

Educational Support and Disability Services Resource Manual

For UMB Faculty



Office of Educational Support and Disability Services
621 W. Lombard Street, Suite 304
Baltimore, MD 21201
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disabilityservices@umaryland.edu



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This Resource Manual is neither a contract nor an offer to make a contract. ESDS reserves the right to make changes at any time with respect to the information, policies and procedures addressed in this Manual. The information enclosed is provided solely for the convenience of the reader.

For the purpose of consistency, in this document we will use person first language, as in students with disabilities or people with disabilities, versus disability first language such as disabled person or disabled student. However, it is acknowledged that in the end what is “correct” is what the individual prefers.

ADA Statement

The University of Maryland, Baltimore (UMB) is committed to the principles of equal access and opportunity for persons with disabilities in compliance with the Section 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act of 1990 (ADA) and the ADA Amendments Act (ADAAA) of 2008. UMB will not discriminate on the basis of disability against a qualified person with a disability in regard to application, acceptance, grading, advancement, training, discipline, graduation, or other aspects related to a student's participation in an academic program of UMB.

While a student's request for accommodation is always considered, the Office of Educational Support and Disability Services (ESDS) engages in an interactive process to devise a plan that is acceptable to the University, the School, and the student. Determination of whether an accommodation is reasonable is made by ESDS in consultation with School Liaison and other appropriate campus personnel. In keeping with the provisions of the ADA, an accommodation will not be approved: (1) that is incompatible with the technical standards for admission to, and completion of the program; (2) that alters the fundamental nature of the academic program; (3) that would result in a risk to the health or safety of the student or another individual; or (4) that would result in undue hardship to the University.

The Office of Educational Support and Disability Services (ESDS) works with students with all types of disabilities including physical, learning, sensory, psychological, ADHD, and chronic and acute medical conditions.

Mission

ESDS collaborates with UMB students, faculty and staff to facilitate academic success and to make education accessible regardless of ability.

Values

1. Accommodate

- Provides students with disabilities academic accommodations through an interactive process.
- Serves all UMB students through academic coaching and educational workshops.

2. Support

- Creates a safe space for UMB community to discuss disability and academic success.
- Trains and consults with UMB community on best practices impacting disability and student learning.

3. Advocate

- Creates programs and presentations around disABILITY awareness.
- Promotes an accessible campus community.

Contact ESDS

For more information about ESDS, the accommodations process, or the services provided to students with disabilities at University of Maryland, Baltimore, please contact:

Office of Educational Support and Disability Services

621 W. Lombard Street, Suite 304
Baltimore, MD 21201
Hours: 8:30 a.m. – 5 p.m.
Monday - Friday by appointment.
Walk in hours: 10 a.m. - 1 p.m. Fridays
P (410) 706-5889/(410) 706-7505
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disabilityservices@umaryland.edu

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Federal Disability Law

The rights of students with disabilities at the post-secondary education level are protected under Section 504 of the Vocational Rehabilitation Act of 1973 (Rehabilitation Act), the Americans with Disabilities Act (ADA) of 1990 and the ADA Amendments Act of 2008 (ADAAA). The ADA was designed to remove barriers which prevent qualified individuals with disabilities from enjoying the same opportunities that are available to persons without disabilities. Section 504 of the Rehabilitation Act states that no recipient of Federal financial assistance may discriminate against a qualified individual with a disability solely by reason of his or her disability. The ADA and the ADAAA prohibit discrimination on the basis of disability by public entities, including state colleges and universities, regardless of whether they receive Federal financial assistance.

Confidentiality

All information pertaining to a student's disability will be kept confidential to the extent permitted by law and separate from other student records. Disability-related information may be shared on a limited basis with University faculty and staff to provide accommodations and services, but only with the permission of the student or as otherwise permitted under the University's student records policy and applicable federal laws.

Eligibility

Current Students

Students enrolled at the University of Maryland, Baltimore (UMB) who wish to receive accommodations and services must identify themselves as having a disability and register with the Office of Educational Support and Disability Services (ESDS). The [accommodations process](#) may be accessed through [the ESDS Website](#). Students who do not require accommodation are not required to make their disabilities known to anyone in the University community.

Prospective Students

All prospective students are encouraged to [contact ESDS](#) in the early stages of graduate and professional school planning. Pre-admissions services include meeting with a disability counselor to provide information about eligibility for academic support services and accommodations, appropriate documentation of a disability, and transitional issues.

The admissions process for students with disabilities is the same as for all other students. Disclosure of the disability is voluntary. Once a student chooses to attend UMB and would like to request an accommodation, the student must register with ESDS.

Visitors

Visitors to the school are welcome to contact ESDS for assistance during their time on campus which may include the need for accessible technology, interpreters, and other concerns. Visitors may reach ESDS at (410) 706-5889. Individuals who are hearing impaired may call the Maryland Relay Service by dialing 711 in Maryland or (800) 735-2258 elsewhere.

