



# **College of Coastal Georgia Office of Disability Services**

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## **STUDENT HANDBOOK**

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**Office of Disability Services  
College of Coastal Georgia  
Brunswick, Georgia 31520  
Phone: 912.279.5806**

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COLLEGE *of*  
COASTAL  
GEORGIA

UNIVERSITY SYSTEM OF GEORGIA

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Dear Student:

College of Coastal Georgia (CCGA) is committed to helping each student realize his or her maximum potential. Accessibility for students with disabilities is a part of that commitment. This handbook is a guide to the services at CCGA and should be used as a supplementary manual to the CCGA Student Handbook and CCGA catalog.

We trust that the information contained in this handbook will aid in your orientation to the college and enable you to more fully participate in all academic, cultural and social opportunities which are a part of the educational experience.

Sincerely,

CCGA Office of Disability Services Staff

## **EQUAL OPPORTUNITY STATEMENT**

The academic and administrative policies of the College subscribe to the nondiscrimination provision of Title VI of the Civil Rights Act of 1964 and Title IX of the Higher Education Act of 1972 and subsequent Amendments. The College of Coastal Georgia is an affirmative action/equal opportunity/equal access institution and does not discriminate on the basis of race, color, national origin, sex, age, handicap, veteran's status or any other protected category in its educational programs, activities, or employment.

## **INTRODUCTION**

The Americans with Disabilities Act (ADA) gives individuals with disabilities civil rights protection that is similar to that provided to all individuals on the basis of race, sex, national origin, and religion. The act guarantees equal opportunity in employment, public accommodations, transportation, state and local government services, and telecommunications. In September 1973, Congress passed Section 504 of the Rehabilitation Act that states, "No otherwise qualified handicapped individual in the United States shall, solely on the basis of his/her handicap, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

The Office of Disability Services (ODS) serves students who have documented disabilities, have met the CCGA admission criteria, and are otherwise qualified. The ODS is the centralized agency for receiving disability-related documentation and approving requested accommodations. **Students voluntarily disclose** with the ODS and provide documentation to support their requested accommodations. The process of documentation review involves the assessment of the individual's disability with respect to the documentation presented and the accommodations requested. Documentation provided must meet Board of Regents' criteria. The types of disabilities served include learning disabilities, attention deficit hyperactivity disorder, visual, hearing, mobility, psychiatric, and other health impairments. Services provided include test proctoring, classroom modifications, adaptive technology, sign language interpreting, note taking, faculty notification, and assistance with campus accessibility.

Through the ODS, the college seeks to meet individual needs by coordinating and implementing internal policy regarding programs, services, and activities for individuals with disabilities. The department functions as a source of information and as a communication link among individuals with disabilities, faculty and staff members, state rehabilitation agencies, and the community at large. The ODS strives to provide equal access for all students while upholding the academic standards of CCGA

## **DOCUMENTATION GUIDELINES**

In order to receive services from the Office of Disability Services, the student must provide documentation of their disability from an appropriate professional. The following is a list of requirements specific to each disability. (*Students with other types of disabilities should consult with the ODS staff to determine the documentation needed*).

It is helpful if the diagnosing professional for all disabilities suggests appropriate accommodations in an academic setting. The intent of the office is not to exclude students from the use of services, but to ensure that those with legitimate disabilities who have current

functional limitations receive appropriate services. **504 plans and IEPs alone are not sufficient documentation and must be accompanied by supporting documentation.**

Attention Deficit Disorder:

A copy of a diagnostic report from within the last three years which states the DSM diagnosis, symptoms, and functional limitations, instruments and procedures used to make the diagnosis, and the dosage, type, and frequency of medication.

Learning Disability:

A copy of a comprehensive psycho-educational test battery administered within the last three years, with a statement of diagnosis, academic limitations resulting from the disability, and type of learning disability.

Psychiatric Disability:

A DSM diagnosis from a psychologist or psychiatrist stating diagnosis, characteristics of the disability, functional limitations, projected duration, and medication.

Medical Disability/ Chronic Illness:

Statement of diagnosis, functional limitations, impact of the disability in an academic setting, and medication, including side effects.

