

Disability Services Office Handbook

West Virginia State University

123 Sullivan Hall, East
P.O. Box 1000
Institute WV 25112-1000
Office: (304) 766-3083
Fax: (304) 766-4168
TTY/TDD: (304) 766-3083

This handbook is also available on the DSO website. Due to necessary revisions that may occur throughout the academic year, this issue may become outdated without notification. Therefore, the current website version is considered the official DSO handbook – it is found at http://www.wvstateu.edu/system/files/collegiate_support_counseling/documents/D RH_Spring07.pdf

This handbook is available in alternate formats upon request.

Dear Student,

Welcome to the West Virginia State University Disability Services Office (DSO)! Our mission is to collaborate with and empower students who have disabilities. We work to coordinate support services and academic accommodations that enable equal access to an education and university life. On behalf of the staff of Counseling and Academic Support Services and Disability Services Office, we look forward to working with you during your academic career at West Virginia State University.

Please use this handbook as an important resource for accessing services and accommodations. In order to provide the most current information possible DSO periodically changes its policies, procedures, and services. The WVSU website will always offer the most current handbook available since we update the website as changes are made (www.wvstateu.edu/collegiatesupportandcounseling). Please feel free to consult the office of disability services if you have any questions or concerns.

Best wishes in your academic career and remember to experience the power of education at West Virginia State University!

Tiffany D. Clark, Disability Services Counselor
Office for Disability Services

Table of Contents

Student Information	5-29
DSO Contact Information	5
DSO Hours of Operation	5
DSO Staff Contact Information	5
Mission	6
Goals	6
Student Code of Conduct	6-7
Confidentiality and Release of Information.....	7-8
What Defines a Disabled Student	8
What the Law Requires.....	8
Assistive Technology, Equipment & Software.....	9-10
Equipment Loan	11
About Accommodations	11
Documentation Standards	12
Initiating Services & Accommodations	12
Applying for Classroom Accommodations	12
Steps to Receiving Classroom Accommodations	13-14
Temporary Accommodations and Services	14
Service Animal Policy	15
Therapy/Companion Animal Policy	16
Reasonable Academic Accommodations.....	16
Digital Textbooks/ Books on Tape.....	16
Note Taking Assistance	16-17
Interpreting Policies and Procedures	18-20
Procedures for Testing Accommodations.....	20
Student Testing Responsibilities.....	20
Pop Quizzes.....	21
Policies for Exams at ODS	21
Academic Misconduct Policy	22
Missed Exam Policy.....	22-23
Lab Assistants	23-24
Transportation and Parking.....	24-25
ODS Appeal/Complaint Procedures	25-26
Voter Registration	27
Physicians List	27-28
Miscellaneous.....	28
Instructor Information	30-42
Receiving Accommodation Notification	31-32
Pop Quizzes.....	32
Assistance for Instructors.....	33-34

Physical Access.....	34-36
Written Materials and Exams.....	36-37
Mobility Difference.....	37-38
Learning Disabilities.....	38-39
Visually Impaired.....	39-40
Mental Health Impairments.....	40
Attention-Deficit/Hyperactivity Disorder.....	41
Deaf or Hearing Impaired.....	41-42
Emergency Procedures for Students with Disabilities.....	43-52
Students with Mobility Impairments.....	43-44
Students with Visual Impairments.....	44
WVSU Emergency Response Plan Programs.....	45-52
Audible System.....	45
Pager-Resonator System.....	46
Special Assistance Team.....	47
On Campus Grounds.....	48
Inside Building.....	48
In Classroom.....	48
Special Assistance Team Arrival.....	48-49
At Assembly Area.....	49
Incident Commander Alternative Actions.....	49
Shelter-in-Place.....	49
Prepare to Evacuate.....	49-50
Evacuation.....	50
Students with Seizure Disorders.....	51
First Aid for Grand Mal Seizures.....	51-52
First Aid for Non-Convulsive Seizures.....	52
Campus and Additional Resources.....	53-57

DSO Contact Information

Mailing Address

123 Sullivan Hall, East
P.O. Box 1000
Institute, WV 25112-1000

Phone Numbers

Office: (304) 766-3083
Fax: (304) 766-4168
TTY/TDD: (304) 766-3083

When leaving a message, please state the name of the staff member you are attempting to contact, your name, telephone number and a brief message. Staff members can also be reached via e-mail at the addresses listed below.

