Due to necessary revisions, a saved or printed copy of the Student Handbook may become outdated. The official, current and most up-to-date version is available on the office’s website: http://www.utoledo.edu/offices/student-disability-services/index.html. This Student Handbook is available in alternate formats upon request.
Dear Student;

Welcome to the University of Toledo and Student Disability Services. Our mission is to remove barriers and empower students with disabilities to participate fully in the college experience. Student Disability Services staff is here to assist by coordinating accommodations and programs that enable equal access to education and university life.

The student plays the most important role to ensure that the accommodations are effectively implemented. We depend on you to keep the lines of communication open between you, the instructors, and our office. This handbook is a resource that details procedures and responsibilities for the student. The [Student Disability Services website](#) will always offer the most current information available since we update the website as changes are made.

We look forward to working with you and GO ROCKETS!

Enjie Hall, MRC, PC  
Director of Campus Accessibility and Student Disability Services
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Student Disability Services Contact Information

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<th>Physical Location:</th>
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| University of Toledo  
2801 W. Bancroft Street  
Mail Stop 342  
Toledo, Ohio 43606 | Rocket Hall Room 1820  
1625 West Rocket Drive  
Toledo, Ohio 43606-3390 |

Health Science Location:
Mulford Library Room 130  
3000 Arlington Avenue  
Toledo, Ohio 43614

Email: studentdisabilitysvs@utoledo.edu

Office Hours:
Main Campus: Monday-Friday 8:15am-5:00pm
Health Science Campus: Monday and Wednesday: 12:00 pm-5:00 pm  
Tuesday and Thursday: 8:30 am- 1:30 pm

Phone: 419-530-4981
TTY: 419-530-2612
Fax: 419-530-6137

Staff members can also be reached via email at addresses listed below.
Student Disability Services Staff

Enjie Hall, MRC, PC
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SECTION 1: Students Rights, Responsibilities, and Confidentiality

Rights

Students with Disabilities at The University of Toledo (UT) have the **RIGHT** to:

1. Equal access to facilities, learning environments and participation in programs, activities and services offered by the University;

2. Confidentiality of disability documentation;

3. Accessible formats of information and means of effective communication;

4. Express concerns or suggestions for accommodations.

Responsibilities

Students with Disabilities at UT have the **RESPONSIBILITY** to:

1. Meet and maintain essential institutional qualifications, requirements, and standards for courses, programs, services, and activities;

2. Identify as an individual with a disability when an accommodation is being requested, and to seek information, advocacy and assistance as necessary;

3. Provide documentation from a qualified professional of the functional limitations of their disability and how this impacts them in the university environment;

4. Participate in the interactive process by communicating with Student Disability Services, instructors, and other university employees to address any disability related concerns;

5. Follow Student Disability Services processes for requesting and accessing accommodations;

6. Present or email Accommodations Memo’s to instructors and arrange to meet with each instructor to discuss the implementation of accommodations for each course;

7. Inform instructors of any difficulties in accessing academic accommodations. If the issue is not promptly resolved contact Student Disability Services;

8. Check Rockets email account regularly as all correspondence will be directed to the student’s Rocket email.

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Confidentiality
1. Student Disability Services views all correspondence and documentation pertaining to the nature of a student's disability as confidential. This policy is based upon government mandates regarding the confidential treatment of medical information that is disability-related.

2. Any written material regarding a student's disability obtained by Student Disability Services is used to verify the disability and plan for appropriate accommodations.

3. Disability-related information submitted to Student Disability Services for students at the University is housed in Student Disability Services in a secure filing cabinet.

4. Disability documentation is considered an educational record and as such is governed by The Family Educational Rights and Privacy Act of 1974 (FERPA). For additional information on FERPA and Confidentiality, visit the University Registrar website.

5. Student Disability Services will retain all disability documentation per the University’s documentation retention policy.

SECTION 2: Admission to UT and Registering with Student Disability Services

Admission Requirements for Students with Disabilities
All students applying to UT are held to the same admission standards regardless of disability status. For additional information on admission requirements for areas of study refer to the appropriate Admissions Office.

Review the technical standards of the program of study. At the post-secondary level, students must be considered an "otherwise qualified student" therefore it is important that the student review standards to determine his/her ability to meet program requirements with or without academic accommodations.

Registering with Student Disability Services
Student Disability Services strives to ensure equal access to post-secondary educational opportunities at UT in accordance with Section 504 of the Rehabilitation Act of 1973 and the ADA. Through an interactive process, a team including: Student Disability Services staff, instructors, college and department staff; and most importantly, the student; must work together to determine and implement the accommodations that will be most effective for the student.
Students with disabilities seeking accommodations must register with Student Disability Services to be eligible for using accommodations. It is recommended that students register for services soon after they register for classes.

Registering with Student Disability Services is as easy as 1,2,3
1. Complete an online application and submit documentation from health care providers or other professionals. Documentation should outline the functional limitations of the disability and the impacts of the disability in the college setting.
2. Student input is also needed to assist in determining what accommodations are the most appropriate so students need to complete an intake with SDS Accessibility Specialist to become eligible for accommodations.
3. Students request accommodations for each course online through SAM.

