

Moody Bible Institute

Student Resource Center (SRC)
Disabilities Services

Student Manual

2017-2018 School Year

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Contact Information Our Offices

Gayla Gates
Assistant Dean of SRC
ggates@moody.edu

Email ggates@moody.edu with general questions

SRC Representatives

<p><u>Moody Bible Institute - Chicago</u></p> <p>(Undergrad and Graduate Students) Gayla Gates, Assistant Dean Student Resource Center Office 304, Smith Bldg. 820 N. LaSalle Blvd. Chicago, Illinois 60610-3284 312/329-2177 (phone) 312/329-4479 (Fax)</p>	<p><u>Moody Distance Learning</u></p> <p>Madeline Seghers 820 N. LaSalle Blvd. Chicago, Illinois 60610-3284 312/329-4444 (phone)</p>
<p><u>Moody Theological Seminary Michigan</u></p> <p>Paul Wilson 41550 E. Ann Arbor Trail Plymouth, MI 48170-4308 734/207-9581 (phone)</p>	<p><u>Moody Bible Institute- Spokane</u></p> <p>Kathy Hills 611 E. Indiana Ave. Spokane, WA 99207-2550 509/570-5976 (phone)</p>

THE SRC'S MISSION

The mission of the Student Resource Center (SRC) is to provide accommodations and support to students with disabilities that will enable them to fully participate in programs and services that are available at Moody. In addition, the SRC encourages students with disabilities to independently manage their lives inside the University as well as in the community outside of the University.

Moody's SRC adopts policies that comply with Section 504 of the Rehabilitation Act of 1973 which states that "no qualified handicapped individual in the United States...shall, solely by reason of his (or her) handicap, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activities receiving federal financial assistance." Moody also complies with the Americans with Disabilities Act which states that "no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of goods, services, facilities, privileges, advantages, and accommodations of any place of public accommodations."

SRC works with various departments within the University to ensure that no qualified student(s) with disabilities are denied the benefit of, excluded from participation in, or otherwise subjected to discrimination, because of the absence of appropriate accommodations.

ELIGIBILITY

The SRC offers services, including helping to arrange for appropriate accommodations, to students who are currently enrolled at Moody and who are qualified individuals with a disability. An individual may be considered a qualified individual with a disability if he or she falls into one of three categories:

- 1) has a physical or mental impairment that substantially limits one or more of the major activities of such individuals; **and**
- 2) has a record of such an impairment; **or**
- 3) is regarded as having such an impairment

Prior to receiving any accommodations from the SRC, students must register with the SRC by contacting their SRC representative. In order to register, a student must complete a registration form, provide documentation detailing his/her disability and be interviewed by SRC staff. Documentation may include the following:

- A standardized measure of general intelligence (i.e., WISC-III).
- Results of academic achievement tests (i.e. Woodstock – Johnson Psycho Educational Battery Revised; Tests of Achievement, etc).
- Results of specialized testing in perceptual, processing, and motor skills, as appropriate.
- A case history, including input from parents, teachers, previous records, and/or the student.
- All diagnostic reports must include the names and titles of the evaluators.
- A description of any recommended accommodation(s).

Moody will require some or all of the above at the student's expense. There must be sufficient, competent evidence of a specific learning disability. Individual "learning styles" and "learning differences" in and of themselves do not constitute a learning disability. If necessary, a student can be referred to community agencies for comprehensive testing (at the cost/responsibility of the student).

Approved accommodations do not apply retroactively, nor will they apply prior to the student presenting the instructor with a letter of verification from the SRC.

SRC PRIVACY POLICIES

The SRC and its representatives comply with all applicable privacy laws and policies, including the Family Educational Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA).

The SRC does not typically discuss student matters with faculty or other University personnel without permission from students.

SRC GRIEVANCE POLICY

If a student or faculty member disagrees with a proposed accommodation or feels that the accommodation is not being properly implemented, either party must:

Submit the dispute in writing to their SRC representative who will communicate with the Assistant Dean of the Student Resource Center (SRC). The Assistant Dean will consult with the Dean of Students, the faculty member(s) involved and the student to come up with an amicable solution. The solution will be put in writing and sent to all parties involved.

If this fails, the dissatisfied party can appeal any decision made by the first resolution by contacting the Dean of Students in writing requesting an appeal. The Dean of Students will make any final ruling with the best interests of the Institute and the student in mind.

Accommodations will be provided during the dispute process.

