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Disability Services: Resources, Guidelines, Programs & Statistics

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Evidence Document

Student Affairs

Office of Disability Services

Disability Services: Resources, Guidelines, Programs & Statistics

Additional information:

Wichita State University, Office of Disability Services - Grace Wilkie Hall, Room 203

Office of Disability Services

Wichita State University's Office of Disability Services provides individuals with learning, mental or physical disabilities an equal opportunity to attain their academic and personal goals to the fullest of their abilities.

From note-taking assistance to auxiliary aids, the Office of Disability Services provide students an assortment of accessibility services.

Eligibility Requirements

In order to qualify for services, students must present written evidence from a qualified professional verifying their disability to ODS. All documentation received is confidential. The federal definition is as follows:

> This civil rights legislation passed in 1990, along with the appropriate regulations and the 2010 amendments, provides the guidelines for determining who is disabled: as an individual, who has a physical or mental impairment that substantially limits a major life activity, has a record of such a disability or regarded as having a disability. These life activities include, but are not limited to learning, working, walking, breathing, hearing, and seeing, in addition to many other physical and sensory functions. If an individual qualifies as being disabled, accommodations can be set in place to address his/her specific needs.

Documentation

The general purpose of disability documentation is to establish eligibility as a qualified Wichita State University student with a disability, using criteria appropriate for higher education. Disability documentation is used to verify the nature and extent of the disability by identifying the current functional limitation(s) caused by the disability. An Individualized Education Plan (I.E.P.) or 504 Plan may be helpful in determining appropriate accommodations, but typically does not provide comprehensive information.

Documentation is not required until after a student has been admitted, but providing documentation early can help ease the transition to the university setting. Disability documentation should be sent directly to the Office of Disability Services (ODS) and is welcome anytime.

Documentation Guidelines

Students without Documentation

Some students who have not been tested for cognitive disabilities, such as a learning disability, attention deficit hyperactivity disorder, or a psychological disability, contact our office because they suspect they may have one . WSU has the resources to provide the necessary testing. ODS will provide students with a list of appropriate professionals in the WSU Community who are qualified to conduct a diagnostic evaluation. Insurance companies sometimes pay for testing, but often they do not.

Students with Documentation
Students with disabilities requesting academic accommodations are required to provide documentation of their disability to the Office of Disability Services. ODS will determine eligibility and appropriate accommodations, case by case, based on quality, recency and completeness of the documentation submitted. Quality documentation provides the evidence needed for the decision maker to understand the impact of the disability in a post-secondary environment in order to determine appropriate accommodations.

The following guidelines provide students and professionals with a common understanding of the components of documentation that are necessary to establish the need for accommodations in accordance of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities act of 1990, along with the appropriate regulations and the 2010 amendments.

Credentials of the evaluator(s)
An appropriate, qualified professional provides formal documentation. The professional's name, title, credentials and affiliation should be provided. The professional should have no personal relationship with the student.

Diagnostic Statement Identifying the Disability
The documentation must include a clear diagnostic statement that describes how the condition was diagnosed, provides information on the functional impact, and details the typical progression or prognosis of the condition.

Description of the Diagnostic Methodology Used
The documentation must include a description of the diagnostic criteria, evaluation methods, procedures, tests and dates of administration, as well as a clinical narrative, observation, and specific results. Where appropriate to the nature of the disability, having both summary data and specific test scores within the report is necessary. Methods may include formal instruments, medical examinations, structured interviews, and performance observations.

Description of the Current Functional Limitations
The recency of documentation is critical to the establishment of the student's current functional limitations. Information on how the disabling condition(s) currently affects the individual is useful for both establishing a disability and identifying possible accommodations. A combination of the results of formal evaluation procedures, clinical narrative, and the individual's self-report is the most comprehensive approach to fully documenting impact. The best documentation is thorough enough to demonstrate the extent of how a major life activity is substantially limited by providing a clear sense of the severity, frequency and pervasiveness of the condition(s).

Description of Current and Past Accommodations, Services and/or Medications
Comprehensive documentation should include a description of both current and past medications, support services, accommodations, auxiliary aids, and assistive devices including their effectiveness in mitigating functional impacts of the disability. It would be helpful if a rationale is provided for the need when medication/treatment is producing favorable results. Recommendations for accommodations, adaptive devices, assistive services, compensatory strategies or other related services.

