

**Adaptive Services**

**Policies,**

**Accommodations and Services**

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**The University Policy on Accommodation for Persons with a Disability**

In accordance with Section 504 of the federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, Florida Gulf Coast University endeavors to make reasonable adjustments in its policies, practices, services and facilities to ensure equal opportunity for qualified persons with disabilities to participate in all educational programs and activities.

Whenever an accommodation or auxiliary aid is necessary in order to ensure access to and full participation by students with disabilities in University programs or services, the University is responsible for the program or service to which the individual requires access. Departments should work with the Office of Adaptive Services and appropriate federal and state agencies to ensure reasonable accommodations.

The student requiring specific accommodation or auxiliary aids must make application for such assistance through the Office of Adaptive Services. Proof of disability from a competent authority will be required, as well as information regarding specific limitations for which the accommodation is requested.

The University assumes no responsibility for personal assistance necessary for independent living or for specialized medical care. As a result of limited health facilities and health care professionals on campus students requiring personal health assistance should be prepared to bear the expense of this care through a general hospital or private physician/clinic of their choice.

The cooperation and support of all faculty and staff members is necessary in order to implement and maintain the policy. The Policies are simple:

- A. Physical access to at least one section of course offerings must be provided as necessary.

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- B. Academic requirements which have not been demonstrated as essential to the program of instruction being pursued, nor to any directly related licensing requirement are subject to reasonable modification (such as extension of time limits, substitutions, adaptations in format or presentation, etc.).
- C. Auxiliary aids must be permitted when they are required to ensure full participation and equal educational opportunity for a student with a disability.

## **RIGHTS AND RESPONSIBILITIES**

The Office of Adaptive Services strives to promote teamwork and the knowledge that if both the individual and the Office work together, individual success will be achieved, academically, professionally and personally. Below are the rights and responsibilities of both the individual and Adaptive Services:

### **Individual's rights**

It is the right of the individual to obtain services and accommodations so that he or she will have equal opportunity and access to succeed academically, and professionally, as his or her peers. [This includes the right to work with a third party to assist with securing accommodations.](#) It is also the right of the individual to expect these services and accommodations to be respectful and that his or her learning differences are seen as differences and not as a cause for loss of integrity and self-esteem.

### **Rights of the Office of Adaptive Services**

It is the right of the Office of Adaptive Services to help maintain the academic and professional standards set by FGCU and as a result, limit or deny accommodations and services that pose a direct threat to students, faculty, staff and guests, limits or alters the programs so that the academic and professional standards are lessened and/or financially burdens the institution.

### **Individual's responsibility**

It is the responsibility of the individual to request accommodations and services and follow the policies and procedures for receiving those accommodations. It is also the responsibility of the individual to maintain FGCU's academic and professional standards and comply with the rules and regulations that have been

formed for all individuals to adhere to while attending, working and visiting the institution.

Any requested documentation should be provided to Adaptive Services within seven calendar days from the date of the request. Additionally, it is the individual's responsibility to inform and provide updated documentation for changes to a previous accommodation request.

### **Responsibilities of the Office of Adaptive Services**

It is the responsibility of the Office of Adaptive Services to request appropriate documentation to determine eligibility, provide reasonable accommodations and services based on documented need, and use complete confidentiality of records unless individual permission is given. It is also the responsibility of the Office of Adaptive Services to maintain the respect and integrity of the individuals who partake in the accommodations and services that are provided.

The Office of Adaptive Services shall assist individuals with third party interactions. The Office of Adaptive Services, with the exception of exigent circumstances, shall respond to and provide reasonable accommodations within seven calendar days of the request provided that all necessary documentation has been provided. The Office of Adaptive Services will also ensure that equally effective interim accommodations are provided to individuals while a request is pending and/or while securing funding/resources for a reasonable accommodation request.

### **CONFIDENTIALITY**

The Office of Adaptive Services strictly adheres to confidentiality guidelines. Individuals who receive services will do so on the premise that only the individual and Office staff are aware of this partnership. The following details the confidentiality guidelines.

1. Documentation is kept in a secured data management system, and any hard copy information is kept in a locked cabinet and is available only to the Office staff. The individual has the right to review his or her file upon

request, but the file is not allowed to leave the Office.

