Special Accommodations

Student Handbook



University of Louisiana Monroe

**Welcome to the University of Louisiana Monroe Self-Development/Counseling & Special Accommodations Center!**

Dear Student:

The mission of the ULM Special Accommodations Center is to provide extensive post-secondary services to all students with any disability including but not limited to: psychological, physical, and learning disabilities. Our office maintains compliance with Sections 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA) and the ADA Amendments Act of 2008. These laws mandate that postsecondary institutions provide equal access to programs and services for students with disabilities without creating changes to essential elements of the curriculum. While students with special needs are expected to meet our institution’s academic standards, they are given the opportunity to fulfill learning outcomes in alternative ways. We seek to ensure that qualified students with disabilities are provided equal access and reasonable accommodations appropriate to their disability in all ULM programming and academic pursuits. Additionally, we provide faculty with assistance in meeting their federal obligations under the Americans with Disabilities Act. On behalf of the Special Accommodations Center’s staff, we look forward to working with you during your academic career at the University of Louisiana Monroe. Please let this handbook serve as an important resource for accessing services and accommodations. The Special Accommodations Center makes changes periodically to its policies, procedures, and services. The Special Accommodation Center’s website ( <https://www.ulm.edu/counselingcenter/>) will always offer the most current handbook available since we update the website as changes are made.

Best wishes in your academic career at ULM!

Karen Foster M.Ed., LPC-S – Director

Kim Storm – M.S., LPC-S - Special Accommodations Coordinator

Karen Foster, M.Ed., LPC-S

Kim Storm, M.S., LPC-S

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This handbook is also available on the ULM Self-Development/Counseling and Special Accommodations Center 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 Due to necessary revisions that may occur throughout the academic year, this issue may become outdated without notification.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 Special Accommodations handbook. It is found at [https://www.ulm.edu/counselingcenter/](#_top)

OFFICE CONTACT INFORMATION

Location: The Student Health Center (across the street from Madison Hall)

Mailing Address: 1140 University Ave, Monroe, LA 71209

Phone: (318) 342-5220

HOURS OF OPERATION

Monday – Thursday 7:30 am – 5:00 pm

Friday 7:30 am – 11:30 am

TESTING CENTER HOURS

Monday – Thursday 7:30 am – 5:00 pm

Friday 7:30 am – 11:30 am

***A Note about Accommodation Approval and Use***

*This handbook is a comprehensive document, and therefore includes some accommodations for which you are not currently approved to use. In order to use an accommodation, students must first be approved by the ULM Special Accommodations Center.*

***Confidentiality and Release of Information***

*The ULM Self-Development/Counseling & Special Accommodations Center views all materials pertaining to a student’s disability as confidential. All disability-related information for students at the University of Louisiana Monroe, are housed in the ULM Self-Development/Counseling & Special Accommodations Center. Only staff persons working at the Self-Development/Counseling & Special Accommodations Center have access to these files. Registration with the Self-Development/Counseling & Special Accommodations Center will not appear on transcripts.*

*The Family Educational Rights and Privacy Act of 1974 (FERPA) and the Americans with Disabilities Act (ADA) do not allow faculty or others access to disability-related information (e.g. diagnosis, medications).*

*The Special Accommodations Center will not share a student’s medical information with university faculty or staff without the student’s consent. The Special Accommodations Center will confirm registration and approved accommodations on a need-to-know basis.*

*The Special Accommodations Center will not disclose any student’s medical or registration information to an employer or other outside organization without the student’s permission.*

*The Special Accommodations Center will retain disability documentation for seven years from the last date of activity with our office.*

HOW TO INITIATE ACCOMMODATIONS UPON ACCEPTANCE & REGISTRATION

This is a general overview of how to request accommodations upon acceptance to ULM & registration. Requesting accommodations for subsequent semesters will be addressed at the end of this section. Specific instructions for each accommodation can be found further in the handbook.

1. **Analyze your classes.**

Look at the requirements/design of each of your classes and consider your particular disability-related needs when determining which accommodations are appropriate. Some accommodations may not be appropriate or necessary for every class.

1. **Complete Special Needs Intake Form and Release of Information Form for Academics and/or Residential Life (if housing accommodations are requested).**

These forms may be picked up at the ULM Self-Development/Counseling & Special Accommodations Center, or completed and submitted online at the following link [https://www.ulm.edu/counselingcenter/special.html](#_top)

1. **Submit required medical documentation**

**\*\*Please review the Documentation Criteria Guidelines provided on our website and verify that all criteria is included in your medical documentation.\*\***

Medical documentation will be reviewed by the Special Accommodations Coordinator for approval. Once all forms and medical documentation have been received and approved, a special accommodations letter will be sent to the student’s warhawks email address.

