



## **Oklahoma State University-Oklahoma City (OSU-OKC) Student Disability Services Policies and Procedures**

OSU-OKC's Policies and Procedures with regard to Reasonable Accommodations for Students with Disabilities:

### **Purpose**

It is the policy of OSU-OKC to offer educational opportunities and experiences to all students enrolled at the University on the basis of individual merit and without interference from illegal, arbitrary, or capricious acts or omissions. OSU-OKC will not tolerate discrimination against any student because of individual's age, race, color, religion, sex, sexual orientation, genetic information, gender identity or expression, national origin, disability, protected veteran status, or other protected category. OSU-OKC embraces and commits itself and its faculty and staff employees to follow provisions of state and federal law prohibiting discrimination against persons with disabilities, including, but not limited to, the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and the ADA Amendments Act of 2008. Student complaints that they have been discriminated against based on their disability should be directed to the OSU-OKC Director of Disability Services and Diversity. These policies and procedures apply to any individual who is enrolled in (or seeking enrollment in) academic courses and degree programs at OSU-OKC for which college credit is sought.

To support students at OSU-OKC requesting accommodations, OSU-OKC has empowered its Disability Services and Diversity Office with the authority to review, coordinate, and facilitate student requests for reasonable accommodations based on disability. The Disability Services and Diversity Office also works with faculty and staff to ensure that appropriate steps are taken to provide equal access to otherwise qualified students with disabilities.

This policy statement is intended to formalize procedures already established for the provision of reasonable accommodations for students with disabilities and to outline mechanisms for resolving complaints concerning the provision of such accommodations. This policy statement is intended to supersede and control any other policy of the University with regard to providing accommodations to students with disabilities.

OSU-OKC shall make reasonable accommodations to its courses, programs, and services as are necessary to ensure that related requirements do not discriminate or have the effect of discriminating against a student on the basis of disability. Reasonable accommodations may include adjustments in the manner in which courses or services are conducted, substitutions of specific courses required for the completion of degree requirements, or changes in the length of time permitted for the completion of degree requirements. Determinations regarding reasonable accommodations for students with disabilities will be made on an individualized, case-by-case basis.

OSU-OKC will not impose upon students with disabilities other rules, such as the prohibition of service animals in campus buildings, that have the effect of limiting the participation of students with disabilities in an educational program, activity, or service.

In course examinations or other procedures for evaluating students' academic achievement in its programs, OSU-OKC may provide methods for evaluating the achievement of students with disabilities that impair sensory, manual, or speaking skills as will best ensure that results of evaluations represent the student's achievement, rather than reflecting the student's impaired sensory, manual, or speaking skills (except where such skills are the factors that the test purports to measure).

OSU-OKC will take steps to ensure that no student with a disability is denied the benefits of, excluded from participation in, or otherwise subjected to, discrimination under the educational programs, activities, or services operated by the University because of the absence of educational auxiliary aids. Auxiliary aids may include, but are not limited to, alternative format materials or assistive technology.

Upholding academic requirements that are essential to the program or course of instruction being pursued or to any directly related licensing requirement will not be regarded as discriminatory.

## **Definitions**

A "student" is defined as any individual who is enrolled in (or seeking enrollment in) any academic course, degree program, or an activity that is directly related to these courses and degree programs for which college credit is sought at OSU-OKC.

A "student with a disability" is any student who:

- has a physical or mental impairment which substantially limits one or more of such a person's major life activities,
- has a record of such impairment, or
- is regarded as having such impairment.

A "physical or mental impairment" includes, but is not limited to:

- any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genitourinary; hemic and lymphatic; skin; and endocrine;
- or any mental or psychological disorder, such as an intellectual disability, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

The term "substantially limits" means:

- Unable to perform a major life activity that the average person in the general population can perform; or
- Significantly restricted as to the condition, manner or duration under which an individual can perform a major life activity as compared to the condition, manner, or duration under which the average person in the general population can perform that same major life activity.