Requesting Services

- The student contacts the Office of Disability Services (student driven). The student fills out the intake form (start the intake process) and downloads the documentation of the disability to the intake form.

- A Zoom or face-to-face (pre-Covid-19) is scheduled with the student. Our ODS Assistant Director or Intake Specialist will then have an interactive meeting with the student to discuss possible accommodations.

- Once the accommodations are set, a copy of the accommodation letter is emailed to the student and to the professor/instructor of record. The letter is produced and sent through a program called Maxient. The word Maxient will be in the subject of the email.

- The student is encouraged to contact professor/instructor of record in order to discuss how the accommodations will be implemented. The best practice is for the professor/instructor of record to email the student to discuss the accommodations as soon as the accommodation letter has been received. If the student has not contacted the professor/instructor of record within two weeks of the emailing of the accommodation letters, please advise ODS by email at disability.services@wichita.edu.

- If the student needs accommodations for consecutive semesters, they must fill out the continued service form (Continued Services Form).

Program and Service Guidelines

Class Attendance

The WSU classroom attendance policy states it is the student's responsibility to "attend all meetings of each class in which they are enrolled (instructors will announce at the beginning of the semester if they consider attendance in computing final grades.) (2011-12 Undergraduate Catalog, p. 34)
ODS is not obligated to provide services for students who do not attend class. Students may request continuation of services from the Director if the absence is due to a disability-related issue. Otherwise, if a student misses a class, regular services may not be provided.

Canceling/Changing Services

Students are required to inform ODS when they plan to cancel or change scheduled services. ODS has a telephone voice mail system (316-978-3309) and a videophone (316-854-3032) that are activated after office hours to allow the student to call and cancel or change services. ODS is not a demand responsive system.

If a student changes or cancels services, the following should occur:

1. The student can substitute the scheduled service with a new, revised request which will occur during their previously scheduled time period, but they must inform ODS of the change prior to the scheduled service. Depending on the nature of the substituted service, ODS will make the determination as to the availability of staff to provide that service.

2. The student must meet with the Director or Assistant Director to cancel services or change services. Changes to the "Semester Service Agreement" form should be completed to reflect the new services.

Review of Services
All incidents regarding absenteeism, tardiness, cancelations, changes, and interruption of service will be documented by ODS staff and submitted to the Director or Assistant Director for review. If a student develops a consistent pattern of behavior that causes a disruption in scheduling the provisions of services, or is confrontational with ODS employees, the following steps will occur to rectify the situation:
--The Director or Assistant Director will meet with the student to discuss the issues and develop a mutually agreed upon action plan to correct the situation. The plan will include goals, objectives and compliance time lines to be monitored by the Director or Assistant Director.
--If the issues continue, a second meeting with the Director or Assistant Director will take place to evaluate the situation. Final written time lines to resolve the problem will be established at this meeting.
--If the issues are not resolved after the second meeting, the Director or Assistant Director will refer the student to the Director of Student Conduct and Community Standards. The student will be notified of this in writing and services will continue, pending the decision of the Director of Student Conduct and Community Standards.

Computer Lab

The computer lab is located in Grace Wilkie/Room 203**.** Our hours of operation is from 8 a.m. to 5 p.m. Monday – Friday. The purpose of the computer lab is to provide a specialized lab for students with disabilities and the opportunity to learn the use of adaptive computer software and hardware for completion of academic assignments, or other school related projects.

How is the lab accessed?
The lab will operate on a first come first served basis. Students will have the opportunity to reserve specific computers because of specific software needs. A Student Assistant will be assigned to the lab during the hours of operation to provide assistance to students using the lab.

How is training obtained on the different types of software?
The staff of Disability Services will provide basic training to students on usage of the computer lab, basics of software, and use of printers. If needed, the Office of Disability Services will bring trainers on campus to give more in-depth training on specific software applications. After the initial training, individuals will need to devote the time necessary to learn the more sophisticated aspects of the programs.

Will the computers have access to the internet?
Yes, all the computers are connected to the internet and can be used for assignments and research.

