



WESTCLIFF
UNIVERSITY
Educate. Inspire. Empower.

Disability Services Handbook

Disability Services Office
Human Resources Department
Westcliff University
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August, 2016

TABLE OF CONTENTS

I. Introduction	3
A. Purpose	
B. Enabling Legislation	
C. Glossary	
D. Mission Statement	
E. Student Rights and Responsibilities	
F. Faculty Rights and Responsibilities	
G. University Rights and Responsibilities	
II. Policy/Procedures	6
A. Admission to Westcliff University.....	6
B. The Accommodation Process.....	6
1. Request for Accommodations	
2. Eligibility	
3. Documentation Criteria	
4. Confidentiality	
5. Information for Professors	
6. Temporary Health Situations	
C. Grievances.....	9
D. Common Academic Adjustments and Accommodations.....	9
Appendix	10
Forms	
1. Acknowledgement of Receipt of Handbook	
ADA Application – Instructions	
Student Authorization for Disclosure of Medical Information and Release of	
Accommodation Information	
Student Acknowledgement	
Student Self-Disclosure and Request for ADA/504 Accommodations	
Provider Certification of Disability and Recommendations for	
Accommodation	
Notice of ADA/504 Accommodation	

I. Introduction

A. Purpose

This handbook has been developed as a resource for students and faculty with disabilities. It contains information regarding the policies and operating procedures of the Westcliff University Disability Services Office (DSO). The DSO determines the eligibility for services as well as reasonable accommodations for those who have disability-related needs.

Westcliff University is committed to providing individuals with disabilities equal opportunity to participate in and benefit from its educational programs and services.

The Disability Services Coordinator at Westcliff University has been designated to coordinate the University's efforts to comply with and carry out its responsibilities as identified in the legislation which promulgates the provision of disability services.

B. Enabling Legislation

Those students and faculty who have a disability are protected under the Americans with Disabilities Act (ADA) passed in 1990, the ADA Amendments Act of 2008 (ADAAA), and Section 503 and Section 504 of the Rehabilitation Act of 1973.

C. Glossary

- **Disability:** a physical or mental impairment that substantially limits one or more major life activities; or having a record of such an impairment; or being regarded as having such an impairment.
- **Physical impairment:** any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory (including speech organs) cardiovascular, reproductive, digestive, genitourinary, hemic, lymphatic, skin and endocrine.
- **Mental impairment:** any psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and traumatic brain injuries.
- **Learning disability:** a disorder in one or more of the basic psychological processes involved in understanding or in using language, spoken or written, that may manifest itself in an imperfect ability to listen, think, speak, read, write, spell, or to do mathematical calculations, including conditions such as perceptual disabilities, brain injury, minimal brain dysfunction, dyslexia, and developmental aphasia.
- **Substantially limits:** means unable to perform a major life activity or is significantly restricted as to the condition, manner or duration under which a major life activity can be performed in comparison to the average person or to most people; the availability of some mitigating measure (such as a hearing aid is not to be considered when determining if the disability substantially limits the individual).
- **Major Life Activity:** functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.
- **Addiction:** Individuals who are current illegal users of drugs are not protected under the ADA, however, addiction is considered a disability. Therefore, a person who is addicted to drugs but is not actively using drugs is considered a person with a disability and is protected by law.

D. Mission Statement

The mission of the Disability Services Office is to provide leadership in fostering an environment that supports the full participation by all individuals associates with the university.

- We support the educational experiences of persons with disabilities in all areas of University life by advocating for continuous improvement in access of our facilities, programs, and services.
- We educate the University community on issues of policies, procedures, and laws that impact persons with disabilities and affect their involvement.
- We encourage the full development of persons with disabilities and seek to prepare them to lead satisfying and productive lives.

E. Student Rights and Responsibilities

Provide leadership in fostering an environment that supports the full participation by all individuals in the University community.

- Support the educational experiences of persons with disabilities in all areas of University life by advocating for continuous improvement in access of the University's facilities, programs, and services.
- Educate the University community on issues of policies, procedures, and laws that impact persons with disabilities.
- Encourage the full development of persons with disabilities and seek to prepare them to lead satisfying and productive lives.