A "reasonable accommodation" is that which:

- Does not lower or substantially modify essential requirements of a course or academic program
- Does not fundamentally alter the nature of a service, program, or activity
- Does not pose a direct threat to the health or safety of others
- Does not pose an undue financial or administrative burden

With regard to specific learning disorders or learning disabilities, OSU-OKC adopts the general guidelines suggested by the Oklahoma State Regents for Higher Education, which acknowledges that while multiple approaches are used in this area, specific criteria for diagnosis of a learning disability include: average to above average intellectual ability; severe processing deficits; severe aptitude achievement discrepancies, despite adequate learning opportunities; and a condition of presumed neurological origin.

A "classroom accommodation" is defined as an alteration in how a class is conducted. Such alterations may include, but are not necessarily limited to, alterations in testing time limits, providing course materials in alternative formats, reasonable flexibility attendance policies and/or coursework due dates in order to manage medical episodes or to attend health care appointments, and permission to audio record or video record a course lecture.

A "curricular accommodation" is defined as an alteration in degree program requirements. Such alterations may involve, but are not necessarily limited to, substitutions or waivers of classes normally required to successfully complete a degree program offered by the University, or alterations of time limits required for completion of degree programs.

## **Determination of Eligibility for Accommodations**

A student who wants to receive any type of disability accommodations at OSU-OKC must first identify themselves as having a disability to the Disability Services and Diversity Office and provide competent medical documentation that supports the existence of a disability. The student must also actively engage and cooperate with the Disability Services and Diversity Office in determining the type(s) of accommodations that are considered reasonable for their course or academic program. It is the obligation of the student not only to provide competent medical documentation as requested by the Disability Services and Diversity Office, but also to renew any additional requests for accommodations each new academic semester in accordance with established procedures. Students are also responsible for assuming any costs related to providing documentation of their disability for the purpose of receiving reasonable accommodations. Disability accommodations for academic courses and degree programs for which college credit is sought may be provided without disability documentation for no more than one (1) semester under both of the following conditions:

- (1) the student reports they have been diagnosed with a disability and documentation of that disability exists, but that it is not readily available; and
- (2) the need for accommodation approval is urgent and it is in the best interest of the student to receive accommodations as quickly as possible.

If the student has challenges obtaining documentation of their disability, they should contact the Disability Services and Diversity Office who will then evaluate each student's situation on a case-by-case basis. The student may be eligible to obtain a second semester of accommodations without having provided documentation of their disability if approved by the Disability Services and Diversity Office.

Competent medical documentation is required for two purposes:

- (1) to document the existence, nature, and extent of the physical or mental disability; and
- (2) to serve as a support tool in identifying reasonable accommodations.

Because the provision of all reasonable accommodations is based on the functional impact of the student's disability, it is in the student's best interest to provide documentation that is as recent as possible. While there is no specific limitation for how old or new the documentation must be, it should reflect the individual's current level of functioning. Documentation must be from a practitioner with credentials appropriate to the area in question and should not be rendered by someone who has a personal relationship with the student.

If the documentation submitted does not provide sufficient information to determine the existence of a disability and/or its functional impacts, or support the need for requested accommodations, the University may request that the student provide additional documentation.

All information pertaining to a student's disability and their accommodations will be stored securely by the Disability Services and Diversity Office and will only be shared with other University personnel in compliance with applicable state and federal laws.

The Disability Services and Diversity Office will assist students with disabilities who are seeking accommodations, and will notify appropriate University personnel regarding any reasonable accommodations that are needed.

## **Requesting Accommodations**

Students may request disability accommodations by contacting the Disability Services and Diversity Office through the following methods:

- Online at <https://osuokc.edu/disability/requestaccommodations>
- Virtual meeting during office hours; please contact us to schedule an appointment.
- In-person during office hours; please contact us to schedule an appointment.
- (405) 945-3385 or by contacting our team at <https://osuokc.edu/disability/ourteam>
- Email: [okc.accessibility@okstate.edu](mailto:okc.accessibility@okstate.edu)

Accommodations requests are officially submitted online through processes identified at <https://osuokc.edu/disability/requestaccommodations> and students are responsible for following the instructions on this page. If students are having challenges submitting their accommodation request online, they should contact the Disability Services and Diversity Office and our team members will be happy to assist!

