

***ACCESSIBILITY SERVICES HANDBOOK***

***Accessibility Services***  
***accessibility@ncwu.edu***

**WELCOME TO NCWU**

## ***INTRODUCTION***

Welcome to the Office of Accessibility Services!

The mission of the Office of Accessibility Services is to create an accessible, inclusive, sustainable learning environment. Our primary objective is to promote equal access to participate in and benefit from educational opportunities as well as equal access to campus programs and activities for all students while upholding the academic standards of North Carolina Wesleyan University (NCWU).

Goals of the Office of Accessibility Services:

- Advocate to ensure all students within the NCWU community have full accessibility and inclusion in accordance to federal and state laws.
- Create opportunities for all students at NCWU to develop self-advocacy skills as they progress towards graduation
- Maximize collaboration and partnership with the NCWU Community and off-campus resources to provide quality accessibility services to all students in need of these services.
- Enhance awareness of accessibility challenges within the NCWU Community by providing education and training opportunities to students, faculty and staff.

The *North Carolina Wesleyan University Accessibility Services Handbook* is intended to acquaint faculty, staff, and students with the procedures for ensuring access to NCWU for students with disabilities. This handbook will explain the laws that mandate decisions made in the Office of Accessibility Services, the responsibilities of the office, and the responsibilities of the student. While many procedures are standardized, each individual and situation is unique and therefore evaluated on a case-by-case basis. Questions regarding disabilities or reasonable accommodations can be directed to the Accessibility Services Coordinator or the Director of Health Services.

### ***RESPONSIBILITIES OF NORTH CAROLINA WESLEYAN UNIVERSITY (IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA) AND SECTION 504 OF THE REHABILITATION ACT OF 1973)***

The two federal mandates that govern the Office of Accessibility Services are Title III of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973.

#### **Americans with Disabilities Act**

The ADA provides comprehensive civil rights protection for individuals with disabilities. Colleges and universities must make reasonable accommodations for students with disabilities. Accommodations are not required when doing so would fundamentally alter the nature of the program or create an undue financial or administrative burden.

**Section 504 of the Rehabilitation Act of 1973**

This section provides that “no otherwise qualified handicapped individual in the United States...shall, solely by reason of...handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Individuals with disabilities is defined as persons with a physical or mental impairment which substantially limits one or more major life activities. For the purposes of postsecondary education, a qualified handicapped individual is one who meets the academic and technical standard requisite to admission or participation in the school’s education program or activity.

## ***HIGH SCHOOL AND UNIVERSITY DIFFERENCES FOR STUDENTS WITH DISABILITIES***

### **IN COLLEGE, ALL STUDENTS FACE THREE PRIMARY TRANSITION ISSUES:**

#### **RESPONSIBILITY**

- Students bear responsibility for actions/inactions.
- Students make decisions and set goals.
- Students choose classes.
- Students have to meet higher level of expectations.

#### **SUPPORT**

- Students are expected to be independent thinkers.
- Students must be prepared to study on their own.
- Students must establish their own support.

#### **STRESS**

- Defined as physical, psychological, emotional responses that affect the ability to respond appropriately to stimuli.
- Having expectations, limitations, and constrictions placed on one by others or oneself.

#### ***Students should anticipate:***

- Increased workload with a faster pace
- Reduced contact with instructors
- More financial responsibilities and social pressures
- Increased academic rigor
- Fewer exams each semester
- Longer reading assignments
- Instruction primarily by lecture
- The need to learn to navigate their individual needs

### ***Responsibilities of ACCESSIBILITY SERVICES COORDINATOR***

The Accessibility Services Coordinator provides, arranges, and coordinates academic accommodations for courses and programs as well as physical access accommodations for individuals with physical or emotional limitations requiring such accommodation.

The responsibilities of the Accessibility Services Coordinator include, but are not limited to:

- Maintain records that document the plan for the provision of selected accommodations.
- Determine with students appropriate academic adjustments consistent with the student's documentation.
- Provide referral information to students with disabilities regarding available campus and community resources (e.g. tutoring, counseling).
- Provide consultation with faculty, staff, and administrators regarding academic accommodations, compliance with legal responsibilities, and instructional, programmatic, physical, and curriculum modifications.
- Provide individualized disability awareness training for campus constituencies (e.g. faculty, staff, and administrators).
- Collect student feedback to measure satisfaction with services.
- Collect data to monitor use of services and report program evaluation data to administrators.