Do individuals need to provide paper and data storage devices for use in the lab?
Paper will be provided in the lab for small printing jobs. Students need to request printing permission from the Student Assistant assigned to the computer lab. Students will need to provide their own data storage devices for use in the lab and all documents should be stored on these devices. Computers are purged of all unnecessary documents and programs every day.

What type of programs and equipment are available in the lab?
Microsoft Office is available on all computers in the lab. We use Premiere Assistive Technology

Disability Suite on all of our computers, and Dragon Naturally Speaking and Jaws are available. If a student plans to listen to audio recordings through the computers in the lab, that student should bring their own headphones for use. If specialized software is needed, students should meet with the Assistant Director or Intake Specialist to make a request to have the software purchased and installed in the lab. The request will then be forwarded to the Director. Currently we have eight computers in the lab.

Services

Disability Services will provide within the ADA and 504 Guidelines the following services:

1. Sign language interpreter

2. Typist or assistive technology to help the student to be able to type (Dragon Speak etc.)

3. Enlarged or books in Braille (material in Braille are being provided via Media Resource Center and enlarged books via ODS or audio books).

5. Auxiliary aids and/or assistive technology

6. Proctored Testing Accommodations:

- Extended time at a maximum of double the time allowed for the class and exceptions will only be made on a case-by-case basis (test proctoring is being held at Testing Services in which ODS is providing funding for the service).

- Private or group testing room without distracting noise or interruptions, that is environmentally accommodating according to the student's documented disability (test proctoring is being held at Testing Services in which ODS is providing funding for the service).

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- Enlarged, Braille, or recorded test (material in Braille are being provided via Media Resource Center and enlarged books via ODS).

- Academic aids that are permitted by the instructor.

The following is the process that the instructor and the student must follow to schedule an accommodated test at Testing Services:

Instructor:

1. The instructor will receive a letter from the Office of Disability Services regarding a student's accommodations. If the student need testing accommodations, a Test Authorization Form will be attached to the accommodations letter.

2. The instructor is required to fill out the Test Authorization Form and return it (by email or in person) to Testing Services. The TAF includes all the needed instructions for staff to administer the exam.
3. The instructor will then need to send/drop off the exam and any needed materials to Testing Services prior to the start of the exam.
4. If the instructor has any concerns about the exam, they can contact Testing Services directly. If the instructor has concerns about the student, they can contact Disability Services.

Student:

1. The student will need to complete the intake process to determine appropriate accommodations. If it is determined that testing accommodations will be needed, letters will be sent to the student's instructors.
2. The student will need to schedule their test with Testing Services, a minimum of 3 days prior to the exam, through the following link www.registerblast.com/wsu
3. The student should contact their instructor the day before the exam as a reminder to send test materials to Testing Services.
4. The student will need to show up on time to Testing Services. They will need to bring their student ID and any allowed materials. Testing Services is not responsible to provide items like a calculator for exams.
5. The student will need to lock up all personal items not allowed in the testing room and can then take their exam.
6. Once the exam is completed, the student will turn in all materials to Testing Services.
7. If the student has any concerns about the exam, testing process, or accommodations, they can contact the Office of Disability Services.

Testing Guidelines

1. Test Authorization Forms must be on file in the Testing Services Office in order for a student to take an exam.
2. Students should arrive at Testing Services 10 minutes before your exam is scheduled to begin check in and get materials ready.
3. Book bags, cellphones, coats, purses, or any unauthorized academic aid will not be allowed in test room.
4. Test proctors will not explain, clarify or express opinions concerning materials on the test.
5. Exam will be discontinued if student becomes ill, engages in inappropriate behavior, or is found to be cheating and using any unauthorized material.
6. Student is responsible for contacting the instructor for permission to reschedule if the student will not be taking or misses a scheduled exam. The instructor must contact Testing Services to authorize the student to reschedule an exam.
7. All students must adhere to the WSU Student Academic Integrity Policy of the Kansas Board of Regents.