A student with a disability has the right to obtain timely, reasonable accommodation of his/her disability in order to have the same opportunity for success enjoyed by students who do not have a disability.

1. Student Rights:

a. Accommodations

- i. Request reasonable accommodations from the Westcliff University Disability Services Office (DSO) due to a disability
- ii. Discuss approved reasonable accommodations with the DSO and voice a concern
- iii. Receive accommodations in a timely manner

b. Confidentiality

- i. Share only the student's Accommodation Plan and not details of the disability with professors

2. Student Responsibilities

a. Accommodations

- i. Submit documentation meeting University guidelines substantiating the need for reasonable accommodations. The DSO is the only University office designated to review disability documentation and determine eligibility for reasonable accommodations
- ii. Meet course/program technical and performance standards and be evaluated in the same manner as other students

- iii. Notify the DSO if accommodation(s) is/are no longer needed. For example: if a student decides he/she no longer needs extended testing time on a test. She/she should notify the DSO
- iv. Notify the DSO immediately when an accommodation is not being provided
- v. Follow established policies and procedures in order to gain access to approved reasonable accommodation
- b. Confidentiality
 - i. Receive accommodations in a timely manner
 - ii. Confidentially discuss reasonable accommodations via their Accommodation Plan and any other concerns

F. Faculty Rights and Responsibilities

1. Faculty Rights

- a. Accommodations
 - i. Expect the student accommodation request to be provided via the Disability Services Office (DSO)
 - ii. Request verification of a student's eligibility for requested accommodations. Verification will be provided in the form of a Letter of Accommodation prepared by the DSO.
 - iii. Expect all students to meet course/program technical and performance standards in the same manner as any other student
- b. Confidentiality
 - i. View a student's Accommodation Plan
 - ii. Faculty does not have the right to ask students if they have a disability or about the nature of the disability disclosed. However, if students choose to disclose their disability, this information must be treated confidentially.

2. Faculty Responsibilities

- a. Accommodations
 - i. Establish and communicate essential course requirements and objectives
 - ii. Provide accommodations only to students who are registered with the DSO and reasonable accommodations have been approved
- b. Confidentiality

Treat and protect all disability-related information as confidential medical information. For example: keep printed items such as emails or conversations regarding student disability related information private

G. University Rights and Responsibilities

1. University Rights

- a. Accommodations
 - i. Request documentation meeting University guidelines substantiating the need for reasonable accommodations for an individual with a disability
 - ii. Expect students and faculty to work cooperatively with the DSO to facilitate accommodations
 - iii. Deny unreasonable academic accommodations, adjustments, and/or auxiliary services. Accommodations cannot impose undue hardship to, or fundamentally, alter a program or activity of the University.
 - iv. Not provide reasonable accommodations/services until appropriate documentation has been provided and the student has completed registration with the DSO.

- c. Confidentiality
Communicate relevant information, accommodations, services/ assistance to University officials on a need to know basis.
- 3. University Responsibilities
 - a. Accommodations
 - i. Establish and communicate essential course requirements and objectives
 - ii. Provide accommodations only to students who are registered with the DSO and reasonable accommodations have been approved
 - b. Confidentiality
Treat and protect all disability-related information as confidential medical information. For example: keep printed items such as emails or conversations regarding student disability related information private.

II. Policy/Procedures

A. Admission

All students admitted to Westcliff University must meet the required academic standards for admission. A prospective student with a disability is not required to disclose his or her disability during the admission process. University personnel are not permitted to inquire about the nature of a disability during this process. However, if the prospective student discloses a disability, discussion may take place although such information may not adversely affect admission. Once admitted to the University, a student may choose to disclose a disability in order to seek accommodations. A student with a disability will not receive accommodations unless he or she makes that request and follows the University's procedures for obtaining those services.

If the student requires accommodations to participate in the Admission process, the student may contact the Disability Services Office (888)491-8686 to request the needed accommodation.

