Confidentiality and Release of Information

Disability Services (DS) is committed to ensuring that all information and communication pertaining to a student’s disability remains confidential as required or permitted by law.

The following guidelines about the treatment of such information have been adopted by DS and will be shared with students. These guidelines incorporate relevant state and federal regulations:

1. No one will have immediate access to student files in DS except appropriate DS staff or the Academic Support Center, in which DS is located. Any information regarding a disability is confidential and will be shared only with others within the university who have a legitimate educational interest.

2. This information is protected by the Family Educational Rights and Privacy Act (FERPA).

3. Sensitive information in DS student files will not be released except in accordance with federal and state laws.

4. A student’s file may be released pursuant to a court order or subpoena.

5. If a student wishes to have information about his/her disability shared with others outside the University, the student must provide written authorization to the DS Coordinator to release the information. Before giving such authorization, the student should understand the purpose of the release and to whom the information is being released. The student should also understand that there may be occasions when the Coordinator will share information regarding a student’s disability at his/her discretion if circumstances necessitate the sharing of information and the Coordinator has determined that there is an appropriate legitimate educational interest involved.

6. A student has the right to review his/her own DS file with reasonable notification.

7. Disability Services will retain all disability documentation for seven years after students leave the university.
Accommodation Letters

Disability Services can provide you with a letter, at your request, each semester that provides your professor with verification of your disability and the accommodations for which you have been authorized. If you prefer, more specific information may also be added to inform instructors of your diagnosis, situation, learning style, etc. This letter can be useful when you meet with your professor at the beginning of the term to discuss accommodation needs.

To obtain a verification letter:

- Notify the DS coordinator of the number of letters needed at the start of each semester.
- Letters will typically be ready for pick-up within 48 business hours (this may be longer due to time constraints/scheduling availability).
- DS will send you an email when your letters are available for pick-up.
- Take the letter with you to the first meeting with your professor.
- Discuss your needs with your professor.

Remember, these letters alone do not obligate the professor to accommodate you. You must meet with the professor and discuss your accommodation needs each semester and notify them of your specific requests/needs for the course. If you have questions or concerns along the way, please speak with the Disability Services coordinator for assistance.

Initiating Services and Accommodations

Services and accommodations are based on your disability and specific functional limitations. You may not receive all of the accommodations contained in this document. You must make your requests for particular accommodations in a timely manner. The amount of time considered appropriate depends on the type of accommodation.

Steps to receiving classroom accommodations through Disability Services and/or instructors:

1. Coordinate accommodations with Disability Services
   Contact or meet with Disability Services to discuss accommodation requests and ensure that you will receive what you need in a timely manner.

2. 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 the Disability Services Coordinator.

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

3. Be specific
   When meeting with the instructor, make specific accommodation requests. You do not need to disclose the specific nature of your disability to your instructor. If you are uncomfortable identifying your disability, keep
the conversation focused on the accommodations for which you are eligible. The following checklist may help determine how to best approach your meeting with your professor to request accommodations:

**Opening the meeting**
- Greet professor
- Introduce one’s self
- State appreciation in professor taking time to meet
- Ask permission to take notes or tape record meeting

**Making the Request**
- State your personal situation
- Describe the challenge
- Make a specific request for the accommodation
- State the benefits of the accommodation required

**Asking for Suggestions**
- Ask for alternatives or suggestions if the initial request was refused
- Analyze the feasibility of the suggestion

**Planning future actions**
- Lay out the specifics for how the accommodation will be provided.

**Summarizing the meeting**
- Reiterate the agreed upon accommodations and confirm future actions
- This ensures that you have all the facts needed and to promote a mutual understanding

**Closing the Meeting**
- State appreciation of professor’s time, effort and/or help.

**4. Maintain communication with your support team**

*DS Coordinator* - Together with the DS Coordinator, decide how often you will meet for follow-up appointments. One meeting per semester is good if you only need to check in concerning your progress.

*Instructor* - Stay in contact with your instructor throughout the semester and provide gentle reminders of planned accommodations.

