**Accessibility Services Homepage**

The first step to success is access!

Our Mission: Our mission at Accessibility Services is to assist students with diverse needs to achieve their academic and social potential by facilitating the use of reasonable and documented accommodations. The Accessibility Services Office is committed to the best learning environment for every student. Students, faculty, and staff are encouraged to reach out to the Accessibility Services Office with any questions. We are here to support you!

Our Services: The Accessibility Services Office is dedicated to help students achieve their full potential. We provide [Academic Accommodations](https://www.shepherd.edu/accessibility/academic-accommodations), [Housing Accommodations](https://www.shepherd.edu/accessibility/housing-accommodations/), and [Exam Proctoring](https://www.shepherd.edu/accessibility/proctoring) for our students.

Get in touch with us:

* Mailing Address: Accessibility Services, P.O. Box 5000, Shepherdstown, WV, 25443-5000
* Email Address: accessibility@shepherd.edu
* Phone Number: 304-876-5122
* Fax Number: 304-876-5071
* Operation Hours: Monday through Friday, 8AM to 4:30PM

Newsletter: The Accessibility Services Office releases a newsletter every month related to disability news and information, as well as articles highlighting disability topics! [Accessibility Services Newsletter.](https://www.shepherd.edu/?page_id=72493&preview=true)

[Contact Accessibility Services](https://www.shepherd.edu/accessibility/contact-us-4)

[Accessible Campus Entrances](https://media.suweb.site/2020/07/Accessibility-Campus-Map.pdf?v=1619615483?v=1610020745?v=1595932396)

[Virtual Campus Tour](https://shepherd.university-tour.com/)

[Accessibility Services Rampulse](https://shepherd.campuslabs.com/engage/organization/dss)

[Tips to Increase your Accessibility](https://media.suweb.site/2020/12/Increase-Your-Accessibility.pdf?v=1619615483?v=1619613560?v=1608719787)

**Accommodation Information**

Students with differing abilities may be eligible for services and reasonable accommodations at Shepherd University. Accommodations are appropriately tailored to a student’s needs both in and out of the classroom. Students should contact Accessibility Services to request accommodations. There are two main types of accommodations that students may utilize, please select the images for more information.

[Academic Accommodations](https://www.shepherd.edu/accessibility/academic-accommodations)

[Housing Accommodation](https://www.shepherd.edu/accessibility/housing-accommodations/)

How do I get an accommodation?

* Complete an [Accommodation Request Form](https://shepherd.campuslabs.com/engage/submitter/form/collectsubmitteridentity/1b445d2c-5d6e-4841-8593-21555494bf47)
* Submit the Appropriate Documentation [(Documentation Guidelines)](https://media.suweb.site/2020/09/Documentation-Guidelines.pdf?v=1619091192?v=1599039932)

**Academic Accommodations**

[Contact Accessibility Services!](https://www.shepherd.edu/accessibility/contact-us-4)

The Office of Accessibility Services at Shepherd University offers the following academic accommodations:

* Extended Test Taking Time
* Alternative Testing Format
* Reduced Distraction Environment (for testing)
* Use of Calculator
* Permission to Record Class Lectures
* Preferential Seating
* Test Read Aloud
* Enlarged Print
* Accessible Classrooms
* Braille
* Assistive Technology

How do I get an accommodation?

* Complete an [Accommodation Request Form](https://shepherd.campuslabs.com/engage/submitter/form/collectsubmitteridentity/1b445d2c-5d6e-4841-8593-21555494bf47)
* Submit the Appropriate Documentation [(Documentation Guidelines)](https://media.suweb.site/2020/09/Documentation-Guidelines.pdf?v=1619091192?v=1599039932)

**Housing Accommodations**

[Contact Accessibility Services!](https://www.shepherd.edu/accessibility/contact-us-4)

[Assistance Animals](https://www.shepherd.edu/animalsoncampus/)

The Office of Accessibility Services at Shepherd University offers the following Housing Accommodations:

* First floor rooms
* Roommate request – disability-related only
* Meal Plan reduction
* Single Rooms
* Off-campus housing
* Assistance Animals in Residence Halls

 How do I get an accommodation?