For additional information visit Student Disability Services website and select the “Forms” tab to print a Disability Verification Form that the student can send to the health care provider.

More about how student input is important...
During the intake meeting the student and the Accessibility Specialist will discuss how disability impacts the student, what has been helpful in the past, and training will be provided pertaining to how to use the online system to request verification of accommodations to instructors.

Please note: accommodations may vary upon the nature of the course and specific functional limitations.

SECTION 3: Reasonable Accommodations

The ADA mandates equal access and protects persons with disabilities from discrimination. While the ADA does require colleges to make reasonable accommodations, the ADA does not require colleges to provide special educational services, therapies or curriculum modifications.

To determine reasonable accommodations, Student Disability Services will seek information from university staff regarding essential requirements and standards for courses, programs, and facilities as needed. It is important to note that universities are not obligated to make fundamental alterations.
SECTION 4: Documentation Guidelines

Disability documentation submitted is used to determine what accommodations will be most effective in a post-secondary environment. The level of detail, currency and specificity of the documentation needed to make this determination varies depending on the nature of the disability.

Documentation submitted may include:

- Documentation of a past history of use of accommodations;
- Documentation completed by a licensed professional and/or properly credentialed professional (i.e. medical doctor, psychologist, etc.) explaining how the disability functionally limits the student in the university environment.

Documentation will be reviewed by the Student Disability Services professional team. Upon completion of the review, an email detailing the status of the review will be sent to the student. All communication to students will be sent to the University account (Rockets email).

SECTION 5: Requesting Accommodations using Student Accessibility Management (SAM)

Once accommodations have been determined students may request the specific accommodations for each of the courses using the Student Accessibility Management (SAM) system.

1. Make request each semester for each course in which accommodations are needed. SDS suggests that requests are made as soon as possible after registering for courses. Courses may take 24-48 hours to upload into SAM. If the courses do not appear in SAM contact an Accessibility Specialist immediately to remedy the situation. When preparing to make requests, consider the nature of the course and choose accommodations accordingly. Consult with Student Disability Services Accessibility Specialists to obtain guidance on choosing appropriate accommodations for classes.

2. Make requests in a timely manner. The amount of time considered appropriate depends on the type of accommodations.
   a. Refer to the appropriate section in this Student Handbook to determine what is considered timely for all accommodation requests.
   b. Register for classes during priority registration or as early as possible.

3. Present or email Instructor the Accommodations Memos to instructors and arrange to meet with each instructor to discuss how accommodations will be implemented in the course.
Once accommodations for the semester have been requested and approved through SAM, an Accommodations Memo stating accommodations will appear in the student’s SAM mailbox as well as the students’ Rockets email.

The SAM system will send a copy of the Accommodations Memos to the instructor listed in Banner via their UT email. It is the student’s responsibility to open a line of communication and share the Accommodations Memos with each instructor and discuss accommodations with instructors.

The student does not need to disclose the specific nature of the disability to instructors.

Meetings do not have to be in person. Students may choose to have the conversation through email, by phone or video conference, etc.

**Change in Instructors**
If there is a change in instructor, the student should give the Accommodation Memo to the new instructor. Also, the student should contact Student Disability Services and make them aware of the change in instructor.

**Report Problems**
Immediately alert Student Disability Services and/or the instructor if there are difficulties with any accommodations.

**SECTION 6: Accommodations and Procedures**

**Alternative Media (alt media)/Electronic Text (e-text)**
The alt media/e-text staff needs information about the course materials and textbooks from the instructor or student to convert the materials into the needed format. Procuring/editing and/or creating accessible alt media/e-text can be a very lengthy process so students should:

1. Submit e-text request as early as possible so that Student Disability Services can obtain the textbooks, and begin editing.
   a) The status of alt media/e-text requests can be tracked in SAM. For more information visit the [SAM help website](#).
   b) Maintain open communication with the ALT Media staff and contact them immediately if there are problems downloading or using the accessible textbooks.
   c) Many books may be available in an accessible electronic format. It is encouraged that students refer to the options in the Alternative Format resource manual.

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2. Receiving alt media/e-text
   a) Prior to receiving alt media/e-text, the student must electronically sign a publisher’s agreement verifying that the student will purchase the book, will use the material for educational purposes only and will not copy nor share the material with anyone. This agreement will be signed one time via an e-form on SAM. Some publishers may request to see original sales receipt. If this is required the student will be asked to bring in or email a copy of the receipt.
   b) The book will be uploaded to SAM and an e-mail will be sent to the student informing the student that it is ready for download. For directions on how to download books please visit the SAM help page.
      i. Students should check email daily and download files within one week of receiving them.
      ii. Failure to download/pickup up requested e-text may result in a suspension of this accommodation for the following semester until the student has met with an Accessibility Specialist to discuss and reassess e-text needs.

Assistive Technology Virtual Lab
1. There is an Assistive Technology Virtual Lab (V-lab) available. Please visit the UT Virtual Lab website to download the client to run the lab. For more information on software available in the lab please visits the Student Disability Services Accessible Virtual Lab Website. Assistance in utilizing software within the Virtual Lab is available through Student Disability Services.