B. Accommodations

1. Requests for Accommodations

Requests for accommodations should begin at the Disability Services Office. All requests must be made in a timely manner, i.e.: four weeks in advance of the need for accommodation. Once a qualified individual with a disability has requested services, DSO personnel will meet with the student to review the documentation and determine appropriate reasonable accommodations. The University is not required to provide accommodations until the student has provided documentation of a disability.

Students will be notified in writing of all adjustments and services that have been agreed to, as well as any that have been denied, and the reason for the denial. They will also be informed of the process for appealing those decisions. That process is fully outlined in a later section of this handbook.

2. Eligibility

To be eligible for disability related services, students are responsible for identifying themselves and disclosing information about the disability to the Disability Services Office staff during the

intake process. Students are also responsible for supplying written documentation of the disabling condition. Each student who requests accommodations must meet with the Disability Services Office staff to discuss his/her individual needs. The ODS staff can provide a variety of services for the student including:

- Creation of an accommodation memo for faculty
- Assistance in obtaining accommodations on campus
- Guidance and counseling related to coursework and career options, which take into account the impact of the disability (disability management)
- Referral to community agencies for assistance with disability related needs not directly associated with participation at Westcliff.

Documentation Criteria

The Westcliff Disability Services Office requires a written report prepared by an appropriately licensed professional that clearly diagnoses a disability and/or provides records showing the history of the disability. Medical doctors, psychiatrists, psychologists, and school psychologists are among the professionals who routinely evaluate, diagnose, and treat disabilities. The following guidelines are provided to assure that diagnostic reports are appropriate to document eligibility. This list is not intended to be exhaustive or to restrict assessment in other pertinent and helpful areas such as vocational interests and aptitudes.

Qualified personnel:

- ADHD: licensed psychologists, psychiatrists or members of a medical specialty
- Hearing and speech disabilities: audiologists, ear, nose, and throat specialist, speech therapists, psychologist, or other qualified medical specialist
- Learning disability: licensed psychologist, psychiatrist, school psychologist, or other qualified licensed medical professional
- Medical Disability/ Chronic Health: family physicians, orthopedists, neurologists, endocrinologists, cardiologists, psychologists, psychiatrists or members of a medical specialty
- Neurological disability: neurologists, neurosurgeons, orthopedists, or endocrinologists.
- Psychiatric disabilities: psychologists, psychiatrists, licensed counselors, or other mental health professionals
- Vision disabilities: ophthalmologists, optometrists, family physicians, or other medical specialist.

Documentation:

- In all instances, the information provided must clearly document, diagnose, and discuss the condition.
- Copies of medical records are not considered appropriate documentation.
- Evaluations must be current. As a guideline, the DSO generally requires documentation prepared within the last three years. The office reserves the right to request an updated or more extensive evaluation.
- The written report must include a specific diagnosis with clear evidence and identification of a disability. For example, terms such as “learning styles”, “learning problems” and “academic difficulties” do not constitute a learning disability. Diagnostic reports must include the names and titles of the diagnostician as well as the date(s) of testing. Reports must be typed and otherwise legible. Reports from friends or relatives of the student or student’s immediate family are not considered appropriate documentation.
- At this time, the staff member will prepare, with the student’s feedback and input, a memo that indicates the necessary accommodations. At no time will the disability diagnosis be mentioned on the accommodation memo.

- Memos should be presented by the student to the faculty member. This opens an opportunity for the student and faculty member to discuss how the accommodations will be implemented in the classroom.
- The DSO reserves the right to request a second opinion regarding any diagnostic information. In the event that the University requests a second opinion, the University will bear the cost of the evaluation.

Confidentiality

Information regarding a student's disability is considered confidential. Disability information is not part of a student's academic record and is not noted on the transcript. Disability information is kept in a separate, locked file in the DSO. Information is kept for five years after the last semester of enrollment. Students returning to Westcliff after a five-year absence will need to supply new documentation of their disability.

Information can be shared without the student's written permission in the event of a medical emergency, an official court order, or behavior that endangers the health and safety of the student or others.