* Complete an [Accommodation Request Form](https://shepherd.campuslabs.com/engage/submitter/form/collectsubmitteridentity/1b445d2c-5d6e-4841-8593-21555494bf47)
* Submit the Appropriate Documentation [(Documentation Guidelines)](https://media.suweb.site/2020/09/Documentation-Guidelines.pdf?v=1619091192?v=1599039932)

**Registration Process**

How do I get an accommodation?

* Complete an [Accommodation Request Form](https://shepherd.campuslabs.com/engage/submitter/form/collectsubmitteridentity/1b445d2c-5d6e-4841-8593-21555494bf47)
* Submit the Appropriate Documentation [(Documentation Guidelines)](https://media.suweb.site/2020/09/Documentation-Guidelines.pdf?v=1619091192?v=1599039932)

[Contact Accessibility Services!](https://www.shepherd.edu/accessibility/contact-us-4)

Notification Process: Once the documentation and the appropriate forms have been submitted, the decision on granting accommodations will occur. Each student will be notified through Shepherd University email of the specific accommodations the student has been granted and, in some cases, the accommodations that have not been granted along with a rationale of why they were denied. If any requested accommodation was denied, the University will always evaluate whether there are any other reasonable accommodations alternatives or available options to the academic adjustment or aid or service which was requested and denied, and if the University can identify such reasonable alternatives, it will provide them. The Office of Residence Life will be notified by Accessibility Services of any housing or meal plan accommodations that need to be made. Students with academic accommodations will receive a specific set of confidential letters. These letters document their registration with Accessibility Services and specify their approved accommodations. Although there is no time limit on when faculty must be notified, letters should be given to each professor as early as possible during the semester, preferably prior to or during the first week of class. This should be done in a meeting during the professor’s office hours.

Appeals Process: The student can appeal accommodation decisions by contacting the Student Affairs designee. The Student Affairs designee will meet with the student and communicate a decision within five business days. If not satisfied with the appeal through the Student Affairs Designee, a student can then appeal to the Vice President for Student Affairs. The Vice President for Student Affairs can be reached by telephone at (304) 876-5030. The decision of the Vice President for Student Affairs is final. Any complaints should be submitted in writing to the Student Affairs designee. A thorough inquiry will be completed for all complaints. Appeals to decisions made by the Student Affairs designee should be submitted to the Vice President of Student Affairs.

**Student Resources**

* [Accommodation Request Form](https://shepherd.campuslabs.com/engage/submitter/form/collectsubmitteridentity/1b445d2c-5d6e-4841-8593-21555494bf47)
* [Documentation Guidelines](https://media.suweb.site/2020/09/Documentation-Guidelines.pdf?v=1619613560?v=1599039932)
* [Authorization to Release Information Form](https://media.suweb.site/2020/07/Authorization.pdf?v=1619613560?v=1594223089)
* [Faculty Proctoring Form](https://shepherd.campuslabs.com/engage/submitter/form/start/408075)
* [Student Request for Proctoring Form](https://shepherd.campuslabs.com/engage/submitter/form/start/429134)
* [Tips to Increase your Accessibility](https://media.suweb.site/2020/12/Increase-Your-Accessibility.pdf?v=1619615483?v=1619613560?v=1608719787)
* [Emotional Support Animal Guidelines](https://media.suweb.site/2020/08/Emotional-Support-Animal-Guidelines.pdf?v=1619613560?v=1610720303?v=1597147131)
* [Service Animal Policy](https://media.suweb.site/2020/07/Service-Animal-Policy-1.pdf?v=1619613560?v=1610720303?v=1596037075)
* [Academic Accommodations](https://www.shepherd.edu/accessibility/academic-accommodations)
* [Housing Accommodation](https://www.shepherd.edu/accessibility/housing-accommodations/)
* [Proctoring Exams](https://www.shepherd.edu/proctoring/)
* [Accessible Campus Entrances](https://media.suweb.site/2020/07/Accessibility-Campus-Map.pdf?v=1619615483?v=1610020745?v=1595932396)
* [Academic Support Center](https://www.shepherd.edu/academic-support/)
* [Virtual Campus Tour](https://shepherd.university-tour.com/)
* [Accessibility Services Rampulse](https://shepherd.campuslabs.com/engage/organization/dss)
* [Disability Advocacy Group](https://shepherd.campuslabs.com/engage/organization/dag)

[**Faculty Resources**](https://www.shepherd.edu/accessibility-faculty)

**Contact Us**

Please provide your name, email, and message for the Accessibility Services office in the [Contact Us Form.](https://www.shepherd.edu/accessibility/contact-us-4)

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* Operation Hours: Monday through Friday, 8AM to 4:30PM

**Animal Guidelines**

What students need to know about assistance animals!