**The extent of services is determined on a case-by-case basis, and NCWU is under no obligation to provide accommodations unless students have fulfilled their obligation in the process.**

## **NORTH CAROLINA WESLEYAN UNIVERSITY ACCOMMODATION POLICY**

In the administration of its admission or recruitment policies, North Carolina Wesleyan University does not discriminate against students with disabilities. NCWU complies with the ADA and Section 504 of the Rehabilitation Act of 1973, which mandates that no otherwise qualified handicapped individual in the United States shall be *denied the benefits of, or be subjected to*, discrimination under any program or activity receiving federal financial assistance.

### **Eligibility for Services:**

**To receive accommodations, a student must:**

- 1. Contact the Accessibility Services Coordinator to begin the process.**
- 2. Request specific accommodations. This must be performed every semester that a student wishes to utilize accommodations.**
- 3. Disclose the disability which requires the accommodation. This is done by providing official documentation from a health care provider. A former IEP or 504 Plan is not sufficient.**
- 4. Meet with each instructor to ensure approved accommodations are put into place.**

### **Contact the Office of Accessibility Services by emailing [Accessibility@ncwu.edu](mailto:Accessibility@ncwu.edu)**

Provide current and comprehensive medical documentation to The Office of Accessibility Services of a temporary or permanent disability that requires accommodation. Documentation must address the following areas:

- Documentation of the condition or diagnosis that is the basis of the request;
- Typed on letterhead and signed by the appropriate medical professional;
- Date of most recent evaluation;
- Current limitations of the condition and the severity of the limitations; and
- Treatments, medications, devices, or services prescribed or used to minimize the impact of the condition

The Accessibility Services Coordinator will review the documentation. It is the student's responsibility to obtain additional information or testing when requested. A prior history of accommodations, without demonstration of current need does not, in and of itself, warrant the provision of a similar accommodation.

After documentation has been reviewed, the Accessibility Services Coordinator will contact the student to discuss the impact of the disability, the student's requested accommodations and answer any questions.

Based on the documentation and communications with the student, the Accessibility Services Coordinator will determine reasonable accommodations and generate accommodation letters which will be emailed to the student and all professors.

### **Determining Reasonable Accommodations**

A reasonable accommodation is a modification or adjustment to a course, program, service, job, activity, or facility that enables equal access to programs and services to otherwise qualified students with disabilities. In turn, equal opportunity refers to the opportunity to attain equal benefits and privileges on par with similar students without a disability. The Office of Accessibility Services establishes the final determination of appropriate accommodations.

### **Requesting Accommodation Letters Each Semester**

A student who is requesting accommodations should be prepared to follow these steps:

1. In order to arrange accommodations for classes, the student must contact the Accessibility Services Coordinator after registering for the next semester's classes. In order for accommodation letters to be ready the first day of class, students must request accommodations no later than **two weeks prior** to the start of the semester. ***Although every effort will be made to fulfill late requests, late requests may result in a delay, substitution, or denial of accommodations.***
2. Upon requesting accommodations, the Accessibility Services Coordinator will generate accommodation letters for the upcoming semester. The student and professors will receive the accommodation letter via email.
3. Any issues with implementing accommodations should be reported to the Accessibility Services Coordinator as soon as possible.

### **Meeting with Instructors**

While the approved accommodations are stated in the letter, *it is the responsibility of the student to meet with his/her instructors to determine how the accommodations will be specifically implemented in that course.* When meeting with the instructors regarding accommodations, the student and instructor can discuss the approved accommodations, how the accommodations should be implemented and any alternatives that might be considered. It is ultimately the student's responsibility to inform instructors of his/her accommodations so that the instructors are aware of what they can do to assist.

### **Documentation**

- Verification of the individual's disability must come from a medical professional such as:
  - Medical Doctor

- Psychologist
- LPC, Licensed Practicing Counselor
- LMFP, Licensed Marriage and Family therapist
- LCADAC, Licensed Clinical Alcohol and Drug Abuse Counselor
- LISW, Licensed Independent Social Worker
- LCSW, Licensed Clinical Social Worker
- FNP, Family Nurse Practitioner
- PA, Physician Assistant

The Office of Accessibility Services at North Carolina Wesleyan University provides academic accommodations to students with a disability that reflects a substantial limitation to learning or physical access to required campus spaces. To ensure the provision of reasonable and appropriate accommodations for our students, this office requires current and comprehensive documentation of the disability from the appropriate diagnosing professional. Documentation for a disability must adhere to the specific guidelines. Occasionally, there may be individual cases that warrant temporary accommodations for one semester. The temporary accommodations allow for appropriate time, which is defined as one academic semester, for the student to obtain the complete documentation to determine eligibility for services.