DSO Hours of Operation

Fall & Spring Semesters

Monday-Friday
8:30 am – 5:00 pm

Summer Terms

Monday- Friday
8:00 am – 4:00 pm

- **Important Note: Exams/quizzes taken at DSO must be taken during the hours listed above and must be completed by the time the office closes.**

DSO Staff

Kellie Toledo-Director	toledoke@wvstateu.edu
Tiffany Clark – DSO Counselor	tiffanyc@wvstateu.edu
Robin Tabor – Mental Health Counselor	taborro@wvstateu.edu
Daisy Squirts – Academic Counselor	dsquirts@wvstateu.edu
Darlene Older- Administrative Secretary Senior	dolder@wvstateu.edu
DSO Interpreters	DSOInterpreter Contact
Ashley Cobb - Interpreter	ash_nichole@gmail.com

IMPORTANT NOTE: *Counselor walk-in hours are subject to change on any particular day without notice due to circumstances beyond our control. If you need to see a counselor during walk-in hours, please call (304) 766-3168 in advance to confirm the day's walk-in availability.*

Mission:

The DSO at West Virginia State University are committed to enhancing the experience of students with disabilities and to ensuring an accessible university atmosphere where individuals with disabilities may have the same opportunities and access to programs and activities as all others. While complying to ADA standards, the DSO will assist by making every effort to help students with disabilities attain quality educational objectives, promote self-awareness and self-advocacy as well as maximize their potential in a diverse and accessible environment.

Goals:

Assist students determine, access and use academic accommodations; equip students who have disabilities with the technical resources that help them reach their educational goals; foster an environment that encourages personal and academic growth and facilitates independence; empower students to understand their abilities and needs, as well as the resources available to them; and serve as an educational resource on disability concerns for our students, faculty, staff, and community.

Student Code of Conduct:

The Disability Services Office (DSO) is a professional environment that provides services and accommodations for students with disabilities at West Virginia State University. In order to best serve our students, we expect everyone to be courteous and appropriate to one another and to DSO staff. Profanity, aggression (verbal or physical), threats, yelling, slamming doors or items, failing to comply with DSO guidelines, etc. are considered unacceptable.

Disruptive and disorderly conduct or failure to comply with the guidelines and expectations of the University's Code of Student Conduct and DSO may result in contacting the Office of Student Judicial Affairs or the police. The same general expectations of behavior apply to all students, including those with disabilities. Students registered with DSO must adhere to the policies and guidelines stated in the Code of Student Conduct.

To refer to the Code of Student Conduct, please visit the website of the Enrollment Management & Student Affairs at <http://www.wvstateu.edu/students/student->

[affairs](#). Please click on the link THE BUZZ, WVSU's student handbook, to review the policy.

Feel free to discuss any questions, comments, or concerns with your assigned DSO counselor.

Confidentiality and Release of Information

- The DSO views all materials pertaining to a student's disability as confidential. This policy is based upon government mandates regarding the confidential treatment of disability-related information.
- Any written material regarding the student's disability obtained by the DSO is used to verify the disability and plan for reasonable accommodations.
- All disability-related information for students at West Virginia State University is housed in the DSO. Each student has a separate file housed in a secure filing cabinet. Only staff persons working in the DSO have access to these files.
- Disability information may be released only when a student submits a signed "Release of Information" to the DSO.
- The Family Educational Rights and Privacy Act of 1974 (FERPA) also known as the Buckley Amendment, and the Americans with Disabilities Act (ADA) do not allow faculty or others access to disability-related information.
- According to the Association on Higher Education and Disabilities (AHEAD), "Disability related records provided by a physical, psychiatrist, psychologist, or other recognized professional are not subject to free access under FERPA."
- According to AHEAD, "It is only necessary to share with the faculty the information that a student has a documented disability and need for accommodation(s). Faculty members have no need to know the nature of the disability, only that it has been appropriately verified by the individual (office) assigned this responsibility on behalf of the institution."

- A student may request to review the contents of his/her own file when the counselor is present. All information in the file is the property of the DSO.
- The DSO will retain all disability documentation for seven years after students leave WVSU.

What Defines a Disabled Student?

A person with a disability includes:

“Any person who (1) has a physical or mental impairment which substantially limits one or more major life activities, (2) has record of such impairment, or (3) is regarded as having such impairment.”