SERVICE ANIMAL POLICY

Policy Overview

The Moody Bible Institute is committed to compliance with state and federal laws regarding individuals with disabilities. All requests for service or emotional support animals should be directed to the disability contact person for your campus location included in this manual. The University will determine, on a case by case basis, and in accordance with applicable laws and regulations, whether the animal is a reasonable accommodation on campus. In doing so, the University must balance the needs of the individual with the impact of animals on other campus patrons.

Where it is not readily apparent that an animal is a service or emotional support animal, the University may require that documentation be provided on the letterhead of a treating physician or mental health provider, which permits the University to determine: (1) that the individual has a disability for which the animal is needed; (2) how the animal assists the individual, including whether the animal has

undergone any training; and (3) the relationship between the disability and the assistance the animal provides.

Service Animals Permitted on Campus

Individuals with disabilities may be accompanied by their service animals on all Moody Bible Institute campuses where members of the public or participants in services, programs or activities are allowed to go. By law, a service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals. In some cases, the University may permit miniature horses on campus on a case-by-case basis, consistent with applicable law.

The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of such tasks include, but are not limited to: assisting an individual with low vision with navigation; alerting individuals who are hard of hearing to the presence of people or objects; pulling a person's wheelchair; or providing assistance with stability or balance to an individual with a mobility disability.

Federal law does not require the individual to provide documentation that an animal has been trained as a service animal. The University may, however, ask if the animal is required because of a disability, as well as what work or task the animal has been trained to perform.

Exceptions

The University may exclude a service animal from campus if its behavior poses a direct threat to the health or safety of others or when its presence fundamentally alters the nature of a program or activity. Furthermore, the University may ask an individual with a disability to remove a service animal from campus if the animal is out of control and the individual does not take effective action to control it; or if the animal is not housebroken.

Responsibilities of Individuals with Service Animals

The University is not responsible for the care or supervision of a service animal. Individuals with disabilities are responsible for the control of their service animals at all times and must comply with all applicable laws and regulations, including vaccination, licensure, animal health and leash laws. A service animal shall be restrained with a harness, leash, or other tether, unless an individual's disability precludes the use of a restraint or if the restraint would interfere with the service animal's safe, effective performance of work or tasks. If a service animal is not tethered, it must be otherwise under the individual's control, whether by voice control, signals, or other effective means.

Individuals are responsible for ensuring the immediate clean-up and proper disposal of all animal waste. Although the University may not charge an individual with a disability a service animal surcharge, it may impose charges for damages to the property of the University.

EMOTIONAL SUPPORT ANIMAL

Emotional Support Animal in University Housing

Federal law allows individuals with disabilities the presence of a broader range of animals (“emotional support animals”) in University housing. An individual may keep an emotional support animal as an accommodation in University housing if: (1) the individual has a disability; (2) the animal is necessary to afford the individual an equal opportunity to use and enjoy a dwelling; and (3) there is an identifiable relationship between the disability and the support the animal provides.

Exceptions

The University may exclude an emotional support animal from University housing if the animal is not housebroken; would cause substantial physical damage to the property of others; would pose a direct threat to the health or safety of others; would fundamentally alter the nature of a program or activity; or is not being cared for by the individual.

Responsibilities of Individuals with Emotional Support Animals

The University is not responsible for the care or supervision of an emotional support animal. Individuals with disabilities are responsible for the control of their emotional support animals at all times and for ensuring the immediate clean-up and proper disposal of all animal waste. Individuals must comply with all applicable laws and regulations, including vaccination, licensure, animal health and leash laws, as well as the University’s rules in lease provisions regarding vaccination, licensure, leash control, cleanup rules, animal health, and community relationships. Again, although the University may not charge an individual with a disability an emotional support animal surcharge, it may impose charges for damages to the property of the University.

Emotional support animals **must remain in the student’s room and can only be in campus common areas when going to and coming from relieving themselves and must be either caged or on leash at that time.** Other residents may be informed of the emotional support animal’s presence on an as needed basis.

CHANGE OF INFORMATION

If a student moves, changes email address or phone numbers, he or she must notify the SRC Chicago campus, either by letter or through emailing studentresourcecenter@moody.edu the information which needs to be updated. This is extremely important because the SRC sends out letters to students with important deadlines and updated or new procedures.

SERVICES & ACCOMMODATIONS

The SRC is committed to working with students to provide appropriate accommodations tailored to each student’s individual disability and needs.

In general, requests for accommodations must be made well in advance of the needed accommodation. Please note some requests need more time than other requests and specific deadlines do apply. In order to receive continual services, students need to request all accommodations prior to or within the first week of each new semester. Services **will not** be automatically carried over from one semester to the next.