Braille
1. Braille exams should be requested as early as possible. There is a minimum of 5 business days for tactile graphics to be produced.
2. Requests for materials to be converted to Braille should be sent to Braille@utoledo.edu, i.e. Presentation notes.
3. Braille books will be sent out for conversion and must be ordered approximately 6 months in advance of the date needed. For specific information on requesting a book in braille format contact Student Disability Services.
4. Student Disability Services can also assist in the creation of materials that are not for courses that a student wishes to have in an alternate format, such as a course schedule. The time needed for conversion to alt media/Braille varies, depending on the quality and format of the original material submitted for conversion.
5. Students should pick up Braille materials in a timely manner. Failure to pick up requested braille may result in a suspension of this accommodation until the student has met with an Accessibility Specialist to discuss and reassess alternative media needs.
Sign Language Interpreting and Speech-to-Text

1. Generally interpreters/Speech-to-Text transcribers can be assigned to courses in 3 to 5 business days however this is dependent upon availability of service providers and course complexity. Students need to request accommodations as early as possible.

   a) Interpreters or Speech-to-Text transcribers will be assigned to each class as requests are received through SAM.
   b) Speech-to-Text in the classroom is provided by a live or remote transcriber. During class a student will be able to communicate with the transcriber in real time. Interactions should be related to the Speech-to-Text accommodation.
      i. In the event internet access is not available at a location, the student should inform Student Disability Services as soon as he/she becomes aware of the issue.
   c) Students will connect to the remote transcriber using a laptop computer and microphone.

2. Training on how to access and utilize Speech-to-Text Transcription will be provided to the student.

3. The student should contact Student Disability Services at least 24 hours in advance if the student will be absent from a class, class will be in a different room or is cancelled.

4. Students are expected to be on time for class. The interpreter/Speech-to-Text transcriber will leave/sign-off after waiting 15 minutes for the student to log-on, unless other arrangements are made in advance.

5. Students may request an interpreter or transcriber for course related events outside the typical class times or classroom, by completing the Interpreter Request Form. The form must be submitted at least three (3) business days before the date of the event to allow time for an interpreter/Speech-to-Text transcriber to be assigned.
   - Cancellations need to be made at least 24 hours before the event.

6. To request an interpreter/Speech-to-Text transcriber for a university sponsored event, not related to a specific course, contact the organization or department sponsoring the event.

Captioning

Students should make requests as soon as possible. This allows instructors more time to search for captioned material or submit material to Student Disability Services to be captioned.

Case Management

Case Management appointments can be made available to students on a weekly, bi-weekly, or monthly basis. Students may contact their Accessibility Specialist to schedule these appointments.
Classroom Adaptations
Student Disability Services will work with instructors and facilities personnel to provide adaptive furniture and suggestions for adaptive equipment to those students who qualify for this accommodation. Examples might include, but are not limited to: foot stool, chair with/without arms, adaptive computer software, mouse, keyboard, wheelchair accessible table or computer desk.

Experiential Learning
Examples include: field placements, clinicals, practicums, co-ops, student teaching, internships, experiences etc. are often very different from the typical classroom experience. As a result, the type of accommodations required during these experiences may be different than those in the classroom setting. Students are encouraged to contact their assigned Accessibility Specialist to discuss any questions or concerns regarding accommodations in placements. It is the student’s responsibility to:

1. Maintain open communication with the instructor and Accessibility Specialist.
2. Ensure everyone understands the expectations for accommodations in the placement and discuss any concerns in advance of the placement to ease the transition.
   a. Meet with the field placement, practicum or internship professor and/or supervisor well in advance of the scheduled start date of the field experience, practicum and/or internship if an adjustment to accommodations need to be made. It is suggested that the Accessibility Specialist also attend that meeting.

Flexible Attendance
Students eligible for flexibility in attendance are expected to be absent from class infrequently and make-up any missed work or tests as soon as possible. The purpose of this accommodation is to provide verification to the instructor that the student has a condition that is unpredictable and may miss class occasionally due to flare-ups or medical appointments for treatment. Instructors determine how flexibility in attendance will be implemented in the courses.

Students should print out a copy of their Instructor the Accommodations Memos and schedule a meeting with each of their instructors as soon as they receive the Accommodations Memo. Student participation in the interactive process with instructors is critical. Failure to engage in the interactive process can delay the implementation of this accommodation. At the meeting students should make sure they understand the expectations and the parameters of flexibility in the course. Some questions to discuss with instructors are:

1. How should the student contact instructors if a day is missed?
2. What is the timeframe with which missed assignments must be turned in (by the next class date, within a week etc.)? The timeframe can vary greatly depending on the class and nature of the assignments. Instructors determine the time frames
within which assignments must be made up in order to receive credit for the
assignment. Instructors may determine some assignments cannot be made up such
as group activities or presentations.

3. If a test (quiz, exam) is missed how much time will the student be given to complete
the test? Where will the make-up test be administered and when. Will the student
be allowed a second opportunity to take a make-up test if the test is not taken on
the original make-up date?