Once the student has submitted any requested documentation and identified the accommodations they need, the Disability Services and Diversity Office will then review the student's accommodation request. If the student's accommodation request is approved, the Disability Services and Diversity Office will prepare a Notification of Student Disability Accommodations document (Disability Accommodation Letter), which is an official notice of accommodations to be provided to the student. The Disability

Services and Diversity Office will then email the Disability Accommodation Letter(s) to the student's course instructor(s) at their institutional email address. Accommodations **cannot be applied retroactively** and become effective when the instructor receives the Disability Accommodation Letter(s) from the Disability Services and Diversity Office. Students will also receive a copy of their Disability Accommodation Letters and are asked to contact their instructor(s) to plan for their accommodations.

For accommodations for academic courses, programs, or third-party exams (such as the HESI or ATI-TEAS) the student must be officially registered for these activities before accommodation letters or other official approval of accommodations are given.

If a student's academic class schedule changes after accommodation letters have been prepared and sent for that semester, the student is responsible for contacting the Disability Services and Diversity Office to inform them of the class schedule change if new or revised accommodation letters are needed.

## **Accessibility and Reasonable Accommodations**

### **Extended testing time on OSU-OKC course exams/quizzes in a reduced-distraction setting**

- Students may receive extended time on timed course examinations, which are generally defined as tests taken with a finite time limit for completion, such as one hour. The amount of time given is generally time-and-a-half (the same amount of testing time that other non-disabled students receive plus one half) or double-time (twice the amount of time that other non-disabled students receive), depending on the student's needs.
- For exams or quizzes that are taken online, instructors should adjust the student's testing time limit in the online learning system.
- For hardcopy paper-and-pencil exams or quizzes, it is recommended that the student take their exam with extended time in the OSU-OKC Testing Center. However, the student may also take their exams/quizzes with extended time in the regular classroom setting or another comparable reduced-distraction setting if the student and instructor both agree.
- The student and the instructor should discuss and plan for testing arrangements in advance of the scheduled exam date.
- If taking a test in the OSU-OKC Testing Center, it is the student's responsibility to work with the instructor and Testing Center as needed to complete the exam within the OSU-OKC Testing Center's normal business hours and within the instructor's deadline for completion of the exam.
- The instructor should deliver the exam to the OSU-OKC Testing Center prior to the student's arrival.

### **Accommodations on third-party exams proctored by OSU-OKC**

- OSU-OKC will be glad to provide reasonable disability accommodations on third-party exams (example: HESI, ATI-TEAS, Residual ACT, CLEP, etc.) if the author or owner of the exam authorizes the testing site's Disability Services Office to evaluate and approve the student's accommodation request. Students with disabilities requesting accommodations on third-party exams will initiate their accommodation request by speaking with the proctor of their exam (such as the OSU-OKC Testing Center or faculty member). The proctor for the exam will then research the exam owner's policies and procedures for accommodating students with disabilities and refer the student to the OSU-OKC Disability Services and Diversity Office as needed.

- If the author or owner of the exam authorizes the testing site's Disability Services Office to evaluate and approve the student's accommodation request, the OSU-OKC Disability Services and Diversity Office will work with the student to obtain any required documentation of the student's disability.
- Once the OSU-OKC Disability Services and Diversity Office has evaluated and approved the student's accommodation request in accordance with the exam owner's policies and procedures the Disability Services and Diversity Office will notify the exam proctor of the student's approved disability accommodations. The exam proctor will then implement and fulfill the student's disability accommodation request for their third-party exam.

The exam proctor and the OSU-OKC Disability Services and Diversity Office will always work to fulfill the student's disability accommodation request as quickly as possible, but the required advance notice for accommodations on a third-party exam can vary according to the nature of the exam and the accommodations requested. **For students with disabilities requesting accommodations on the HESI, ATI-TEAS, Residual ACT, or CLEP exams the OSU-OKC Disability Services and Diversity Office requires that students make their accommodation request and provide all needed disability documentation no later than seven (7) business days in advance of when their exam is scheduled to be taken.** Test takers are encouraged to plan well in advance when making their accommodation requests.