**5. Problems**

You should immediately alert the DS Coordinator and/or instructor if you are having difficulties with any accommodation, service, or class.
Exam Accommodations (includes quizzes, tests, & exams)

Exam Accommodations may include:

- Additional time
- Distraction-reduced testing space
- A reader and/or a scribe
- A computer
- Spell check/word processing
- Use of calculator

You have three exam options available to you:

1. Take the quiz/test with the class.

2. Take the quiz/test with appropriate accommodations, if you and the instructor agree to a time and place.

3. Schedule your quiz/test with Disability Services (at least 3 business days prior to the start time).

Procedures for scheduling quizzes/tests with Disability Services

1. Provide your professor with an Accommodation Letter and Test Scheduling Form at the beginning of the term.

2. Together with professor, complete the Test Scheduling Form (sample on next page) including contact information for both the student and professor, the dates/times for all quizzes/tests/exams that will be scheduled with Disability Services, how the tests will be sent to DS, and how the tests should be returned to the professor. Your professor can keep the yellow copy of the form for his/her records. Test Scheduling Forms should be completed in their entirety and signed by the professor and the student.

Note: Test Scheduling Forms are required to schedule quizzes/tests! Students should discuss extenuating circumstances or concerns with Disability Services.

3. Deliver completed test scheduling forms to the Testing Coordinator, (in Room #203, 2nd floor of the library) to schedule at least 3-5 business days in advance of the scheduled start time for the first quiz/test. If she is unavailable, leave the Test Scheduling Form with DS staff in room #228 or #229.

DS can proctor quizzes and tests starting at 8:00 a.m. Quizzes and tests should typically be completed (including additional time accommodations) by 4:30 p.m. For alternative needs, scheduling conflicts, or questions, please contact us in advance so we can make appropriate arrangements!

Rescheduling Quizzes, Tests, and Exams

Please let us know if you need to cancel or reschedule any exams ASAP so we may better use our space. If, for any reason, you are unable to take your quiz/test at the time scheduled, you should do the following:

- Contact your professor to verify that you are able to take the quiz/test at a later time.
- Contact the testing coordinator via odtest@otterbein.edu and copy your professor on the email.
A. Student Information (completed by student):

Name: ___________________________  Email ___________________________@otterbein.edu

Cell Phone: ______________________  Text this # regarding tests/accommodations □ Yes □ No

Course/Section (i.e., Math 0900-01): ___________________________  Class Days/Time: ___________________________

B. Approved Accommodations Requested (completed by student and approval subject to eligibility):

<table>
<thead>
<tr>
<th>Accommodation</th>
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</thead>
<tbody>
<tr>
<td>Extra Time</td>
</tr>
<tr>
<td>Distraction-Reduced Space</td>
</tr>
<tr>
<td>Reader</td>
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<tr>
<td>Scribe</td>
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<tr>
<td>Computer</td>
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<tr>
<td>Calculator</td>
</tr>
<tr>
<td>Breaks</td>
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<tr>
<td>Other</td>
</tr>
</tbody>
</table>

Sections C-I should be completed by the professor in consultation with the student.

C. Professor Information:

Professor: ___________________________ (# weeks) ___________________________  Cell: ___________________________

Co-Professor: ___________________________ (# weeks) ___________________________  Cell: ___________________________

D. Tests/Quizzes/Final For alternative arrangements or questions please contact Sara Banaie or Kera Manley.

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>In-Class Time Allotted</th>
<th>Special Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>open book, notes, calculator, specific software, etc.</td>
</tr>
</tbody>
</table>

E. If the student’s extended time conflicts with another class, by when must the student complete the exam (by the next class period, within ASC hours the next day, etc.)? ____________________________________________________________

F. Is there a lecture or review session on the test day (describe: before/after test, time, etc.)? □ Yes □ No

G. Policy for late arrivals (pending ASC coverage/availability):

□ Proctor Only Time Remaining  □ Contact Professor to Discuss (please provide cell above)

H. Please indicate how tests/quizzes/exams will be delivered to ASC:

□ E-mail to O DSTEST@otterbein.edu  □ Drop off to Room #203, 2nd floor Library

I. Please indicate how tests/quizzes/exams will be returned:

□ Professor will pick up from Room #203, 2nd floor library  □ Scan/Email (if off campus): ___________________________

□ ASC deliver to (please specify building & room #): ___________________________

Professor Signature ___________________________ Date ___________________________

Student Signature ___________________________ Date ___________________________

White Copy = ASC  Yellow Copy = Professor
Policies for exams with ASC:

• BE ON TIME - Students should arrive at the scheduled exam start time. Late arrivals will require the professor’s permission and may result in a loss of the time allotment. It may also be necessary to reschedule the exam for a different day with the professor’s permission. We cannot guarantee your professors will approve rescheduling/late arrivals. It is best to arrive on time!