1. **Meet 1-on-1 with your instructor.**

It is recommended that students request a one-on-one meeting with their instructor or visit during office hours early in the semester to discuss accommodations. If uncomfortable initiating this interaction, please advise the Special Accommodations Center’s staff.

1. **Discuss your specific requests and follow applicable procedures.**

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 accommodation for which you are eligible.

1. **Maintain communication.**

Maintain communication with the Special Accommodation Center staff, your instructors, and alert the Special Accommodations Center and your instructor immediately if you are having difficulties with any accommodations, services, or class.

**\*\*REQUESTING ACCOMMODATIONS FOR SUBSEQUENT SEMESTERS WILL ONLY REQUIRE THE COMPLETION OF THE RELEASE OF INFORMATION FORM FOR ACADEMICS\*\***

ACCOMMODATION LETTER

* An Accommodation Letter provides your instructors with an introduction to your approved accommodations. It does NOT indicate your disability.
* Students should use the Accommodation Letter to communicate to their instructor any accommodations the instructor will need to provide.
* Provide this letter to your instructors the first week of classes or immediately after receiving it.

EXAM ACCOMMODATIONS

Exam accommodations may include, but are not limited to:

* Extended Time
* Reduced Distraction Environment (testing in small group or isolation)
* Assistive Technology
* Accessible Formats (e.g. Braille, enlarged print)
* Reader or Scribe

*Options for Taking Exams*

1. Take your exams in-class, without accommodations.

This is the default option that requires no action on your part.

1. Take your exams with accommodations that are arranged by the instructor.

Discuss arrangements with your instructor.

1. Schedule to take your exams at the Self-Development/Counseling & Special Accommodations Center.

Follow the instructions below.

*Scheduling Exams at the Special Accommodations Center:*

1. Obtain copy of the Testing Accommodation Request Form from the Special Accommodations Center or via our webpage and complete the student section of the form.
2. Meet with your instructor (by appointment or during office hours) at least one week prior to each scheduled testing to have your instructor complete the faculty section of the form.
3. Return Testing Accommodation Request Form to the Special Accommodations Center by the below deadline to schedule exam/quiz.

* **Exams/quizzes: 3 business days in advance**
* **Finals: 1 week prior to Finals Week**
* **LATE EXAM SCHEDULES MUST BE APPROVED BY THE TESTING COORDINATOR.**

*The Day of Your Exam:*

***Before arriving for your exam, make sure you have:***

* A photo ID (e.g. ULM ID, driver’s license)
* Your personal exam materials (e.g. pen, pencil, calculator, scantron, authorized materials)

***Upon arrival for your exam:***

1. Present a photo ID to the exam services staff member, you must have a photo ID to take your exam.
2. The staff member will retrieve your exam and review faculty instructions (e.g. authorized materials) as well as your allotted time.

* If you have concerns about these instructions or your time allotted, voice them at this time. The staff member will look into your concern.

1. Put away your belongings and any unauthorized materials (e.g. hats, coats, backpacks, cell phones, apple watches, etc.)

* Unauthorized materials are not allowed in the exam space.
* Cell phones must be turned on silent and turned in at front desk.
* The Special Accommodations Center is not responsible for cell phones stored at the front desk.

1. The staff member will direct you to the testing room.

***During your exam:***

* If you have a concern about the exam itself or your accommodations, stop the exam and seek assistance from a staff member.
* If you need to leave the exam room for any reason (e.g. have a question, need to use restroom) go to front desk and notify a staff member.
* Once you have completed your exam, turn in all exam materials to a staff member. All materials will be returned to the instructor.

*Late Arrivals, No Shows, Rescheduling and Cancellations*

* You are expected to show up on time for your exams. If you arrive more than 15 minutes late for an exam, you must speak with the instructor. The instructor will have to notify us that you may still take the exam.
* There is no guarantee that the instructor will permit a makeup exam.
* Only the instructor can authorize a rescheduling of exams. It is your responsibility to contact your instructor if you need to reschedule. The Special Accommodations Center will reschedule an exam only with your instructor’s authorization via email or phone.
* Please notify a Special Accommodations Center staff member if for any reason you have decided not to take your exam at the Special Accommodations Center.