To ensure understanding of instructor expectations and deadlines, students should send a
follow-up email to their instructor after the meeting. Students may cc their SDS
Accessibility Specialist if they choose.

SDS will list attendance accommodation in the Accommodations Memo if the student
selects it in SAM, but upon receiving additional information from the instructor, SDS may
determine that flexibility in attendance, due dates and testing would constitute a
fundamental alteration to the program or curriculum. While UT makes every effort to
reasonably accommodate a student’s disability related needs, academic requirements are
not waived or modified if doing so would fundamentally alter the requirements of an
academic course, curriculum or program. Students should be aware that flexibility for
attendance may not always be appropriate given the nature of the individual course,
curriculum, or program.

**Housing Accessibility**
There are a variety of Special Housing options in the Residence Halls.

As required by the ADA, Student Disability Services determines eligibility for Special
Housing accommodations based on the disability documentation submitted.

Students may be eligible to have emotional support animals in their residence under
Housing and Urban Development (HUD) regulations. For more information, please visit
[U.S. Department of Urban Development’s website](https://www.urban.gov/).

To learn more about housing options or to complete an application for Special Housing
please visits the [Office of Residence Life website](https://www.reslife.utexas.edu/).

**Service or Comfort Animals**
Service animals are defined by ADA as dogs or miniature horses that performs specific
tasks/services directly related to the individual’s disability. Service animals are permitted to
accompany their owner to most places on campus.
Comfort or emotional support animals are permitted in Residence Halls as specified in the Fair Housing Act. Students must provide medical documentation to SDS to be eligible to have the animal live with them in Residence Halls.

Clear and explicit rationale must exist for the animal’s function or service. Service and comfort animals are to exhibit appropriate behavior and must not disrupt the overall environment. Students are expected to have control of their animal at all times. Students must also provide appropriate records from the veterinarian as specified by the University’s housing procedures.

**Lab Assistant**

Students may require physical assistance to meet laboratory course requirements. A lab assistant will only perform tasks as directed by the student, so it is important that the student give thorough, step by step directions when guiding the lab assistant in the completion of lab assignments. The lab assistant will follow the directions precisely and perform only steps as instructed and adhere to the safety guidelines and standards set forth by the department and instructor.

**Note-taking**

Note-taking accommodations may include, but are not limited to; audio recording of class lectures, assistive note-taking technology (i.e. computer, Smartpen), supplemental notes from a specified note-taker, as described below. Students are encouraged to try different note-taking techniques to determine what accommodation works best for them in specific types of courses. Students are expected to take their own notes to the best of their ability and always utilize any notes, slides, or other course materials made available to the class by instructors. Instructors may choose to also provide students with disabilities additional instructor notes or materials.

LiveScribe Smartpen:

Smartpen records everything that the student hears and writes during lectures. Visit the Student Disability Services website for Smartpen tutorials.

Smart Pen recordings are for class use only and may not be shared with others. It is important to respect the instructor and fellow students by keeping the recordings confidential during the course and destroying them when the class concludes.

1. Audio Recorder:

If the student is eligible for and choose to use an audio recorder in a class, the student may borrow one from Student Disability Services. The student will need to sign an Equipment Loan Agreement. The student would need to inform Student Disability Services immediately if the equipment is not in working order, lost, damaged, or stolen.

Audio recordings are for class use only and may not be shared with others. It is important to respect instructors and fellow students by keeping the recordings confidential during the course and destroying them when the class concludes.
2. Note-taker:
   Notes provided by a note-taker are not a substitute for attending class and seldom fully represent the entire class experience. Notes are subjective, so it is unlikely that anyone else will take exactly the same notes that the student would take.

Students are responsible for checking SAM regularly and downloading the notes. Notes will not be automatically emailed nor provided directly to students. Students experiencing technical difficulty with the form or format of the notes should immediately contact the Academic Accommodation Specialist for Note-taking for assistance.

If the student decides that a note-taker is not needed in a class or drops the class, the student must update the online request for accommodations in SAM.

**Temporary Assistance**
Students who have documentation of a temporary injury/medical condition may request temporary assistance through Student Disability Services. Accommodations are provided only for the duration of the injury/medical condition.

**Para transit Shuttle**
Para transit Shuttle is a door to door service that mirrors fixed route service. Once the student is found eligible for Para transit services through Student Disability Services, the student must make the requests online via The University of Toledo - Paratransit Request Form or contact UT Transit Services at 419-530-1026 to schedule ride requests.

**Personal Amplification Systems**
Students who are D/deaf or hard of hearing may be eligible to use an FM or infrared amplification device (IR). These devices will be provided by Student Disability Services if the student does not have a device. Students will need to sign an Equipment Loan Agreement, abide by all policies and procedures set forth in the agreement and return the equipment to Student Disability Services by the return date in the Equipment Loan Agreement. The student should inform Student Disability Services immediately if the equipment is not in working order, lost or damaged. The student is responsible for ensuring that the amplification system is properly setup at the beginning of each lecture.

1. In the case of an FM system, the student will give the instructor a microphone and battery pack to wear.
2. In the case of an IR system the student will place the transmitter near the instructor and maintain a clear line of sight between the receiver and transmitter.