• START TIME - All quizzes, tests, and exams are typically scheduled at the class time, unless the professor has approved the change and/or it is necessary due to our hours. Extended time accommodations should be considered when meeting with your professor to schedule your quizzes/tests.

• RESTROOM - Visit the restroom before arriving for your exam. If you must use the restroom during your exam, please notify your exam proctor.

• REQUEST ACCOMMODATIONS BEFORE TESTS – Please ensure that you request all accommodations prior to your exam day. Making requests as soon as possible or well in advance is most helpful, but at least 3 business days ahead of time is appreciated and necessary.

• INSTRUCTIONS - Faculty instructions will be reviewed with you before the exam begins. You will be held responsible for following these instructions at all times.

• APPROVED ITEMS ONLY - Please empty your pockets and leave your belongings with your exam proctor. The following items are not allowed in the exam room: Notes/books not permitted by professor/instructor, any electronic/communication devices (cell phones, laptops, smart watches, etc.), coats, book bags, purses, hats/ball caps. You may bring food/drinks, but please be courteous and clean up any trash when you complete your test.

• TURN OFF CELL PHONES - Cell phones can be left with Mike or another DS staff member during your exam but they are still disturbing to other testers/students when left on.

• STAY IN THE DS AREA – Do not leave the DS testing area once you have begun your exam.

• REMEMBER YOUR MATERIALS - You are responsible for your personal exam materials. If you forget personal exam materials and you leave to retrieve them, when you return, your exam time will be deducted and you will only receive the remainder of your allotted time. We do have some items to loan but it is best to be prepared.

• ASK QUESTIONS - If you are unclear about the test instructions or conditions, stop the test and seek assistance from a DS staff member ASAP. We will attempt to contact your professor or give you a form to complete explaining the problem or question that will then be returned with the exam.

• CHECK-INS - A staff member may come into the testing room at any time to monitor exam conditions.
Academic Integrity/Cheating:

Disability Services and the Academic Support Center strive to protect and encourage academic integrity by adhering to the policies set forth by the university. Otterbein's policy as stated on the Student Success website (http://www.otterbein.edu/Files/pdf/Student-success/Academic%20Integrity%20Process.pdf) indicates, "Violations of academic integrity could include but are not limited to plagiarism, cheating on an exam or paper, willingly providing inappropriate assistance to another student, etc."

When a Disability Services/Academic Support Center faculty or staff member suspects a breach of academic integrity, such as cheating during an exam, the following process occurs:

- The time at which the incident takes place is recorded.
- The exam is interrupted and the student is informed.
- The test and any unauthorized materials are collected and, if appropriate, 2 copies of the materials and the test are made – 1 is kept in the student’s ODS file and 1 is sent to the professor.
- The student is authorized to continue taking the exam on the copy for the professor, not the original test. This will prevent the student from making any changes to the original and allow the professor to distinguish what the student completed with and without unauthorized materials.
- When the student finishes, the staff member debriefs with the student and reiterates the process. [We are empathetic with the stress and pressure the student is under and we remind him/her that this is just one bad decision that does not make him/her a bad person. We also encourage better decisions in the future while taking exams in our office.]
- Disability Services then contacts the professor via email detailing the circumstances & copies the ASC director on the email. We stick to the facts and refrain from giving opinions or placing judgment.
- If the professor is also contacted by phone or in person, a follow-up email is sent summarizing the situation and the ASC director is copied.

Please refer to the Judicial Policies explained in more detail on the Otterbein website for further information (http://www.otterbein.edu/public/CampusLife/HealthAndSafety/StudentConduct/JudicialPolicies.aspx).
**Priority Scheduling**

All students who are eligible for accommodations and services through Disability Services receive priority scheduling. Otterbein students who have priority are able to begin registering for classes just prior to start of general registration – 1 day in advance. 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. Obtain registration materials and the handout from Registrar’s office with instructions on how to access Self-Service Banner from on or off campus. Using these instructions, make sure you can access your academic records prior to the registration dates to ensure that there are no problems with your account.