*Policies Regarding Academic Misconduct*

* A staff member may come into the testing location at anytime to perform a random integrity check.
* Any suspected evidence of cheating will be documented by the Special Accommodations Testing Coordinator and reported to the appropriate faculty member. Any unauthorized notes and any scrap paper used during the exam will be taken and returned with the exam to the instructor.
* Please note: Instructors will determine consequences of academic dishonesty, not the Special Accommodations Center.

*Test Assistants*

* Test assistants must be requested at time of exam scheduling.
* If you originally scheduled a test assistant but decide at a later date that you do not need/want a test assistant, please notify the Special Accommodations Center.

**Expectations for 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.

**Expectations from 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.

*NOTE-TAKING ASSISTANCE*

*\*\*Note: This accommodation does not exempt you from class attendance.\*\**

***Option 1: Technology (audio recorder, laptop, etc.)***

1. Meet with your instructor and provide them with a copy of letter indicating you have permission to audio record lectures as a note-taking assistance accommodation. Depending on your instructor’s feelings on being recorded, your note-taking assistance accommodation may be limited to a volunteer or in-class note taker. (See information below for volunteer or in-class note taker).

***Option 2: Obtain a Volunteer, In-class Note-taker***

1. Meet with your instructors and provide them with a copy of your letter and explain that you need their help finding a note-taker for their class. There are certain issues that should be discussed between the student and the instructor such as:

* Is note-taking needed for the class? The student and the instructor should not automatically assume that note-taking is not needed because the course is not lecture class. If directions are given or discoveries are made in learning situations, the student who requires the note-taking assistance will need that information.
* How will the student obtain the notes? Instructor’s notes or volunteer note-taker?
* Who will find the note-taker?
* If the instructor finds the note-taker, is the student comfortable with an announcement in class or would the student prefer to be kept confidential?
* What should the student do if the note-taker is absent from class? Should a back-up note-taker be found?

**Note: Some students may wish to ask another student to volunteer without the aid of the instructor, however, the student should not be required to find a note-taker. By law, the University has the responsibility of locating an effective notetaker.**

1. The instructor will make an announcement in class and/or send an email to the class soliciting a volunteer note-taker. This message should NOT mention you by name. Once a volunteer is secured, the instructor will provide you with the note-takers contact information and it will be your responsibility to contact the note-taker unless you wish not to be identified by the note-taker.

**Note: Some students may not be comfortable with making an announcement in class and prefer that the volunteer be approached privately. Also, some students may not wish to be identified by the note-taker. In this case, the notes will need to be given to the student through the instructor or the academic department. For example, after the class period, the note-taker can leave the notes with the instructor.**

1. A volunteer note-taker should have been found at least by the end of the first week of classes. If not, the ULM Self-Development/Counseling & Special Accommodations Center should be contacted. The Self-Development/Counseling & Special Accommodations Center will be happy to meet with the student volunteer to discuss their role, if needed.
2. Inform the Self-Development/Counseling & Special Accommodations Center if you (1) can’t find a note-taker within 2 weeks, (2) the note-taker is not fulfilling their duties, or (3) you no longer need assistance.

***Other Note-taking Methods or Ideas***

* Find two volunteer note-takers.
* The instructor provides a copy of their own lecture notes.
* The instructor provides copies of power-point presentations.

***NCR Notetaking Paper***

* The Special Accommodations Center will supply students with special NCR note-taking paper for use in the note-taking process.
* The NCR paper is lined and three-hole punched. Each two-page set contains a top white page and an attached yellow page. The paper is specially designed to make an automatic copy on the second yellow sheet.
* The NCR paper is available at the ULM Self-Development/Counseling & Special Accommodations Center. There is no charge for students who have notetaking as an approved accommodation.
* It is the responsibility of the student to pick up the NCR paper from the Special Accommodations Center.

***Information for the Volunteer Note-taker***

* Note-takers are to take notes for themselves and give a copy to the student who receives note-taking services as an accommodation.
* If they wish to use their own notebook, they can place the NCR paper under their sheet.
* If absent, please notify the instructor so another note-taker can be arranged.
* The exchange of notes should occur after class to prevent disruption.
* The note-taker should be equipped with enough NCR paper for the class period.