What the Law Requires

WVSU must provide reasonable academic accommodations.

- Students are not required to assume the responsibility for securing a necessary accommodation.
- The university is required to provide reasonable accommodations for a student’s known disability so that a student has an equal opportunity to participate in the courses, activities, or programs.
- The Office of Civil Rights (OCR) ruled that a university may not charge students for necessary accommodations.

Assistive Technology, Equipment & Software

- When specified in the documentation, students are permitted to use assistive technology such as calculators, spell checkers, word processing, and other mechanical tools that provide an equal opportunity for participation in the academic environment.
- For specialized technology needs, students should contact the DSO at least two weeks in advance to assure the availability of equipment.

- Instructors have been encouraged to purchase closed captioned videos when new purchases are made. Other arrangements will be made to provide equal access when closed captioning is unavailable on existing videos.

Assistive Technology available:

- **Braille Machine:** This machine produces text in a Braille format for blind students. You can e-mail your documents to be reproduced in Braille to tiffanyc@wvstateu.edu or if they are only in hard copy form you may send them to 123 Sullivan Hall, East.
- **Window Eyes:** Software, available from the Office of Disability Services, that verbally reads computer screens to the visually impaired/blind. Computer Services can install this for you in WVSU computer labs. Contact the DSO to request installation.
- **Dragon Naturally Speaking:** Voice to text recognition software. Dragon speech recognition software makes it easier for anyone to use a computer. You talk, and it types. Use your voice to create and edit documents or emails, launch applications, open files, control your mouse, and more. Quickly and easily capture your thoughts and ideas while Dragon helps you “get more done faster.”
- **Zoom text:** Software that enlarges computer screens. Computer Services can install this for you in WVSU computer labs. Contact the DSO to request installation.
- **Digital Recorders:** These can be used to record lectures within the classroom and then uploaded into a digital file you can listen to on a computer.
- **MP3 Players:** Digital textbooks can be loaded onto MP3 players for easy listening.
- **Daisy Readers:** Books on CD can be played with the Daisy Reader from Learning Ally.
- **Auditory Trainers:** Personal audio listening systems for hearing impaired persons. The system utilizes a microphone and transmitter unit (worn by the

instructor) and a receiver and headset (worn by the student). The instructor's speech is transmitted to the student's receiver unit and the student has the ability to control the volume and other settings. Students can borrow this from the DSO for their educational use. Contact the DSO for more information.

- **IBM Via Voice:** Voice to text typing program for persons with manual dexterity problems. Computer Services can install this for you in WVSU computer labs. Call Disability Services for the software.
- **Optilec-Text Enlarger:** Available for use in Sullivan Hall, East Room 109, and the Drain Jordan Library. There is also a Mobile Optilec available for classroom use.
- **Sorenson Video Phone:** The Sorenson VP-200® videophone, designed especially for use by deaf individuals, delivers high quality video and many exclusive features. Through a high-speed internet connection, deaf individuals use the videophone and a TV to place SVRS calls that are routed to a video relay interpreting center.
- **CCTV:** Closed Captioning Television

Important Note: If a student needs another type of equipment not listed above please contact the DSO.

Students who are using these services should contact the DSO if they are not working correctly.

Equipment Loan

- DSO has a Loan Program for students who need access to portable equipment such as digital recorders, MP3 players, Daisy readers, calculators, tape recorders, etc.
- Students will be asked to complete and sign an Equipment Loan Agreement

stating their understanding that their college account may be charged for repair / replacement costs if the equipment is damaged or not returned.

- Until these charges are paid, the student may be unable to register or obtain transcripts.
- Wheelchairs are also available upon request. Disability Services has one wheelchair that is available for one-day use on campus. Please contact the DSO to reserve the wheelchair. Wheelchairs are available for short term use.
- Crutches are available upon request for one day use on campus. Please contact the DSO to reserve a set of crutches. Anyone needing crutches for more than one day will need to rent or purchase them. Crutch rentals or purchase are available from medical equipment and supply vendors.

Accommodations

Students will not receive accommodations until all proper documentation, which clearly describes the disability, has been received and evaluated by the Disability Services Counselor. (See Documentation Standards.)