Shepherd University is dedicated to making reasonable accommodations to afford students with disabilities equal opportunity to use and enjoy University housing. The Emotional Support Animal Policy and Service Animal Policy Forms provide guidelines for Shepherd University students who maintain assistance animals in Shepherd University-managed residence facilities. If there are questions concerning these guidelines, you may reach the Office of Accessibility Services or the Office of Residence Life below, and please see our Housing Accommodation page for more information as well!

[Contact Accessibility Services!](https://www.shepherd.edu/accessibility/contact-us-4)

[Contact Residence Life!](https://www.shepherd.edu/residencelife/resources-for-students)

[Housing Accommodations](https://www.shepherd.edu/accessibility/housing-accommodations/)

Below are Shepherd University’s policies and guidelines for assistance animals:

* [Emotional Support Animal Guidelines](https://media.suweb.site/2020/08/Emotional-Support-Animal-Guidelines.pdf?v=1619613560?v=1610720303?v=1597147131)
* [Service Animal Policy](https://media.suweb.site/2020/07/Service-Animal-Policy-1.pdf?v=1619613560?v=1610720303?v=1596037075)

Included in Emotional Support Animal (ESA) Guidelines is a checklist on how to obtain an ESA, which includes completing the following:

* [Accommodation Request Form](https://shepherd.campuslabs.com/engage/submitter/form/collectsubmitteridentity/1b445d2c-5d6e-4841-8593-21555494bf47)
* [ESA Policy Owner Form](https://shepherd.campuslabs.com/engage/submitter/form/start/432000)
* [ESA Policy Roommate Agreement Form](https://shepherd.campuslabs.com/engage/submitter/form/start/432010)

Proper documentation for the Assistance Animal includes veterinary information. The student should obtain this information by doing the following:

* The student should complete the student portion of the [Veterinarian Form](https://media.suweb.site/2020/07/Veternarian-Form.pdf?v=1619613006?v=1596034151)
* The student should then share the [Veterinarian Form](https://media.suweb.site/2020/07/Veternarian-Form.pdf?v=1619613006?v=1596034151) with the Assistance Animals Veterinarian to complete the remaining portion of the form
* The veterinarian should send the completed form to accessibility@shepherd.edu

Note: Established Accessibility Services and Residence Life housing procedures and deadlines are still relevant to students who keep assistance animals in their University residence. This includes, but is not limited to the availability of rooms, room assignments, and fees.

[Important Definitions](https://media.suweb.site/2021/04/Important-Definitions.pdf?v=1619613006?v=1619442259)

[Removal of Animals](https://media.suweb.site/2021/04/Removal-of-Animals.pdf?v=1619613006?v=1619442429)

[Conflicting Disabilities](https://media.suweb.site/2021/04/Conflicting-Disabilities.pdf?v=1619613006?v=1619442494)

 Get in touch with us:

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**Proctoring Exam Services**

What students need to know about Exam Proctoring!

The Office of Accessibility Services offers Proctoring Exam Services throughout the semester. If a student wants to request these services, the student must (1) Notify their professor to complete the Faculty Proctoring Form on RamPulse and (2) Complete the Student Request for Proctoring Form on RamPulse.

* [Faculty Proctoring Form](https://shepherd.campuslabs.com/engage/submitter/form/start/408075)
* [Student Request for Proctoring Form](https://shepherd.campuslabs.com/engage/submitter/form/start/429134)
* [Accessibility Services Rampulse](https://shepherd.campuslabs.com/engage/organization/dss)

The Remote Proctoring Exam Service (RP Now) is another form of exam proctoring. We have collaborated with the Center for Teaching and Learning, the Academic Support Center, and the Scarborough Library to provide this service to our students.