Students who wish to receive services and accommodations from the SRC are solely responsible for following through with their requests. If any changes occur during the semester (e.g. dropping a class, no longer needing services, etc.), the SRC must be notified immediately.

Any equipment that the SRC approves for use from the library or ETS (Education Technology Services) must be returned at the end of the school year or when the student graduates/leaves the University. If not returned, a charge may be applied to the student's school bill.

Although accommodations are determined on a case-by-case basis, the following is a list of the most common accommodations provided by the SRC.

Notification to Instructors

The SRC will provide a verification of disability letter for the student to present to instructors, however, the student must notify the SRC that he or she requests this service. Once the SRC has been notified by the student, the SRC or your local SRC representative will provide a letter for the student to pick up or sent to the student electronically. **For distance learning students this notification will be provided by the SRC representative to the student electronically. Distance learning students are also responsible for providing the letter to their instructors for each new course and contacting them directly by email or phone to discuss their disability needs. For on-campus students, it is strongly advised that they make an appointment with the instructor to present their letter and discuss their disability needs on the first day available after his or her registration with the SRC.**

Early Registration

Under certain circumstances, students may request early registration for classes. Requests must be submitted via email to ggates@moody.edu at least 4 weeks prior to open registration for the semester in which early registration is sought.

Sign Language Interpreter/Real Time Captioning

The SRC arranges for interpreting and real time captioning services for classes and campus events for students who are hearing impaired. Because of the time-sensitivity of this particular accommodation, students are encouraged to register with SRC (including documentation verifying disability) as early as possible. **The sooner requests are submitted; the more likely a student is to receive his or her request by the start of term. You should submit this request to your particular school contact person.**

Requests are due 30 days before the start of each semester or event for sign language interpreters, and 30 days before the start of each semester for real-time captioners. Requests submitted later than this date will be considered if possible, but cannot be guaranteed. Students requesting this service must have registered with the SRC and have valid documentation of disability on file.

All requests for interpreters and real time captioners must include:

For classes: time(s) of class (start to finish), day(s) of week, location(s) of class including campus, address, name(s) of class, description of class, name of the Professor and the department.

For events: Time of event (start to finish), location of event (address), purpose of event, and contact person.

The SRC cannot process requests without this information.

For the SRC to pay for interpreting and captioning services, the SRC must make the request directly to the service providers. If students make these requests to the service providers the SRC **will not cover the costs and the student will be charged.**

Cancellation: Advance notices of cancellation or not attending a class or event is highly recommended and appreciated. Please try to cancel 2 class days before the event or class so the SRC can avoid any cancellation fees. If a student cancels more than 3 times in a semester without giving the SRC 2 class days notice, the student may no longer be eligible for this accommodation.

Audio Books

Moody can provide digital audio files of textbooks, class handouts and other material provided by the instructor. Because of the time-sensitivity of this particular accommodation, students are encouraged to register with SRC (including submitting documentation verifying disability) as early as possible. The following is an outline of the digital audio material procedure:

- 1) Immediately upon approval of your accommodation for audio books, the ITS department and Moody Library will be notified to contact you. ITS has a priority service turn-around of three days and will email login, password and installation instructions for Kurzeil software during that time. This is the software which reads your digital audio book files. The Moody Library will also contact you to request a list of your required text books you wish to have in audio format. **Please be sure to watch your email carefully for this information from ITS and the Moody Library.**
- 2) Requests for digital audio versions of books can be submitted as soon as you are registered and is recommended. Requests submitted later than the library's advance deadline will be filled, but cannot be guaranteed by the start of classes.
- 3) All requests are processed in the order they are received.
- 4) **The library may require anywhere from one to five weeks to complete the audio books procedure.**
- 5) As digital audio files are processed and become available, a library representative will notify the student. Please wait for contact from the library before inquiring as to the status of the digital audio files.

Extended Testing Time & Other Testing Accommodations

The SRC can accommodate students who need the accommodation of extended testing time for exams. This is accommodated in the Student Test Center, Smith third floor, Chicago. For other campuses, please discuss this with your SRC contact person.