The following are possible reasons that temporary accommodations may be considered.

### **Incomplete documentation**

When incomplete documentation is submitted to the Office of Accessibility Services temporary accommodations may be issued for ***that semester only***. Incomplete documentation is defined as documentation that does not have all required information. The student has the remainder of the semester to provide the missing information from the appropriate professional, which will complete the documentation. Upon receipt of complete documentation by the Office of Accessibility Services, eligibility for services is determined on a case-by-case basis. If additional documentation is not received by the end of the academic semester, accommodations may be revoked.

### **Not meeting current eligibility criteria**

When the Accessibility Services Coordinator reviews the documentation and determines that it does not meet current eligibility, the student is informed that to continue services beyond the immediate semester, a new assessment or further documentation must be submitted to determine eligibility for future services. Temporary accommodations will be provided for the remainder of the semester in which the inadequate or outdated documentation was identified.

### **Request for additional accommodation(s)**

Upon request for an additional accommodation, the Accessibility Services Coordinator and the student must discuss if the accommodation is reasonable and if the current documentation supports the new accommodation. If further documentation is needed to



support the request for additional accommodation(s), temporary accommodations may be issued for the current semester until the Office of Accessibility Services receives complete documentation. When the complete documentation has been received and reviewed, the additional accommodation will be evaluated for permanent status. The Coordinator of Accessibility Services may determine that temporary accommodation(s) are not appropriate and no changes will be made without supporting documentation.

### ***POSSIBLE ACADEMIC ADJUSTMENTS***

The following academic accommodations are only available to the student if the specific accommodation is an approved service.

#### **Testing Accommodations**

Testing accommodations provided by The Office of Accessibility Services include extended time, use of computer word processing software, readers/scribes, and oral exams. The student's accommodation letter will outline the testing accommodations for which the student is eligible. If a student is eligible for extended testing time, the testing will take place in the testing room in the Student Success Center. The student must reserve a room by completing and returning the signed **Testing Accommodation Form** to the designated staff person in the Student Success Center.

Scheduling the testing room must be completed **a minimum of 3 business days in advance** with the Student Success Center. Forms may be obtained by visiting the Student Success Center website, from the Student Success Center located in Pearsall Classroom Building-192, or by emailing Erma Hedgepeth at ehedgepeth@ncwu.edu.

#### **Exam Modification Procedures:**

The Student Success Center hosts exams only when instructors cannot provide students with test accommodations. The service is structured to provide students with a fair opportunity to demonstrate their knowledge of course content without resulting in a competitive advantage over other students. Students **are not allowed to use notes, books, tapes, or any supplemental material unless specified in writing by the instructor to the Student Success Center. If the student is caught cheating, the instructor will be notified, and the testing accommodations may be revoked.**

**If students do not show for their scheduled appointment in the Student Success Center the exam will be returned to the instructor for re-scheduling. It is the student's responsibility to contact the instructor to seek permission to reschedule the exam.**

#### **Note-Taking Services**

1. The student must meet with the Coordinator of Accessibility Services.

2. The student must come prepared with a list of their semester courses and their instructors names.
3. The Accessibility Services Coordinator and the student discuss each course and determine the courses for which a note-taker will be used.
4. The student completes, signs, and dates the Accommodation Request Form and, if applicable, the Note Taker Request Form. The Note Taker Request Form must be completed four weeks prior to the beginning of the semester.
5. The Accessibility Services Coordinator reviews with the student the list of responsibilities for students who are provided note-takers.
6. The Accessibility Services Coordinator will work with instructors to identify a suitable note taker. Once a note taker has been identified, the Accessibility Services Coordinator will discuss the note taker responsibilities.

NOTE: The Note Taker Request Form must be completed **FOUR WEEKS** prior to the beginning of the semester. While every effort will be made to fulfill late requests, the student should anticipate a delay in receiving the note-taking services and should make alternative arrangements, such as tape recording, until the note-taking service is in place. **The student must attend class in order to utilize note-taking services. Excessive absences may result in the cancellation of note-taking services.**

### **Textbooks in Alternative Format**

A student who is eligible to receive textbooks in an alternative format must complete the following steps in order to receive the accommodation.