### **Specialized Accommodations for Exams/Quizzes taken in OSU-OKC Testing Center**

#### Access to cell phone in for purpose of monitoring blood glucose only

With this accommodation, students can have access to their cell phone during testing for the purpose of monitoring blood glucose only, along with breaks as needed during testing to attend to this personal care need. Students can choose one of these options to fulfill this accommodation:

1. Student's friend or family member watches phone for them and notifies Testing Center Staff if student needs to attend to blood glucose
2. Student places cell phone in locker and is allowed to check phone as needed during the test with proctor's supervision
3. Student leaves their cell phone with test proctor and instructs them on what alert(s) to watch for, test proctor then goes into testing room and tells student if phone gave any type of alert related to the blood glucose

The student's chosen option above is repeated as needed during testing.

#### Access to water or food during testing

To fulfill this accommodation, the OSU-OKC Disability Services and Diversity Office will approve an accommodation for breaks as needed during testing. During these breaks, students can coordinate with Testing Center staff to access food and/or water as needed.

#### Preferential Seating

Since this is something the Testing Center already provides, students will work directly with the

Testing Center on this request.

### Fidget Spinners or other focus aids

Fidget spinners or other focus aids that produce any type of noise are not allowed in the testing room. Students can choose one of these options to fulfill this accommodation:

1. Fidget spinner is placed in Testing Center locker and OSU-OKC Disability Services and Diversity Office approves an accommodation for breaks as needed during testing. During these breaks, students can coordinate with Testing Center staff to access their fidget spinner in their locker as needed.
2. Student takes a soft, silent stress ball in with them to the testing room. The OSU-OKC Disability Services and Diversity Office also has stress balls it can provide to students to keep upon request.
3. Student utilizes scratch paper with pen/pencil in testing room as a focus aid.

### **Use of an audio or video recording device in class for note-taking and personal study purposes only**

- Students may be permitted to use electronic audio recording devices (such as a digital voice recorder, smartpen, or laptop/tablet) or electronic video recording devices (such as a laptop or tablet) for note-taking and personal study purposes only during general course lectures led by the instructor as a reasonable accommodation. This also applies to courses in which it is otherwise prohibited by the instructor as a general classroom policy.
- Students need to be aware that they may still be prohibited from audio or video recording certain portions of a course lecture if it may have an adverse effect on the rest of the class, such as during student speech performances when the presence of audio or video recording may heighten students' performance anxiety, or during a class discussion where students may be sharing sensitive and uncomfortable information about themselves that they do not wish to be recorded. Students need to be aware that they may be asked by the instructor to stop recording in similar situations from time to time.
- Students receiving this accommodation are prohibited from sharing their audio or video recordings with others or making them available to the general public, and doing so will result in the loss of this accommodation for the specific class and semester in which the unauthorized sharing occurred.
- To respect the privacy of other students in the course, the student who is video recording as an accommodation should focus the camera only on the instructor/lecturer. In cases where the student utilizes sign language interpreters as an accommodation the video camera should be focused only on the interpreter(s).

### **Note-taking assistance**

- Students may receive assistance with taking notes in classroom-based courses from a volunteer student note-taker enrolled in the same class.
- The Disability Services and Diversity Office will coordinate the recruitment of two volunteer students enrolled in the same class as the student needing the accommodation.
- Notes can be shared either electronically or hardcopy.
- The Disability Services and Diversity Office can provide the volunteer note-takers with

carbonless copy paper as needed.

- Volunteer note-takers are eligible to receive a \$50 OSU-OKC Bookstore credit for their assistance if they provide notes for the entire semester.
- Volunteer note-takers can participate in a free, [short online course on how to take effective notes](#) if desired. (This is optional.)
- Note-taking assistance is not a substitute for regular class attendance and participation. Students receiving this accommodation are challenged to take their own notes as well whenever possible and to use any notes they receive as supplementary information.
- Once the Disability Services and Diversity Office obtains volunteer note-takers and informs the student needing the accommodation of their volunteers' email address as contact info, the student needing the accommodation is responsible for contacting their volunteers to coordinate how/when to receive notes.
- Students are not eligible to receive notes from their volunteer note-takers if they are absent from class, however volunteer note-takers may provide notes on these days at their discretion.

### **Reasonable Flexibility in Attendance Policies and Coursework Due Dates**

Due to the nature of the student's disability, they may experience medical episodes or disability management challenges that interfere with their ability to perform daily life activities, attend class, and work on coursework.