*ATTENDANCE AND DEADLINE MODIFICATIONS*

For students that have special needs with random acute episodes which may require them to miss class or deadlines, the Special Accommodations Center will approve for the student to be granted a reasonable amount of flexibility with absences, exam dates, deadlines, and participation points.

An Attendance/Deadline Modification must be reasonable, meaning it cannot compromise the essential design and learning outcomes of the course. Reasonableness is determined by the course design.

Students need to be mindful that not every course component can be provided an extension. Students with disability-related absences are not entitled to miss an unlimited number of classes. Students with this accommodation are responsible for completing all missed exams, quizzes, and/or assignments and for meeting all the same essential standards and expectations of any other student It is important to know that not all in-person experiences can be made up or recreated. Some things, such as guest speakers, events, field trips, labs, etc. cannot be recreated or made up; therefore, an impact to grading may be inevitable. Furthermore, should a course attendance be deemed essential to the course and/or curriculum, that attendance accommodation may not be reasonable. Should this arise in the conversation between student and faculty, students are encouraged to reach out to the Self-Development/Counseling & Special Accommodations Center as soon as possible.

***Attendance leniency and deadline modifications***

1. Meet one-on-one with your instructors and provide them with a copy of your accommodation letter.

* Discuss with them how attendance, make-up exams, due dates and participation are designed in the course and what reasonable modifications can be made due to your disability. *Note: if the instructor’s proposed modifications are not acceptable to you, contact the Special Accommodations Center and share your concerns. The Special Accommodations Center will work with you and the instructor to resolve the issue.*

1. Contact the Special Accommodations Center if you need assistance working with your instructors, your instructor wants consultation in this process or if you and the instructor are unable to come to an agreement.

***By using attendance leniency and deadline modifications, you agree to:***

* **Only use your Attendance Leniency and Deadline Modification Accommodation for disability related reasons.** Absences or missed exams/deadlines/participation points due to common illnesses, personal conflicts or other non-disability related reasons should be held to the standard course policies.
* **Maintain prompt and regular communication with your instructors about your disability-related absences, or anticipating missing an exam or deadline.** You should inform your instructors of absences and missed exams/deadlines in advance or as soon as possible unless a severe disability-related illness prevents you from doing so. Under these circumstances, the Special Accommodations Coordinator may make a special exception to contact instructors about unexpected absences. If a student does not provide prompt communication, that absence/exam/assignment may not qualify for the attendance modification and therefore may not be modified.
* **Contact both your instructor and the Special Accommodations Center in advance if you suspect that you will not be able to meet the terms of the agreement.** For example, if you are approved for a maximum number of excused absences and halfway through the semester you’ve reached five absences, it is likely you will go over the maximum amount by the end of the semester. This should be communicated to your instructor and the Special Accommodations Center. While the Special Accommodations Center will work with you and your instructor on that situation, there is no guarantee that the accommodation will be modified.
* **Be held to the syllabus’s relevant polices in the event you go beyond the terms of the agreement.** For example, the syllabus states students lose a letter grade after their third excused absence. Your agreement says you are permitted six excused absences. On your seventh absence, you can expect to lose a letter grade.
* **Submit your requests in a timely manner.** Like all other accommodations, attendance leniency and deadline modifications cannot be retroactive. Attendance and deadline modification agreements made mid-way through the semester may not apply to absences, late assignments or lost participation points earlier in the semester. Therefore, timely requests are imperative.

***Video Conversion***

**Closed Captioning**

Video captioning and subtitling are available for students who are hearing impaired. It is the process of displaying text on a video presentation for additional and/or interpretive information.

***Text Conversion***

Course reading materials can be converted to accessible formats for students with print disabilities. Only required textbooks and additional course materials (e.g. Moodle articles, recommended texts) can be converted upon request. Please keep in mind that this conversion may take several days.

***Process and Procedures***

1. Email [storm@ulm.edu](mailto:storm@ulm.edu) each time you schedule/change classes and indicate the specific class and type of accessible media requested.

Note: The request will not be started until the student’s request has been emailed.

1. For text conversions:
2. Students must email [storm@ulm.edu](mailto:storm@ulm.edu) with the textbook title, author, publisher, and ISBN number.
3. The Self-Development/Counseling and Special Accommodations Center will request electronic versions of the requested text from the publisher, or provide audio book access through Learning Ally.

*TRANSCRIPTION AND REAL TIME CAPTIONING*

***Transcription Services***

A transcriber will use a laptop computer with abbreviation software to transcribe meaning for meaning what is said in class lectures, discussions, meetings or any other academic related activity. You read the transcription in real-time from your laptop computer.