2. Supervisors, instructors and other faculty and staff are on a "need to know" basis. Individual files will not be made public to those employed by FGCU. Documentation is not shared with anyone. Supervisors and instructors are only made aware of the accommodations that will be needed while in the workplace or classroom. It is the decision of the individual whether or not the supervisor or instructor is made aware of the individual need.
3. Tutors, note takers and other volunteers who assist in providing services are also on a "need to know" basis. It is the decision of the individual whether or not these service providers are made aware of the individualized need.
4. Testing accommodations will be handled in such a fashion that the instructor and student are the only ones who know about the accommodation. The Office of Adaptive Services strives to maintain confidentiality throughout this process.
5. In accordance with the Family Education Rights and Privacy Act of 1974 (FERPA), Adaptive Services is not allowed to discuss individual situations with anyone. The Release to a Third Party form can be completed by the individual, thus allowing Adaptive Services to discuss the individual's status with members of a third party, but only in a general fashion. It is up to the individual to decide whom he or she wants knowing academic and professional status.

## **INITIATING SERVICES**

The Office of Adaptive Services provides accommodations and services to students, faculty, staff and guests with a disability. Individuals who want to request accommodations and services due to a disability should contact Adaptive Services and set up a meeting with a case manager. Documentation may be requested in order to provide information regarding accommodations and services that may be appropriate and reasonable in the context of the academic and student service environment. Below are the documentation requirements for the specific areas of

disability. All documentation must be current and provided by a licensed professional.

**Please note:** while Individualized Education Plans (IEP) and 504 plans can be helpful in determining accommodations, they cannot be used as primary documentation.

### **ADD/ADHD**

- Diagnosis
- Criteria/Diagnostic materials used to reach diagnosis
- Information on how current symptoms interfere with academic achievement
- Recommendations for accommodations

### **Blind/Low Vision**

- Visual Acuity Report
- Letter of explanation
- Recommendations for accommodations

### **Deaf/Hard of Hearing**

- Audiogram
- Letter of explanation
- Recommendations for accommodations

### **Learning Disability**

- Comprehensive Assessment Battery which includes:
  - Aptitude
  - Achievement
  - Information on processing
  - Social-Emotional

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- Clinical Summary
- Recommendations for accommodations

### **Medical/Physical Disability**

- Diagnosis
- Information on how current symptoms interfere with academic achievement
- Recommendations for accommodations

Please Note: Documentation for temporary medical issues must also include the expected time frame of needed accommodations

### **Psychological Disability**

- Diagnosis
- Information on how current symptoms interfere with academic achievement
- Recommendations for accommodations

## **BOOKS IN ALTERNATE FORMAT**

The Office of Adaptive Services will assist in providing alternate formats of required books and other visual material as a reasonable accommodation for individuals with appropriate documented disabilities. Individual responsibility is key in making sure that the accommodation is received in a timely manner. Individuals not following the indicated process for receiving alternate formats may experience a delay in services.

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## **BRAILLE & ENLARGED PRINT**

~~The Office of Adaptive Services cannot guarantee that visual materials will be provided in Braille.~~ It is recommended that the individual contact the publisher of the textbook to see if they provide transcriptions in Braille. Adaptive Services strongly recommends that audio recorded books be used whenever possible. If an individual wishes to contact another organization to have their materials put into Braille, he or she may need to cover the cost of the transcription. Audio recorded materials are of no cost to the student.

When at all possible, magnifiers and/or closed circuit televisions should be used by individuals requiring enlarged print. Adaptive Services will enlarge materials needed for classroom use such as work sheets, a periodic table, or a diagram. Adaptive Services will work with individuals on an as needed basis to determine the most beneficial size of enlargement, which is reasonable to reproduce. Adaptive Services is not responsible for retyping lengthy materials into large print. Magnifiers and/or closed circuit televisions can be used for such assignments.

Students requiring large print for exams should arrange to take the exams in Adaptive Services using a magnifier and/or CCTV. If physical reasons prohibit the use of a magnifier and/or CCTV, you might wish to discuss the need for large print with the instructor ahead of time. If the instructor types the exams on a computer, the instructor or department office might be able to easily make a copy with correct font. Be prepared to inform them of the correct point size. Other classroom handouts might also be easily adapted in the department office if they were originally done on a computer. If arrangements cannot be made with the instructor, contact OAS to make the adaptations.