**Priority Registration**
Students actively registered with Student Disability Services are eligible to register two days prior to the start of general registration. Priority registration dates are listed on the Office of the Registrar’s website. This accommodation allows the student the opportunity to select schedules that match the unique disability-related needs.
**Alternative Testing Accommodation**

(Note: the term ‘test’ is used to refer to any quizzes, midterms, exams, finals etc.)

Testing accommodations may include, but are not limited to:

- Extended test time,
- Use of adaptive equipment or software during testing,
- Use of a calculator, spellcheck or dictionary,
- A reader, or adaptive screen reading software
- A scribe or computer,
- Adaptive furniture,
- Breaks,
- A distraction reduced environment,
- Enlarged materials,
- Braille materials,

The process for providing access to testing accommodations outside of the classroom or department varies by campus location and the accommodations used. Students must carefully review the process associated with the individual campus location and testing accommodations.

It is important for students to meet with the instructors to discuss testing accommodations. It is generally preferable if tests can be accommodated by the instructor, a graduate student, or another member of the department familiar with the subject matter and terminology used in the course. However, when this is not feasible, alternative testing options are available.

Students are expected to take exams and quizzes on the same day and time as the class unless extended time would cause the student to miss part of any class. If possible, students are encouraged to schedule classes to avoid these conflicts. However, when that is not possible, it is important that the student discuss the situation with the instructor. Together the student and the instructor will need to make arrangements for tests to be taken at a time that ensures that the student does not miss portions of any class. Occasionally this may mean the test will need to be scheduled on a different date than the date on which the class takes the test. Students may contact their Accessibility Specialist for assistance with working out logistics.

**Pop quizzes**

For unannounced or pop quizzes, the instructor will arrange for the quiz to be administered at an appropriate location and will release the student from class to take the quiz unless other arrangements are made.

**Extended Test Time and/or a Distraction Reduced Environment**

**Law School Students**

1. Arrange testing location and times with instructors and Law School Registrar.
2. Arrange written tests with the Law School Registrar. Please visit the Law School Registrar's website for additional information and hours of operation.
3. Contact the Law School Registrar with any questions about testing processes and procedures prior to taking the first test.

Main Campus Students
1. Written/computer based tests may be taken at the Memorial Field House Test Center (FH1080).
2. Ear plugs or ear muffs are available at the FH Testing center and can be obtained by asking the Testing Center staff.
3. Students are expected to adhere to the Main Campus FH Test Center policies and procedures. Students can visit the University FH Test Center website for additional information and hours of operation.
4. Contact the Main Campus FH Test Center to ask questions about testing processes or procedures prior to taking the first test.
5. Laboratory tests should be arranged with the instructor. If assistance is needed in determining how laboratory tests will be accommodated, please contact the Accessibility Specialist.

Health Science Campus
1. Arrange written/computer based tests with the Academic Test Center (ATC). If necessary, work with the instructor to ensure ATC staff is aware of test dates and times well in advance of test date. Students can visit the ATC website for additional information and hours of operation and contact the ATC with any questions about testing processes and procedures prior to taking the first test.
2. Laboratory tests should be arranged with the instructors. If assistance is needed in determining how laboratory tests will be accommodated, please contact the Accessibility Specialist.

Reader, Scribe, or Individually Monitored Room
1. Readers:
   a. Can be asked by the student to repeat information.
   b. Will only read what is on the printed page and cannot be asked to interpret, define, explain or reword questions.
   c. Need feedback from the student to be effective.
2. Scribes:
   a. Will write down verbatim what the student has dictated.
   b. Will depend on the SDS student to be specific about spelling of specialized, class related terminology or punctuation within sentences.
   c. **Will depend on the SDS student to review what the scribe has written to ensure accuracy of the work. If corrections are needed, the student must direct the scribe to make them.**

Note:
1. The student may choose to waive the use of these accommodations on any specific exam or quiz and take the test in the classroom.

Revised 02.08.17
2. The student may choose to utilize only extended time in a distraction reduced environment at the Main Campus FH Test Center, ATC or Law School or a location arranged between the student and the instructor.

**Students Eligible to Test at SDS**
- Students will need to meet with the instructors to discuss the testing accommodations and complete a testing agreement to test at SDS. During that conversation, the student should inform instructors of any possible time conflicts that may impact the timing of the test.
- Tests will need to be scheduled at least 3 business days in advance through [SAM](#) during the Date and Time that is within the parameters of the Testing Agreement with the instructors. The student may also update or cancel the tests through [SAM](#). Exams MUST be scheduled to be taken at SDS between the hours of 8:30am and 4:45pm Monday-Friday.
- Students are expected to arrive prior to the scheduled time to take the test. Arriving late will result in time being deducted from the overall total time allotment. Utilize the calendar in [SAM](#) to track when the tests are scheduled.
- Students are only permitted to have items that the professor has designated as acceptable. All other notes, calculators, computers, books, bags, purses, cell phones, coats, water bottles, food and drink, etc. must be left in the provided space in the Student Disability Services office.
- Students are not permitted to leave Student Disability Services once the student begins the exam.
- Any concerns regarding the scheduling or administration of a test should be immediately brought to the attention of a Student Disability Services staff member.