Mobility Impairment:

Diagnosis of mobility impairment and a statement of functional limitations, medications, dosages, and side effects.

Visual Impairment:

A copy of your most recent eye examination, including diagnosis, visual acuity, and functional limitations.

Deaf or Hard of Hearing:

A copy of results from your most recent audiology examination, including diagnosis with etiology, degree, type, functional limitations, and configuration of loss.

Once the appropriate documentation is received, it is reviewed by our staff to ensure it meets the guidelines for documentation. Once the documentation is received, the student will complete an intake appointment with ODS.

## **OFFICE OF DISABILITY SERVICES (ODS) EXPECTATIONS OF STUDENTS**

Initial Meeting:

Upon receipt of disability documentation, ODS will meet with the student to discuss reasonable accommodations. The student is welcome to bring a parent, guardian, significant other, or assistant to the meeting.

Information to Faculty:

At the beginning of each semester, the student will pick up an *Accommodation Letter* from ODS and will give it to each of their professors. The professor will acknowledge the accommodations by signing the *Faculty Academic Accommodation Form*. The student will return the *Faculty Academic Accommodation Form* to ODS.

Semester Updates:

Each semester, a student will need to report to ODS with a copy of their schedule to pick up the *Accommodation Letter* and the *Faculty Academic Accommodation Form*. **The ODS**

**assumes that any student who does not pick up their *Accommodation Letter* for the semester has chosen not to utilize accommodations.**

## **STATEMENT OF INTENTION TO FOSTER STUDENT INDEPENDENCE**

The Office of Disability Services (ODS) seeks to foster independence in the students it serves by providing individual services to students after they identify themselves to ODS as a person who seeks assistance, rather than seeking out students and suggesting to them that they should or should not apply for services.

The ODS believes in:

- Self-advocacy.
- Empowering students with information about their rights and responsibilities.
- Offering tools that students *may* use to advocate for their rights within the College system.
- Encouraging students to directly interact with faculty and staff regarding their disabilities and accommodation needs.
- Limiting our interaction with faculty and staff to an informational and educational capacity, rather than an advocacy role, except under extenuating circumstances.
- Encouraging faculty to directly interact with students regarding modifications in testing and classroom procedures before asking Office of Disability Services for consultation.
- Educating the campus community through brochures, in-services and other consultation activities in order to create an attitudinal milieu that is more conducive to student inclusion.
- Allowing students the right to choose when to use our services and to choose when not to use our services.
- Students having the right to decline assistance from this office.
- Students having the right to succeed and/or to fail.
- Students having the right to choose their own academic process.
- Students having the right to choose their own course of treatment.
- Students having the right to face the consequences of their own actions.

## **PROCEDURES**

### **QUALIFYING FOR SERVICES**

Students requesting accommodations from the College must have a disability as defined by section 504 of the Rehabilitation Act and the Americans with Disabilities Act. Once accepted to the College, students may voluntarily disclose their disability to the College by submitting the *Voluntary Disclosure of Disability form* along with appropriate documentation to the ODS if they wish to request accommodations. In cases where documentation is deemed insufficient, the student may be required to participate in additional evaluation at their cost in order to receive accommodations. In the meantime, the student may be eligible for provisional institutional accommodations of a limited nature; however, no system-level accommodations can be granted provisionally. Some documentation, including Learning Disabilities, attention deficit hyperactivity disorder, psychological disorders, and Acquired Brain Injury/Traumatic Brain Injury, must be reviewed by the Regents Center for Learning Disorders to ensure that it satisfies the Board of Regents' Criteria. Students may request accommodations at any time once they have registered for or are attending classes.

However, any accommodations approved will be implemented from that point forward and are not retroactive.

Orientation is an excellent opportunity for the student to initiate the accommodation process. New Student Orientation sessions are offered every semester. Please be sure to begin gathering appropriate documentation prior to your orientation date. Students and parents are also encouraged to check out <http://www2.ed.gov/about/offices/list/ocr/transition.html> to learn about the differences between disability services in High School and College. 504 plans and IEPs alone are not acceptable documentation and must be accompanied by supporting documentation.