* [Academic Support Center](https://www.shepherd.edu/academic-support/)
* [Center for Teaching and Learning](https://www.shepherd.edu/ctl2)
* [Scarborough Library](https://www.shepherd.edu/library)

**Monthly Newsletter**

[Sign up](https://www.shepherd.edu/accessibility/newsletters-2) to receive our monthly accessibility newsletter!

* The Accessibility Services Office releases a newsletter every month related to disability news and information, as well as articles highlighting disability topics! Check out the [Accessibility Services Rampulse](https://shepherd.campuslabs.com/engage/organization/dss) for all of our newsletters and articles.

**Authorization for the Release of Information**

Shepherd University is committed to a student’s right to privacy and confidentiality. Student files are kept separate from academic files and are stored in a secure location within the Accessibility Services office. Information contained in a student’s record is confidential and protected as an educational record under the Family Educational Rights and Privacy Act (FERPA). Accessibility Services will not provide a student’s information to parties outside of the university without the student’s express written consent, which can be granted when the student fills out the [Authorization to Release Information Form.](https://media.suweb.site/2020/07/Authorization.pdf?v=1619094755?v=1613558013?v=1594223089)

**Rights and Responsibilities**

What students need to know about the accommodation process!

Shepherd University seeks to empower students with disabilities to achieve their academic and personal goals. In accordance with the Americans with Disabilities Act of 1990, the Americans with Disabilities Amendments Act of 2008, and Section 504 of the Rehabilitation Act of 1973, and its subsequent amendments, Shepherd University is committed to fulfilling its ethical and legal responsibilities to ensure equal opportunity for all students. In addition, the University prohibits illegal discrimination against any individual on the basis of disability.

A person with a disability is generally defined as any individual who has: A physical or mental impairment; a record of such impairment; or is regarded as having such an impairment, and the impairment substantially limits one or more major life activities such as self-care, walking, seeing, hearing, speaking, breathing, or learning.

Students with disabilities at Shepherd University have the right to: Equal access to curricular and co-curricular programs across campus, including academic courses, student services, employment, and student activities; reasonable and appropriate accommodations; information available in a timely manner and in an accessible format; expect all disability-related information will be treated confidentially by all University employees, and appeal any disability-related accommodation decision.

[Appeals Process](https://www.shepherd.edu/complaints-and-appeals/)

Students with disabilities must act as self-advocates. In order to obtain disability-related accommodations, students are responsible for completing all necessary forms and providing all requested documentation to the appropriate disability service provider. All accommodations will be decided on a case-by-case basis. Please note that the University has an obligation to provide reasonable and appropriate accommodations to ensure that persons with disabilities have access to all campus programs, services, and functions.

Schools, colleges, universities, and other educational institutions have a responsibility to ensure equal educational opportunities for all students, including students with disabilities. This responsibility is based on Section 504 of the Rehabilitation Act of 1973 (Section 504) and Title II of the Americans with Disabilities Act of 1990 (Title II), which are enforced by the Offices for Civil Rights of the U.S. Department of Education and the U.S. Department of Justice. Section 504 covers all schools, school districts, and colleges, and universities receiving federal funds.

Title II covers all state and local entities, including school districts and public institutions of higher education, whether or not they receive federal funds. Disability harassment is a form of discrimination prohibited by Section 504 and Title II. Both Section 504 and Title II provide parents and students with grievance procedures and due process remedies at the local level. Students are also covered under the West Virginia White Cane Law which may provide additional, separate protections. Individuals and organizations also may file complaints with OCR.

Contact Information for Department of Education’s Office of Civil Rights, Philadelphia Office:

* Mailing Address: The Wanamaker Building, 100 Penn Square East, Suite 515, Philadelphia, PA 19107
* Email Address: ocr.philadelphia@ed.gov
* Phone Number: 215-656-8541
* [Website](https://www2.ed.gov/about/offices/list/ocr/index.html)

**Complaints and Appeals Procedure**

Students can appeal accommodation decisions by contacting the Student Affairs designee. All complaints and appeals should be submitted in writing.

A thorough inquiry will be completed for all complaints and appeals. The Student Affairs designee will meet with the student and communicate a decision within five business days. If not satisfied with the appeal through the Student Affairs Designee, a student can then appeal to the Vice President for Student Affairs. The Vice President for Student Affairs can be reached by telephone at (304) 876-5030. The decision of the Vice President for Student Affairs is final.