Patients and visitors who are experiencing mobility barriers getting to and from the clinic and other campus buildings, may contact the UMB Campus Police at (410) 706-6882.

Rights and Responsibilities

Students with disabilities have the right to:

- An equal opportunity to participate in and benefit from courses, programs, services, and activities of the University.
- Reasonable and appropriate accommodations, adjustments, and/or auxiliary aids and services.
- Confidentiality: Information pertaining to a student's disability will only be disclosed to those with a need to know the information. Documentation is kept in a secure file within the Educational Support and Disability Services (ESDS) Office.
- Information available in accessible formats, including accessible instructional materials.

Students with disabilities have the responsibility to:

- Meet qualifications and maintain essential standards for courses and programs.
- Adhere to the University's honor statement. Students suspected of academic dishonesty will be referred for disciplinary action.
- Inform ESDS of accommodation needs by submitting an online request form each semester.
- Meet with ESDS staff for initial intake and provide appropriate and current documentation.
- Work with ESDS, school liaison, and faculty regarding appropriate accommodations.
- Present accommodation letter to faculty member (if applicable).
- Discuss with the faculty member how the accommodations are going to be implemented and explain about the situation, particularly testing accommodations (if applicable).
- Inform ESDS of barriers to a successful education and equal access.
- Provide ESDS with annual evaluation of services.

School Liaisons and Faculty have the right to:

- Require that students with disabilities request accommodations through ESDS.
- Require students with disabilities to meet all program/course requirements and standards.
- Consult with the School Liaison and/or ESDS staff if he/she feels that requested accommodations are not appropriate for a particular course or situation.
- Provide input on how approved accommodations will be provided in a particular course.
- Require that students engage in appropriate, non-disruptive behavior in the classroom and to take action to remove a student who is disruptive.
- Require that students follow University/Department policies and procedures.

NOTE: In accordance with the ADA, faculty do not have the right to question whether a disability exists or examine a student's disability documentation when the disability has been adequately documented and is on file with ESDS. The student's approved accommodations letter, signed by the Director of Educational Support, will act as assurance that the student has provided adequate documentation of the disability and requested accommodations.

School Liaisons and Faculty have the responsibility to:

- Refer all students who self-identify as having a disability and need to request accommodations to ESDS.
- Work with ESDS and student to make courses, viewed in their entirety, accessible (e.g., content, texts and materials, assessment method, on-line instruction, time requirements).
- Work cooperatively with locations that serve as affiliates, clinical rotations, and field placements, to assist implementation of appropriate reasonable accommodations for students (if applicable).
- Support and implement reasonable accommodations as identified in an Accommodations Letter from ESDS.
- Consult with School Liaison and/or ESDS if requests conflict with course objectives/requirements.
- Protect student's privacy and confidentiality.
- Include a syllabus statement directing students to ESDS if they have need for an accommodation related to a disability.
- Assist ESDS with identifying student assistants (i.e., note takers, readers, scribes) when applicable.

ESDS Registration and Accommodations Process

A student or applicant with a disability may request a reasonable accommodation by completing the [Disability Disclosure and Reasonable Accommodations Form](#). This form must be submitted with [documentation of the disability](#) from an appropriate health care provider. If an accommodation cannot be implemented, ESDS will discuss with the student requesting the accommodation.

While a student's request for accommodation is always considered, ESDS engages in an interactive process to devise a plan that is acceptable to the University, the School, and the student. Determination of whether an accommodation is reasonable is made by ESDS in consultation with School Liaison and other appropriate campus personnel. In keeping with the provisions of the ADA, an accommodation will not be approved if it:

- (1) is incompatible with the technical standards for admission to, and completion of the program;
- (2) alters the fundamental nature of the academic program;
- (3) would result in a risk to the health or safety of the student or another individual; or
- (4) would result in undue hardship to the University.

A decision that an accommodation would result in undue hardship due to its cost must be approved by the Assistant Vice President of Student and Academic Affairs. Proposed accommodations will also incorporate any school specific practices for handling of disabilities. UMB may offer alternative accommodations that differ from those suggested by the student.

Reasonable Accommodations

Reasonable accommodations (Academic Adjustments and/or Auxiliary Aids) are modifications or adjustments that allow an individual to gain equal access and have equal opportunity to participate in the University's courses, services, activities and use of the facilities.

Types of Accommodations

The following are some examples of reasonable accommodations that may be available to students with disabilities. All accommodations are determined on a case-by-case basis, according to the needs of the individual and the individual's specific program of study for a particular semester. Accommodations may change from semester to semester.