## **RECORD MAINTENANCE AND CORRESPONDENCE**

Student files are confidential to the extent allowed by law and are kept in a secured location in the ODS. Records for students with disabilities are maintained in the ODS until 3 years after last contact. The College maintains a secure computer database that allows for the monitoring of academic progress.

The Family Educational Rights and Privacy Act of 1974 protects the privacy of educational records, establishes the rights of students to inspect and review their educational records, and provides guidelines for the correction of inaccurate data.

All correspondence to students registered with the ODS will be by e-mail/phone contact. Students are responsible for checking their College assigned e-mail accounts for access to announcements regarding the ODS.

Completion of the *Voluntary Disclosure of Disability* form authorizes communication with CCGA faculty and staff regarding the student's registration with the ODS. Communication with other individuals outside of the college, such as parents, can be authorized by completing the *Information Release Form*. This form allows the student to detail his/her wishes regarding the release of information.

Students should periodically check their e-mail accounts for announcements regarding upcoming events as well as registration deadlines.

## **FACULTY NOTIFICATION**

Faculty notification is initiated by the student in the form of a *Request for Accommodations* form. Students must pick up, deliver, and return their signed accommodation letters in a timely manner. Returned signed letters indicate that the student has notified his or her professors of the need for accommodations. It is understood that the instructor has not been notified in cases when the letter is not signed and/or has not been returned to the ODS.

Students will contact ODS before the beginning of each semester to request letters to present to faculty. Accommodation letters will then be generated by the ODS staff. Students will receive email notification that letters are ready to be picked up in the ODS. Students should pick up these letters, present them to their faculty for signing and accommodation implementation, and return them to the ODS prior to receiving any testing accommodations. As course experts, there may be instances where the faculty member believes that an accommodation will substantially alter the basic goal of a course. In these cases, the faculty

member should immediately contact the ODS to determine if an alternate accommodation will meet the needs of the student while upholding the academic integrity of the course.

## **TESTING ACCOMMODATIONS**

Initiating requests for testing accommodations is the student's responsibility. In the event that a faculty member is unable to proctor an exam with accommodations, tests may be proctored by the ODS. Tests should be scheduled at the same time as the rest of the class is taking the test. Students should negotiate alternative test times with their professors in the following circumstances: the class meets outside regular business hours, provision of an accommodation will cause the test to extend beyond regular business hours, or there is a time conflict between other tests or classes.

Students who have negotiated with their faculty member to take a test with accommodations in the ODS should notify the ODS a minimum of two business days prior to the exam. The student will complete the *Test Accommodation Form*, have it signed by the professor, and return it to ODS.

Students who miss exams scheduled with the ODS will be required to notify their professors. The ODS will not reschedule exams without the approval of the faculty. Unless otherwise noted by the professor, students will not be allowed to enter the ODS testing areas with anything other than a writing instrument.

## **CLASSROOM ADJUSTMENTS**

Classroom accommodations may include sign language interpreters; assistive listening devices; note takers; use of tape recorder; preferential seating and alternative testing. Students receiving in-class support services must attend classes on a regular basis or risk losing those services.

Classroom adjustments are made by submitting an accommodation letter from ODS.

## **TUTORING**

Tutorial services are available to all students at the College of Coastal Georgia through the Learning Center. Students are also encouraged to see if they meet criteria for TRIO Student Support Services for additional support.

## **SIGN LANGUAGE INTERPRETING SERVICES**

The ODS will provide sign language interpreting for students that are Deaf or Hard of Hearing who provide appropriate supporting documentation. Interpreters are expected to follow the NAD-RID Code of Professional Conduct as well as to comply with all ODS standards and College policies. If a conflict with an interpreter arises, make an appointment with the Director of Counseling and Student Services immediately.

To receive interpreting/translating services in the classroom you must complete a *Request for Interpreter* form at least one week before the semester starts. The student will bring a copy of their schedule to the ODS including start and end times and location of class. College of Coastal Georgia uses interpreter/translators from an established agency that provides certified translators.