Documentation Standards

Documentation should include:

- A clear statement of the diagnosis and the date of the original diagnosis.
- A summary of diagnostic tests, methods and/or criteria used to make the diagnosis including evaluation results and standardized test scores if applicable.
- A description of the current functional impact of the disability including specific test results, specific substantial limitations related to the disorder, especially those involved in attending a post-secondary educational institution.
- This documentation must be current (no more than 5 years old).
- Documentation should also be submitted on letterhead stationary from the appropriate licensed professional.
- **NO** diagnosis on a prescription pad will be accepted. Students must come to the Disability Services Counselor each semester to receive accommodations.

Initiating Services and Accommodations

- You must make your requests for particular accommodations in a timely manner. The amount of time considered appropriate depends on the type of accommodation. Please refer to the appropriate section in this handbook or your counselor to determine what is considered timely for all accommodation requests.

Applying for Classroom Accommodations

Complete a request for services application

- Students with disabilities must request services and accommodations by completing a **Request for Services Application**. When possible, the application should be completed prior to the beginning of each semester.

Provide documentation/verification of disability

- A student with a physical, sensory, psychiatric, or health-related disability must provide documentation verifying a disabling condition by a licensed health care professional who is qualified in the diagnosis of the disability and is currently or recently associated with the student.
- The student must present the verified documentation to the DSO prior to obtaining accommodations and services.

Arranging Accommodation

- Upon review of the Application for Disability Services, a meeting will be held in which the specific accommodation / service needs are discussed and scheduled.
- Official Notification of Accommodations letters will be sent to the student's instructors. The letters detail the specific accommodations the student is to receive.
- The DSO will not disclose the type of disability, only the approved accommodations or services. Once accommodations have been put in place the student should meet with the instructor to discuss accommodations.

Important Steps to receiving classroom accommodations:

Analyze your classes.

- Look at the requirements for each of your classes and consider your particular disability related needs when determining which accommodations are appropriate. The accommodations for which you are eligible might not be appropriate or necessary for every class.
- If you need help in determining which accommodations will be appropriate for a particular class, consult with your DSO counselor.

Make an appointment with your instructor.

- Request an appointment with the instructor or attend his/her office hours early in the quarter to discuss your accommodation requests.
- It is not advisable to discuss your disability-related needs with your instructor in front of the class or as s/he is entering or leaving the class.

Be specific.

- When meeting with the instructor, make specific accommodation requests.
- You do not need to disclose the specific nature of your disability to your instructor.
- If you are uncomfortable identifying your disability, keep the conversation focused on the accommodations for which you are eligible.

Coordinate accommodations with DSO.

- Submit accommodation requests to DSO shortly after meeting with your instructor to ensure that you will receive what you need in a timely manner.

Maintain communication.

- Together with your DSO counselor, decide how often you will meet for follow-up appointments.
- With your instructor - Stay in contact with your instructor throughout the semester and provide gentle reminders of planned accommodations.

Important Note: You should immediately alert the DSO counselor and/or instructor if you are having difficulties with any accommodation, service or class.

Temporary Accommodations and Services

- The DSO offers a wide variety of legally mandated services to students with temporary documented disabilities.
- Services are extended to students with temporary disabilities only for the duration of their functional limitations associated with their disability.
- The eligibility process is the same as for permanent disability cases. After reviewing your documentation, the counselor will determine appropriate academic services and accommodations depending on how you are limited in the academic setting.
- Your counselor at the DSO will train you in accessing the accommodations for which you are eligible. You will then be responsible for requesting most accommodations in a timely manner and to follow DSO policies and procedures for accessing accommodations as outlined in this section.

Important Note: Services and accommodations are authorized based on your disability and specific functional limitations. You may not receive all of the accommodations contained in this handbook.

Service Animal Policy

According to the Americans with Disabilities Act (ADA), a service animal is defined as "any animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are hearing impaired to intruders, or pulling a wheelchair and fetching dropped items". Service animals may accompany a person with a disability everywhere on campus. If there are any questions as to whether an animal qualifies as a service animal, a determination will be made by the DSO.

In compliance with the ADA, service animals are welcome in all buildings on campus and may attend any class, meeting, or other event. Disabled students desiring to use a service animal on campus must contact the ODS to register as a student with a disability, at which point staff will evaluate the disability and recommend any additional accommodations appropriate to the functional limitations of the disability.