Handbook: General Information for Deaf Students Attending WSU

View our online Interpreters Request Form Interpreter Request Form

As a Deaf student at WSU, there are services available to you through the Office of Disability Services. With these services, you have rights as well as responsibilities. Our office provides many services to allow you access to WSU classes and programs. However, it is important to remember that instructors will not make exceptions for you in terms of classroom policies and procedures because you are Deaf. It is your responsibility to attend class in the manner outlined by your instructor. For each service we provide, there are procedures to be followed and forms to be completed. It is up to you, the consumer, to follow through and make sure you understand our office procedures. If you have questions or are unclear about our policies, procedures or available services, it is up to you to come in and ask or call our office. You can reach us at 316-978-6972 (voice) or 316-854-3032 (videophone).

Qualified Interpreters

Students have the right to qualified interpreters. If you feel, your educational needs are not being met due to the skills of your interpreter, you should:

1. Advise the Assistant Director or the Intake Specialist of your preferred method of communication so that an interpreter with the appropriate skills can be provided.

2. Work with your interpreter in establishing a plan to meet your educational needs, and then give the interpreter a chance to implement that plan.

3. Contact the Assistant Director if this plan is not working so that other arrangements can be made.

Requesting Interpreters

Every student receiving services through the Office of Disability Services is required to sign up for services each semester they will be attending WSU. Signing up for services will allow us to provide interpreters and other accommodations for your classes. To request an interpreter for any situation other than regularly scheduled classes, you will need to fill out an Interpreter Request Form located on our web page.

Keep in mind the following when requesting interpreters:

1. The earlier you submit the form, the better the chances are that your request can be fulfilled.

2. If you have a class that requires group meetings outside the regular classroom, the group meetings must be held on campus for interpreting services to be provided.

3. Be sure to leave your contact information on the form so the Assistant Director or Intake Specialist can contact you in the event we are unable to fulfill your request.

Escorting

The Office of Disability Services provides both golf cart and walking escort services on campus to students with mobility and vision impairments. ODS will provide the following escorting services to and from the following activities (*during our normal business hours of Monday – Friday from 8 am – 5pm).*

1. Classes from residence halls, bus stops, parking lots, and between classes.

2. Class-related activities such as meeting with instructors, tutoring sessions, study groups, on-campus lectures, plays, concerts, library, or campus bookstore for purchase of books.

3. WSU administrative functions such as meetings with deans/chairs/advising, add/drop classes, student organization meetings, orientation, and registration.

4. Student Health Services.

5. Students are welcome to call our office at 316-978-3309 to schedule escorting services.

Book Scanning
If the student needs scanned books for class, we ask that the student first check with Learning Ally (formerly Recording for the Blind and Dyslexic (RFB&D). If the student is not a member of Learning Ally, ODS has the contact information and can help the student complete the application process. If a student cannot obtain the book from Learning Ally, ODS will provide the book in an alternative format for the student. When the student requests a book be scanned by ODS, the student will need to provide the following information:
• Book title
• Course number
• Line number
• Name of instructor
• Voice Preferences

All requests should be submitted to Disability Services during the intake with the Assistant Director or the Intake Specialist. This will allow ODS the time needed to process your request. Books will be completed in the order that requests are received.

Scanned Materials
• CD's will contain multiple chapters in word format.
• Each chapter will be a separate file.
• If a student needs materials in an MP3 format, each chapter will be a separate MP3 file.

Students should meet and determine voice and speed of the MP3 format at the beginning of the semester.

• If CD's are not correct, students should contact ODS immediately.
• ODS will work to get materials to students as quickly as possible.

Note-Taking Services
Note-taking services are provided to any student who has registered with the Office of Disability Services, and has provided the documentation that supports this service. Disability Services encourages students to look for a classmate to provide notes. If the student is unable to find a note-taker in the class, ODS will assist the student in this process. We try to find volunteer note-takers or we will arrange for the student note-taker to receive a stipend from ODS based on the service agreement they complete with ODS. ODS will make copies of the note-taker's notes, at no charge, in our office.

With the increased use of laptops in classrooms, note-takers may also find it easier to email the notes to the student or to the note-taker coordinator for printing. ODS knows each student has a style of notes they believe to be the most beneficial for them. We
encourage students to speak with the note-taker coordinator about the style of notes they prefer. Students are also encouraged to show copies of notes they have received to their instructors to see if the quality of notes is sufficient for the class.