Instructors should not compromise or lower essential requirements of the course and are not expected to take on an undue administrative burden. Under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act, reasonable accommodations are intended to provide equal access and not necessarily success. This accommodation is not considered to be reasonable if it would constitute a fundamental alteration of an essential element of the course or program.

In consultation with the OSU-OKC Disability Services and Diversity Office, instructors can often offer flexibility to an attendance policy or an extension to coursework due dates as a reasonable accommodation. In many cases, the OSU-OKC Disability Services and Diversity Office can also help instructors successfully find reasonable, equivalent options for students to successfully complete essential course requirements without compromising course standards.

Students who receive this reasonable flexibility accommodation have been instructed to:

- Talk with their instructor early in the semester about expectations of the course and how much flexibility in attendance policies and/or coursework due dates will be allowed.
- Notify their instructor **before** class/due date whenever possible.
- Contact the Disability Services and Diversity Office with any questions or concerns.

#### Reasonable Flexibility in Attendance Policies in Case of a Medical Episode:

With this approved accommodation, please do not penalize the student under your attendance policy for any disability-related absences. The amount of unpenalized flexibility in attendance a student may receive as a reasonable accommodation will be determined by the course instructor on a case-by-case basis for each class. Some things to consider:



- How does the student's disability affect them in their daily life activities and college courses?
- To what extent does providing reasonable flexibility in attendance affect the essential learning requirements of the course?
- Is there an equivalent alternative assignment or make-up work that can fulfill essential learning requirements if absences occur?
- How is the learning experience for the **student** affected by providing reasonable flexibility in attendance?
- How is the learning experience for the **class** affected by providing the student with reasonable flexibility in attendance?

There may be cases in which a student's disability or medical episode can prevent them from communicating the need for flexibility in attendance policies before an absence occurs. In these situations, an extension or equivalent alternate assignment or make-up work can be provided whenever possible. Examples of these situations are (but not limited to):

- Seizures
- Mental health episodes (such as depression, bipolar disorder, schizophrenia)

These accommodations only apply to situations in which the student's disability or medical episode affected their ability to participate in the course; missing class because of family care or job issues, etc. are not part of these accommodations.

#### Reasonable Flexibility in Coursework Due Dates in Case of a Medical Episode:

If the instructor approves a due date extension, they are only required to offer the student **one (1) single due date extension per coursework assignment without penalty** but are welcome to offer additional due date extensions or other make-up work opportunities for each assignment at their discretion. If the student does not meet the due date for the first extension on an assignment and the instructor approves a second due date extension, instructors may deduct points for late work at that time consistent with any point deductions for late work listed in the course syllabus.

The amount of unpenalized flexibility with due dates a student may receive as a reasonable accommodation will be determined by the course instructor on a case-by-case basis for each class and each assignment. Some things to consider:

- How does the student's disability affect them in their daily life activities and college courses?
- To what extent does providing reasonable flexibility in due dates affect the essential learning requirements of the course?
- Is there an equivalent alternative assignment or make-up work that can fulfill essential learning requirements if a due date extension is not possible?
- How is the learning experience for the **student** affected by providing reasonable flexibility in due dates?
- How is the learning experience for the **class** affected by providing the student with reasonable flexibility in due dates?

A due date extension or make-up work may not be possible in every course or on every assignment. Instructors are encouraged to use their best judgement in determining whether a due date extension or make-up work for an assignment is possible on a case-by-case,

assignment-by-assignment basis.

There may be cases in which a student's disability or medical episode can prevent them from communicating the need for a due date extension before the original due date. In these situations, an extension or equivalent alternate assignment should be provided whenever possible. Examples of these situations are (but not limited to):

- Seizures
- Mental health episodes (such as depression, bipolar disorder, schizophrenia)

These accommodations only apply to situations in which the student's disability or medical episode affected their ability to participate in the course; missing a coursework due date because of family care or job issues, etc. are not part of these accommodations.