**PLEASE REMEMBER:** These types of adaptations take time; therefore, sufficient time must be given to OAS to complete them.

## **NOTE TAKING ASSISTANCE**

Individuals with a documented disability who need to focus their concentration and attention on listening, or who find taking notes difficult due to a physical, visual, or hearing limitation, may request a note taker to better enable them to learn in a lecture, or group, situation.

This service is based on volunteers. The individual is encouraged to take responsibility in arranging for their own note takers. If you have difficulty finding an adequate note taker, please contact Adaptive Services as soon as possible for assistance.

## **SIGN LANGUAGE INTERPRETING REQUESTS**

Students requesting ASL interpreters as an accommodation must register with Adaptive Services by completing an intake appointment. Students receiving these services are encouraged to register early for classes in order to allow enough time to secure interpreters. Requests for interpreting outside of regularly scheduled class times require completion of the Interpreter Request Form which can be found on the Adaptive Services Canvas page. Students should make requests at least 4 business days in advance due to the limited availability of interpreting resources.

Ongoing assignments that last for the duration of a semester can be requested on one form. However, after 3 no shows or cancellations of that event, the semester long request will be cancelled. All interpreting requests must be made through Adaptive Services and any requests made directly to contract interpreters will not be honored.

Requests made by Faculty, Staff, Administration, Student Organizations or other entities outside the purview of students registered with the Office of Adaptive Services can contact Adaptive Services for an interpreter referral list of community interpreters. The office receiving the request will need to internally secure these services. Payment arrangements will be handled between the requesting department and the interpreter. Due to the limited resources of community interpreters, it is recommended that departments move forward with securing services as soon as the request is made.

## **SERVICE ANIMALS**

Students requesting the use of a service animal as an accommodation for a disability is highly encouraged to register with the Office of Adaptive Services. Individuals should expect to respond to the following queries regarding the service animal:

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1. Is the dog required because of a disability?
2. What work or task has the dog been trained to perform?

Service animals are defined as dogs that are individually trained to do work or perform task for people with disabilities. Current laws do not provide for individuals to be accompanied by therapy and companion animals (pets) in places of public accommodation. Therefore, approval for requests for therapy and companion pets fall within the authority of the University regarding accommodations related to a disability. Students requesting the use of a therapy or companion animal must follow the necessary requirements through the Office of Adaptive Services.

## **SIGHTED GUIDES**

Sighted guides are available to individuals who are visually impaired for travel to classes and other academic or professional requirements. A request for a sighted guide can be made at the Office of Adaptive Services. Be specific regarding the time you will need a sighted guide, the location where you wish to meet your guide, and your destination. Requests should be made at least twenty-four hours in advance in order to guarantee the service.

Please note: Adaptive Services cannot guarantee sighted guide assistance after hours or when the service unreasonably affects the day to day operations of the office.

## **RECORDING LECTURES**

Recording lectures is considered a reasonable accommodation for individuals with disabilities who have documentation supporting such an accommodation. Individuals who are requesting this accommodation need to complete the Recording Agreement Form for each class that will be recorded. Failure to complete this form may result in revocation of the accommodation.

## **ACCESSIBLE EQUIPMENT**

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The Office of Adaptive Services has equipment, recorded books, and other materials available for individual use. Some equipment is also available for loan. Please contact Adaptive Services for a list of equipment available.

## **EXAMS**

Exam accommodation services are available through the Office of Adaptive Services, in conjunction with your instructor(s), and dependent upon your eligibility for this service. Accommodations may be provided through Adaptive Services, or directly through the instructor. It is the student's responsibility to initiate this service and to comply with the testing accommodation procedures.

## **COURSE SUBSTITUTION**

Students wishing to substitute a foreign language requirement or their required graduation mathematics requirements based on a disability, may petition for a course substitution. Students must have a documented disability on file with Adaptive Services. Please contact the Office of Adaptive Services for further information on this accommodation.

## **ACADEMIC SERVICES**

### **Individual Tutoring**

The Office of Adaptive Services provides one-on-one tutoring for specific academic classes to students registered with this office. Upper-classmen, volunteer teachers and some faculty and staff perform tutoring. Tutoring is at no cost to the student. Contact Adaptive Services for information regarding tutoring.