* The Transcriber will edit the lecture transcripts. The materials will be emailed to you normally within 24 hours.
* Do not provide other students with copies of the notes. Providing notes to other students may result in a loss of service.
* Tell the Transcriber how you prefer to communicate with the instructor and other students in class.
* Copy diagrams from the board or PowerPoints. The Transcriber cannot get this kind of information into the notes; it is your responsibility.
* Check the spelling of all new vocabulary words. The correct spelling is your responsibility.
* If you do not understand a concept in class, ask the professor for clarification, not the Transcriber. The Transcriber is not a tutor or teaching assistant.
* Talk to the Special Accommodations Coordinator about any problems with communication access in the class or with notes. Do not allow problems go unaddressed.

*To request transcription services for classroom purposes:*

1. Students must first meet with the Special Accommodations Coordinator before classroom services can be initiated.
2. Inform the Special Accommodations Coordinator of preference for transcription or real time captioning at the initial meeting or when submitting special accommodation request intake form.
3. Provide the Special Accommodations Coordinator with requested class schedule as soon as you register for classes. Please report any changes to class schedule as soon as possible.
4. Inform the Special Accommodations Coordinator when services will not be needed or if you will be arriving late to a class. The Transcriber/Captionist will wait twenty minutes before leaving a class. After three failures to notify the Special Accommodations Coordinator that services are not needed or that you will be arriving late, services will be suspended until you meet with the Special Accommodations Coordinator.
5. Services should be requested at least five working days in advance.
6. Contact the Special Accommodations Coordinator, Kimberly Storm, for more information on scheduling transcription and real-time captioning.

***FM HEARING SYSTEMS***

Students who use hearing aids 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 or blue tooth connectivity to the student’s hearing aids. The instructor’s speech is transmitted to the student’s receiver/hearing aids.

Students who request and are approved for the use of the FM System will complete the Use of Property Authorization Form when obtaining the system from the Self-Development/Counseling and Special Accommodations Center. This equipment is property of the University and it is the student’s responsibility to return it to the ULM Self-Development/Counseling and Special Accommodations Center at the end of the semester. Failure to return the equipment will result in a hold being placed on the student’s account. Students may be held personally responsible for any missing or damaged property of the University.

***COURSE SUBSTITUTIONS***

If a student cannot complete a course because of a disability related issue and if the student is registered with the ULM Self-Development/Counseling & Special Accommodations Center, a student can appeal to the Dean of his/her college for a course substitution. The appeal should follow the Course Substitution Policy, which may be obtained form the Self-Development/Counseling & Special Accommodations Center.

**Criteria:**

Substitutions for mathematics and foreign language may be allowed for students with learning disabilities if the following criteria are met:

* The student must have a documented learning disability that significantly interferes with the student’s ability to meet the essential requirements of the course.
* The disability documentation must be on file with the ULM Self-Development/Counseling & Special Accommodations Center.
* The student must also have a history of difficulty in the relevant area.
* The course must be non-essential aspect of the student’s degree program.
* In addition to fulfilling the above requirements, students must request the course substitution by following the procedures listed below.

**Procedures for Obtaining a Course Substitution**

* The student must meet with the Special Accommodations Coordinator to discuss the need for a course substitution. During this meeting, the student will complete the Permission to Release Form for Academics which gives the Special Accommodations Coordinator permission to share relevant disability-related information about their case to all parties involved in the process (Council on Students with Special Needs, Associate Dean of the student’s College and Academic Advisor).
* Course substitution requests based on a disability are reviewed by the Council on Students with Special Needs which is composed of faculty representatives from ULM’s education, psychology and health science disciplines. No less than three and no more than five Council members will participate in the review process. The Director of the Self-Development/Counseling & Special Accommodations Center is a member of this Council as well, but during this procedure primarily serves in the role of student advocate and liaison and will have no vote on whether the Council will recommend course substitution to the student’s Associate Dean of their College.
* A student with a disability who would like to request a course substitution as a reasonable accommodation should:

1. Submit to the Self-Development/Counseling & Special Accommodations Center the appropriate written documentation verifying a disability that substantially limits the skills required for the successful completion of the required course. Refer to Documentation Guidelines for information as to what constitutes appropriate written documentation.
2. Submit the Course Substitution Form <https://www.ulm.edu/caes/documents/course-substitution-request.pdf> that should include student’s signature, the student’s academic advisors signature, and the Program Representative Signature (Program Director – CHS; School Director – CAES or CBSS).
3. Write a statement describing difficulties encountered in past attempts to perform successfully within the subject area. The student should explain how the disability has impacted these attempts. The professor’s comments may be a valuable contribution to the petition decision. Comments might include the professor’s observations about the student’s efforts in the course, whether or not the student made use of the professor’s office hours, if the student participated in tutorial services, and any accommodations that may have been utilized. This statement, addressed to the Council on Students with Special Needs should be submitted to the Special Accommodations Coordinator or Director of the Self-Development/Counseling & Special Accommodations Center so that they can deliver all pertinent documentation to the Council.

* If the Council on Students with Special Needs makes the decision to recommend course substitution, the student must, without exception, complete an alternative course to be taken in substitution on a case-by-case basis, in consultation with the Associate Dean of their College.
* The final decision regarding a request for course substitution will rest with the Associate Dean and/or the Dean of the student’s College.
* If the student does not perceive the Council’s recommendation as a reasonable accommodation, the student has the right to appeal the decision through the Office of Academic Affairs.

***SERVICE & EMOTIONAL SUPPORT ANIMALS***

The University of Louisiana Monroe complies with the Americans with Disabilities Act of 1990 (ADA), the Rehabilitation Act of 1973 (Section 504), and the Fair Housing Act (FHA) which all prohibit the discrimination based on disability and impose various obligations upon the University to accommodate the use of service animals and Emotional Support animals that are approved as an accommodation for students with disabilities.

However, service animals and emotional support animals (ESA) are not the same and are not interchangeable. They perform different functions.

**Service Animals**

A service animal is a dog or miniature horse as identified by the Americans with Disabilities Act (ADA) that is trained to perform a specific task(s) or service(s) directly related to the handler’s disability. Service animals have received specialized training to perform active work or task for their handler. Service animals are allowed in all areas that are open to the general public. This includes the library, general offices, financial aid, registrar, public dining halls and general public events, etc.

We strongly encourage all students with a service animal that will be accompanying them on campus to register with the ULM Self-Development/Counseling & Special Accommodations Center. By registering, student will have the ability through the Self-Development/Counseling & Special Accommodations Center to inform faculty in advance that they will have a service animal in class, lab, etc.

**Some handler’s responsibilities while the service animal is on campus:**

* Maintain control of your service animal. The animal should be under leash, harness, hand and/or voice command at all times.
* The handler is responsible for the behavior of the service animal. Uncontrolled barking, jumping, sniffing, growling and whining, not related to the service the animal is providing, are some examples of unacceptable behavior.
* The handler is responsible for cleaning up after the animal and must carry equipment to clean up the animal’s feces whenever the animal is on campus.
* The handler must ensure the service animal does not infringe upon aisles or passageways for fire egress. In a lab environment, additional measures might be needed to ensure the safety of the animal.
* The handler must ensure all legal requirements have been met for an animal in public places (vaccinations, licensure, etc.) mandated by State and/or local ordinances in order for the animal to be on campus.
* The handler must accompany the service animal at all times.
* Identification- while it is not required- it is recommended that a service animal wear recognizable identification. This will alert others that the animal is working and is not a pet.

A faculty or staff member may not inquire about the nature or extent of your disability, but may ask the following questions when it is not readily apparent that the animal is a service animal:

1. *Is the dog or horse required because of a disability? And;*
2. *What active work or task has the animal been trained to perform related to your disability?*

**Emotional Support Animals (ESA)**

An emotional support animal is an animal that provides emotional support, comfort, or companionship for a person with a disability to mitigate the impacts of the disability. ESAs are not required to have formal training. ESAs are not considered service animals under the Americans with Disabilities Act (ADA) and therefore are only permitted in certain areas. ESAs are covered under the Fair Housing Act and may be a reasonable accommodation in the residential environment if deemed necessary in order for the student to have equal access to the residential environment.

A student who is approved for an ESA in University Residential Housing must adhere to guidelines for maintaining their animal in the residential environment. This includes but is not limited to:

* The animal must be healthy and up to date on any county or state required vaccinations. This includes having completed its first full set of vaccinations.
* The animal cannot pose a direct threat to the health or safety of others.
* The animal must be housebroken.
* The animal must effectively be under the handler’s control at all times.

Students requesting to have an emotional support animal on campus should follow the ESA Approval Process.

