. Do I have to return my converted texts at the end of the quarter?
- A. No, they are yours to keep.
- Q. How would optional or recommended materials be processed?
- A. The Alt Media staff will proceed with all required readings as identified on your course syllabus. Optional or recommended texts are not processed automatically.
- Q. What will happen if I do not pick up my materials for the quarter?
- A. Your ODS counselor will be notified and no additional materials will be produced until you have met with your ODS counselor.

Conclusion

Teamwork is essential in the Alternative Media process. It takes communication between the student and the Alt Media staff in order to make sure that all of the issues have been addressed. The student needs information and materials from the Alt Media staff and the staff needs input from the student about their courses and their format needs. By working together we are able to create access to course materials that are needed to meet your academic goals.

Assistive Technology Equipment and Software

The ODS Assistive Technology Training Center (ATTC) is a computer lab that is available for student's use during regular ODS office hours. The ATTC is equipped with 16 PC computers and it offers assistive technology software and hardware featuring:

- Scan-to-Speech, Text-to-Speech, and Web-to-Speech software, that utilizes bi-modal output via computer-generated voice
- Voice Recognition Software
- Reading and Writing Enhancement Software
- Screen reader software
- Screen enlargement software
- CCTV text magnification systems
- Printer access for note-takers
- Large flat screen monitors
- Refreshable Braille display
- Alternative navigation programs
- Adaptive mice and keyboards (upon request)

Some examples of the specialized software available on the ATTC computers are: WYNN, Kurzweil 3000, Read & Write Gold – these programs are primarily designed to assist students with learning disabilities by helping students overcome their reading and written language deficits. In addition, this software has excellent study guide composition tools. ZoomText 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 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 such Microsoft Office, Internet Explorer, etc. Any student needing class-specific software loaded on the ATTC computers should contact their ODS 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.

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://bmv.ohio.gov/vehicle_registration/disability_placards.htm. You may also download an application from the BMV web site by visiting http://www.bmv.ohio.gov/pdf_forms/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 one month must obtain a temporary disability placard from the Bureau of Motor Vehicles. Information and applications can be found on the web at http://bmv.ohio.gov/vehicle_registration/disability_placards.htm. 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 Beavis Hall (West Campus)
292-9341 (phone)


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/project_mainstream.asp.



Important Note: 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 Ohio State University Library (OSUL) system has two ways of assisting you when it comes to obtaining materials from the library:

- **OSUL Staff Supervisor (2 options- see below)**
- **Assistive Technology (see below)**

OSUL Staff Supervisor Option 1

- ✓ For assistance in retrieving electronic items, contact the appropriate library circulation desk. For a full phone number listing, see the OSUL website at <http://library.osu.edu/>.
- ✓ Identify yourself as a student with a disability and describe the type of assistance you will need.
- ✓ If you are unsure of which library to contact for your particular subject matter, contact the OSUL Liaison, Tony Maniaci.1@osu.edu for further information. Make sure that you have your reference materials (reading/reference lists, course syllabi etc.) in front of you when calling for information.
- ✓ Contact your counselor if the library staff has not been able to meet your needs.

OSUL Staff Supervisor Option 2

- ✓ For assistance in retrieving items and/or photocopying items, contact the appropriate library circulation desk. For a full phone number listing, see the OSUL website at <http://library.osu.edu/>.
- ✓ 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 a library assistant and then schedule an appointment with the Staff Supervisor. (If you are unsure of which library to contact for your particular subject matter, contact the OSUL Liaison, Tony Maniaci.1@osu.edu for further information.)
- ✓ Bring all materials (reading/reference lists, course syllabi etc.) that you and the assistant will need to use in order to locate and/or retrieve materials.
- ✓ Contact the Staff Supervisor immediately if you are not able to attend the scheduled appointment.
- ✓ Contact your counselor if the library staff has not been able to meet your needs.



Important Note: You should contact the appropriate library well before a particular assignment is due to arrange for training.

Assistive Technology

- ✓ Assistive Technology allows screen reading for online research and text-to-speech for print research.

Locations of Assistive Technology within Libraries

The Sullivant Library is located in room 110 of Sullivant Hall, 1813 N. High Street. Please refer to the website at <http://library.osu.edu/sites/sullivant/> or call their circulation desk at (614) 292-2075 and speak with a Staff Supervisor to inquire about their assistive technology software and workstations.