1. The student is required to meet with the Accessibility Services Coordinator immediately after registering for the next semester's courses to discuss the courses for which books and materials in alternative format will be used.
2. The student completes, signs, and dates the Accommodation Request Form and the Alternative Text Request Form and submit it to the Accessibility Services Coordinator. The form must be completed within one month after priority registration for the upcoming semester. The Accessibility Services Coordinator will contact each instructor and request a list of textbooks/material.

### **Class Attendance**

According to the University Catalog, students are expected to have punctual attendance for every class and laboratory session or field experience. Though class attendance policies may vary depending on the instructor, it is the responsibility of the student to notify the instructor about class absences. The Office of Accessibility Services does not issue official written excuses for absences.

## ***ACADEMIC ASSISTANCE***

### **Tutoring**

Some students may find that they need assistance with course content. Tutoring is provided to ALL enrolled students at NCWU through the Student Success Center. The tutoring program is designed to assist students improve their academic performance. Professional and peer tutors are available to help students with subject matter and academic skill development in a variety of subjects. Tutoring is available in both group and individual sessions. Additional information regarding tutoring may be found at <https://ncwu.edu/campus-life/resources/student-success-center/academic-support-services/peer-professional-tutoring/>.

### **Other Resources**

Additional academic resources may be found at <https://ncwu.edu/campus-life/resources/academic-resources/>.

## ***CAMPUS ACCESS***

### **Housing Accommodations**

In order for student disability-related housing accommodation requests to be considered, students must first contact the Office of Accessibility Services.

1. Make request in writing and submit along with medical documentation to the Student Affairs Office. All requests will be forwarded to the Accessibility Services Coordinator for review. The medical documentation must support and verify the qualifying disability. Documentation must be on letterhead and signed by an appropriate provider (psychiatrist, physician, etc.) who is not a relative. All documentation must clearly support the need for housing accommodations. Guidelines are outlined below.
2. The Accessibility Services Coordinator will review the documentation to assess the eligibility for the requested accommodation.
3. If the student is eligible for the requested accommodation, the Accessibility Services Coordinator will make a recommendation regarding appropriate accommodations to the Student Affairs Office.

The Accessibility Services Coordinator, in conjunction with the Director of Residence Life, determines whether or not the documented disability qualifies for the accommodation(s) requested. If the request does not qualify, the student will be notified directly. If the request is determined to qualify, Residence Life will make every effort to find appropriate and reasonable placement as recommended by the Accessibility Services Coordinator.

Students eligible for a single room are required to pay the single room fee.

**\*\*\*These policies apply on a general basis, but all decisions regarding students with disabilities are based on an individualized assessment. \*\*\***

### **Documentation Guidelines for Housing Accommodations**

Documentation must address the following areas:

1. Documentation of the condition or diagnosis that is the basis of the request.
  - Typed on letterhead and signed by the appropriate professional
  - Date of most recent evaluation
  - Current limitations of the condition and the severity of the limitations
  - Treatments, medications, devices, or services prescribed or used to minimize the impact of the condition
2. A clear description of the requested housing accommodation.
3. An explanation of how the request relates to the impact of the condition.
4. Possible alternatives if the recommended accommodation is not possible.

### **Deadlines for Housing Accommodation Request:**

Housing requests must be renewed on a **YEARLY** basis by submitting request to both the Accessibility Services Coordinator and the Director of Residence Life.

There are a limited number of medical single rooms available. Housing requests will be honored on a first-come, first-served basis. Current students will need to apply by **April 1<sup>st</sup>** to receive priority. NOTE: In order for a student to receive suitable accommodations from Residence Life, the student must have documentation on file with the Office of Accessibility Services.

### **Parking**

Most parking lots at North Carolina Wesleyan University have designated handicapped parking spaces. However, state permits are required to use the spaces. Vehicles parked in the handicapped parking spaces on campus must display a current NCWU parking decal **AND** a DMV-issued handicapped license plate or placard. Permanent and temporary disability parking permits must be applied for through the DMV.

### **Elevator Keys**

Some campus elevators which are not for general use may be accessed with a specific elevator key. The Accessibility Services Coordinator must approve allocation of these keys.