<https://www.ulm.edu/counselingcenter/special.html>

***HOUSING ACCOMMODATIONS***

Students who need housing accommodations (e.g. single room, wheelchair access) can request this on their housing application and when registering with the Self-Development/Counseling and Special Accommodations Center.

***DINING ACCOMMODATIONS***

Request for modifications to a meal plan can be made by registering with the ULM Self-Development/Counseling & Special Accommodations Center. Medical Documentation must be provided to support the need for any changes to a meal plan. Please email [storm@ulm.edu](mailto:storm@ulm.edu) to schedule an appointment.

***PARKING ACCOMMODATIONS***

An application for a Mobility Impaired Parking Permit and a memo, which are to be presented to the attending physician, can be obtained form the University Police Department or they can be downloaded from the ULM Police Website. Student must have their physician read the memo carefully, complete, and sign the application which verified their disability. The student must then present the completed form to the ULM Police Department for approval. UPD will provide students with a decal which designates the length of time they are eligible to receive mobility impaired parking.

<https://www.ulm.edu/police/>

***ELEVATOR ACCESS***

Students with special needs who require the use of an elevator can have their identification cards activated by the ULM Self-Development/Counseling & Special Accommodations Center who sends an email request for activation to the Physical Plant. In order to receive this service, students will be required to register with the Self-Development/Counseling & Special Accommodations Center by completing the Elevator Access Form and present documentation validating their disability, whether permanent or temporary. They will also be required to complete an Elevator Access Request Form.

<https://www.ulm.edu/counselingcenter/special.html>

***VOTER REGISTRATION***

The ULM Self-Development/Counseling & Special Accommodations Center is a designated voter registration site. Voter registration forms and other information about voting are available from Self-Development/Counseling & Special Accommodations Center. **Note: Already registered voters 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 the last four years.**

Any resident of the state of Louisiana can register to vote using the forms located at the ULM Self-Development/Counseling & Special Accommodations Center.

***FIRE DRILLS & FIRE SAFETY***

Fire safety information can be located at : <https://www.ulm.edu/safety/fire_drill_procedures.html>

* At least one fire drill per building per year is mandated by the Louisiana State Fire Marshall’s Office.
* Everyone is required to evacuate the building as quickly as possible in a safe, orderly fashion whenever the fire alarm is activated.
* Everyone must evacuate the building in less than 5 minutes.
* Everyone must use the closest exit.
* The minimum safe distance from the building is 100 feet.
* Learn your building evacuation plan. Know the location of your closest exit.
* Students with special needs should communicate any assistance they may need to their instructors/professors and the ULM Self-Development/Counseling & Special Accommodations Center.

***EMERGENCY BUILDING EVACUATION***

The following procedures will be utilized to promote the safety and well-being of all University students with special needs/accommodations.

EMERGENCY EVACUATION IN THE CLASSROOM SETTING

Students with disabilities (Those with severe auditory, visual, mobility, or other impairments) which place them “at risk” during an emergency mass exit evacuation should:

1. Identify themselves to each of their teaching faculty, indicating the nature of their disability and the magnitude of assistance required. The responsibility to indicate evacuation related discussions rest solely with each “at risk” student.
2. Students with disabilities are responsible for knowing campus evacuation routes and for being capable and willing to communicate such information to teaching faculty and assistants. Students who need assistance in planning their evacuation should contact the ULM Self-Development/Counseling & Special Accommodations Center.
3. Find the necessary assistants to help in an emergency mass exit evacuation. If unable to find assistants, request the help of the teaching faculty to identify willing assistants.
4. Personally instruct all assistants in the correct method of rendering assistance both in any training session or during an actual emergency.

When persons with disabilities (students or teaching faculty) are in the classroom, the following preparations will be made to leave the building immediately:

1. Mobility impaired persons in wheelchairs on ground level floors can evacuate along with other persons.
2. Mobility impaired persons in wheelchairs on non-ground level floors should find the closest protected stairwell, contact 911, and provide the 911 operator with the stairwell number that is located on the inside and outside of the stairwell. First responders will remove mobility impaired students from their wheelchairs and place them in an Evacutrac to be evacuated leaving the wheelchair behind.
3. Visually impaired persons should have a sighted assistant guide them to safety.
4. Hearing impaired persons should be told individually of the emergency and how to respond as soon as the emergency is identified. It should not be assumed that the hearing impaired persons can hear the fire alarm or that they will know what to do by watching others.
5. Persons with psychological impairments should have an assistant guide them to safety if they indicate that they need assistance.

