



POLICY STATEMENT 230 DISABILITY SERVICES, RESPONSIBILITIES, AND COMPLIANCE

Revision: 3

Last: Reviewed: September, 2021

Effective: September 22, 2021

PURPOSE: To state the policy of Louisiana State University of Alexandria to provide equal opportunity for all persons without regard to disability in the recruitment of, admission to, participation in, or employment in the programs and activities operated and sponsored by the University pursuant to the Rehabilitation Act and Americans with Disabilities Act of 1990 (ADA), as amended.

GENERAL POLICY:

The University prohibits discrimination against persons with disabilities in employment, academic or other programs, public services, and public accommodations. Additionally, the University is committed to promoting an atmosphere to end discrimination against individuals with disabilities, to bring persons with disabilities into the social and economic mainstream, to provide enforceable standards to address discrimination against individuals with disabilities, and to provide reasonable and appropriate accommodations or auxiliary aids and services.

PROCEDURES

1. Employees and Applicants for Employment: The University does not discriminate against individuals with disabilities in hiring, advancement, discharge, compensation, training, and other terms and conditions of employment. The University will provide reasonable accommodations to applicants or employees with disabilities, upon request, unless the accommodation would present an undue hardship. The determination of undue hardship is a decision that grows out of the ADA Accommodation Assessment process and is made jointly by the Disability Services (ADA/504) Coordinator, Executive Director of Facility Services, Director of Human Resource Management, Vice Chancellor for Finance and Administrative Services, the appropriate Vice Chancellor, and affected employee or applicant.
2. Academic Accommodations/Auxiliary Aids and Services for Students and Prospective Students: The University shall not discriminate on the basis of disability in any academic program or activity associated with the University and will integrate students with disabilities into the University community to the fullest extent possible. An applicant with a disability will not be denied admission or subjected to discrimination in admission or recruitment to the University on the basis of their disability. Recruitment of students will be conducted without regard to whether or not a potential student has a disability. All admission criteria and testing



will be selected, administered, and evaluated in a manner that is accessible to those with a disability.

An applicant for admission may voluntarily self-identify as a person with a disability during the admissions process and will be routinely provided information on services available to students with disabilities. A decision not to self-identify will not result in adverse treatment of the applicant.

A student or applicant who seeks an academic accommodation/auxiliary aid must complete the necessary forms and schedule a meeting with Disability Services (DS). Only students who schedule and meet with the Disability Services Coordinator will be considered for academic accommodations/auxiliary aids and services. The meeting may be in person, telephonic, or electronic. In all cases in which a student or applicant requests an academic accommodation or auxiliary aid based upon disability, the student may be required to provide current documentation of a disability from an appropriately-licensed professional that clearly identifies the nature of the disability and how the disability affects a major life activity. The student is responsible for any costs necessary to provide the appropriate documentation from the professional.

With written student authorization, DS may obtain, at the University's expense, an independent medical opinion concerning the disability for which the student seeks an academic accommodation/auxiliary aid, including additional suggestions or recommendations regarding reasonable academic accommodations/auxiliary aids and services. A student's failure to grant such authorization may result in a denial or the student's request.

A student with a disability requesting an auxiliary aid or service is obligated to provide notice of the nature of the disabling condition to DS and to assist in identifying appropriate and effective auxiliary aids or services to enable effective communication. DS may request that the student provide supporting diagnostic test results and professional prescriptions for auxiliary aids and services. DS may obtain its own professional determination of whether specific requested auxiliary aids and services are necessary based on the individual and the circumstances.

When an auxiliary aid is requested, primary consideration will be given to the student's preference; however, the University may provide an equally effective alternative means of communication depending on the situation. The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the method of communication used by the individual; the nature, length, and complexity of the communication involved; and the context in which the communication is taking place.

Academic accommodations and auxiliary aids and services will be provided as required by law and will be considered on a case-by-case basis. DS will make a determination on a student's request for academic accommodations/auxiliary aids based on the information provided by the student and the independent medical



opinion, if any. The University is not required to take any action that would result in a fundamental alteration in the nature of a service, program, or activity, or which would result in an undue financial and administrative burden.

DS will coordinate the determination of reasonable and appropriate academic accommodations or auxiliary aids and services and coordinate with the appropriate official or faculty member to request facilitation.

A student or an applicant who believes that a request for an academic accommodation/auxiliary aid has been unreasonably denied by DS may file a complaint with the University's Disability Services (ADA/504) Coordinator within 14 days of the denial. Only agreed-upon academic accommodations/auxiliary aids will be provided while the final decision is pending. The Disability Services (ADA/504) Coordinator should provide a response to the complaint within five (5) days of receipt.

3. University Public Services: The University accommodates and provides a variety of activities, programs, and services available to the general public as well as to students and employees. The University shall not discriminate on the basis of disability in any such activity, program, or service, but will make such activities, programs, and services available to persons with disabilities to the fullest extent possible.