2. Make sure you have paid off your current account with the business office. If you owe money, you will be blocked from registering.

3. Meet with your Academic Advisor before the priority registration date so that you are ready to schedule classes when that day arrives.

4. Schedule on the day of priority registration. Priority registration does not enable a student to "bump" students out of a full class - it enables students to register early for classes with vacancies.

5. Use your priority status to your advantage - consider your disability-related needs and issues when scheduling. Questions to ask yourself:
   - What time of day do the classes meet?
   - How often classes meet?
   - Can I handle back-to-back classes or do I need breaks?
   - Is my course workload balanced, so that I can manage everything?
   - Is there a type of work that is affected by my disability (i.e., if I have an LD in reading, can I handle three classes that involve a considerable amount of reading)?
   - If I have energy limitations, am I able to get to my next class on time?

6. The Disability Services Coordinator is not your academic advisor, but she can assist you in balancing your course load to better address your disability needs.
Note-Taking Assistance

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

Audio recording lectures

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

In-Class Note Taker

- During the first week of class, contact Elizabeth “Beth” Domanik via email EDomanik@otterbein.edu, phone (614) 823-1610, or in person in room #229 on the 2nd floor of the library.
  - Beth will send an email announcement to the class roster, without identifying you, to recruit a volunteer to serve as your note taker.
  - Details for procedures and expectations are discussed with the note-taker.
  - The note taker will then make copies of their notes at least twice a week in the Copy Center in the basement of Towers Hall.
  - The notes will be left in a bin with the name of the class and the professor’s name on them. Plan to retrieve them as often as possible.

- The note taker will be paid a stipend each semester by Disability Services.

- We do not identify you to the note-taker without your permission.

- Once your note-taker is identified, we highly encourage you to contact him/her to discuss arrangements and a schedule/plan for when your copies can be picked up.

- Establishing a rapport with your note-taker may also be helpful should you have questions about your notes or class.

- If you have any concerns at all or if there are any problems with the quality and consistency of the notes, please contact Beth as soon as possible.

- If you do not pick up your notes after 2 weeks, DS will contact you. You may need to meet with Beth or the DS Coordinator to continue to receive copies.
Alternative/Accessible Media

The following is a list of the variety of Alternative/Accessible Media Options available for your course materials.

- Electronic documents directly from publisher
- Course materials scanned into electronic format (PDF, Mp3)
- Paper Enlargements
- Braille

Student Responsibilities:

- Once you register for courses, contact the Alt Media Coordinator with the following information as soon as possible:
  1. Course name and number
  2. Instructor's name (if known)
  3. Your phone number and email address
  4. Any schedule changes

- You are responsible for purchasing your own course materials.

- You are responsible for picking up materials as soon as you are notified of completion (check your email). It is advisable to regularly check to see if materials are completed. Materials will not be delivered to you.

- Please check your materials upon receipt to ensure there are no problems. If you notice a problem, notify the Alt Media or DS Coordinator immediately.

- Return or renew materials at the end of each semester. Failure to return materials may result in a hold place on your records.

Disability Services Responsibilities:

- Once a request for services has been received, the Alt Media Coordinator will contact the course instructor and/or department designee in order to determine the texts that will be used.

- Once all of the pertinent information is obtained, the Alt Media Coordinator is responsible for obtaining the materials in a timely manner.

- Readings that are listed as optional on the syllabus will not be obtained in an alternate format unless specifically requested.

Faculty/Instructor Responsibilities:

- Once contacted by the Disability Services Coordinator or the student, faculty must identify specific required readings for an upcoming course. While a day-by-day syllabus is not required prior to the start of the semester, a listing of readings and the order they will be required is necessary. Any delay in this information will result in the student not having equal access to an education in a particular classroom as required by law.
Course materials such as overheads, lecture notes, impromptu readings, transcripts of videos should be in a typed format and/or available by electronic means to ensure timely conversion to alternate format.