Note-taking strategies:
If possible, take some notes for yourself during class. This will reinforce the notes you receive from your note-taker. If your instructor uses Blackboard for class notes and power point presentations, you can download a copy to have with you in class. Rewrite and organize your notes the same day as the class. This will help reinforce the material.

In the last two years, ODS has been checking out Smart Pens to students to help the with note taking. The Echo Smartpen from Livescribe is a writing device that students can use for notetaking. This form of assistive technology ensures that every student who needs a note-taker as part of their accommodation will have the resources; they need in order to be successful. This form of assistive technology also helps the student learn how to use assistive technology for long-term personal success. The audio recorder in the pen records the lecture or discussion as the student takes notes in a special notebook. After the class, the student can then tap on the notes with the pen and the speaker in the pen will play back the part of the lecture that occurred when the student wrote that note.

Brailling Services
If a student will need brailling services, the student should make sure this is discussed during their intake. The earlier we know of the need the sooner we can provide the material in Braille. If the student needs materials in Braille once the semester has started, they should schedule a meeting with the Assistant Director or Intake Specialist to add this service immediately.

Due a large increase of students needing materials and tests in Braille form, the staff of Media Resource Center (MRC) do the producing of materials in Braille. The Office of Disability Services and Media Resource Center are in constant communication to insure that materials in Braille can be produced quickly.

ODS advises MRC via email that we have a student that has registered with the diagnosis of Deaf/Hard of Hearing and Vision Impairments.

All Deaf/Hard of hearing are put on priority enrollment (if they are not already on the list). The student needs to advise ODS when they have registered for their classes. ODS will send an email to the student a week before registration opens to reminding them to inform us when they have registered for their classes. The student will be reminded about this issue at every phone and zoom meeting. Otherwise, the ODS intake staff member assigned to the student will check to see if the student has registered the week after registration opens. The Assistant Director of the Intake Specialist will put a task on their calendar set for Mondays to remind them to see if the student has registered for their classes. Once we have a class schedule, we will send out a heads up email to the professor, John and the Dean of the college/department. The email will not list the name the student if the student has not filled out their continued service form. We are not allowed to send out accommodation letters until the student has filled the continued service form.

This is what will be in the heads up email:

> Dear Professor and Dean/Chair,
>
> A student has enrolled in the following class: _____. One of the accommodations this student receives is documents and books in Braille.
>
> To provide equal accessibility, it is an institutional responsibility to comply with the ADA mandate from the American Disabilities Act.
>
> Please reach out to John Jones at john.jones@wichita.edu at MRC to discuss the accessibility of your class or classes including the need for documents and books in Braille. It is very important that you contact John as soon as you receive this email. Producing document and books in Braille is a very time consuming and extensive process. It is vital that you advise John's office and ODS of any changes of documents or required readings (book and articles).

When ODS has sent out the accommodation letters, a copy will be emailed to the professor, student and MRC.

MRC and ODC will meet on the first Thursday of the month at 1:30 pm in order to keep up with any changes that may come up.

Typing/Transcribing Papers
The Office of Disability Services will type papers and transcribe tapes for students whose disability requires assistance with typing. The need for the service has diminished due to advancement in assistive technology (Dragon Speak etc.). The service is still available if needed.

Tables and Chairs
If a student is in need of an accessible table and/or chair in the classroom this student must be registered with our office. Request for the accessible table and chair should be noted on the semester service agreement. As a result, we will ensure your classes have an accessible table and chair. Occasionally, someone (not from our office) will move one of our tables and chairs to another room. If this happens, please inform us so we can remedy this situation as soon as possible.