Since the accommodation process can involve many people, disability information may be released to University professionals on a need-to-know basis, and is limited to the amount of information necessary to accommodate the student or to keep necessary records. University professionals are informed that this information is confidential and should not be shared with others. If a student wishes to have information shared with others, he/she will need to make that request in writing and sign a release of information form in the DSO.

Information for Professors:

Each student is required to meet with a DSO staff member at or prior to the start of each semester. At this time, the staff member will prepare a memo that indicates the necessary accommodations.

No individual instructor has unilateral authority to deny a student an academic adjustment and/or auxiliary aids or service approved by the University's DSO personnel. Any faculty disputes over (i) what or how adjustments or aids are to be provided for a course, (ii) whether a course is deemed to be an essential requirement of the program, or (iii) whether a particular adjustment would be a fundamental alteration of the course. This process will include the student and pertinent faculty.

Students with disabilities must be qualified to participate in any academic program or activity, with or without reasonable accommodations. The University does not waive essential program requirements or permit substitutions for courses deemed essential to its academic programs. For example, students with disabilities are expected to meet GPA requirements, degree requirements, field experiences and all other essential course requirements of a particular program.

Temporary Health Situations

Those who experience temporary health situations, such as surgery complications, emergency surgery/hospitalization, or pregnancy complications should discuss their needs with the Disability Services Coordinator in the Disability Services Office.

C. Grievances

All complaints of discrimination on the basis of disability alleging failure to provide reasonable accommodations and/or ability to perform a particular job or complete a course of study shall be submitted to the Human Resources Department (888-491-8686).

D. Common Academic Adjustments and Accommodations

Academic accommodations are provided to students with disabilities as a leveling strategy in the academic world. These compensatory techniques are designed to give students with disabilities a fair opportunity to learn and to demonstrate their knowledge. No two students are the same; two students with the same disability may not use the same accommodations, and two students using the same accommodations may have very different disabling conditions. Students may choose when to use an accommodation, based on their experience with their disability. Some examples include:

- Audio or electronic format texts
- Note-takers
- Extended time on exams: the extension appropriate for the student will be indicated on the accommodation memos; time extensions are not typically appropriate for take-home exams- students or faculty should discuss this with DSO staff, if they believe a particular exam warrants an extension.
- Distraction-reduced testing environment
- Large print resources
- Preferential seating
- Adaptive equipment
- Assistive listening devices in the classroom
- Test Modifications
- Interpreters

Appendix

Forms

Acknowledgement of Receipt of Handbook

ADA Application – Instructions

Student Authorization for Disclosure of Medical Information and Release of Accommodation Information

Student Acknowledgement

Student Self-Disclosure and Request for ADA/504 Accommodations

Provider Certification of Disability and Recommendations for Accommodation

Notice of ADA/504 Accommodation



Disability Services Office, Human Resources Department, Westcliff University

Acknowledgement of Receipt of Handbook

The Westcliff University Disability Services Coordinator has provided me with the Disability Services Handbook, August, 2016, for review.

I understand it is my responsibility to read the Handbook and ask questions if I do not understand the policies and procedures referenced in the Handbook.

Signature

Date of Signature

Printed Name



Disability Services Office, Human Resources Department, Westcliff University

ADA Application - Instructions

You have indicated that you have a physical or mental disability and have requested accommodations related to that disability. Attached are three documents that should receive your prompt attention. These documents will help determine your eligibility for accommodations and what accommodations may be effective and available to assist you in your educational and related programs.

1. Student Authorization for Disclosure of Medical Information and Release of Accommodation Information

This form should be signed by you. Give the signed original to your health care provider/diagnostic professional and return a copy to the Disability Services Office at Westcliff University.

2. Provider Certification of Disability and Recommendations for Accommodation

Section A of this form is signed by the student and Section B should be completed and signed by an appropriate and qualified health care provider/diagnostic professional and returned to the Disability Services Office at Westcliff University.

3. Student Self-Disclosure and Request for ADA/504 Accommodations

This form must be completed by you. Please print. If you need assistance in completing this form, please contact the Disability Services Coordinator.