If interpreting/translator services have been requested and you know that you will be unable to attend class, you should provide the ODS with at least 24 hours advanced notice so that the interpreter/s can be informed or you can inform your interpreter yourself. In some situations, students may not be able to provide 24 hours notice; however, any advance notice is considered sufficient. Failure to provide any advance notice is considered a “No-Show”.

Failure to provide notice will result in the following actions:

- First “No-Show”: A letter will be sent to remind the student of the policy and appropriate procedures.
- Second “No-Show”: A letter will be sent to the student informing him/her that they have two “No-Shows”: In addition, the letter will remind the student of the policy and appropriate procedures.
- Third “No-Show”: Services will automatically be suspended and a letter will be sent to the student informing him/her of the policy and the appropriate procedure. Services will remain suspended until the student makes an appointment and meets with the ODS to reinstate services.
- For each subsequent “No-Show”: Services will automatically be suspended and a letter will be sent to the student informing him/her of the policy and the appropriate procedures. The services will remain suspended until the student makes an appointment and meets with the Office of Disability Services.
- Exception to the “No-Show Policy”: If three (3) or more “No-Shows” occur within the same two week period, services will automatically be suspended and a letter will be sent to the student informing the student of the policy and the appropriate procedures. The services will remain suspended until the student makes an appointment with the Office of Disability Services.

## **NOTETAKING SERVICES**

In the event that documentation supports assistance with note taking as a reasonable academic accommodation, the ODS will determine the appropriate level of note taking services on a case by case basis and provide support for implementing the accommodation. Examples of possible note taking assistance may include use of digital records, peer notetakers or paid notetakers.

Students requesting copies of peer notes should do so on the *Request for Accommodations form* at the beginning of each semester. An announcement for recruiting a peer notetaker will be attached to the Accommodation letters. This should be presented to the professor with the accommodation letters during the first week of classes. If a student has not received copies of notes by the end of the first week of class, he or she should follow up with the professor. If no one has volunteered and no notes have been received by the end of the second week, the student should contact the ODS so that alternative accommodations can be implemented. Whether they are receiving copies of peer notes or the services of an in-class notetaker, students should receive their notes within 24-48 hours after the scheduled class. If notes are not received in a timely manner, notify the ODS as soon as possible.

## **BARRIER REMOVAL**

Students may not be excluded from a requested course offering, program or activity because it is not offered in an accessible location. New campus construction projects will be planned in accordance with the Americans with Disabilities Act Accessibility Guidelines or the Uniform Federal Accessibility Standards.

Any student wishing to address issues regarding physical barriers should meet with the ODS.

## **ADAPTIVE EQUIPMENT AND AUXILIARY AIDS**

The ODS has computer hardware and software available for students with a variety of disabilities. In addition, students with disabilities may use the computer labs located throughout the campus.

Eligible students may request assistive technology by contacting the ODS.

## **PERSONAL CARE ATTENDANTS**

The ODS does not provide prescriptive devices, devices of a personal nature, or personal attendant care.

## **SERVICE ANIMALS**

In accordance with State Law, service animals assisting students with disabilities are permitted in all facilities of the college.

Technically speaking, a service animal means any guide dog, signal dog or other animal individually trained to do 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 with impaired hearing, providing minimal rescue or protection work, pulling a wheelchair or fetching dropped items. Therapy or companion animals are **NOT** service animals and are not covered under the ADA. To be permitted on campus, a guide dog must be specifically trained to perform a service function. Furthermore, the animal should wear a harness, cape, identification tag or other gear that readily identifies its working status. Guide dogs whose behavior poses a direct threat to the health or safety of others may be excluded regardless of training or certification.

## **CLASS ATTENDANCE**

Students are expected to punctually attend all lecture, laboratory sessions and field experiences in courses for which they are registered. The ODS does not issue any excuses for absences and cannot require any professor to alter his or her attendance policy. The ODS can provide written verification of a disability based on appropriate documentation. This verification may address the legitimacy of and ask for consideration regarding absences.