**Note: When rescheduling a test, follow the process outlined above.** Remember, when updating a testing request in [SAM](#) the student must ensure that the requested date and time falls within the parameters of the Testing Agreement with the instructors. The system will not allow the student to schedule exams less than 3 days in advance, this includes tests that the student reschedules. Student Disability Services strongly suggests the student schedule all tests when the student receive the syllabus at the beginning of each semester.

**Missing a scheduled exam or quiz**
If the student does not arrive for a test scheduled in Student Disability Services, the student will be considered a no-show and the opportunity to make-up the test will be entirely at the discretion of the instructor as it is with any other student who misses a test.
Arriving late for scheduled test in Student Disability Services

If the student arrives late for a test scheduled in Student Disability Services, the student will have two options: the student may use the remaining scheduled time to complete the exam or the student may ask the instructor to allow the student to take a late or make up exam. The student must make arrangements with the instructor to take a late or make-up exam. Permission to take a late or make-up exam is at the discretion of the instructor as it is with any other student who misses a test. Note that the 3 business day advance notice policy still applies for scheduling to take a late or make-up exam in Student Disability Services. Students are always free to arrange with the course instructors to take make-up exams in the Main Campus Memorial Field House Testing Center or one-on-one with their instructor.

Section 7: Advocacy and Secondary Advising

Advocacy
Student Disability Services coaches students in developing strong self-advocacy skills. Student Disability Services will also, upon a student’s request, advocate on the student’s behalf with instructors or other university entities if attempts at self-advocacy prove to be unsuccessful.

Secondary Advising
Student Disability Services Accessibility Specialists are not college Academic Advisors, but they can assist the student in reviewing the academic course load to better address the disability needs.

SECTION 8: Resources for Veterans

Welcome Veterans! Thank you to our students for the service to our country! Student Disability Services would like to make the transition or return to the University of Toledo as smooth as possible.

Student Disability Services provides individualized accommodations for qualified veteran students with disabilities. Students can speak with a Student Disability Services Accessibility Specialist to discuss referral options for a student that may need accommodations. The meetings and contact will be discreet and CONFIDENTIAL.

In order to receive accommodations from Student Disability Services, the student must provide documentation of the disability from an appropriate professional. Please see the Student Disability Services website to review and print out the Student Disability Services Disability Verification Form to share with the VA Health Care Provider. We can also accept
paperwork that discloses disability diagnosis, such as any DD Form(s), diagnostic exam(s), or evaluation(s).

Student Disability Services understands the difficulties in getting paperwork from the Veteran's Administration. If the student has trouble obtaining documentation, contact SDS so that staff may assist the student in the process.

**Campus Resources**

**Military Service Center** – [http://www.utoledo.edu/call/military/](http://www.utoledo.edu/call/military/)
Provides services to all veterans to help the student achieve the academic goals. Rocket Hall Room 1350 Phone: 419-530-1392 Fax: 419-530-1625

**Counseling Center** – [https://www.utoledo.edu/studentaffairs/counseling/](https://www.utoledo.edu/studentaffairs/counseling/)
Provides personal counseling dealing with a wide range of mental health topics including PTSD, depression and anxiety. Rocket Hall Room 1810 Phone: 419-530-2426 Fax: 419-530-7263

**Community Resources**


**Ohio Dept. of Job and Family Services (ODJFS) - Veterans Services** — [http://jfs.ohio.gov/veterans/](http://jfs.ohio.gov/veterans/)


**Benefits Information**


The Ohio Military Injury Relief Fund (MIRF) was created by House Bill 66 in June of 2005. The purpose of the MIRF is to grant money to soldiers injured while serving on active duty in Operation ENDURING FREEDOM (OEF) or Operation IRAQI FREEDOM (OIF).

**SECTION 9: Grievance Process**

Since passage of the Rehabilitation Act of 1973, The University of Toledo (“the University”) has been committed to eliminating barriers to educational opportunities for people with
disabilities. The University is dedicated to the goal of providing seamless access to all University services, programs and activities.

Students may consult with their Accessibility Specialist to act as their advocate and seek resolution of a situation when a course is not accessible or an accommodation has not been provided.

If the issue is not resolved or if the concern pertains to an Accessibility Specialist, Students may choose to contact the Director of Student Disability Services to discuss the complaint.

The final internal step is for the student to file a complaint with the university’s Director, Title IX and Compliance. The Director, Title IX and Compliance is Donald Kamm. He may be reached at Donald.kamm@utoledo.edu or by calling 419-530-3152. He will complete a thorough investigation and his decision is final. This is consistent with UT Policy Number: 3364-50-03, Nondiscrimination on the basis of disability.

Students may choose to file a complaint externally with the Toledo Regional Office of the Ohio Civil Rights Commission or the Assistant Secretary of the Office for Civil Rights, United States Department of Education. These entities will take complaints and will investigate when appropriate.
SECTION 10: Additional Helpful Information

**Barrier Removal**
Inaccessible paths of travel, Snow Removal, Malfunctioning Automatic Doors, Malfunctioning Elevators

Students encountering campus access issues should contact Plant Operations at 419-530-1000 for immediate assistance. Students can also report issues of physical accessibility to SDS by calling 419-530-4981.

