



# Disability Services Office

## Student Handbook

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Introd

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About the Connors Family Le



Please note that an IEP does not meet our documentation guidelines (see: Registration Process) and will not be accepted for those purposes.

Education is a right. A free and appropriate public education must be provided to all students.

Education is not a right. Students must qualify based on program admission requirements, and meet the standard of "otherwise qualified" under the ADA.

Schools must proactively identify students with disabilities and assess their needs.

Students must identify themselves and proactively request accommodations.

Schools must provide free testing, evaluation, and transportation to programs. S

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3. Communicating directly with faculty as needed for specific accommodations (see: Communication with Faculty and Accommodations Policies and Procedures).
4. Notifying the DSO of any concerns regarding accommodations in a timely manner.
5. Meeting Boston College's fundamental academic standards.

In turn, the DSO is responsible for providing students with information about our policies and procedures, approving and coordinating reasonable accommodations in a timely manner, maintaining appropriate confidentiality regarding student records, and supporting students in their formation as self-advocates by working with individual faculty and programs as needed. The DSO will pro>



## Undue Financial or Administrative Burden

If a requested accommodation would cause a substantial financial or administrative hardship to Boston College, the ADA does not require approval. However, the DSO will attempt to provide an alternate accommodation to meet the need underlying the original request.

## Personal Services

While high schools are required to provide certain personal services, colleges are not. Personal services include personal care attendants, private tutoring, personally prescribed devices (e.g. glasses, hearing aids).

Regist

Because of the approval timeline for formal accommodations (7-10 business days after the process is completed), students with immediate accommodations needs due to temporary conditions should contact their academic deans. Academic deans will then notify professors of interim accommodations prior to formal DSO approval.

: A student breaks her dominant hand on Monday night. Because she has a test upcoming on Wednesday, she contacts her Academic Dean in addition to beginning the DSO registration process. Her Academic Dean works with her professor to allow her access to a laptop and extended time. The next week, DSO emails her formal approval for accommodations that will last until the end of the semester while her hand is healing.

## Housing

Full-time, non-CASU undergraduates may apply for housing accommodations. Part-time, Woods College of Advancing Studies, and graduate students not approved for housing due to employment are not eligible. Part-time

reserves the right to request updated documentation, and new documentation is required for any change in requested accommodation.

: Previously approved students seeking the same housing accommodations do not need to proactively schedule an intake appointment. However, the DSO may ask these students to complete another intake. Any change in the requested housing accommodation requires an additional meeting.

## New Students

For best consideration regarding housing accommodation requests, incoming first-year and fall transfer students should complete the registration process by June 1. Students in these categories should plan to meet with a representative from the DSO in May. We are typically unable to schedule intake appointments with incoming students before then.

## Emotional Support Animals (ESA)

Approved emotional support animals may be allowed in on-campus housing, but are not permitted in other campus facilities or vehicles. Students who have a disability-related need to live with an assistance animal in on-campus housing must follow all stated deadlines for general housing accommodation requests.

Boston College, including the Disability Services

No intake appointment is required for parking requests.

Students must email the DSO each semester to request a renewal of their parking pass, as needed. If the request is based on a temporary injury then updated documentation will be required. Due to the very high volume of requests we receive for parking, we can only provide parking passes for those with conditions requiring a recent surgery, and who will need to attend physical therapy at least three times a week in a location inaccessible by public transportation.

## Service Animals

Students who require the presence of a service animal at Boston College should inform the DSO as early as possible before bringing the animal to campus. The DSO will help ensure that the service animal is appropriately accommodated at BC and, if the student will live on campus with the animal, help make appropriate arrangements with the Office of Residential Life. If it is not readily apparent that an animal is a service animal, BC may require additional information to determine whether the animal qualifies as a service animal under applicable law. This may include asking whether the animal is required because of a disability and what work or task the animal has been trained to do.

Furthermore, BC requires that the student trainer notify the DSO about the animal no later than the date stated in the housing application for making requests for housing accommodations (See: Housing).

Students with service animals should follow the steps below:

1. Complete the [Disability Services Registration Form](#) available on our website.
2. Attach your medical documentation to the registration form, or send it directly via email ([disabrv@bc.edu](mailto:disabrv@bc.edu)) or fax (617-552-5600).

of approved accommodations until the form has been completed. When sending the electronic letter to:



Students must purchase a copy of each textbook they are requesting from the DSO and provide the receipt. Students are not permitted to disseminate the accessible version of the text to other students. This course of action constitutes a violation of copyright laws, and the violator would be subject to prosecution.

Students should request the syllabus or list of required textbooks and readings fr





The DSO currently uses a software called Glean, which enables students to record a class and sync that recording to PowerPoint slides and their own notes.

Students approved for Glean must fill out the Glean User Agreement (see: Appendix, Glean User Agreement). Students may not share the recordings with any other students.

## Permission to Check Blood Sugar During Exams

Students may be approved for permission to check their blood sugar during exams, including the use of a smartphone application.