***DISABILITY SERVICES GRIEVENCE PROCEDURE***

**Appealing Accommodations determined by the ULM Self-Development/Counseling & Special Accommodations Center**

Any student who disagrees with the academic accommodation(s) or other services that have been determined should first speak with the Director of the ULM Self-Development/Counseling & Special Accommodations Center. The student should express their concerns and be prepared to offer alternative solutions. If, after consulting with the Director, the student is still not satisfied regarding the proposed accommodation(s) or the provision of accommodation(s), the student should speak with the Vice President of Student Affairs. If the student still is not satisfied with this process or provided accommodation(s), the student may file a formal grievance with the Chair of the Council on Students with Special Needs. The Director will assist with this process. The Chair, with the assistance of the Disability Determination Subcommittee of the Council, will evaluate the eligibility of the student to receive the requested accommodations. Upon validation of the student’s request, the Chair will notify the Director in writing of the decision.

***CODE OF STUDENT CONDUCT***

In order to best serve our students, the ULM Self-Development/Counseling & Special Accommodations Center staff expects everyone to be courteous and appropriate to one another. Profanity, aggression (verbal or physical), threats, yelling, slamming doors or items, failing to comply with the Self-Development/Counseling & Special Accommodations Center guidelines etc. are considered unacceptable due to the disruption to 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 the Self-Development/Counseling & Special Accommodations Center may result in contacting the Office of Student Advocacy & Accountability or the University Police. The same general expectations of behavior apply to all students including those with disabilities. Student registered with the Self-Development/Counseling & Special Accommodations Center 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 ULM Student Handbook at <https://www.ulm.edu/studenthandbook/> . Feel free to discuss any questions or concerns with the Self-Development/Counseling & Special Accommodations Center.

***POLICIES AND PROCEDURES***

**General Policy**

The University of Louisiana Monroe’s Self-Development/Counseling & Special Accommodations Center is considered the campus authority on all issues concerning accommodations for students with disabilities. Any student with a disability attending ULM must register with the Self-Development/Counseling & Special Accommodations Center to receive accommodations. **Faculty members are not required to offer accommodations without a letter from the Self-Development/Counseling & Special Accommodations Center to verifying that the student is registered with our office.**

If a student misses class due to illness or hospitalization, they should contact their instructors immediately. If a student finds they cannot continue the semester because of a disability related issue, they should contact their Academic Dean’s Office.

***ULM Resources***

Below is a list of departments at ULM that routinely provide valuable services to all students.

1. ULM Office of Student Advocacy and Accountability

700 University Ave.

Monroe, LA 71209

Sandel Hall 387

(318) 342-5230

<https://www.ulm.edu/osaa/>

1. Clark M. Williams Student Success Center

700 University Ave.

Monroe, LA 71209

(318)-342-3667

<https://www.ulm.edu/studentsuccess/>

1. ULM Office of Diversity, Equity, and Inclusion

700 University Ave.

Monroe, LA 71209

Sandel Hall 200

(318)-342-1444

<https://www.ulm.edu/diversity/>

1. ULM Residential Life

700 University Ave.

Monroe, LA 71209

(318) 342-5240

<https://www.ulm.edu/reslife/>

ULM Residential Life is located in University Suites, the last set of double doors on parking lot side of building.

1. ULM Affinity Health Clinic

1140 University Ave.

Monroe, LA 71209

(318) 342-1651

<https://www.ulm.edu/healthclinic/>

***OFF CAMPUS RESOURCES***

1. Louisiana Rehabilitation Services

24 Accent Dr. Suite 105

Monroe, LA 71201

(318) 362-3232 (Voice or TDD)

Toll Free 1 (800)-737-2973

<https://www.laworks.net/WorkforceDev/LRS/LRS_RegionalOffices.asp>

1. Louisiana Assistive Technology Access Network (LATAN) can assist individuals with procurement of adaptive equipment and software.

(225) 925-9500

<https://www.latan.org/>

1. Association for Higher Education and Disability (AHEAD)

(614) 488-7972 (Voice or TDD)

<https://www.ahead.org/home>

1. Client Assistance Program (CAP) of the State of Louisiana (for Louisiana Rehabilitation Services recipients only)

(800) 960-7705

<https://disabilityrightsla.org/how-we-can-help/cap/>