**Procedure:** When a student determines that they may need an accommodation, they are to first contact the Accessibility Resource Office by phone, through email isu-dss@indstate.edu, or in person (contact information can be found below). In most cases, the coordinator or executive director of the office will set up a meeting with the student to discuss their needs. During that meeting, the student will be sent a link to the intake form. Intake forms are also available online at [Accessibility Resource Office Intake Application](#) or in person by visiting the Office of Disability Services.

The intake form includes instructions for the student to attach supporting documentation relevant to the interactive process. Such documentation may include, but is not limited to:

- Documentation prepared by an appropriate medical professional, identifying a current diagnosis and providing supporting information, such as the date of the diagnosis, how that diagnosis was reached, and the credentials of the diagnosing professional;
- Information about how the disability impacts a major life activity;
- Information about how the disability impacts academic performance;
- An IEP or Section 504 plan is that is less than three (3) years old; and/or
- Other information helpful to understanding the student’s disability and determining appropriate accommodations.

The intake form, along with any relevant documentation, should be sent to the Coordinator or Executive Director via email (contact information can be found below) or can be submitted in person to the Office of Disability Services. Once documentation is received, Disability Services will upload it onto Maxient, where the office coordinator, executive director, and administrative assistant have access to it. Access to student records can only be granted with express written permission of the executive director. Any hard copy forms will be uploaded to Maxient and then kept in the administrative assistant’s office until they can be destroyed. The coordinator will evaluate the information submitted and engage with the student in the interactive process to determine whether accommodation(s) are necessary and if so, what accommodations are appropriate taking into account a variety of factors including, but not limited to:

- The essential requirements for the relevant program, class or activity;
- Information provided by the student during the initial meeting and any subsequent meetings;
- Information presented on the intake form and supporting documentation.

*Updated on February 2021*
• Contracts for residential halls and their regulations.

The coordinator may also seek external input to evaluate requests and determine appropriate accommodations from relevant third-parties including, but not limited to, the student’s medical providers (with appropriate authorization), faculty, University legal counsel, etc.

When accommodations have been determined, the coordinator fills out a Resolution Form, specifying the accommodations, which is sent to the student. Another letter is generated in Maxient specifying the accommodations and how to offer them, but not containing the student's specific diagnosis. This letter goes to the student's current faculty members, as well as residential life when relevant. The student also receives this email. If Maxient is not an accessible platform to a student, they may request to receive copies of items uploaded to Maxient via an alternate platform in an accessible format, such as an emailed PDF or hard copy, which can be mailed or picked up in person from the Office of Disability Services.

In cases where the student has a note-taker, the Note-Taker Coordinator arranges a note-taker at this time. The Note-Taker Coordinator contacts the student’s faculty member, who make an announcement in their classes asking for a volunteer note-taker without identifying the student who is in need of the notes. If a volunteer note-taker is found, that student will be instructed to visit our office within 24 hours to receive training on their responsibilities and receive their Rocketbook for taking notes. The student is given detailed training by the note-taker coordinator on what to include in their notes. If the faculty member is unable to identify a volunteer within two (2) days, the Note-Taker Coordinator will take steps to promptly secure a note-taker. If they cannot, the faculty member will be asked to supply notes for the student. If a note-taker is not providing proper notes or attending class, the student receiving notes must notify the office, and another note-taker will be assigned. If the note-taker must miss class, they must arrange with another student to email them their notes so that they still have notes to share with the student.

In cases where a student has extended time and/or a quiet place for testing, they are alerted that when they want to take an exam in our offices, they need to let us know at least a day in advance so we can schedule them and obtain a copy of their exam from their professor. After the student completes the exam, it will be scanned and sent to their professor. Students no longer need to re-register for services every semester. Disability Services will automatically renew accommodations unless a student requests in writing that their accommodations be discontinued or the student is no longer enrolled at the institution.

Please be aware that the intake process described above through Disability Services will be used not only for requests for academic accommodations, but for requests for residential or other accommodations a student may need to participate in any other University program. Evaluating these requests and determining appropriate accommodations will be a joint effort between Disability Services, Residential Life, and other appropriate University partners. Just as with requests for academic accommodations, the Coordinator, Executive Director, or Residential Life representative may determine outside input is necessary in determining which accommodation(s), if any, are appropriate for the student.

**Contacts:** For purposes of this procedure, students are welcome to visit the Office of Disability Services during office hours to obtain intake forms, secure or drop off requested information, set up a meeting with the Coordinator or Executive Director, or present specific questions or complaints related to this procedure or the execution of this procedure, The Office of Disability Services.
Services’ address is Normal First floor, 650 Eagle Street, and the main phone number is 812-237-2700. To schedule a meeting with the coordinator to discuss accommodations or obtain intake forms, students should contact the office by emailing isu-dss@indstate.edu, calling 812-237-2700, or visiting the office during the hours of 8-4:30 Monday-Friday. Questions about this procedure should be directed to Executive Director, Dr. Bailey Bridgewater, at Bailey.Bridgewater@indstate.edu, or x2578. For specific questions about accommodations, students can contact Coordinator, Dr. Oyibo Afoaku, at Oyibo.Afoaku@indstate.edu or x7920.

**Related Documents:** Intake form. Letters in Maxient.

**Responsibility:** The Office of Disability Services is responsible for these procedures, with input from Residential Life and other offices/individuals where necessary. Faculty are responsible for implementing academic accommodations, and Residential Life is responsible for implementing residential hall accommodations. The student is responsible for contacting Disability Services if their approved accommodations are not being implemented or if issues or concerns arise.

**Who Approves Policies:** Dr. Bailey Bridgewater for the Office of Disability Services and Dean Linda Maule are responsible for reviewing and approving all changes to procedures, including deviations that may be necessary from time to time depending upon the circumstances.

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Updated on February 2021