## Permission to Eat and/or Drink During Exams

Students are permitted to eat and/or drink during exams. As with permission to check blood sugar, this is typically for students with diabetes or related conditions. Because testing environments are shared, students are asked to select drinks and snacks that will be minimally disruptive to others.

## Permission to Leave Class Briefly Due to a Medical Condition

Students may take a short break in the middle of the class in order to fulfill a medical need. Students are expected to return promptly when they are able, and to exit and return to class as non-disruptively as possible.

## Record Class (with permission)

Students may record their classes. When accommodation letters are sent to professors (see: Communication with Faculty), professors have an opportunity to discuss any concerns they have about this accommodation with the DSO. Professors may notify the class that it will be recorded, while maintaining the student's anonymity.

Class recordings are intended for the approved students' personal educational use only. They may not be shared with other students or used for other purposes.

## Reader

The DSO will arrange for a reader to verbally communicate test questions to approved students. Students are asked to send the DSO their full test schedule at the beginning of the semester. As some syllabi are refined throughout the semester, students are expected to notify the DSO at least two weeks in advance of any tests for which they wish to have a reader. Tests using a reader are typically proctored by the DSO within our office (Maloney 445).

## Scribe

A scribe will be hired for approved students, typically for testing only. Students are asked to send the DSO their full test schedule at the beginning of the semester. As some syllabi are refined throughout the semester, students are expected to notify the DSO at least two weeks in advance of any tests for which they wish to have a scribe. Tests using a scribe are typically proctored by the DSO within our office (Maloney 445).

## Testing Accommodations

Most testing accommodations are proctored by the Connors Family Learning Center (see: About the Connors Family Learning Center). When students are approved for testing accommodations, they receive an email with instructions on how to book a seat in the CFLC testing center through ClockWork (see: Appendix, Instructions for Scheduling a Test with ClockWork).

Following official approval from DSO, the CFLC requires 48-72 hours to add students to ClockWork, so approved students should be aware that they will be unable to immediately schedule tests.

All tests must be booked at least two days in advance through the ClockWork system. Special instructions regarding final exams will be sent out a few weeks prior to the end of each semester.

The CFLC does not proctor tests outside of business hours (9am-5pm). Students with early morning or evening classes must schedule proctored tests to begin and end within regular business hours and confirm the alternate time with their professors.

Some faculty can provide extra time directly in the course's usual classroom or in a separate nearby space. If a faculty member offers this, students can choose to take the test at the CFLC or to take it with the faculty member.

Law students and graduate students in the School of Social Work do not have accommodated exams proctored by the CFLC. Law students should contact the school's Student Services Office. Graduate students in the the School of Social Work should contact Associate Dean of Student Success.

## Extended Time

Students may be approved for time and a quarter, time and a half, or double time on testing. An accommodation of extended time applies to all timed assessments, including quizzes, in-class and take-home tests (those that are less than 48 hours long), and final exams.

## Reduced Distraction Testing Area

Approved students take their tests in the CFLC (or in a smaller space provided by their professor). The CFLC offers a testing environment with fewer students in the same room in order to minimize distractions. The CFLC does not provide individual testing rooms.

The CFLC does not proctor remote testing. Students should contact their professors to arrange extended time for remote tests. When remote tests are given through Canvas (BC's learning management system) or Proctorio, professors are able to manually adjust the allowed time for individual students. Professor at or

## Emotional Support Animals

If BC approves the assistance animal for housing, the student must meet with a member of Disability Services staff to review the Assistance Animals Agreement Form (see: Appendix, Assistance Animals Agreement Form). After review, the form will be signed by the student, a DSO representative, and a staff member from the Office of Residential Life. Once approved, Emotional Support Animals can live in jrnview tial pr ffe

of compliance with these requirements. The

coordination with our office, mental health professionals from University Counseling Services (UCS), and physicians from University Health Services (UHS).

### Approval Policies

There are two types of approvals. In the first type, an approved student will be pre-placed into a specific room by the Office of Residential Life. The student will not go through the regular Room Selection process. Approved students who completed the process on time are typically allowed to “pull” one friend with them into their approved housing (usually their direct roommate).

Students are not required to accept an assigned room that meets their approved accommodations. However, in rejecting the placement, students forfeit their right to the accommodation for the relevant term or academic year.

In the second type, an approved student is told to go through the regular Room Selection process. This may be done because a student has a high chance of receiving the approved accommodation naturally through the selection process; by going through regular Room Selection, the student has maximum independence regarding room location and roommates. If a student is able to select a room that meets their approved accommodations independently through the Room Selection process, the Office of Residential Life will then place the student into a space held for them.

### Mid-Year Room Changes

Students may request a mid-year room change for disability-related needs. Students must go through the same registration process as they would when requesting a housing accommodation for the upcoming school year (see: Registration Process, Housing). Students should be aware that the university’s ability to grant such accommodations is contingent upon space availability. If approved mid-year, students may be placed on a waitlist if the type of housing they are requesting is not available at that time..