**Assistive Technology**

Assistive technology is now available on campus to assist you with accessing any reading materials that are in an electronic document or on the web. You can listen to your books with text-to-speech technology. Not only can you listen to the text but you can see it as well to help improve comprehension. The following programs are available on the ASC laptop and in the computer lab in room 15 of Roush Hall:

**Read&Write Gold** – see next page

**WYNN** - By using a bi-modal approach - simultaneous highlighting of the text as it is spoken - WYNN transforms printed text into understandable information that benefits readers of all ages including English Language Learners (ELL), struggling readers and those with ADD (attention deficit disorder) or ADHD (attention deficit hyperactive disorder).

**Zoomtext** - screen enlargement software that will increase the size (up to 5x magnification) of the desktop, internet and any program installed on that computer.

**Dragon Naturally Speaking** - voice-recognition/dictation software

**Free Assistive Technology:**

There are several types of free assistive technology available on the web.

- A free version of ReadPlease is available at [http://www.readplease.com/](http://www.readplease.com/) and is an easy to use text to speech program for windows. While the voice is computer generated, there are four voices to choose from and the speed can be adjusted based on personal preferences. You can purchase an upgrade that includes more natural sounding voices.

- A text-to-speech program that is available comes from Natural Reader at [www.naturalreaders.com](http://www.naturalreaders.com). The free version reads aloud any word document and allows you to adjust the speed and change the voice. As with ReadPlease, you can purchase a version of the software with more human-like voices and the ability to convert the text to an Mp3.

- Balabolka is a text-to-speech program available at [http://www.cross-plus-a.com/balabolka.htm](http://www.cross-plus-a.com/balabolka.htm). The on-screen text can be saved as a WAV, MP3, MP4, OGG or WMA file. The program can read the clipboard content, view the text from AZW, AZW3, CHM, DjVu, DOC, EPUB, FB2, HTML, LIT, MOBI, ODT, PRC, PDF and RTF files, customize font and background color, control reading from the system tray or by the global hotkeys. The program uses various versions of [Microsoft Speech API (SAPI)](http://www.microsoft.com); it allows to alter a voice's parameters, including rate and pitch. The user can apply a special substitution list to improve the quality of the voice's articulation. This feature is useful when you want to change the spelling of words. The rules for the pronunciation correction use the syntax of regular expressions.
**Read&Write Gold**
http://www.texthelp.com/North-America/Our-products/Readwrite

**Read&Write Gold** is literacy enhancement software designed as a “customizable toolbar that integrates reading, writing, studying, and research support tools with common applications,” such as Word, Chrome, Google Docs, IE, and Adobe Reader. It assists “struggling readers and writers, students with learning disabilities, and English Language Learners [...]”

**The benefits of Read&Write are as follows:**
- Improves Reading Fluency and Comprehension
- Facilitates Research, Writing, Studying, and Test Taking
- Integrates with Mainstream Applications
- Encourages Independence and Inclusion
- Supports Common Core State Standards
- Provides UDL Tools that Benefit ALL Students across all RTI Tiers
- Prepares Students for Success in College and Careers

**Some of the key features include:**
- Spell checker
- Word prediction
- Dictionary/Picture Dictionary
- Text to Speech
- Mp3 converter (text to mp3)
- Pronunciation Tutor
- Fact Mapper
- Screen Masking
- Speech Input
- Translator
- Study Skills Tools – highlight, sort, create vocab lists
- Voice Notes

**Software Availability** (university and personal computers):
Otterbein University’s Courtright Memorial Library and Academic Support Center have acquired a site license for Read&Write Gold software as an LSTA grant-funded initiative. The software is currently available throughout campus (on all computers throughout the library, the 3-day loaner laptops in the library, and in the computer labs in the residence halls and Roush).

The license also affords all students, faculty, and staff the opportunity to have the software installed on their work and/or personal computers. Anyone interested in this opportunity and/or training should contact

Kera Manley (email: KManley@otterbein.edu or phone: (614) 823-1618)

or

Jessica Crossfield-McIntosh (email: JCrossfieldMcIntosh@otterbein.edu or phone: (614) 823-1366).
Attendance Modifications

We recognize that a student’s disability may require him/her to miss class. The need for such absences must be documented through Disability Services and discussed with the Disability Services coordinator.

