

## Accommodation Policies and Procedures

1. To initiate services, all new students must schedule and participate in an **intake appointment** lasting about an hour. This provides an opportunity for discussion of accommodations and services offered by this office.
2. Returning students must request a copy of their accommodation letter every semester they are enrolled no later than the end of the first week of the semester. Requests for accommodation letters should be made through the ServiceNow Portal on Disability Services website. Returning students are encouraged to schedule a start-of-semester meeting with a DS representative to discuss any recent changes.
3. Accommodation letters are sent electronically to students via CSU email within 2 business days of the online request being made. Students are responsible for emailing their accommodation letters to their professors and must CC DS email ([DisabilityServices@clayton.edu](mailto:DisabilityServices@clayton.edu)).
4. Students should make themselves available to discuss accommodations with their professors if they have questions. If students need additional support regarding conversations with their professors, they should reach out to Disability Services for assistance.
5. The provision of accommodations is a shared responsibility between faculty members, the student, and Disability Services. Therefore, it is vitally important that students personally communicate with faculty as early in the semester as possible and send them a copy of their accommodation letter. **NOTE: Faculty are not obligated to provide accommodations until they receive a student's accommodation letter.**
6. Students requesting interpreters, alternative text formats, special seating, Braille, arrangements for personal assistants, use of equipment/technology, relocation of classrooms, or other accommodations requiring prior arrangement **must request these services at least 6 weeks preceding the first day of class or as soon as the student is registered for classes for the upcoming semester.** Failure to request services in advance may result in delay of services.
7. Services are not retroactive. Students must complete a formal intake and be officially registered in order for Disability Services to provide accommodations.
8. Students seeking a review and possible adjustment of approved accommodations should submit a completed **Accommodation Review Form**, which is available on Disability Services

website or in DS office. Students may also request an appointment for further discussion of their accommodations. Additional documentation may be required to support revised accommodations.

9. Students who feel they may not have received an accommodation they were entitled to or have a concern or complaint regarding the delivery of an approved accommodation must inform DS within 10 days of the incident occurring, in order for DS to look into the concern and advise student accordingly.
  
10. DS Staff are available by appointment to discuss accommodations, academic difficulties, or other issues. We also offer one-to-one sessions in test taking, learning style and strategies, time management, career planning, assistive technology, and self-advocacy skills.
  
11. Students who receive classroom materials such as notes, audio recordings, PowerPoints, etc., as an accommodation not permitted to share this material in any format (photographically, electronically, posted on the internet, etc.).

By signing below, I acknowledge the following:

- I have read and understand the policies and procedures explained above.
- I was given the opportunity to ask questions and receive clarification.
- I understand that DS ability to provide reasonable accommodations is contingent upon my adherence to these policies and procedures.
- I have received a copy of this document.

---

Student Name (Printed)

---

Student Signature

Date

---

DS Staff Member Signature

Date