## ***PROCEDURAL INFORMATION***

### **Waiver of General Education or Graduation Requirements**

Students requesting a waiver or substitution of General Education or Graduation requirements because of a documented disability must submit a request to the Accessibility Services Coordinator in writing along with appropriate supporting documentation. This request will be forwarded along with any documentation and any recommendations from

the Office of Accessibility Services to the Registrar. The Provost makes the final decisions concerning waivers or substitutions on a case-by-case basis.

### **Referrals for Testing**

If a student believes that a previously undiagnosed disability exists, the student should seek the assistance of an educational psychologist. Such evaluation is at the expense of the student.

## **SERVICE & EMOTIONAL SUPPORT ANIMALS**

North Carolina Wesleyan University recognizes the importance of service and emotional support animals to individuals with documented disabilities.

### **Service & Emotional Support Animal Definitions**

Under the American's with Disabilities Act and the Fair Housing Act, public accommodation shall modify policies, practices, or procedures to permit the use of service animals by an individual with a disability. Service animals include

- Guide Dogs or Seeing Eye Dogs
- Hearing or Signal Dogs
- Psychiatric Service Dogs
- SSig Dog (Sensory Signal dogs or social signal dogs)
- Seizure Response Dogs

ADA defines a service animal as a dog individually trained to 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 trained or untrained, are not considered service animals. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include but are not limited to assisting individuals who are blind or have low vision, alerting individuals that are deaf to the presence of people or sound, pulling a wheelchair, assisting during a seizure, alerting to the presence of allergens, and preventing or interrupting impulsive or destructive behaviors.

### **Procedure for Requesting approval for a Service or Emotional Support Animal**

- Apply for an accommodation with the Office of Accessibility Services **at least 30 days prior to the scheduled move-in date.**
- The Office Accessibility Services will contact the student to schedule an appointment.
- Documentation for a Service or Emotional Support Animal:
  - Verification of the individual's disability must come on company letterhead from a medical professional such as

- MD
- Psychologist
- LPC, Licensed Practicing Counselor
- LMFP, Licensed Marriage and Family therapist
- LCADAC, Licensed Clinical Alcohol and Drug Abuse Counselor
- LISW, Licensed Independent Social Worker
- LCSW, Licensed Clinical Social Worker
- FNP, Family Nurse Practitioner
- PA, Physician Assistant
- A personal statement on how the need for a service animal relates to the ability of the student to participate in the collegiate experience.
- Annual clean bill of health from a licensed veterinarian and documentation of up-to-date vaccines. Documentation can be a vaccination certificate for the approved animal or a veterinarian's statement regarding the approved animal's health and vaccines. The University reserves the right to request additional documentation. The University also reserves the authority to mandate that the approved animal receive veterinary attention.
- Core vaccination records (Rabies and DAPP)
  - Bordetella vaccination and heartworm prevention for dogs
  - Feline Leukemia vaccination for cats
- Proof of flea/tick prevention
- Copy of animal liability insurance policy (if applicable; strongly recommended).
- After documentation has been submitted, eligibility for disability related accommodations is determined.
- The Office of Accessibility Services will require the Owner to provide a photo of the Approved Animal to provide identification to Residence Life Staff.

### **Student Responsibilities for all Service and Emotional Support Animals (ESA Owner Contract)**

- The University is not responsible for any aspects of caring for the Approved Animal.
- The owner is the student who requested the accommodation and has received approval to bring the approved animal onto campus.
- The owner is responsible for assuring the approved animal does not unduly interfere with routine activities of the University community or cause difficulties for other students, faculty, or staff on campus.

- The approved animal must be house broken.
- Care & supervision of the approved animal is the responsibility of the owner and may not be transferred to others.
- The University may designate areas where animals may relieve themselves. The owner is responsible for ensuring the clean-up of animal waste.
- Service and emotional support animals must be trained.
- Consistent with federal and state law, an animal may be prohibited from any campus facility or program if the animal's behavior or presence poses a direct threat to the health and/or safety of others or if its presence would result in substantial physical damage to the property of others.
- Emotional distress resulting from having to give up an unapproved animal because of a "no pets" policy does not qualify a person for an accommodation under federal law.
- The approved animal shall have a harness, leash, or other tether, and shall wear a tag with the the Owner's name, phone number, as well as Rabies vaccination verification and must be always attached to the leash and harness.
- The approved animal shall be contained to the owner's room or be housed in a crate while the owner is out of their residence. (Facilities must be able to access common spaces without being responsible for the approved animal).
- The owner is solely responsible and liable for financial damages incurred above and beyond a standard cleaning or repairs. The University reserves the right to bill the student account of the owner for unmet obligations.
- The owner must notify the Office of Accessibility Services if the approved animal is no longer needed.
- To replace an approved animal with another approved animal the owner must file a new request.