4. Student Acknowledgement

This form is to be completed by the applicant, and a parent or guardian, if the student is either a minor or under guardianship.

Please meet with your health care provider/diagnostic professional and return the completed forms as soon as possible. Thereafter, we will review the relevant facts and work to address your request. Please be sure that both you and your provider also maintain a copy of each document. If you or your provider has any questions, please do not hesitate to contact us.

Disability Services Coordinator
Westcliff University
Form: WU/DSO/16.2



Disability Services Office, Human Resources Department, Westcliff University

Student Authorization for Disclosure of Medical Information and Release of Accommodation Information

Student Name: _____ Telephone: _____

Student I.D. No.: _____ Email: _____

I hereby request and authorize Westcliff University to disclose necessary information to its faculty and staff members who have a need to know about my medical condition.

I hereby authorize the Disability Services Coordinator to inform my professors and relevant staff of my rights to disability accommodation and to the specific accommodations and to the specific accommodations presently and hereafter listed as approved accommodations, as noted under the Americans with Disabilities Act of 1990 and/or Section 504 of the Rehabilitation Act of 1973.

This consent shall be in effect throughout my academic tenure at Westcliff University. I understand that if at any time I wish to revoke this consent, I must notify the Disability Services Coordinator in writing.

Signature

Date of Signature

Printed Name

Signature – Disability Services Coordinator

Date of Signature



Disability Services Office, Human Resources Department, Westcliff University

Student Acknowledgement

Applicants/students at Westcliff University are not required to report disabilities; **this is strictly voluntary**. However, unless the application requirements of the accommodation process are completed by the applicant/student, Westcliff University cannot make accommodations.

In order that Westcliff University may provide reasonable accommodation(s) for your handicap or disability, it is recommended that you follow and complete this process a minimum of six weeks prior to the enrollment into a course(s). Students are required to self-disclose, request accommodation, and communicate with the Disability Services Coordinator. The necessary documentation is required in order to receive disability accommodations.

Accommodations are provided only after the accommodation process has been completed. Courses completed at Westcliff University before a request for an accommodation is made *will not* be considered for re-evaluation.

The Disability Service Coordinator will inform you if you need to provide additional documentation of your disability or disabilities. Please note that a previous IDEA (Individuals with Disabilities Education Act) classification or a prior 504 accommodation plan does not guarantee that you will be eligible for auxiliary aids and services at Westcliff University. Students are not permitted to negotiate accommodations with professors or staff. All accommodations must be determined through the University's Disability Services Coordinator.

Signature

Date of Signature

Printed Name

Parent or Guardian Signature
(If student is a minor or under guardianship)

Date of Signature

Disability Services Coordinator Signature

Date of Signature



Disability Services Office, Human Resources Department, Westcliff University

Student Self-Disclosure and Request for ADA/504 Accommodations

This entire form must be completed by the student and submitted to the Disability Services Coordinator. Please print. If you need assistance in completing this form, please contact the University's Disability Services Coordinator.

No student shall be retaliated against for seeking accommodation under this policy or for otherwise asserting his/her rights under the Americans with Disabilities Act of 1990 or Section 504 of the Rehabilitation Act of 1973. Attach any additional material necessary.

Student Name _____ Telephone _____

Student I.D. No. _____ Email: _____

Date of Initial enrollment at Westcliff University _____ Current Date _____

Identify your type of disability or disabilities (check all that apply):

Mobility _____

Motor/coordination _____

Vision _____

Hearing _____

Speech _____

Learning _____

Chronic and/or severe health issue _____

Psychiatric/mental health _____

ADD/ADHD _____

Other _____



What accommodation(s) do you feel would be appropriately provided by Westcliff University?

Have you previously accommodated for this handicap or disability? ____Yes ____No

What accommodations did you previously receive?

Signature

Date of Signature

For Official Use Only:

Date received: _____

Signature-Disability Services Coordinator



Disability Services Office, Human Resources Department, Westcliff University

Provider Certification of Disability and Recommendations for Accommodation

Section A. Authorization for Release of Medical Information to School

(To be completed by the student)

Name: _____ Student I.D. No. _____

Email _____ Telephone _____

I hereby request and authorize _____
(*provider/diagnostic professional*) to disclose necessary medical information to Westcliff University.