Requirements of service animals and their owners include:

- Dogs must be licensed in accordance with county regulations and wear a vaccination tag.
- Animals must be in good health.
- Animals must be on a leash at all times.
- The owner must be in full control of the animal at all times.
- The owner must provide Disability Service staff information as to how the animal accommodates for their disability.

Reasonable behavior is expected from service animals while on campus. The owners of disruptive and aggressive service animals may be asked to remove them from university facilities. If the improper behavior happens repeatedly, the owner may be told not to bring the service animal into any facility until they take significant steps to mitigate the behavior. Cleanliness of the service animal is mandatory. Consideration of others must be taken into account when providing maintenance and hygiene of service animals. The owner is expected to clean and dispose of all animal waste.

Therapy/Companion Animal Policy

Animals that are used for the expressed purpose of companionship (pets) do not qualify as service animals. Even though they may provide a benefit to the student they do not provide a service and will not be allowed on campus.

Reasonable Academic Accommodations

Listed below are accommodations offered by the Disability Services Office.

- Note Taker (See Note Taking Assistance Page)
- Extended Test Time
- Alternative Testing Area
- Brailed Materials
- Oral or Large Print Exams
- Test Proctor
- Digital Text Books
- Interpreter (See Interpreter Policy Page)

- Preferential Seating
- Digital Recording Lectures
 - Ask the instructor for permission.
 - Place the tape recorder or yourself at the front of the classroom, close to the instructor

Important Note: We do not provide personal care attendants. This is the responsibility of the student. If you need assistance in who to contact feel free to call the DSO and we can direct you to appropriate community resources.

Digital Textbooks/ Books on Tape

It is the policy of the WVSU Disability Services Office that the student's proof of purchase or receipt of the purchased textbook be verified before we can offer it in an alternative format. The DSO must receive a copy of the receipt of purchase before any alternative format can be provided. Once a receipt has been verified, copied and placed into the students file, then the student may request an alternative format of textbooks. Students must provide the DSO with the book if it must be read by a staff member. It is the responsibility of the student to provide the book in a timely manner so the material can be ready when the student needs it.

Note Taking Assistance

Students authorized for note taking assistance accommodation may utilize the procedures listed below for acquiring class notes. Please note family members cannot be hired as note takers.

Tape recording lectures

- Ask the instructor for permission.
- Place the tape recorder or yourself at the front of the classroom, close to the instructor.

Procedure for attaining note taker:

Ask another student in the class if he/she is willing to serve as note taker.

The DSO office is willing to compensate the student with a \$50 stipend and provide a copy code for the notes.

The note taker must have an overall GPA of a 2.5 for a returning student and a first time freshman must have a 3.0 from high school.

If you have difficulty locating a note taker:

- You can request your instructor's assistance in locating a note taker.
- Contact the DSO Counselor and she can be of further assistance.

Once you have a note taker, please follow the below procedures.

- Refer the note taker to the DSO in order for us to verify their GPA and explain the process and paperwork of being a note taker.

Important Note: Note taking assistance is not a substitute for attending class. When you miss class for a non-disability-related reason, you must make alternative arrangements for obtaining notes. The assigned note-taker will be made aware of this policy.

Interpreting Policies & Procedures

All DSO interpreters are interviewed by the Director and DSO Counselor and are selected based on an assessment of interpreter skills, experience in a post-secondary setting, and the ability to handle discourse at this level. While DSO employs certified and non-certified interpreters, RID/NAD certification is encouraged. Family members cannot be hired to serve as interpreters.

- All students using an interpreter must first meet with the DSO counselor and an interpreter before classroom services can be initiated. This ensures that you will receive services through the DSO.
- Inform your DSO counselor of preference for interpreting and interpreting needs (oral, ASL, or PSE). Within reasonable limits, the DSO will strive to accommodate your request for a preferred type of service.

- Provide the DSO counselor with a copy of your class schedule **as soon as you register**.
- Report any changes in daily or weekly class schedule to the DSO counselor as soon as possible. (304) 766-3083 or tiffanyc@wvstateu.edu
- Inform the DSO counselor when interpreting services will not be needed or if you will be arriving late to class or a scheduled appointment. An interpreter will wait fifteen minutes before leaving a class or an appointment.
- After three failures to notify the DSO counselor that services will not be needed, or that you will be arriving late, interpreting services will be suspended until you meet with the DSO counselor.
- Request services at least five working days in advance for interpreter services that are needed to fulfill any requests for advising, meetings with instructors, field trips, or any other university meetings.
- If you develop a good rapport with a particular interpreter or writer and would like to continue working together, you should contact the DSO Counselor with this request.
- Interpreters and DSO staff will not provide transportation for students.
- Interpreters are not allowed to assist in changing any grammar for students. If the student is having difficulty with their English skill set, the student must go to the Writing Center for assistance. The student can get in contact with the DSO counselor and schedule an interpreter to assist in interpreting their session with the tutors in the writing center.