**Student Responsibilities for all Service and Emotional Support Animals  
Residing in NCWU housing.**

- If the approved animal is a feline, indoor animal waste such as cat litter must be placed in a sturdy bag and securely tied before disposing of it in an outside trash container. Litter boxes should be place on mats, so waste is not tracked onto carpet.
- The owner's residence may be inspected for fleas, ticks, or other pests as needed. Student Affairs will schedule the inspection. If fleas, ticks, or other pests are detected through the inspection, the residence will be treated using approved fumigation methods by a university approved pet control service. The owner of the approved animal will be billed for the expense of any pest treatment beyond standard pest management in residence halls.

- The approved animal may not be left overnight in the residence hall to be cared for by any other person. The approved animal must be taken with the owner if they leave campus for a prolonged period.
- Cats residing in the residence hall should have up-to-date vaccines required for a healthy animal and local licensing laws must be followed.
- The Office of Student Affairs may designate specific single rooms and floors for residents with an approved animal. Single rooms will incur an additional charge.
- The Office of Students Affairs reserves the right to relocate the room to accommodate other medical conditions (allergies, asthmas, etc.). Attempts will be made to house the student and the approved animal in a room/floor devoid of conflict based on allergies or fear of animals. Conflicts that occur after placement will be mitigated and adjustments will be made on a case-by-case basis.
- The Office of Accessibility Services will notify Campus Safety, The Community Director, the Dean of Students, and Facilities where the approved animal and owner reside.
- The owner agrees to continue to abide by all other residence life policies. Reasonable accommodation which may constitute an exception to the community agreement standards that otherwise would prohibit having an animal does not constitute an exception to any other community agreement standard.
- Should the approved animal be removed from the premises for any reason, the owner is expected to fulfill their housing obligations for the remainder of the housing contract.

**ANY VIOLATION OF THE ABOVE RULES MAY RESULT IN IMMEDIATE REMOVAL OF THE ANIMAL FROM THE UNIVERSITY AND MAY BE REVIEWED THROUGH THE STUDENT CONDUCT PROCESS.**

### ***GRIEVANCE PROCEDURE FOR STUDENTS WITH DISABILITIES***

**If a student believes that he/she has not been provided services that he/she is eligible for, the follow the following steps:**

**STEP 1:** The student must first attempt to resolve the problem by speaking to the individual believed to not have provided appropriate services. (Such as their instructor.)

**STEP 2:** If the grievance is not resolved through Step 1, then the student should submit a written complaint to the Accessibility Services Coordinator. After filing the complaint, the



Accessibility Services Coordinator will contact the student and any other parties involved in an attempt to resolve the conflict.

**STEP 3:** If such agreement cannot be reached, the student may appeal in writing to the Dean of Students. The appeal should include a detailed statement of the issue and previous attempts to address it.

**If a student believes that he/she has been discriminated against on his/her disability:**

An individual who believes she or he has discriminated against on the basis of disability can file a complaint with the Accessibility Services Coordinator. An individual, whether disabled or not, may file a charge if the person believes that she or he has been discriminated against based on an association with a person with a known disability. To file a complaint alleging discrimination, notify the Accessibility Services Coordinator in writing and provide the following information:

- The issue involved in the alleged discriminatory act;
- Identification of the complaining party's alleged disability;
- The date of the alleged discriminatory act(s);
- Details of what allegedly occurred; and
- Identification of witness who have knowledge of the alleged discrimination.

Differences and disputes may arise between North Carolina Wesleyan University and individuals with disabilities as a result of miscommunication. Every attempt will be made to resolve such disputes effectively through informal negotiation or mediation procedures. If it is determined that law and/or North Carolina Wesleyan University's policy was violated, a remedy to the problem will be offered and filed with the Director of Human Resources. If it is determined that there was no violation, the complainant will be informed and other options for possible resolution of the complaint will be explained.