Science/Engineering Library (SEL) is located at 175 W. 18th Ave. Please refer to the website at <http://library.osu.edu/sites/sel/> or you can call the circulation desk at (614) 292-0211. SEL has one computer workstation set up for disability users which offers Zoom Text software and keyboard. Please note that no headphones are available. The station is located on the first floor near the Circulation counter.

Interpreting, Transcription and Real Time Captioning Services

All ODS interpreters and transcribers are interviewed by the Interpreter Coordinator and are selected based on an assessment of interpreter/transliterating/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, NIC certification is encouraged. Family members cannot be hired to serve as interpreters or transcribers.

ODS utilizes TypeWell transcription services in most cases in lieu of real-time captioning to facilitate communication for students who are D/deaf 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 to keep in mind:

- **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 requests 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 communication access in class, or with 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 ODS services.
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.
8. Interpreters and Transcribers will not provide transportations for students.
9. In regards to confidentiality, OSU Interpreters/Transcribers are expected to conduct themselves in a manner consistent with the professional standards set by the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct - Tenet 1.0: Interpreters adhere to standards of confidential communication. Illustrative behavior 1.1 states: "Share assignment-related information only on a confidential and as-needed basis." (e.g., supervisors, interpreter team members, members of the educational team, hiring entities"). Interpreters may at times need to share classroom accommodation related issues with other campus staff on a "need to know" basis. On a regular basis, the Interpreter/Transcriber staff adopts a team approach in the collaboration and sharing of work-related information. As a result, there will be times when interpreters share typically confidential information about students and work experiences/challenges for the purpose of improving the quality of OSU/ODS program services."

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

FM Hearing Systems

Students with hearing impairment may request the use of an FM Hearing System for use in the classroom environment. The FM System utilizes a microphone and transmitter unit (worn by the instructor) and a receiver and headset (worn by the student). The instructor's speech is transmitted to the student's receiver unit (via FM radio signal) and the student has the ability to control volume and other settings.

To request an FM Hearing System:


1. Contact your ODS counselor. S/he will authorize an appointment 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 Note: 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 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.

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:

- Ensuring that you reach and access the area of refuge.
- 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.
- 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.
- 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

ODS supports petitions for course substitutions in cases of foreign language, quantitative, or other non-major specific course requirements as a reasonable accommodation *if* disability documentation supports the petition *and* if 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 choose to initiate a petition, 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).

ODS Grievance Procedure

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 Procedure – continued

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

Office For Disability Services

150 Pomerene Hall.
1760 Neil Ave.
Columbus, OH 43210-1297
(614) 292-3307
TDD: (614) 292-0901
FAX: (614) 292-4190

Student Judicial Affairs

2050 Drake Union
1849 Cannon Drive
(614)292-0748

Ohio Civil Rights Commission

(614) 466-5928
TDD (614) 466-9353
Fax (614) 466-6250

ADA Coordinator's Office

2054 Drake Union
1849 Cannon Drive
Columbus, OH 43210-1266
(614) 292-6207
TDD (614) 688-8605
FAX (614) 688-3665

Office for Civil Rights

(312) 886-8434
TDD (312) 353-2540
Fax (312) 353-4888

Ohio Legal Rights Service

(614) 466--7264
TDD (Same)
Fax (614) 644-1888

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.

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>.

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 student's 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/odep/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.

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.

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 the Unity president, Josh Mann, (mann.146@osu.edu), or the Unity advisor, Caity McCandless, (mccandless.8@osu.edu).

Sports F.U.S.I.O.N. - Finding Unified Sports In OSU's Networks!

The mission of the student organization Sports F.U.S.I.O.N. is to provide Ohio State students with and without disabilities the **Information, Opportunities** and **Accommodations** to fully participate in recreational programs at The Ohio State University. Our vision is that all Ohio State students, with various levels of ability, will be knowledgeable about and feel comfortable participating in the wide array of activities from rock climbing and open rec basketball to indoor and outdoor group activities designed to be demonstrative and will let students experience new and familiar sports. Participation through Recreational Sports Programming, including cardio and weight training, team sports, fitness classes and aquatics, will be encouraged, and opportunities to participate will be provided.

The Sports F.U.S.I.O.N. group values diversity, along with the long-lasting physical and mental benefits of maintaining an active lifestyle and socializing with fellow students. Another important purpose of the group is for students to have FUN engaging with their peers in an inclusive, relaxed setting.