### **Live Human Readers and Scribes on Exams/Quizzes or Inaccessible Coursework**

Live human readers and scribes to complete coursework that may be inaccessible due to the student's disability (such as exams, quizzes, or other course assignments) are available upon request. A live human reader is defined as someone who reads the content of the material aloud to the student. A scribe is defined as someone who writes down or indicates the student's answers to the material exactly as dictated. Readers and scribes are unable to assist the student with the disability in answering any questions related to the coursework, providing tutoring on the coursework, or obtaining answers to the coursework.

When requesting readers and/or scribes for coursework, the student is asked to submit their request as early as possible to the Disability Services and Diversity Office and preferably at least five (5) business days in advance of their desired appointment date and time. The student may submit their request by contacting their designated reader/scribe by email, phone, or in person, or by emailing [okc.accessibility@okstate.edu](mailto:okc.accessibility@okstate.edu). The request should contain the following information:

- Type of service needed (reader and/or scribe)
- Date(s) reader and/or scribe is needed
- Specific amount of time desired for the reading/scribing session
- Course title and semester
- Description of the coursework in which reading/scribing is requested

Once the student makes their request, the Disability Services and Diversity Office will reply to the student confirming the availability of the reader/scribe, along with confirmation of the appointment date, time, and location where the reading/scribing will take place. If the coursework is an exam or quiz, the Disability Services and Diversity Office will then contact the instructor to notify them of the scheduled date and time, and to request a copy of the exam/quiz. The Disability Services and Diversity Office will then coordinate with the instructor to return the completed exam/quiz.

## **Fidget Spinners or other Focus Aids in the Classroom**

Students who wish to use a fidget spinner or any other type of focus aid in the in the classroom will work directly with their course instructor to discuss appropriate options.

## **Physical and Assistive Technology accommodations**

Physical accommodations such as an accessible table or chair are available as reasonable accommodations. Additionally, access to assistive technology and auxiliary aids is available to students with disabilities upon request. Students needing these accommodations are encouraged to contact the Disability Services and Diversity Office as far in advance of the semester's start as possible for planning purposes. Requests for physical or assistive technology accommodations will be fulfilled as soon as possible upon receipt of the request.

Other reasonable accommodations may be available to the student on an individual, case-by-case basis based on the student's functional limitations, competent medical documentation, and essential requirements of the student's selected course and/or degree program.

## **Auxiliary Aids and Equipment Loan**

OSU-OKC may loan auxiliary aids and equipment to students who have registered with the Disability Services and Diversity Office on campus and provided competent medical documentation of the need for the equipment to be used in campus academic programs and events. Such auxiliary aids or equipment includes, but is not necessarily limited to: audio recording devices, smartpens, low vision or blindness aids, and assistive listening devices.

Students who wish to borrow auxiliary aids and equipment may do so through the OSU-Oklahoma City Disability Services and Diversity Office. Auxiliary aids and equipment loaned through the Disability Services and Diversity Office may be borrowed on a semester basis, and items must be returned within five (5) business days of the end of the semester they are used in or before if the student does not complete the semester. Students must check out the item(s) they wish to borrow each new semester.

The Disability Services and Diversity Office will have students sign a Memorandum of Understanding agreement each semester that equipment is borrowed stating that the student understands they are borrowing items that are the property of OSU-OKC, and that the student agrees to return all items to the Disability Services and Diversity Office in functioning condition with all equipment parts included.

An enrollment hold may be placed on the student's account and a charge will be placed on the student's account for the cost of replacing the item if the item is not returned by the end of the semester it is used in or if it has been visibly damaged/non-working condition when it is returned. Students must return all borrowed equipment to the Disability Services and Diversity Office no later than five (5) business days from the end of the semester in which the equipment was used to avoid an enrollment hold being placed on their record and being charged for the replacement cost of the item. Payment for the cost of replacing the item will be made to the OSU-OKC Business Services Office or their designee. The enrollment hold will be removed once the equipment is returned in functioning condition and with all parts included and/or the cost of replacing the item has been paid.

## **Sign Language Interpreting Services, Captioning, and Computer-Aided Real-Time Transcription (CART)**

Students who are deaf or hard-of-hearing will begin their accommodation request by contacting OSU-OKC's Disability Services and Diversity Office. The Disability Services and Diversity Office will then ask the student to provide documentation of their hearing loss from a relevant professional. Once the documentation is received and evaluated by the Disability Services and Diversity Office and supports the need for sign language interpreters, captioning, and/or CART as an accommodation, the Disability Services and Diversity Office will connect the student with other staff as needed for fulfillment. These accommodation services will be provided for one (1) semester without documentation of the student's hearing loss, consistent with previous policy on documentation and accommodations within this document.