### **Study Strategies**

Adaptive Services also offers study skills instruction to students who are registered with this office. Strategies include organization, time management, test taking, reading, writing and math. Students will be expected to meet with an Adaptive Services staff member on a weekly basis and commit to practicing the techniques and strategies explained. Contact Adaptive Services for further information.

### **Campus Tutoring**

FGCU also has a tutoring center on campus available to all students. Tutoring is mostly conducted in a group format, depending on the class. Tutoring in certain subjects is based on availability. Contact the Center for Academic Achievement for further information on tutoring.

### **Campus Writing Center**

FGCU also has a writing lab that is available to all students. Qualified staff is available to assist students in perfecting their writing abilities. Contact the Writing Center for further information.

## **ACCESSIBILITY AND TRAVEL**

All buildings at FGCU are accessible. You may check with Adaptive Services for accessible routes and entrances. Information is also available on accessible restrooms and elevators. There are a few places on campus that may have limited accessibility. If you need to use one of these areas, contact Adaptive Services for alternatives. Adaptive Services does not provide ongoing travel assistance.

FGCU's Student Government has a shuttle service that provide transportation between the residence halls and main campus. Upon request, we will provide assistance to help you plan and learn accessible routes. Contact Adaptive Services in advance if you would like assistance.

In the event of an emergency situation, such as wheelchair or scooter breakdown, you may contact Adaptive Services or the campus police for assistance in getting to your location.

There is limited transportation during summer sessions, holidays and academic breaks. If you will need assistance during these times, contact Adaptive Services for availability and possible alternatives.

## **RESIDENCE HALLS—ACCESSIBILITY**

FGCU Residence Halls offer rooms and facilities that are accessible to students with disabilities. A student with a disability may choose from a number of options to provide the most convenient housing. Students requesting Housing accommodations are encouraged to register with Adaptive Services and must comply with all University Housing timelines.

## **PARKING**

All students and employees choosing to park on campus must purchase an FGCU parking permit. Contact the parking office, located in McTarnaghan Hall, to purchase a parking pass.

Student Government currently runs a shuttle service to and from the residence halls via campus. Students living in the residence halls, who cannot park on campus, can use the shuttle.

## **ACCESSIBLE PARKING SPACES**

There are a limited number of accessible parking spaces located around campus and if you have an accessible license plate/parking card and an FGCU parking permit, you are eligible to use these spaces. Please note: students and employees must still have an FGCU parking permit to use these spaces on a regular basis. Visitors with accessible license plates/parking card may use these spaces without purchasing an FGCU parking permit.

## **EMERGENCY PROCEDURES**

In order to prepare for an emergency on campus, individuals are encouraged to review campus safety procedures and locate evacuation areas in each building. Adaptive Services will assist individuals with disabilities in preparing a personal evacuation plan.

## **CAMPUS RESOURCES**

### **Adaptive Services**

[Student and Community Counseling Center](#)~~Wellness Building~~

239-590-7956

<http://www.fgcu.edu/adaptive/>

### **Center for Academic Achievement**

Library 103

239-590-7906

<http://www.fgcu.edu/caa>

### **Institutional Equity and Compliance**

Edwards 114F

239-745-4366~~7~~

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<http://www.fgcu.edu/equity>

**Housing and Residence Life**

Ackert Community Center  
239-590-1700

<http://www.fgcu.edu/housing>

**Parking Services**

McTarnaghan Hall  
239-590-1900

<http://www.fgcu.edu/parking>

**Student Services**

Cohen Center  
239-590-7900

<http://studentservices.fgcu.edu>

**Writing Center**

Library West 202C  
239-590-7141

<http://www.fgcu.edu/writingcenter>

**University Ombuds**

Edwards 211  
239-590-1022

<http://www.fgcu.edu/ombuds>

**Statement of Free Expression**

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Florida Gulf Coast University vigorously protects freedom of inquiry and expression and categorically expects civility and mutual respect to be practiced by faculty, students and staff in all deliberations on its campus.

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As such, the FGCU Community as well as the Florida Gulf Coast University Board of Trustees shares the commitment of the State University System of Florida and the Florida Board of Governors to civil discourse and endorses their commitment with this Statement of Free Expression.