Auxiliary Aids and Adaptive Equipment
Aids/Equipment available for students registered with the Office of Disability Services (ODS):

- FM assistive listening device (Phonic Ear)
- Wireless microphones and receivers
- Wheelchair for emergency or temporary usage
- Braille materials (via MRC)
- Large print materials
- Smart Pens
- Read and Write
- Jaws (Located in computer lab)
- NVDA (located in computer lab and campus wide)
- C-pens (Exam Reader Pens)
- Enhanced Vision Pebble HD (electronic magnifier)

- Large Print Keyboards
- Kinesis Ergonomic Keyboards
- Desktop Video Magnifiers

The student and ODS staff will initial an equipment check-out list and an equipment check-out agreement form. All equipment will be inspected by ODS staff before the student receives the equipment and when the student returns the equipment to ODS. Any damaged equipment will be sent to the Director's office. The Director will arrange a meeting with the student to determine what happened to the equipment. If it is determined the equipment was broken out of negligence, the student will be required to replace, repair or pay for the equipment. If the student is not found to be negligent, ODS will be responsible for replacing the equipment. The person to whom the equipment is checked out will replace all equipment that is lost or damaged by a student. ODS has a limited amount of auxiliary equipment and we try to use this equipment as efficiently as possible. Therefore, we rarely check out equipment for the entire semester or for extended periods of time. If you believe your situation warrants having the equipment for extended periods of time, please talk with the Director. The timelines we have established work effectively for our office. The Director of ODS must approve any exceptions to these timelines.

Office of Disability Services Statistical Report
for July 1, 2019 - June 30, 2020

Year	Month	Number of Golf Cart Escorts by Personnel Category			Total Number of Golf Cart escorts per Month	Number of Tests Administered per month	Number of Alternative Book Formats per semester	Number of Interpreting Hours per semester	Number of Computer Lab hours logged by students per month	Number of times Students utilized the Computer Lab/month	Number of Students Utilizing Accommodations per semester
		Students	Faculty	Staff							
2019	July	31	0	4	35	84	Summer - 0	Summer - 426	27:02	37	Summer - 52
	August	219	43	5	267	288	Fall 16	Fall 2390	43:24	55	Fall 479
	September	346	79	16	441				78:05	88	
	October	355	85	4	444	345			109:28	106	
	November	278	54	4	336	415			75:15	48	
	December	98	20	0	118	444			38:47	22	
2020	January	130	17	0	147	All Testing moved to Testing Services Department	Spring 13	Spring 2217	50:50	62	Spring 454
	February	234	25	10	269				Lab Closed for Remodeling and Computers not Working Properly		
	18-Mar-20	134	30	2	166						
	April	Campus Closed Due to COVID-19							Campus Closed Due to COVID-19		
	May										
	June						Summer - 6	Summer - 714			Summer - 67

Statistical Totals for the School Year 2019/2020

Total Number of Golf Cart Escorts per month	2,223
Total Number of Tests Administered	1576
Total Number of Alternative Book Formats	35
Total Number of Interpreting Hours	5,747
Total Number of Computer Lab Hours	372:01
Total Number of times Students Utilized Computer Lab	418
Total Number of Students Utilizing Accommodations	1052

Office of Disability Services Statistical Report
for July 1, 2020 - June 30, 2021

Year	Month	Number of Golf Cart Escorts by Personnel Category			Total Number of Golf Cart escorts per Month	Number of Tests Administered per month	Number of Alternative Book Formats per semester	Number of Interpreting Hours per semester	Number of Computer Lab hours logged by students per month	Number of times Students utilized the Computer Lab/month	Number of Students Utilizing Accommodations per semester
		Students	Faculty	Staff							
2020	July	Campus Closed due to COVID-19				All Testing moved to Testing Services Department	Summer - 0	Summer - 426		37	Summer - 52
	August						Fall 15	Fall 2426:00		55	Fall 496
	September	0	0	0	0					88	
	October	5	0	0	5					106	
	November	4	0	0	4					48	
	December	0	0	0	0					22	
2021	January	0	0	0	0	All Testing moved to Testing Services Department	Spring 18	Spring 316:30	Campus Closed		Spring 488
	February	2	0	0	2				10:30	2	
	31-Mar-21	2	0	0	2				12:00	5	
	April				0						
	May				0						
	June				0		Summer - 0	Summer - 0			Summer - 0

Statistical Totals for the School Year 2019/2020	
Total Number of Golf Cart Escorts	4
Total Number of Tests Administered	0
Total Number of Alternative Book Formats	33
Total Number of Interpreting Hours	2,742:30
Total Number of Computer Lab Hours	22:30
Total Number of times Students Utilized Computer Lab	7
Total Number of Students Utilizing Accommodations	1,036