## **Service and Emotional Support Animal Policy**

OSU-OKC is committed to compliance with state and federal laws regarding individuals with disabilities. All inquiries regarding service animals for students on campus should be directed to the OSU-OKC Disability Services and Diversity Office at 900 N. Portland Ave, Student Center Room 136; (405) 945-3385, or by emailing [okc.accessibility@okstate.edu](mailto:okc.accessibility@okstate.edu). The University will determine, on a case by case basis, and in accordance with applicable laws and regulations, whether the animal is a reasonable accommodation for students on campus. In doing so, the University must balance the needs of the individual with the impact of animals on other campus patrons. This policy applies to students enrolled at OSU-OKC.

### **What is a service animal and what does it do?**

A service animal is any dog that has been individually trained to do work or perform tasks for an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The University may also permit miniature horses on campus as service animals on a case-by-case basis.

The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of such tasks include, but are not limited to: assisting an individual with low vision with navigation; alerting individuals who are hard of hearing to the presence of people or objects; pulling a person's wheelchair; or providing assistance with stability or balance to an individual with a mobility disability.

### **Where are service animals allowed to go on campus?**

Individuals with disabilities may be accompanied by their service animals on all parts of the OSU-OKC campus where members of the public or participants in services, programs or activities are allowed to go.

### **What documentation or procedure is required to bring a service animal on campus?**

Students with service animals are not required to contact or register with the Disability Services

and Diversity Office or present a Disability Accommodation Letter before bringing their animal on campus; however, they are encouraged to do so on a voluntary basis. Documentation that an animal has been trained as a service animal is not required.

### **What types of questions may the University ask about a service animal?**

The University may ask what work or tasks the animal has been trained to perform, and if the animal is required because of a disability.

### **When can the University ask a service animal to leave campus?**

The University may ask that a service animal be removed from campus when its presence fundamentally alters the nature of a program or activity. Additionally, a service animal may be asked to leave an area and its owner may be subject to disciplinary action if:

- It displays aggressive or disruptive behavior or noises and the owner is unable or unwilling to control the animal; unless said noise/behavior(s) are part of the required disability service to the owner
- It is not housebroken
- It poses a direct threat to the health or safety of others
- Has visible fleas or ticks
- The animal infringes inappropriately and repeatedly into others' personal space and the owner's attempts to control or distance the animal are unsuccessful
- The service animal is blocking identified fire/emergency exits and the owner refuses to move the animal

The determination of a service animal's removal from campus as being temporary or permanent will be made on a case-by-case basis by the Disability Services and Diversity Office in consultation with other campus officials or departments as needed. The following factors will be considered in making this decision:

- The level of direct threat to the health or safety of the campus community based on the service animal's behavior or health status
- The service animal's previous history of behavior
- The owner's attempts and ability to effectively control the service animal

### **What are the responsibilities of individuals with service animals?**

Service animal owners/handlers are responsible for the care and control of their animals at all times and must:

- Comply with all applicable laws and regulations, including vaccination, licensure, animal health and leash laws
- Restrain their service animal with a harness, leash, or other tether, unless an individual's disability prevents the use of a restraint or if the restraint would interfere with the service animal's safe, effective performance of work or tasks. If a service animal is not tethered, it must be otherwise under the individual's control, whether by voice control, signals, or other effective means

- Ensure the immediate cleanup and proper disposal of all animal waste. Although the University will not place a surcharge on an individual with a disability for their service animal, it may impose charges for any damages caused by a service animal.

### **What is an emotional support animal and how is it different from a service animal?**

Emotional support animals are those whose sole function is to provide comfort and therapeutic benefits by their mere presence, and have not been trained to perform a specific job or task. Service animals are those who have been trained to perform to work or perform tasks for an individual with a disability, and who are trained to take specific action during the course of that work or task.