The potential for attendance modifications will then be discussed in consultation with the professor, the student, and Disability Services.

If a course has an attendance policy, modifications will be made in accordance with the student’s disability-related needs and the fundamental course requirements.

If the legitimate, disability-related absences interfere with exams or assignment due dates, or if the student exceeds his/her approved number of disability-related absences, then additional accommodations may be needed. In this event, the student and professor should consult with Disability Services.

Regardless of attendance modifications, the student still needs to complete all course requirements. Therefore, the student must remain in contact with his/her professor throughout the duration of the course to discuss appropriate accommodations.
Interpreting and Real-Time Captioning/C-Print

For students who are deaf or hard of hearing and rely on sign language to communicate, sign language interpreting and transcription services (Real-Time or C-Print) can be provided. Interpreting services and transcription is available for classes, advising meetings, and any other on campus activity that the student needs or wants to attend.

Guidelines for requesting interpreting and transcription services:

1. All students using interpreting and/or transcription services must first meet with the Disability Services Coordinator for an intake appointment.

2. Provide the Disability Services Coordinator and Interpreter Coordinator with your class schedule as soon as you register for your classes. At least 3 weeks advanced notice is appreciated.

3. Report any changes to your daily or weekly class schedule as soon as possible to the Disability Services Coordinator and/or the Interpreter Coordinator.

4. Inform the Interpreter Coordinator and/or Disability Services Coordinator when services will not be needed or if arriving late to class or scheduled appointment. The interpreter will wait at least 35 minutes before leaving. If you fail to call and not show to class/appointment on three occasions during a semester, services will be suspended until you meet with the Disability Services Coordinator to discuss the problem.

5. Give at least a five-day notice for requests for interpreting or transcription for advising or other academic appointments/meetings/events.

6. Discuss any problems with the quality of the interpreting and/or transcription with either the Interpreter Coordinator or the Disability Services Coordinator. All efforts will be made to address any problems that arise.
Curriculum Modification Policy and Procedures

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

1. You must provide the DS Coordinator with comprehensive, current, and relevant documentation of your disability.

2. Meet with the DS Coordinator 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 the DS Coordinator to determine appropriate course substitutions.

4. If the petition is supported by the DS Coordinator, she will write a letter of support to the Director of Academic Support Services.

5. The DS Coordinator 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 semester prior to the semester during which you desire to take the course substitution(s).
Grievance Procedure

Otterbein University and the Office for Disability Services support your right to file a grievance when you believe that you have been denied equal access in the form of appropriate accommodations, modifications, auxiliary aids, or effective communication or experienced 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.

There are two grievance procedures outlined below. The first is for filing a grievance against the College, faculty, staff, academic department, non-academic unit, program or organization. The other procedure is for students who want to file a grievance against the Office for Disability Services or a particular Office for Disability Services staff person.

Resolving Conflicts with the College, Faculty, Staff, Academic Department, Non-academic Department, Program, or Organization

1. Students should first discuss any conflict with the Disability Services Coordinator. Frequently, conflicts can be resolved with the assistance of the Disability Services Coordinator who will attempt to settle any conflicts by assisting the student by contacting the faculty or staff member directly or facilitating a meeting with the faculty/staff in question. If necessary, the appropriate department chair will be consulted. The Disability Services coordinator will seek to resolve the conflict within 10 business days.

2. If the student or the Disability Services Coordinator feels that the situation is still not satisfactorily resolved, then the student should meet with the Associate Vice President for Academic Affairs and Dean of University Programs, Wendy Sherman Heckler. She will attempt to resolve the conflict within 10 business days.

3. If the complaint is not resolved at the College level, the student may choose to file a complaint with the United States Department of Education’s Office for Civil Rights, The Ohio Civil Rights Committee or the Ohio Legal Rights Services. These entities will investigate when appropriate.

Resolving Conflicts with the DS Coordinator or other Office for Disability Services staff member

1. When at all possible, the student is encouraged to speak with the Disability Services Coordinator. Often, conflicts can often be resolved at this level.

2. If the complaint is not resolved or if the student does not feel comfortable discussing the issue with the Disability Services Coordinator, the student can meet with the Director of the Academic Support Center (ASC). After fully investigating the complaint, the ASC Director will inform the student and all involved parties of progress, findings, or resolution within 10 business days.