The following is an outline for the SRC's extended testing time procedure:

- 1) Because of the time-sensitivity of this particular accommodation, students are encouraged to register with SRC (including documentation verifying disability) as early as possible.
- 2) In most instances, extended testing time allows a student one and a half to double time to take exams. For example, if an exam is allotted for one hour, the student will receive an hour and a half to complete the exam.
- 3) **Students must request a paper copy of the test from their instructor no later than 10 class days prior to the exam. It is the student's responsibility to pick up the exam and see that it is delivered to the SRC test center in a timely manner or follow through with the instructor to see that the exam was sent by email or interoffice mail to the test center. It is preferable for the exam to be given to the student in a signed sealed envelope for delivery by the student.**
- 4) **The SRC will try to accommodate the date and time for the exam; however, situations arise when exams may not be able to be given on a specified date and time. Test center hours will be posted for your convenience.**
- 5) The test center operates on a walk-in basis during regular posted hours and is on a first come, first served basis contingent on room availability. If a room is not available at the student's desired time, the SRC will work with the student to ensure that other appropriate accommodations are made.
- 6) Special accommodations such as a lamp, computer, reader or transcriber can be made available during extended testing time. These additional accommodations typically require at least 10 class days notice to the SRC.

Equipment

The SRC can provide certain equipment to assist students with disabilities in their educational endeavors. Students who need the accommodation of special equipment must come into the SRC (Smith Hall third floor, 304) and fill out a special request form or contact your SRC representative. The student is responsible for the equipment until it is returned to the SRC or their SRC representative and may be responsible for the replacement cost for any equipment that is lost or damaged. Equipment not returned by the end of the school year (spring semester) will be considered lost and the student will be billed at its replacement cost. Students going to school during the summer semester will need to fill out a new request for equipment.

Computers with Adaptive Programs

Kurzweil software is available in the Chicago campus library on our library computers. This software allows digital files of your required reading material to be read audibly as you read along with the text.

This software can also be installed by a student with a qualified disability on their personal computer by making a request to their SRC representative (this includes all campuses and distance learners).

Also at the Chicago campus, JAWS software is available for students with visual impairments to navigate the library's disability station computer more easily.

Additional requests for adaptive technology may be arranged if necessary with the SRC or your SRC representative.

Note Taking

The SRC typically offers to arrange for a class peer to copy their notes for the student. The peer may request for the notes to be copied at the SRC office, Smith Hall, third floor or as arranged by your local SRC representative.

Classroom Accommodations

Students who need any kind of classroom accommodations are encouraged to let the SRC representative know as early as possible. This is especially important for those who need classroom changes. Examples of classroom accommodations may include:

- Physical locations of classes and new room assignments;
- Assistance with certain academic assignments;
- Preference of class seating;
- Modification of desks and tables.

The SRC and its representatives can best provide assistance to students who give advanced notice. Students requesting the accommodation of a classroom change should contact the SRC representative immediately after registration. Students requesting the accommodation of modifications of desks or tables should contact the SRC or its local representative no later than one month before the start of classes. Last minute room changes will be difficult to do and may not happen until a few weeks into the semester.

Students who are unsure what particular accommodation is needed should contact their local SRC representative to schedule an appointment to discuss possible options.

Physical Modifications

Students who may need physical modifications to Moody's facilities (e.g. residence halls, classrooms, and parking areas) as an accommodation need to inform the SRC or their representative about these requests as soon as possible. At times, the University has to make some physical/structural modifications that require reconstruction and/or ordering special equipment(s) and that will take some time to complete.

Please note that other accommodations may be possible through the SRC, or through other Moody offices (such as the Residence Life Office). Students should contact those offices directly to determine whether a particular accommodation is appropriate, however, you must have a registration card on file with the SRC.

SRC'S RESPONSIBILITIES TO THE UNIVERSITY

The SRC will serve as a clearinghouse for information concerning students with disabilities and will work with faculty/staff to increase understanding of disability issues and their importance in higher education. The SRC will keep department heads and administrators notified of technological advances, and in conjunction with the University's general counsel, new regulations and new interpretations of the law.

Role as Advocate

The SRC will inform and update departments on the various types of accommodations that might be available for students with disabilities and will educate students about their rights and responsibilities by encouraging the student to get involved in his/her college career decisions.

Academic Policy

Students should be aware that each of the departments within the University has its own academic policies. It is the responsibility of the individual student with a disability to find out about and comply with these policies. Any questions about academic policy should be addressed to the SRC. As appropriate, the SRC can serve as a liaison and/or advocate.

Assistance/Relationship

The SRC is available to offer assistance to other Moody departments in several other ways, including:

- In cooperation with the Office of the General Counsel, provide updates on laws and regulations concerning students with disabilities at a post-secondary level.
- Provide resource materials for faculty/staff on issues pertaining to people with disabilities.
- If notified by faculty members about students who might need assistance in their classroom, assist faculty in accommodations related to classroom instruction.
- Provide awareness/training sessions to interested faculty, staff, and student organizations.