While consideration of absences can be requested via an accommodation letter at the beginning of each semester, students encountering disability-related attendance issues should make an appointment with the ODS as quickly as possible.

In situations where a students' attendance or performance is interfering with a course to the extent that they need to withdraw, students should follow College policies and procedures for withdrawal. A student may request to be withdrawn from the College for hardship reasons

only after the deadline to withdraw. The student must contact the Vice President of Academic Affairs to make a request for a hardship withdrawal. A student wanting to withdraw before mid-term must follow the withdrawal policy as stated in the college catalog. It is the student's responsibility to withdraw officially in accordance with college regulations.

## **STUDENT CONDUCT**

All students, including students with documented disabilities, are held to the CCGA Code of Conduct as defined in the college catalog.

## **GRIEVANCE**

The Office of Disability Services upholds the rights of a student to secure academic accommodations in accordance with the Americans with Disabilities Act (ADA). Further, the ODS maintains a philosophy of student self-advocacy and the right to pursue a grievance through the Equal Opportunity Office.

If a student registered with ODS perceives he/she has not been treated in a fair or professional manner with regard to accommodations, the student is encouraged to follow these procedures:

- The student should discuss his/her problem(s) with the instructor directly, unless extenuating circumstances prohibit doing so.
- If a conversation with the course instructor does not settle the situation, the student should then discuss the problem with the Division Chair of that department.
- If a meeting with the Division Chair does not resolve the grievance, the student should discuss the problem(s) with the Director of Counseling and Student Support.
- If the Office of Disability Services is unable to assist in resolving the problem(s), the Director will advise the student of appropriate procedures for the next steps and the contact person involved.

# Appendix of Forms

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Faculty Academic Accommodation Form

Voluntary Disclosure of Disability

Consent to Release Information

Exam Accommodation Form

Request for an Interpreter



## FACULTY ACADEMIC ACCOMMODATION FORM

Office of Disability Services  
 3 College Drive  
 Brunswick, GA 31520  
 Phone: 912.279.5806

Student Name: \_\_\_\_\_

In accordance with the Americans with Disabilities Act, this student has presented documentation of a specific disability. This information noted on the attached letter, is CONFIDENTIAL and should be discussed privately between you and the student. To ensure ADA mandated confidentiality, do not discuss/refer to a student's disability in front of others. If you have any questions regarding the accommodations, please contact Jennifer Zak, Coordinator of Student Disability Services at 279-5806 or by email at [jjzak@ccga.edu](mailto:jjzak@ccga.edu). Thank you for your assistance in this matter.

### \_\_\_\_\_ Semester Schedule

Course	Instructor's Signature	Date

The instructor's signature is needed so we can make sure that the student has made you aware of the accommodations that they will need throughout the semester.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*\*\*I hereby give permission for the Office of Disability Services to discuss my accommodations with appropriate college officials. The information I given to faculty and staff will be used only to substantiate need for accommodations and the nature of the accommodations required.*

ODS staff: \_\_\_\_\_ Date: \_\_\_\_\_



## VOLUNTARY DISCLOSURE OF DISABILITY STUDENT DATA SHEET

Office of Disability Services  
3 College Drive  
Brunswick, GA. 31520  
Ph. (912) 279-5806

The Office of Disability Services at College of Coastal Georgia provides accommodation for students with disabilities who have submitted appropriate documentation to support their requests. In order to disclose a disability, please complete the following form and return the address above.

Name: \_\_\_\_\_ Student ID# \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone # \_\_\_\_\_ Alt. Phone # \_\_\_\_\_

Email Address: \_\_\_\_\_

Please list any disabilities for which you are requesting accommodations:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list accommodations that you may be requesting. The Office of Disability Services staff is not responsible for providing personal services (i.e. transportation to campus, care attendants, etc.).

_____	_____
_____	_____
_____	_____

I understand that I am voluntarily disclosing information regarding my disability to Office of Disability Services staff at CCGA.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

CCGA is an institution of the University System of Georgia and is an Affirmative Action, Equal Opportunity, Equal Access institution in compliance with ADA regulations.