3. If the student is still not satisfied with the resolution offered by the ASC Director, the student can appeal to the ODS Grievance Committee. This committee, composed of a non-biased group of faculty and staff from various units across campus, will be convened upon notice to the ASC Administrative Assistant. The committee can accept a written complaint or can convene to hear the student’s complaint in person. The student will also be asked to sign a “Release of Information” form so that the Disability Services Coordinator can forward all applicable documentation to the committee for review including the student’s disability documentation. The committee will review all pertinent documentation and may consult with appropriate ODS or ASC staff if necessary. After a thorough investigation, the committee will render a decision on the complaint within 30 business days.

All written complaints should include the following information:
1. Nature of complaint
2. Date(s) of alleged incident(s) or disagreement(s).
3. Information on attempts to resolve dispute with ODS staff member.
Contact Information

Kera Manley, M.A., Disability Services Coordinator
Room #11, 2nd Floor Library
(614) 823-1362
FAX (614) 823-1983
KDrobney@otterbein.edu

Kristy Drobney, Ph.D., Director of Academic Support Center
Room #11, 2nd Floor Library
(614) 823-1362
FAX (614) 823-1983
KDrobney@otterbein.edu

Sara Banaie, M.S.Ed, Testing/Alt Media Coordinator
Room #203, 2nd Floor Library
Phone: (614) 823-1264
E-mail: ODStest@otterbein.edu

Elizabeth “Beth” Domanik, ASC Administrative Assistant
Room #14, 2nd Floor Library
(614) 823-1610
FAX (614) 823-1983
EDomanik@otterbein.edu

U.S. Department of Education, 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

Ohio Civil Rights Commission
(614) 466-5928
TDD (614) 466-9353
FAX (614) 466-6250
Courtright Memorial Library Evacuation Procedures
(Based on the Otterbein Emergency Flipchart)

While we hope that none of the emergencies below take place, we believe that it is in your best interest to be prepared for the potential and to have a plan. Please feel free to speak with us if you have any concerns or would like to further discuss procedures.

- In the event of a power outage, gather near the windows by the main stairwell and await instruction.
- In the case of a Tornado warning, the shelter location is the Library Basement.
  - If necessary, the Library Director, Reference Librarian, or Circulation Supervisor may use the PA system to announce “A tornado warning has been issued for this area. Please calmly make your way to the Library basement until further notice.”
- During evacuation, OPD officers and emergency personnel will be the ones clearing the building, including searching the stairs and elevators.
  - No one should re-enter the building until emergency response personnel indicate it is safe to do so.
- Use the nearest emergency stairs. DO NOT USE ELEVATORS.
  - Please remember to use the nearest emergency exit, even during drills.
- Per OPD, as of April 2014, the Courtright Memorial Library evacuation area is the grassy area surrounding The Rock, on the east side of Grove St. opposite Mayne Hall.
  - All persons exiting the building should make their way to The Rock.
- In an emergency evacuation, leave your exam materials in your testing room and immediately evacuate the building. Locate the Disability Services Coordinator or Administrative Assistant at The Rock for further instruction and discuss any concerns.
- If the building is to remain closed, the Library Director or an Otterbein Police Officer will post notices to that effect.
- In the event of an active shooter, OPD suggests that you: Run, Hide, Fight.

Ambulatory Individuals
From the OTTERBEIN POLICE DEPARTMENT Website http://www.otterbein.edu/security/mobility.asp

Ambulatory individuals are those with disabilities that might impair rapid building evacuation. Examples include those who are blind, Deaf, or whose mobility is restricted by the use of crutches or a walker. Assistance to ambulatory individuals can be provided by guiding them to a stairwell, waiting until clear passage is established, and helping them either up or down the stairs.