**Campus Emergency**
Students with threat or safety concerns should contact campus police directly at 419-530-2600.

**Emergency Evacuation Plans**
Concerns about emergency evacuation because of the disability or medical condition can be discussed with an Accessibility Specialist at 419-530-4981.
Parking
UT policy requires students, instructors, and staff with a state handicap placard to also purchase an appropriate UT parking permit. Call 419-530-5842 for more information.

Personal Care Attendants
UT/ Student Disability Services does not provide personal care attendants. If the student requires the use of a personal care attendant, the student will need to explore funding sources/ arrangements from community agencies. If a personal care attendant will accompany the student in the classroom and/or in on-campus housing, the student can discuss this with an Accessibility Specialist in order to best facilitate the process.

Technological Difficulties
Students experiencing problems with their computer or personal technology should contact IT at 419-530-2400.

Video Phone Locations
Video phones are located across campus for student use. Refer to the list of locations at visit [http://www.utoledo.edu/offices/student-disability-services/campusresources/pdfs/VP%20locations.pdf](http://www.utoledo.edu/offices/student-disability-services/campusresources/pdfs/VP%20locations.pdf) for locations.

SECTION 11: Related Campus Offices

**Academic Enrichment Center (AEC)**
**Health Science Campus**
**Mulford Library**
Phone: 419-383-6618 and 419-383-4274
Visit the [Academic Enrichment Center](http://www.utoledo.edu/offices/student-disability-services/campusresources/pdfs/VP%20locations.pdf)

**Academic Testing Center (ATC)**
**Health Science Campus**
**Center for Creative Education**
First Floor
Phone: 419-383-6566
Fax: 419-383-6618
Visit the [Academic Testing Center](http://www.utoledo.edu/offices/student-disability-services/campusresources/pdfs/VP%20locations.pdf)

**Captioning of Videos**
**Student Disability Services**
**Rocket Hall 1820**
Phone: 419-530-4981
VP: 419-530-2612
Request captioning of audio/visual material at [Student Disability Services Captioning website](http://www.utoledo.edu/offices/student-disability-services/campusresources/pdfs/VP%20locations.pdf)
Counseling Center
Rocket Hall
Room 1810
Phone: 419-530-2426
Fax: 419-530-7263
Visit the Counseling Center website

Comfortable and professional, the center represents an opportunity to pursue progress, healing, or education relating to the concerns. All services are provided free of cost to UT student, staff and instructors and at very little cost to the community.

Learning Enhancement Center (LEC)
Carlson Library
B0200
Phone: 419-530-2176
Visit the Learning Enhancement Center website

Whether the student need tutoring in a specific course, extra instruction in a course that is particularly difficult or help with developing study strategies, the Learning Enhancement Center is the first place the student should contact to receive assistance.

Main Campus Medical Center
Located across from Academic House and next to the Law Center.
General Information: 419-530.3451
Student Appointments: 419-530-3451
Visit the Medical Center website
Offers comprehensive outpatient services, including office visits, radiology, physical therapy, and a women’s clinic.

Military Service Center
Location: 1350 Rocket Hall
Phone: 419-530-1392
Visit the Military Service Center website

Rocket Rapid Response
2521 Student Union
Phone: 419-530-2471
mail to:rocketresponse@utoledo.edu
Visit the Rocket Rapid Response website

As a service of the Office for the Student Experience, Rocket Rapid Response is designed to assist the student with comments, complaints, questions, or feedback.
Office of Student Involvement
3504 Student Union
Phone: 419-530-4944
Fax: 419-530-2908
mailto:studentinvolvement@utoledo.edu
Visit the Office of Student Involvement website

Offers information on student organizations, fraternities and sororities, commuter student services and programs, leadership training, leadership awards and recognition, campus-wide programming and student governance.

Psychology Clinic
1600 University Hall
Phone: 419-530-2717
Visit the Psychology Clinic website
The Psychological Clinic is the training site for graduate students in the Ph.D. program in clinical psychology in the Department of Psychology at The University of Toledo. Services including individual counseling and psychological testing are provided by master and doctoral students under the close supervision of clinical instructors who are licensed psychologists.

Residence Life
1014 Ottawa House West
Phone: 419-530-2941
Visit the Office of Residence Life website
Residence Life provides on campus living for undergraduates and graduate students; special program halls and learning communities; guest and summer housing.

Testing Center
1080 Memorial Field House Main Campus
Placement & Make-up Testing
419-530-2011
Visit the Testing Center Website

The Writing Center
0130 Carlson Library
Phone: 419-530-5323
Visit the Writing Center website
Offers comprehensive writing tutoring that includes, help with starting papers, learning to proofread, overcoming writers block, helping students find resources, creating a thesis statement among other aspects of writing.

Revised 02.08.17
TRIO
0300 Carlson Library
Phone: 419-530-3848
Fax: 419-530-3841
triosss@utoledo.edu
Visit the TRIO website

Our goal is to keep students in college, increase the number that graduate, and provide an environment that encourages excellence, supports success and fosters involvement. Services provided by SSS include orientation and study-skills courses, multicultural social events, individual academic advising, tutoring, and career and social adjustment counseling, as well as helping students to utilize existing university services. For eligibility information please visit the TRIO eligibility site.