### **Are emotional support animals allowed at OSU-OKC?**

Because OSU-OKC does not have housing or residential facilities, emotional support animals are permitted on outside/exterior areas of campus such as sidewalks and green space, but are not allowed inside any campus buildings, facilities, classrooms, or offices. Owners of emotional support animals still have the same responsibilities as owners/handlers of service animals.

## **Disability Accommodation Access Policy for OSU-OKC Sponsored Events**

It is the policy of Oklahoma State University-Oklahoma City (OSU-OKC) that all campus events sponsored or coordinated by OSU-OKC are accessible to participants with disabilities, in compliance with the Americans with Disabilities Act (ADA) and any applicable state and federal laws.

Campus Contact: All questions concerning this policy should be referred to the OSU- OKC Disability Services and Diversity Office, Student Center Room 136D or 405-945-3385.

### **Definition**

An event that is sponsored or coordinated by OSU-OKC is defined as any gathering or program that is funded or organized by OSU-OKC. Events that utilize meeting space on OSU-OKC's campus but that are not funded, organized, or coordinated by OSU-OKC are not included in or required to follow this policy.

### **Dissemination**

Materials announcing OSU-OKC sponsored events should state that the event is accessible, and that special accommodations may be made for individuals with disabilities. Announcements of events should include a statement similar to this:

### **Wording for OSU-OKC Sponsored Events:**

*If you have a disability and would like to request special accommodations to participate in this event, please contact (insert event sponsor name and contact information) as soon as possible, but preferably no later than five (5) business days before the event so appropriate arrangements can be made.*

### **Funding and Point of Contact**

The sponsor or coordinator of the campus event is responsible for receiving disability accommodation requests, ensuring fulfillment of these requests, and for arranging the funding of disability accommodations as applicable. Please feel free to reach out to the following areas for consultation:

- OSU-OKC Disability Services and Diversity Office: (405) 945-3385 or [okc.accessibility@okstate.edu](mailto:okc.accessibility@okstate.edu)
- OSU-OKC Interpreter Coordinator: (405) 945-3388 or [jeanette.buttram@okstate.edu](mailto:jeanette.buttram@okstate.edu)
- OSU-OKC Budget and Finance: (405) 945-8632
- OSU-OKC Safety and Security (also handles Parking): (405) 945-3253

This policy does not in any way prohibit the timely filing of an ADA or discrimination complaint with the appropriate OSU-OKC department or external government agency.

### **Retaliation**

Any type of retaliation against an event participant for requesting a disability accommodation or for filing a complaint or appeal with the appropriate external governmental agency is prohibited.

## **Grievance Procedures**

If a student is experiencing problems receiving classroom accommodations that have been approved by the Disability Services and Diversity Office, it is encouraged that they contact their instructor(s) first to attempt to resolve the issue. If the student does not find resolution after talking with their instructor they should contact the Disability Services and Diversity Office. The Disability Services and Diversity Office will then contact the instructor to research and resolve the issue. The student will receive a response from the Disability Services and Diversity Office either via phone or institutional email within 1-2 business days of receiving a response from the instructor or academic department head. The Disability Services and Diversity Office will make every effort to engage the student in this internal resolution process.

If the student feels their accommodation issue is still unresolved, the Disability Services and Diversity Office will engage the appropriate academic administrator(s) over the course in question. If a student feels their accommodation issue is not being resolved at the institutional level, they may file a complaint with the Office for Civil Rights at <https://www2.ed.gov/about/offices/list/ocr/docs/howto.html?src=rt> at any time.

A similar review and grievance procedure is adopted for student curricular accommodations or general complaints of student discrimination based on disability (such as the Disability Services and Diversity Office denying a student's accommodation request) at OSU-OKC, with the Director of Disability Services being the first point of contact. If the grievance is not resolved at that level the appropriate administrators and/or academic department heads will be consulted, and OSU-OKC will make every effort to engage the student in this internal resolution process. If a student feels their accommodation issue is not being resolved at the institutional level, they may file a complaint with the Office for Civil Rights at <https://www2.ed.gov/about/offices/list/ocr/docs/howto.html?src=rt> at any time.

*Special thanks to OSU-Stillwater's Student Disability Services and Diversity Office and the University of Central*

*Oklahoma's Disability Support Services Office for permission to reproduce information within this document.*

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