University personnel responsible for activities, programs, and services will respond to requests for accommodations from persons with disabilities seeking access to such activities, programs, and services. Any University employee receiving such a request shall contact Disability Services for assistance. Any individual attending an LSUA-sponsored event and requesting an accommodation should contact DS.

4. Accessible Information Technology Environment: The University supports an information technology environment that enables equal access to all constituencies. Accessible digital content augments usability for everyone, and the University strives to procure and provide digital applications and content that are accessible to people with disabilities, including those who use assistive technologies. To do so, the University is guided by applicable accessibility standards.

An information technology environment encompasses all software; web-based applications; website design; development, hosting, maintenance, and archiving services; cloud-based applications and storage services; and digital hardware interfaces. Additionally, this environment also includes the University web material displayed on the World Wide Web or in a Web browser, including official University websites and electronic instructional materials (text and multimedia) delivered within the University's learning management system.

For all public-facing University websites, University websites that require login credentials, and in-house applications, responsible units will incorporate applicable



accessibility standards into the web content, and any accessibility issues identified through testing or end-user feedback will be addressed in a timely manner. Websites and applications must include a method of contact for users with disabilities who are having trouble accessing content or services.

Applications will be reviewed by Information & Educational Technology (IET) and evaluated on applicable accessibility standards prior to being purchased.

If a unit seeks an exemption to this policy, it must provide a written request to IET and DS detailing why compliance is an undue hardship and/or not feasible without extraordinary measures and how the unit will make the item in question as accessible as possible. IET and DS will provide input regarding requested exemptions to the Vice Chancellor for Finance and Administration for the final decision.

General questions concerning all aspects of the information technology environment and accessibility standards should be directed to IET.

In all matters related to instructional/academic material, students, faculty, and staff should contact DS, which will work in conjunction with IET to provide advice and assistance.

ROLES & RESPONSIBILITIES

- A. Chancellor: Has final authority for all decisions regarding the implantation of this policy.
- B. Disability Services (ADA/504) Coordinator: Coordinates the efforts of the University to comply with Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act and investigates non-employment related complaints. The coordinator also determines, implements, and helps provide all disability-related reasonable and appropriate accommodations or auxiliary aids or services in collaboration with other University departments as necessary for enrolled students with documented temporary and/or permanent disabilities at the University. The DS Coordinator serves as a campus resource for matters concerning persons with disabilities and provides information to potential students and their families on the services available to students with disabilities.
- C. Office of Human Resource Management (HRM): Is responsible for developing and administering procedures to provide for compliance with regard to employees and applicants for employment with documented temporary or permanent disabilities, which includes implementation of reasonable accommodation procedures. HRM is also responsible for continuing development, implementation, and monitoring of equal opportunity programs, and serves as a campus resource for matters involving employees or candidates with disabilities.
- D. Information & Educational Technology (IET): Is responsible for ensuring the information technology environment is as accessible as possible and in conformance with applicable accessibility standards.



- E. Facility Services: Provides technical support on matters involving University facilities and premises, is responsible for monitoring the accessibility of University facilities and premises by persons with disabilities, and administers physical improvements for enhanced accessibility.
- F. Procurement Services: Makes best faith efforts to ensure all contractual agreements with Louisiana State University of Alexandria comply with current laws and regulations.

GRIEVANCE PROCEDURE

Issues concerning the accommodation of persons with disabilities for employment and participation in academic and other programs, activities, and services of the University should be expeditiously resolved between the person requesting the accommodation and the University employee representing the department within which the employment, academic program, or other program, activity, or service is located.

If an individual is not satisfied with a proposed accommodation or has a complaint, that individual may pursue the following procedures:

- A. Students or applicants may file a complaint with the Disability Services (ADA/504) Coordinator.
- B. Applicants, employees, or students with employment-related matters may file a complaint with the Office of Human Resource Management.
- C. Any other complaint from the general public falls under the purview of the Disability Services (ADA/504) Coordinator.

The appropriate authority may meet with the grievant and shall provide a written response no more than five (5) working days after receipt of the grievance. Should the grievant find the proposed solution unsatisfactory, they may appeal to the Chancellor, who shall constitute the final University administrative action on the complaint.

RETALIATION

The University prohibits retaliation against any individual for filing a charge of discrimination, opposing any practice or act made unlawful by the ADA, or for participating in any proceeding under the ADA. The University prohibits any act to coerce, intimidate, threaten, or interfere with any person in the exercise or enjoyment of his/her rights under the ADA or for aiding or encouraging any other person in the exercise or enjoyment of rights under the ADA.

CONFIDENTIALITY

The University will request only such information about an individual's disability as is necessary for those University representatives making an accommodation decision to determine the need for and the manner in which the disability may reasonably be



accommodated. Such information may be disclosed only with the express written consent of the person requesting an accommodation on the basis of disability.

SOURCES

Americans with Disabilities Act of 1990

Americans with Disabilities Act Amendment Acts of 2008

Rehabilitation Act of 1973