Non-Ambulatory Individuals
For non-ambulatory individuals, please refer to and study the Emergency Flipchart procedures prior to an emergency. The important step to remember is:

If you are with them when the alarm goes off or encounter them as you evacuate, move the individual to the top of an emergency stairwell, with the doors shut. Immediately identify a staff member (yourself, if no one else is around) who will then seek out the nearest emergency response personnel and inform them precisely of the individual’s location and status. If necessary, please call OPD at 614-823-1222 to inform them of your location and the individual’s status.
Resource List

1. Academic Support Center (ASC) - located on the 2nd floor of Courtright Memorial Library

   Refer to the ASC website (www.otterbein.edu/asc) for more information regarding any of the following services:

   **ASC 1100** - College Reading and Study Strategies (by placement)

   **ASC 1150** - Argumentative Writing (by placement)

**Disability Services** - works closely with qualified students with disabilities to ensure they have equal access to an education and to campus life. This access is provided to students through services, accommodations, and advocacy.

**Math Lab** - provides free tutoring to support coursework in several math courses.

**Writing Center** - offers a variety of services to help you write essays, research papers, compositions, and more.

**Tutoring** - Free one-on-one tutoring in many courses may be arranged by completing the Tutor Request Form on our website (https://sites.google.com/a/otterbein.edu/asc-tutor-request/home) or by calling the ASC administrative assistant at 823-1610.

   Tutors in Music and foreign languages are to be obtained directly through those departments. Please contact Music at (614) 823-1508 and Foreign Languages at (614) 823-1361.

2. Counseling – The Counseling Center offers services that are available to all Otterbein students to assist with interpersonal and emotional problems. A maximum of five counseling sessions per year are allowable free of charge by the university. The office is located at 146 W. Home Street. Contact (614) 823-1333 for information.

3. Center for Student Success - The Center for Student Success offers supplemental academic advising and peer mentoring for students dealing with academic concerns, helps students make individualized academic success plans, refers students to appropriate campus offices for help and guidance, and serves as an advocate and remove barriers to your success. The office is located at 172 West Main Street. Contact (614) 823-1624 for more information.

4. Student Health Center - The staff at the health center can assist with the following: diagnosing and treating illness and injury, administering allergy vaccines (available until 3:30 p.m.; will store vaccine in Health Center), following and ordering medications for depression, eating disorders and Obsessive Compulsive Disorder, making appropriate referrals for counseling, administering the following immunizations: Hepatitis B, Meningitis vaccine, Flu vaccine and TB skin tests (we accept cash or check only), providing counseling for contraceptives, performing routine gynecological exams, and counseling, diagnosing and treating sexually transmitted diseases. Contact Nurse LeeAnn Bowers at (624) 823-1345 for more information. The Student Health Center is open Monday - Friday from 8:00 AM - 4:00 PM and accepts walk-ins. It is located east of the Campus Center (across the parking lot) at 78 W. Home Street.

5. Center for Career and Professional Development – Located at the corner of Grove and Home Street (across from Mayne Hall), the Center for Career and Professional Development is available to assist you with any stage of the career development process. The Career Development Center offers assistance that includes in
selecting a major or career path, resume development and interviewing skills training. The Center has vast resource library that can be accessed on a walk-in basis and appointments can be made with career counselors by calling (614) 823-1456.

6. Office of Diversity - Whether you consider yourself diverse or simply admire all the diversity the world has to offer, make it a part of your Otterbein experience and participate in the Office of Diversity programs to explore diverse populations academically, culturally, and socially. The Office of Diversity is located in Student Affairs in Hanby Hall. Contact (614) 823-1250 for more information.

7. IT Student Help Desk - Located on the 1st floor in the Campus Center. Call (614) 823-1060 or email at studenthelpdesk@otterbein.edu if you have questions. Refer to Otterbein website for more information and frequently asked questions.

8. Otterbein Police - The Otterbein police, located at 194 West Main Street, work closely with the Westerville Division of Police, Mount Carmel St. Ann's Hospital, and other law enforcement agencies. They also offer a variety of services ranging from security escorts to changing a flat tire. Call when you need assistance (24 hours) at (614) 823-1222. Located at 194 West Main St.

9. Rehabilitation Services Commission (RSC) - RSC is a state agency that provides services to individuals with disabilities in their quest for employment. While this is not a tuition funding agency, RSC may provide assistance with technology needs and job placement. Those with visual impairments can contact the Bureau for Services for the Visually Impaired (BSVI) at 1-800-742-0570. Students with any other disability can contact the Bureau for Vocational Rehabilitation (BVR) at 1-800-742-0570 to learn more about the types of assistance available and for referral information.