

# AMERICANS WITH DISABILITIES ACT QUICK FACTS



Implementation for Staff and Faculty

Troy University  
2017

# Expectations of all university employees

- Provide accessible programs, services, activities, reasonable accommodations, and a harassment-free environment to students and employees who have documented disabilities and/or known disabilities.
- Students, employees and members of the public should be free from any discrimination related to a protected class stemming from their request for accommodation.
- Students, employees and members of the public should be free from retaliation as a result of requesting accommodations, or initiating formal complaints.
- Records that contain material related to a student or employee's disability should be kept confidential.
  - Disability will not be part of student academic records
  - Disability information may not be shared with others without permission
  - Disability information not be part of employment files or other permanent records without permission or required by law

# Students/Prospective Students with ADA Accommodation Needs

## Who should students notify?

Refer the student to the Disability Services Office on the appropriate campus. For service center and online students, contact the Disability Services Coordinator for Global Campus.

## What happens next?

1. Disability Services will schedule a consultation with student to discuss needs for appropriate accommodation(s).
2. Student will sign appropriate release form and complete an Application for Disability Services.
3. Student will provide appropriate documentation of their disability (medical or other appropriate authority).
4. Disability Services will review documentation and send letter to student approving of accommodation(s), or disapproving as “unreasonable”.
5. Disability Services will notify faculty or other appropriate university supervisors of the accommodation approved for the student, and direct the implementation.

# Employees with ADA Accommodation Needs

## Who should employees notify?

Refer employees to the Human Resources Office.

## What happens next?

1. Human Resources will schedule a consultation with the employee to discuss needs for appropriate accommodation(s).
2. Employee will sign appropriate release form and complete an Application for Disability Services.
3. Employee will provide appropriate documentation of their disability (medical or other appropriate authority).
4. Human Resources will review documentation and send letter to employee approving of accommodation(s), or disapproving as “unreasonable”.
5. Human Resources will notify appropriate university supervisors of the accommodation approved for the employee, and direct the implementation.

# Role of University Officials & Students

## University Officials

1. Discuss needs with identified individuals with disabilities – initiate dialogue for clarity.
2. Screen all documentation to evaluate accommodation needs.
3. Communicate with all parties to address accommodation needs/actions.
4. Eliminate barriers affecting successful course/job performance.
5. Refer to other available campus and off-campus resources.
6. Maintain confidentiality.

## Students/Employees with Disabilities

1. Notify Disability Services Office or Human Resources Office of disability and need for accommodations.
2. Complete appropriate documentation.
3. With the necessary accommodations, be able to meet the requirements of the course or job.
4. Communicate adjustments of accommodations as needed to the Disability Services Office or Human Resources Office.

# Examples of Accommodations

- Extended time on exams/assignments
- Permission to tape lectures
- Captioning on videos/movies
- Readers/scribes/interpreters
- Enlarged print/graphics
- Textbooks/training materials in alternative formats
- Need for a class note-taker
- Special/modified equipment or devices
- Facilities modifications
- Special parking arrangements
- Flexible work schedules
- Workplace modifications
- Access to special events/activities
- Arrangements for service animals

# Making Course Materials or Job Duties Accessible

- When using videos, audio recordings, or movies in a course or job, quality captioning, a written transcript, or a qualified interpreter must be provided for students or employees who are deaf or hard of hearing.
- Provide written course instruction for students who are deaf or hard of hearing. Provide a qualified interpreter for course instruction for students, or job activities for employees.
- Deliver information using multiple modes of communication.
- Ensure that facilities, activities, materials, and equipment are physically accessible to and usable by all students/employees and that all potential student characteristics are addressed in safety considerations.
- Regularly assess student/employee progress using multiple, accessible methods and tools and adjust instruction accordingly.
- Use ADA compliant websites.
- Provide regular and specific feedback.
- Ensure that testing is accessible for all students.

# Facilitating Students and Employees with Disabilities

- Follow instructions provided by the Disability Services Office and/or the Human Resources Office regarding approved accommodations. Do not deviate without approval.
- Communicate with student or employee with the disability to ensure the accommodation is effective.
- Create an environment that is respectful of those with disabilities and values diversity. For faculty, make sure there is an invitation on your syllabus for students to communicate with you about possible accommodations.
- When you know of a student or employee with a disability, take the time to understand the limitations caused by the disability and how it affects academic progress (student) or work performance (employee).



# ADA Grievance Procedures

1. An individual with a grievance should meet with person with whom he/she has disagreement as it relates to ADA in an attempt to resolve situation.
2. If unresolved, the individual with the grievance should meet with the Disability Services Office (students) or Human Resources Office (employees/visitors).
3. If still unresolved, the individual with the grievance should put the grievance in writing using the ADA Grievance Form (Must be filed within 180 days of known grieved issue).
4. The senior campus leader will appoint a reviewing authority to investigate.
5. Findings and resolution or non-resolution will be provided to all parties regarding the grievance within 30 days.
4. If non-resolution is determined, the individual with the grievance must be provided other avenues available to him/her to file an ADA grievance.

# Disability Support Contact List

## **Troy Campus**

Toll free: 1-800-551-9716  
Disability Services  
Alison Hughes, Coordinator  
102 Eldridge Hall  
Troy, AL 36082  
334-670-3221  
334-670-3810  
ajhughes@troy.edu

Jennifer Sewell, Testing Specialist  
102 Eldridge Hall  
jsewell46789@troy.edu  
(334) 670-3221  
(334) 670-3810

## **Montgomery Campus**

Toll free: 1-888-357-8843 ext. 9587  
Disability Services  
Jane Rudick – Coordinator  
Whitley Hall, rooms 523/524  
231 Montgomery St.  
Montgomery, Al 36104  
334-241-9587  
334-241-5488  
jrudick@troy.edu

## **Dothan Campus**

Toll free: 1-886-291-0317  
Disability Services  
Amy Farver – Coordinator  
120 Malone  
500 University Drive  
Dothan, AL 36303  
334-983-6556 ext. 1221  
334-983-4580  
afarver@troy.edu

## **Phenix City Campus**

Toll free: 1-866-876-9787  
Disability Services  
James A. Thompson – Coordinator  
1st floor Student Services  
Adams Administration Building  
Phenix City, AL 36869  
334-448-5185  
334-448-5225  
jthompson42573@troy.edu

## **TROY Online**

Toll free: 1-800-414-5756  
Disability Services  
Malcolm McSwean – Coordinator  
100 University Park  
Troy, AL 36082  
334-808-6553  
334-670-5679  
ada@troy.edu

## **For Employees (All Locations)**

Toll free: 1-800-551-9716  
Human Resources  
107 Wright Hall  
Troy, AL 36082  
334-670-3710  
334-670-5666