## CONSENT TO RELEASE INFORMATION

Office of Disability Services  
3 College Drive  
Brunswick, GA 31520  
912.279.5806

**NAME:** \_\_\_\_\_ **CCGA ID:** \_\_\_\_\_

I, the undersigned, hereby authorize: \_\_\_\_\_ to release/exchange information concerning the above-named person to:

**Jennifer Zak, MS, LPC, Coordinator of Student Disability Services**

(Name of Person or Institution)

**3 College Drive Brunswick, Georgia 31520**

(Address)

**Specific type of information to be disclosed/exchanged:**

<input type="checkbox"/> Assessment <input type="checkbox"/> Attendance <input type="checkbox"/> Treatment Progress <input type="checkbox"/> Drug/Alcohol Issues <input type="checkbox"/> Treatment Summary	<input type="checkbox"/> Testing Reports <input type="checkbox"/> Recommendations <input type="checkbox"/> Counseling Records <input type="checkbox"/> All of the Above <input type="checkbox"/> Other _____
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**I understand that the information is to be used for:**

<input type="checkbox"/> Academic Considerations <input type="checkbox"/> Contact with Referral Source <input type="checkbox"/> Professional Aftercare Planning	<input type="checkbox"/> Family Involvement <input type="checkbox"/> Continuity of Treatment <input type="checkbox"/> Other _____
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As the person signing this consent, I understand that I am giving my permission to the above-named provider or other named third party for disclosure of confidential records. I understand that this release shall be valid throughout my enrollment at College of Coastal Georgia. I also understand that I have the right to revoke this consent, but that my revocation is not effective until delivered in writing to the person who is in possession of my records. A copy of this consent and a notation concerning the persons or agencies to which disclosure was made shall be included with my original records in the Office of Disability Services. The person who receives the records to which this consent pertains may not re-disclose them to anyone else without my separate written consent unless such recipient is a provider who makes a disclosure permitted by law.

**Name (Print):** \_\_\_\_\_

**Name (Signature):** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Witness:** \_\_\_\_\_

Jennifer Zak, M.S., LPC



# EXAM ACCOMMODATION FORM

College of Coastal Georgia  
Office of Disability Services – Brunswick Campus

## To be completed by the student:

Student Name: \_\_\_\_\_

Course Name: \_\_\_\_\_ Instructor: \_\_\_\_\_

### Policies:

1. ***The student must return this completed form*** to the Office of Disability Services at least **48 hours** before the testing date.
2. The Office of Disability Services is available to proctor tests from 8:00 am – 5:00 pm Monday- Friday.
3. Submitting an Exam Accommodation Form does not guarantee testing accommodations with our office. Testing accommodations are on a first-come, first-serve basis.

## To be completed by the Instructor:

1. The student needs to take this test on this date: \_\_\_\_\_ starting at this time: \_\_\_\_\_
2. How much time is the class being given to take this test? \_\_\_\_\_
3. Does this test include an essay (circle one)?                      YES                      NO
4. Please list any additional instructions for this test, including any class related materials which the student may use:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. How will the test be received?

\_\_\_\_\_ Instructor will hand deliver test to Office of Disability Services (*please do not send in campus mail*)

\_\_\_\_\_ Instructor will e-mail the test to **jzak@ccga.edu**

6. How will the test be returned?

\_\_\_\_\_ Instructor will pick up the test from the Office of Disability Services

\_\_\_\_\_ Test proctor will return the test to the instructor's division mailbox

Instructor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date Received: \_\_\_\_\_ Test Started: \_\_\_\_\_  
ODS Staff Initials: \_\_\_\_\_ Test Completed: \_\_\_\_\_

Please contact Jennifer Zak, 279-5806 with further questions.



# Request for Interpreter

Office of Disability Services  
3 College Drive  
Brunswick, GA 31520  
Phone: 912.279.5806

This request form must be completed and submitted *at least one week prior* to the beginning of the semester. Please print legibly and sign your name at the bottom of this form.

I, \_\_\_\_\_, am requesting the services of an interpreter/use of transliterating services for the following schedule of classes:

Class	Instructor	Days	Time	Location

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_