Testing & Interpreters

All DSO students must follow DSO testing guidelines. Interpreters are solely there to interpret any questions the student may have for the testing proctor in regards to the exam. The interpreter is not to answer any questions. In order to maintain a secure testing site the Interpreter is not to be in the testing room. Rather interpreters will remain nearby if needed. The interpreter cannot make any changes in grammar or assist in explaining information any further than what is written on the exam. Interpreters are only to interpret what the HOH or deaf student is communicating to the test proctor.

Student/ Interpreter Confidentiality

In regards to confidentiality, WVSU Interpreters/Transcribers are expected to conduct themselves in a manner consistent with the professional standards set by the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct - Tenet 1.0: Interpreters adhere to standards of confidential communication. Illustrative behavior 1.1 states: Share assignment-related information only on a confidential and "as-needed" basis (e.g., supervisors, interpreter team members, members of the educational team, hiring entities).

Interpreters may at times need to share classroom accommodation related issues with other campus staff on a "need to know" basis. On a regular basis, the Interpreter/Transcriber staff adopts a team approach in the collaboration and sharing of work-related information. As a result, there will be times when interpreters share typically confidential information about students and work experiences/challenges for the purpose of improving the quality of WVSU/DSO program services.

Student and Interpreter Relationship

If you have concerns with your interpreter that you are unable to resolve, please contact the DSO office. Every reasonable effort will be made to resolve the problem(s) quickly and fairly.

Interpreter Commitment

- Each interpreter is committed to work for the entire semester.
- Interpreters will not be changed unless there is a compelling reason, and approval of the DSO is required.

Absence of interpreter

In the event that an interpreter is unable to attend a class for any reason, the DSO will attempt to find a replacement Interpreter. The DSO will provide the student with a tape recorder to be utilized in the unlikely event that the interpreter is late or is unable to provide services on a given day. Please note that the DSO may not be aware the interpreter is absent, especially in unpredictable events such as car problems, traffic, weather conditions, etc. If an unforeseen event occurs, the student should tape record the lecture and provide DSO with the tape as soon as possible. The DSO will have the tape transcribed in a reasonable amount of time.

Team Interpreting

The standard interpreting practice is that two interpreters be provided for a class, meeting, or event that is over two hours in length. The two interpreters work as a team to avoid repetitive motion injury and to provide quality of service. In most cases, West Virginia State University classes over two hours in length will include a ten-minute break each hour thus requiring that only one interpreter be utilized. Team interpreting will be utilized when regularly scheduled breaks are not possible or when the policy of the contracting agency requires it.

Procedures for Testing Accommodations

Testing accommodations may include but are not limited to:

- Assistive Technology
- Braille
- Computer
- Reader
- CCTV
- Alternative Test Area
- Scribe
- Extended Test Time
- Large Print

Student Responsibility

- When taking exams in the DSO it is the responsibility of the student to notify the counselor three working days in advance in order to allow preparation time for room availability.
- It is also the responsibility of the student to notify his/her instructor in order to verify where he/she will be taking the test.
- If the above two procedures have not been met the DSO may not provide the accommodations.
- The student is to take the test at the same class time except in the event of extended test times that exceed regular hours, late-night classes or back-to-back classes.

Pop Quiz

- The occurrence of a pop quiz will be the ONLY time in which signing up 3 working days prior will not be required, providing the quiz is administered during normal business hours and on the day and time of the actual pop quiz.

Policies for Exams at DSO

- Proctors are instructed to read only what is written on the exam, and are not to answer any questions, and scribes are instructed to write only what is dictated to them.
- If the student has a personal care attendant present during testing, an employee of WVSU must be present for proctoring.