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* Phone Number: 215-656-8541
* [Website](https://www2.ed.gov/about/offices/list/ocr/index.html)

**Frequently Asked Questions**

How do I get an accommodation?

* Complete an [Accommodation Request Form](https://shepherd.campuslabs.com/engage/submitter/form/collectsubmitteridentity/1b445d2c-5d6e-4841-8593-21555494bf47)
* Submit the Appropriate Documentation [(Documentation Guidelines)](https://media.suweb.site/2020/09/Documentation-Guidelines.pdf?v=1619091192?v=1599039932)

What type of documentation do I need to receive an accommodation for a physical disability?

If you are seeking accommodations, you may need documentation from a licensed professional and any other supporting information, which verifies:

* The nature of the student’s ability and disability.
* The functional limitations that the student's ability and disability impose.
* The student’s need for specific accommodations.
* Any barriers to access which are being experienced because of the student’s disability.

What type of documentation do I need to receive an accommodation for a learning, psychological, or processing related disability?

If you are seeking classroom accommodations because of a learning, processing, or cognitive related disability, you may need to submit one or more of the following:

* A high school Individual Education Plan (IEP)
* A 504 Plan
* A Psychoeducational Evaluation

These documents generally should be less than five years old and must verify the following:

* The nature of the student’s ability and disability.
* The functional limitations that the student's ability and disability impose.
* The student’s need for specific accommodations.

All documentation can be submitted electronically or by US mail and will always remain confidential.

What do I do if I need campus housing accommodations?

Housing accommodations require the same documentation as listed above. Housing Applications must be submitted to the Residence Life office with the documentation that must then be submitted to the Accessibility Services office. More information on [Housing Accommodations.](https://www.shepherd.edu/accessibility/housing-accommodations/)

How are accommodation decisions made?

All accommodations are decided on a case-by-case basis. The University has an obligation to provide reasonable and appropriate accommodations to ensure that students with disabilities have access to all campus programs, services, and functions.

What type of classroom accommodations does Shepherd University offer?

Classroom accommodations at Shepherd University are tailored to the student’s individual needs based on their ability and disability as well as the fundamental requirements of the courses they are enrolled in and may include testing accommodations, alternate format course materials, assistance in taking notes, specialized furniture or technology, and modifications to existing course policies. More information on [Academic Accommodations.](https://www.shepherd.edu/accessibility/academic-accommodations)

What kind of academic resources are available?

Accessibility Services consults with faculty members to develop instructional strategies for academic success and works closely with the [Academic Support Center](http://www.shepherd.edu/academic-support/) (Library Room 103), the [TRiO](https://www.shepherd.edu/trio) Student Support Services program (Library Room 154), and the [Student Success Center](https://www.shepherd.edu/academy) (Student Center 226).

* The Academic Center offers free peer tutoring in a variety of subject areas. Signing up for a tutoring session is as simple as visiting the [Academic Support Center Website](http://www.shepherd.edu/academic-support/) and clicking on "schedule an appointment with a tutor." Once you have completed a registration profile you will be able to schedule tutoring appointments. All academic support and tutoring questions should be directed to Emily Gross, Director of Academic Support Services at 304-876-5221 or by email at egross@shepherd.edu.
* Student Support Services (SSS) is a federal TRiO program that offers services to help student participants succeed in college. The services include free tutoring, academic advising, cultural and educational activities, workshops, and career counseling. Eligible SSS students include first-generation college students (neither parent holds a four-year degree), income-eligible students (determined by federal guidelines), and/or students with a documented disability.  Students must apply by completing the [TRiO Application Form](http://www.shepherd.edu/trio/apply-to-trio) to be considered for the program. Please visit their website [TRiO](https://www.shepherd.edu/trio) or contact the director Cynthia Copney at ccopney@shepherd.edu

What type of assistive technology do you provide?

Accessibility Services Office provides digital and cassette recorders free of charge to students registered with Accessibility Services to check-out as needed to support their accommodations. Please visit the Office of Accessibility Services to check-out one of these recorders. A valid student identification card is required.

**Meet Our Team**

Crystal Smiles-Tharp: Accessibility Coordinator

* Phone: 304-876-5122
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