UT Rides
Phone: 419-536-TAXI (8294)
Or text “RIDES” to 419-332-6772
Visit the UT Rides website
UT Rides is a joint service of The University of Toledo and Black & White Transportation.

SECTION 12: Resources in the Community

Ability Center of Greater Toledo
Location: 5605 Monroe Street Sylvania, OH 43560
Phone: 419-885-5733
Or visit the Ability Center Website http://www.abilitycenter.org/

Active Mobility
Location: 5702 Opportunity Drive
Toledo, OH 43612
Phone: 1-800-544-7460
Or visit the Active Mobility Website http://www.amobility.com/

Alpha Home Healthcare
Location: 2735 N. Holland Sylvania Rd., Suite A1
Toledo, Ohio 43615
Phone: 419-720-0028
Or visit the Alpha Home Healthcare Website http://www.alpha-homehealthcare.com/

American Council of the Blind, Ohio Inc. (ACB)
Location: 3805 North High St., Suite 305
Columbus, OH 43214
Phone: 614-221-6688

Revised 02.08.17
Or visit the American Council of the Blind Website http://www.acbohio.org/

**Assistance Dogs of America, Inc.**
Location: 5605 Monroe Street
Sylvania, OH 43560 USA
Phone: 419-885-5733
Or visit the Assistance Dogs of America Website http://www.adai.org/

**Bookshare**
Location: 480 South California Ave
Palo Alto, CA 94306
Phone: 650-352-0198
Or visit the Bookshare Website http://www.bookshare.org/

**Diversified Transportation**
Location: 4730 W. Bancroft St. Toledo, OH 43615-3995
Phone: 419-535-0000
Fax: 419-535-6447

**Home Health Care NRC**
Location: 3600 Briarfield St. Maumee, OH 43537
Phone: 419-861-3333
Or visit the Home Health Care Website http://www.nursingresources.com/

**Interim Healthcare**
Location: 3100 W Central Ave Suite 250
Toledo, Ohio 43606
Phone: 419-578-4698

**Learning Ally**
Location: 20 Roszel Road
Princeton, NJ 08540
Phone: 866-732-3585
Or visit the Learning Ally Website  http://www.learningally.org/

**National Federation of the Blind (NFB)**
Location: 200 East Wells Street
Baltimore, MD 21230
Phone: 410-659-9314
Or visit the National Federation of the Blind Website http://www.nfb.org/
National Seating and Mobility
Location: 6501 Angola Road, Unit P Holland, OH 43528
Phone: 419-867-6857
Or visit the National Seating and Mobility Website http://www.nsm-seating.com/index.htm

Opportunities for Ohioans with Disabilities (OOD)
OOD is the state’s agency that provides vocational rehabilitation services to help people with disabilities become employed and independent. Direct vocational rehabilitation is provided by two of its agencies: Bureau of Vocational Rehabilitation (BVR) and the Bureau of Services for the Visually Impaired (BSVI). BVR assists people with disabilities by providing vocational rehabilitation and other services. BSVI provides vocational rehabilitation and other services to Ohioans who are blind or have a visual impairment.

Location: 150 E. Campus View Blvd
Columbus, OH 43235-4604
Phone/ TTY: 800-282-4536 (In Ohio voice/TTY) Phone/ TTY: 614-438-1200 (Outside Ohio voice/TTY)
Or for additional information about services and programs provided by RSC please visit BVR/
BSVI website at http://ood.ohio.gov/

OHIO Relay System
Location: 180 E. Broad St Columbus, OH 43215
Phone: 800-750-7826
TTY-TDD: 800-686-1570
Or visit the Ohio Relay System Website http://www.puco.ohio.gov/puco/index.cfm/consumer-information/consumer-topics/ohio-relay-service/

Sight Center-Toledo
Location: 1002 Garden Lake Parkway
Toledo, Ohio 43614
Phone: 419-720-EYES (3937)
Fax: 419-720-3938
Or visit the Toledo Sight Center Website http://www.sightcentertoledo.org/

Revised 02.08.17
Toledo Area Regional Transit Authority (TARTA)
Location: 1127 W. Central Ave
Toledo, OH 43697
Phone: 419-382-9901
Or visit the TARTA Website http://www.tarta.com/ rider-services/tarps/

Toledo Area Regional Paratransit Service (TARPS)
Location: 1127 W. Central Ave
Toledo, OH 43697
Phone: 419-382-9901
Or visit the TARPS Website http://www.tarta.com/ rider-services/tarps/

The State Library of Ohio Talking Book Program
Location: 274 E. First St., Suite 100
Columbus, OH 43201
Phone: 614-644-7061
Please visit the Ohio Talking Book Website http://www.library.ohio.gov/PCS/tlk_bk

TLC Transportation
Location: 5517 Telegraph Rd Toledo, OH 43612
Phone: 419-476-9350
Or visit the TLC Transportation Website http://www.tlchcs.com/