The following items are not allowed in the exam room:

- Notes/books not permitted by professor/instructor
 - Any communication devices including cell phones and PDA's
 - Coats
 - Book Bags
 - Purses
 - Hats/Ball Caps
-
- Valuables, including all communication devices (which must be turned off), can be placed in the DSO office. The DSO assumes no responsibility for lost or stolen items. If students do not wish to leave above listed items in the DSO office they should not bring them to the testing site.
 - You are not permitted to choose your exam room. The DSO cannot guarantee a specific test environment.
 - You are not permitted to leave the DSO testing area once you have begun your exam.
 - You must take bathroom breaks prior to beginning your exam. If you have a documented medical issue related to restroom breaks we will administer your exam in sections and make note of each bathroom break, including the number of times duration.
 - You are responsible for your personal exam materials.
 - If you forget personal exam materials (calculator) and you leave to retrieve them, when you return you will only be given the remainder of your allotted time.

- If you are unclear about the exam instructions or conditions, stop the exam and seek assistance from an DSO staff member.

Academic Misconduct Policy

- You are not permitted to lock any doors entering into the testing rooms. If this occurs it will be reported to the instructor and you may be charged with academic misconduct.
- Any unauthorized notes and any scrap paper used during the exam will be confiscated and returned with the exam to the instructor and testing will be stopped immediately.
- A staff member may come into the room at any time to perform a random integrity check.
- Any suspected evidence of cheating will be documented by the DSO counselor and reported to the instructor.
- All scrap paper must be turned in with test and submitted to instructor.

Missed Exam Policy

Lateness and Illness

- You are expected to be at the DSO at the time designated in which you signed up.
- If you arrive late for your exam, you must take the remaining time or reschedule your exam with your instructor.
- There is no guarantee that the instructor will permit a make up exam.
- This policy also applies if you are late due to illness.
- If you are unable to take an exam due to illness or emergency, contact your instructor immediately.
- You are responsible for coordinating the makeup of any missed exams or quizzes with your instructor.

No Show

- If you fail to show up for a scheduled exam, the DSO will send the exam back to the instructor immediately.
- You are responsible for making contact with the DSO to ensure that future

exams for that class are scheduled.

Canceling an Exam

- If for any reason you have decided not to take your exam at the ODS after signing up with the DSO counselor, you are responsible for notifying our office so that we can have the space for other students. This includes withdrawing from a course.
- You are responsible for ensuring that your travel plans do not interfere with your final exam schedule.

Lab Assistants

Procedure for Requesting a Lab Assistant

1. To request a lab assistant, contact your DSO counselor immediately after scheduling your classes. Do not wait until a course has begun because there may be a delay or extreme difficulty in locating an assistant.
2. Your DSO will recruit and hire the lab assistant.
3. The identified lab assistant will meet with the DSO counselor to register as an employee before he/she begins working.
4. Contact the DSO Counselor immediately if you cannot attend a lab session. If you fail to show up twice for a lab and do not inform the DSO Counselor ahead of time, the assistant is authorized to discontinue assistance. To reinstate services, you must meet with the DSO Counselor.
5. Contact the DSO counselor if you withdraw from the class.
6. Contact the DSO counselor if your lab assistant does not attend lab.

Important Note: Lab assistants will act only as your hands or eyes. All information about actual lab processes and procedures is your responsibility.

Lab assistants will:

- Perform only those tasks directed by you. He/She will NOT prompt or guide you in performing a lab task. The lab assistant may refuse if you ask him/her to perform a task that is dangerous.
- Be used as a tool, not as a teacher.
- Inform you ahead of time if he/she is not able to attend a session.
- Receive instruction, if needed, regarding your disability-related needs from your DSO counselor.

Transportation and Parking

Handicapped Parking Permits

Handicapped parking spaces are designated in the various parking areas by a sign bearing a silhouette of a person in a wheelchair; the curbs and spaces are outlined in blue. These spaces are to be utilized by persons who possess valid documentation of a disability and are on file at the Office of Public Safety. In order to obtain a permit to park in these spaces on campus, student/faculty/staff must:

- Complete the WVSU vehicle registration form
- Present a valid state issued vehicle registration identification card
- Present your Handicap placard
- Present a receipt of payment from the Cashier's Office

ADDITIONAL REQUIREMENTS

- Possess a valid operator's license for the type of vehicle being registered
- Proof of insurance
- Provide proof of WVSU affiliation
- Display a valid license plate on the vehicle to be registered

Once these documents have been presented, student/faculty/staff will receive their regular permit sticker along with a navy blue handicap parking sticker. This sticker, your regular West Virginia State University Permit and your placard will allow you to park in the designated Handicap parking areas on campus. The navy blue sticker can be used the entire time you are a student/faculty/staff member at West Virginia State University. However, you will need to renew your regular permit every semester/year.