This consent shall be in effect throughout my enrollment at Westcliff University. I understand that if at any time I wish to revoke this consent, I must notify the University's disability services coordinator.

Signature Date

Section B. Disclosure of Medical Information by Provider/Diagnostic Professional

The above referenced individual/student has requested that we (Westcliff University) provide reasonable accommodations for his or her disability or disabilities to enable full participation in our educational programs and school activities. Please provide the information as complete and clear as possible. Attach additional pages if needed and provide any additional documentation as might be helpful.

1. **Provide a diagnostic statement** identifying the disability or disabilities (describe condition, date of onset, and severity, frequency, and pervasiveness).

1. (Cont.)

2. Describe diagnostic methodology used (diagnostic criteria; evaluation methods, procedures, tests and dates; clinical narrative, observation and specific results). Where appropriate, provide both summary data and specific test scores, with the norming population identified. (Please include any additional documents to this certification as necessary).

3. Describe current functional limitations (nature and extent of impairment(s) and specific life activities that are impaired).

Limitations. Please identify on the table below the impact that the student's disability has on the activities listed. Indicate the level of limitation experienced as a result of the condition, based on the following criteria:

1 = Not Material or None

2=Mild

3=Moderate

4= Severe

Activity	Rating	Activity	Rating
Caring for oneself		Toileting	
Talking		Working	
Hearing		Learning	
Breathing		Reading	
Seeing		Writing	
Walking/standing		Spelling	
Lifting/Carrying		Calculating	
Sitting		Memorizing	
Performing Manual Tasks		Concentrating	
Eating		Listening	
Other		Other	

4. **Describe expected progression or stability** of the disability or disabilities (including expected changes in the functional impact of the disability over time and context: if applicable, information on the cyclical or episodic nature; known or suspected environmental triggers).

5. **Describe previous accommodations**, services and medication (auxiliary aids, assistive devices, support services and accommodations, including their effectiveness in ameliorating functional impacts of the disability).

6. **Describe current accommodations**, services and medication (auxiliary aids, assistive devices, support services and accommodations, including their effectiveness in ameliorating functional impacts of the disability).

7. **List all current medications**, including dosages.

8. **Detail significant side effects** from any current medications or services.



9. **Provide recommendations for specific accommodations** within the academic environment, including adaptive devices, assistive services, compensatory strategies, and/or collateral support services.

10. **Please describe the credentials** that qualify you to make this evaluation:

_____ Signature of Health Care Provider or Diagnostic Professional	_____ License No.	_____ Date
_____ Name (printed)	_____ Telephone No.	
_____ Fax No.	_____ Email Address	
_____ Business Address		

Thanks for your help!

Disability Services Office
Westcliff University
University Tower
4199 Campus Drive, #650
Irvine, California 92612
dso@westcliff.edu
Tel: 888-491-8686
Fax: 888-409-7306



NOTICE OF ADA/504 ACCOMMODATION

Date:

To: Professor _____

Greetings Professor:

This is to inform you that _____, Student I.D. No: _____ in your _____ class, has an approved ADA/504 accommodation on file with the University. Please note: there is an ADA icon on the appropriate student roster next to his/her name. Please click the icon to read the specific accommodations granted to this student.

Students can have one or multiple accommodations, so it is very important that you review the icon to ensure you are providing the student with the proper accommodations.

For any student with an accommodation for additional time on assignments, their assignment should be considered on time as long as they submit within their approved accommodations timeframe. As such, please provide their grade and feedback within the required timeframe after their adjusted due date.

To learn more about ADA/504 accommodations at Westcliff, please review the ADA tutorials posted on the faculty portal.

If you have any questions or concerns, we are here to help you. Please feel free to contact us via email (dso@westcliff.edu).

Best regards,

Rebeca Cervantes
Disability Services Coordinator
Disability Services Office
Department of Human Resources
Westcliff University