Students may register for two types of housing requests with the DSO. The registration process for each is the same.

The first is an “accommodation.” This is for students already guaranteed on-campus housing for the following academic year and who need a specific type of housing.

: A rising sophomore with complex and severe food allergies requests a housing accommodation of a kitchenette. He is approved and directed to go through regular Room Selection first. During Room Selection, he and his group are able to select a suite with a kitchenette.

The second type is an “appeal.” This is for a student who is

academic y  
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Process and Options By Class Year  
Income

due to physical and mobility disabilities, or due to the need to drive to frequent psychological appointments that are not easily accessible via public transportation.

Students are required to pay for parking passes themselves. The DSO d

Grievances Covered  
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# Assistance Animals Agreement

## Assistance Animals

### Residential Terms and Conditions and Agreement

Boston College has adopted a “Service and Assistance Animals for Students” Policy, and acknowledges the need to accommodate service and assistance animals in housing in accordance with its obligations under federal and state law. These terms, conditions and agreement provide more detail regarding the housing of assistance animals in University residences. All defined terms that are not defined in these terms and conditions are defined in the Service and Assistance Animals for Students Policy.

The term “Assistance Animal” means an animal that assists an individual with a disability or provides necessary emotional support to an individual with a mental or psychiatric disability that alleviates one or more identified symptoms or effects of the disability, but does not meet the definition of a service animal.

Although Boston College Residential Life policy states that students are generally prohibited from having animals of any type in University housing, Boston College will consider a request by a student with a disability for reasonable accommodation to allow an assistance animal. However, no assistance animal may be kept in University housing at any time prior to the student receiving approval as provided policy.

The procedure for requesting assistance animals follows the general procedures set forth in the Disability Services Registration Process for requesting accommodations based on a mental health disorder and the requirements set forth below. Please refer to the [Documentation Guidelines for Mental Health Disorders](#) posted on the Disability Services website.

undue administrative burden or a fundamental alteration to University housing, Boston College reserves the right to assign an individual with an assistance animal to a single room without a roommate.

B. Disability Services will consult with Residence Life in making a determination on a case-by-case basis of whether the presence of an assistance animal is reasonable. The University may deny a request for a ~~man~~

Notwithstanding the restrictions set forth herein, the assistance animal must be properly housed and restrained, or otherwise under the dominion and control of the owner at all times. No owner shall permit the animal to go loose or





Should the assistance animal be removed from housing for any reason, the owner is expected to fulfill his/her housing obligations for the remainder of the housing contract.

By my signature below, I verify that I have read, understand and will abide by the requirements outlined in these terms and conditions and I agree to provide the additional information required to complete my request for a reasonable accommodation under these terms and conditions.

I understand that if I fail to meet the requirements set forth in these terms and conditions, the University has the right to remove the assistance animal and I will be nonetheless required to fulfill my housing, academic, and all other obligations for the remainder of the housing contract.

I give permission to the Disability Services Office to disclose to others who will be affected by the presence of my assistance animal (e.g., Residence Life staff, potential and/or actual roommate(s)/neighbor(s)). I understand that this information will be shared with the intent of preparing for the presence of the assistance animal and/or resolving any potential issues associated with the presence of the assistance animal.

I further recognize that the presence of the assistance animal may be noticed by others visiting or residing in university housing and agree that University staff may acknowledge the presence of the animal, and explain that under certain circumstances assistance animals are permitted for persons with disabilities.

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Individual Signature

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Date

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Disability Services Representative

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Date

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Residence Life Representative

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Date

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[1] Note that animals that may be needed b

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## Instructions for Scheduling a Test<sup>a</sup>



## Boston College Service Animal Policy

Boston College complies with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504). Regarding Service Animals, the ADA and Section 504 require the College to make reasonable accommodations to its policies, practices, or procedures to permit the use of a Service Animal by students with disabilities.

The ADA defines a Service Animal as "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability." Importantly, other species of animals, whether wild or domestic, trained or untrained, are not Service Animals for the purposes of the ADA. However, under certain conditions, Boston College will make reasonable accommodations for a miniature horse that has been individually trained to do work or perform tasks for the benefit of an individual with a disability.

When assessing whether a dog is a Service Animal individually trained to do work or perform tasks for the benefit of an individual with a disability, the dog must be trained to do work or perform tasks that are directly related to the individual's disability. Examples of work or tasks include, but are not limited to, the following:

- assisting individuals who are blind or have low vision with navigation and other tasks
- alerting individuals who are deaf or hard of hearing to the presence of people or sounds
- providing non-violent protection or rescue work
- pulling a wheelchair
- assisting an individual during a seizure
- alerting individuals to the presence of allergens
- retrieving items such as medicine or the telephone
- providing physical support and assistance with balance and stability to individuals with mobility disabilities
- helping persons with psychiatric and neurological disabilities by preventing or interrupting