FRIENDLY REMINDERS (according to the West Virginia Code)

- It is illegal to use someone else's Handicap parking permit. If you do not have the required parking permit you will be issued a citation.
- Violators will be issued a parking citation (\$100.00 civil penalty) and/or their vehicle will be towed or an immobilization device will be installed on the vehicle.

Student Disability Accommodation Requests **Appeal and/or Complaint Procedures**

This appeal process shall apply to situations where a student, based on a disability related issue, has requested an accommodation which has been **denied or the student is experiencing problems or concerns with an approved accommodation**. Students are requested to begin with a First Level Appeal and have the option to continue the appeal process through level four.

Students experiencing problems/complaints with an **approved** accommodation are referred to the Office of Disability Services for assistance. If the problem/complaint involves the Office of Disability Services, or is not resolved to the student's satisfaction at that level, then the student may request an **Accommodations Appeal/Complaint Form** and begin with Level Two and proceed through the remainder of the process.

First Level Appeal/Complaint

Complete an Accommodations Appeal/Complaint Form and submit it to the Disability Services Office within ten days of the concern/issue. The Disabilities Services Office may render a decision or request additional information. Upon receiving the additional information, a decision must be rendered in writing within ten days, exclusive of weekend, holiday, vacation, etc. The final decision of the Disability Services Office can be appealed to Level Two.

Second Level Appeal/Complaint

The decision at the First Level may be appealed within ten days of the Level One final decision by notifying, in writing, the Director of Counseling and Academic Support Services. The Director may request additional information, but must rule in writing within ten days upon receiving the additional information, exclusive of weekend, holiday, vacation, etc. The final decision of the Director of Counseling and Academic Support Services can be appealed to Level Three.

Third Level Appeal/Complaint

The decision at the Second Level may be appealed within ten days of the Level Two final decisions by notifying, in writing, the ADA coordinator of West Virginia State University. The ADA Coordinator may request additional information, but must rule in writing within ten days upon receiving the additional information, exclusive of weekend, holiday, vacation, etc. The final decision of the

ADA Coordinator can be appealed to Level Four.

Fourth Level Appeal Complaint

The decision at the Third Level may be appealed within ten days of Level Three final decisions by notifying the President of the respective institution that the student attends (WVSU). The President may request additional information, but must rule in writing within ten days upon receiving the additional information, exclusive of weekend, holiday, vacation, etc. The President's decision is final.

Disclaimer

Maximum confidentiality will be maintained, although the appellant may be asked for permission on a "need-to-know" basis to provide or allow disclosure of pertinent medical, academic, and other significant records as necessary in order to decide the appeal/complaint. Failure by the student to release information may result in a halting of the process at the last level of which the information was disclosed, or cancellation of the appeal in its entirety due to lack of supporting documentation if the needed information was never disclosed.

Nothing in the West Virginia State University Student **Disability Accommodations Requests Appeal/Complaint Procedures** should be construed to impede or prohibit a timely filing of an ADA or discrimination complaint with the appropriate external governmental agency.

Voter Registration

WVSU provides several opportunities for all students to complete voter registration forms. The DSO is a designated voter registration location.

- Any resident of West Virginia can register to vote using the forms located at the DSO.
- If you are from another state, you must obtain an absentee ballot from your home county and state.
- The national voter registration form is also available so that any student from any state can register to vote at the DSO. This form must be sent back to your home state for voter registration purposes.
- For students who are already registered voters, you must submit a new form if you have changed your name or address since the last time you voted or if you have not voted in any election in the last four years.

Miscellaneous Procedures

- Please note any academic policies or procedures from WVSU that are in paper form or on our website can be made in alternative format. Please contact the DSO if an alternative format is needed.
- Hill Hall houses several instructors' offices. Although this building is accessible outside, this building does not have an elevator. If a student needs to see an instructor on the second or third floor, the student may arrange with the instructor to meet in the 1st floor conference room or another empty office on the first floor.

DSO Publications

This handbook is updated and reprinted yearly. You are welcome to pick up a revised copy each year. This handbook is also available via the DSO web site.