If you are interested in joining Sports F.U.S.I.O.N. or would like more information, please contact one of the following:

- President - **Josh Mann** | mann.146@osu.edu
- Vice President - **Brock Mealer** | mealer.4@osu.edu
- Treasurer - **Kristin Hayes** | hayes.436@osu.edu
- Administrative Assistant - **Jeff Joos** | joos.6@osu.edu
- Advisor - **Lindsay Meyer** | meyer.454@osu.edu
- Advisor - **Chris Keck** | keck.48@osu.edu
- Email - OSUsportsFUSION@gmail.com

Learn more about Sports F.U.S.I.O.N. on **FACEBOOK!** Search groups for Sports F.U.S.I.O.N. and join to find out about events, connect with other students, and stay informed about the group.

Web Accessibility Center

In June 2004, OSU instituted a policy called the Minimum Web Accessibility Standards (MWAS, see <http://wac.osu.edu/standards>). MWAS establishes baseline requirements for the authoring of web pages and other online resources in order to attempt to guarantee that the web is highly usable for people with disabilities. People using software assistive technologies to access the web (screen readers, magnifiers, reading and writing assistive technologies, etc.) and people with impaired mobility or hearing loss confront particular obstacles on the web. The Web Accessibility Center (WAC) develops resources, provides consultation and education, offers web site analysis services, and engages in the university community in order help reinforce MWAS and assist web resource developers at all levels to create highly accessible content and build

universal usability into their web sites. For more information about the WAC and its resources and services, visit <http://wac.osu.edu> or email wac@osu.edu. Ken Petri is the director of the OSU Web Accessibility Center and the office is located in 102 Pomerene Hall in the same locale as the ODS ATTC computer lab.

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>

Adapted Recreational Sports (ARS)

The Department of Recreational Sports offers a variety of adapted fitness, sports, and recreation activities for individuals who have disabilities. You can set up a 1 to 1 consultation with the coordinator to find out about all of the opportunities available by the department specific to your individual needs (RPAC members only, which includes fee paying students). There are adapted programs as well as opportunities for inclusion. Accommodation services are available to help inclusion into any program or activity. Contact ARS to set up a consultation or to learn more.

Location: RPAC Center - 337 West 17th Avenue

Phone: 688-3693

Email: ars@osu.edu

<http://recsports.osu.edu/adapted.asp>

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://careerconnection.osu.edu>

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://www.ccs.ohio-state.edu>

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>

Mathematics and Statistics 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: 148 Cockins Hall

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: 128 Lincoln Tower, 1800 Cannon Drive

Phone: 688-8449

<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 full week of the quarter. Requests may be taken 2-3 weeks prior to 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 your financial aid will 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

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

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.

Location: 1120 Lincoln tower,

Phone: 292-1111

http://studentlife.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/>

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 (*The Ohio Union will be relocating offices as of Winter Quarter 2007 - contact this department by phone for the location of their new office*).

Phone: 247-5853

Website: <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 (*The Ohio Union will be relocating offices as of Winter Quarter 2007 - contact this department by phone for the location of their new office*).

Phone: 688-4898

<http://multiculturalcenter.osu.edu/glbts/>

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: 33 West 11th Street

Phone: 292-0748

<http://sja.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/>

Student Wellness Center

The Student Wellness Center (SWC) serves as a resource for information on various health issues, provides programs and services to individuals and groups, and contributes to the development of a more healthy and caring campus community. The Student Wellness Center complements and supports the academic mission of the university by assisting students in obtaining optimal levels of health, growth, and well-being. The Student Wellness Center promotes the 7 dimensions of wellness including: Emotional, Occupational, Social, Intellectual, Spiritual, Physical, and Financial.

Location: Room B130 RPAC, 337 W. 17th Avenue

Phone: 292-4527

<http://swc.osu.edu/>

Veteran's Affairs

This office's goals are to provide affirmative action assistance to covered veterans; provide employee relations support to all faculty and staff veterans; provide enrollment certification for student veterans participating in the GI Bill program; to serve as a focal point for all campus activities; and to foster a positive campus and community atmosphere. For student education issues, contact 292-3453.

<http://hr.osu.edu/vet/>

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 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 version on the website is the official and current ODS Handbook.

The *ODS NEWS* is an electronic newsletter that is periodically 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.



IMPORTANT NOTE: Because the ODS newsletter is distributed via mass-emailing protocols, it may get caught by SPAM filters or sorted into JUNK MAILBOXES. In order to ensure that you receive the newsletter, it is a good idea to set your email program to receive these emails and allow them to go to your regular INBOX. ODS can not be held liable for any events or consequences related to missed information contained in the ODS newsletter if you do not read the ODS newsletter, if it does not successfully reach your email account or if you unsubscribe to this service.

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