Classroom Accommodations:

- Adaptive furniture or equipment
- Access to visual aids/Power Points
- Accessible online and web-based course materials following Section 508 guidelines
- Additional time on in-class writing assignments
- Assistive listening device
- Recorded lectures
- Captioned videos
- Exit classroom when symptoms occur
- Interpreting services
- Transcription services
- Note taking assistance
- Specific seating
- Use of laptop computer for notes or in-class writing assignments

Testing Accommodations:

- Alternate exam format (e.g., taped/oral versions of exams, paper instead of computer-based)
- Assistive technology, such as reading/writing software (e.g., Kurzweil, Dragon Dictate)
- Calculator
- Computer access for essay exams
- Extended time on exams
- Large print exams

- Minimal distraction testing environment
- Reader
- Scribe
- Spell check

Other Accommodations:

- Alternate format textbooks
- Course materials in Braille, electronic, or enlarged format

Procedures for Implementing Student Accommodations

You are being asked to provide or arrange academic accommodation(s) for a student in your class who has a documented disability on file with the Office of Educational Support and Disability Services (ESDS). The accommodation request(s) listed on the Accommodations Letter have been deemed appropriate following a complete review of the disability documentation, a meeting between the student and an ESDS staff member, and review by the School Liaison.

The procedure for implementing these requests is as follows:

1. Review the Accommodations Letter with the student and discuss the specifics of each accommodation request and ask how you can assist with the coordination of the accommodations. Be certain to ask any questions and/or express any concerns so as to ensure mutual understanding and to establish a positive working relationship.

Note: The information on the Accommodations Letter is confidential and should be treated in a confidential manner. Information about a student's disability may not be placed in departmental files without the student's written consent.

2. If you have questions or concerns that the student is unable to answer, please feel free to contact the School Liaison/ESDS staff for consultation or clarification. Please consult the School Liaison/ESDS Staff as soon as possible to avoid a delay in the provision of reasonable accommodations to the student.
3. If you are concerned that any of the requests may alter your course requirements or otherwise compromise the integrity of your course, you may discuss alternative solutions with the student and the School Liaison/ESDS to determine an adequate solution for the situation.

Thank you for your assistance in this process. As you know, the University is legally required to provide reasonable accommodations for students with disabilities, and the accommodations must be made on a case-by-case basis according to the needs of the individual student and the nature of the student's course of study. It is always most effective and beneficial when the student, the faculty member and ESDS work together to provide these accommodations so that students with disabilities are allowed equal access to all that the University has to provide.

Assisting Students with Disabilities

A broad range of disabilities can affect a student's performance in the classroom and each student's specific disability and academic needs are unique. Communication with the student is therefore essential to discovering methods of accommodation. In thinking about necessary accommodations, an instructor should consider a student's accessibility to the classroom as well as the student's ability to fully participate in all course activities.

Students do not have to disclose their disability to anyone at the University, including the ESDS Office. However, accommodations cannot be provided unless the student discloses his or her disability to our office. In accordance with the ADA, instructors do not have the right to question whether a disability exists or examine a student's disability documentation when the disability has been adequately documented and on file with ESDS. Instructors must respect a student's right to have their disability-related information kept confidential; however, an instructor can ask how a disability impacts a student in the classroom and during the learning process.

Students are encouraged to be proactive, work with their advisors and instructors, and submit their requests for accommodations to ESDS so that accommodations can be coordinated in a timely manner. The student may request a private meeting with an instructor to discuss how best to work together.

You, as an instructor, can make the classroom more accepting for all students by considering implementation of the following recommendations:

- Make students feel comfortable about approaching you by including in the course syllabus a statement regarding accommodations for students with disabilities. You may use the syllabus statement provided on [page 18](#) of this handbook and on the ESDS webpage under the section titled [For Faculty](#).
- Refrain from discussing a student's disability and accommodations in front of others; all student information is confidential.
- Encourage students to use campus support services such as ESDS, the Counseling Center, Writing Center, and any school-specific academic services.
- Provide a course syllabus as early as possible.
- Recite complete bibliographic information on reading assignments for students who tape record lectures.
- Clearly explain grading procedures.
- Begin each lecture with an outline of material to be covered.
- Present new or technical vocabulary on the whiteboard or use a handout.
- Provide a copy of your lecture to students or allow them to download the slides.
- Give assignments and directions orally and in written form to minimize confusion.
- Conclude each class by briefly summarizing key points.
- Give exam reviews when possible before upcoming exams.

- Permit use of simple calculators, scratch paper, spellers, and dictionaries during exams.

Please also visit the [Faculty Resources](#) page for more information on working with students with disabilities.

Referring Students to ESDS

If a student discloses to you that he/she has a disability or that he/she is in need of accommodations, the student should be referred to:

Office of Educational Support & Disability Services
621 W. Lombard Street, Suite 304
Baltimore MD, 21201
P (410) 706-5889
F (410) 706-2865
disabilityservices@umaryland.edu

Syllabus Statement

Faculty members are encouraged to include the following statement in the course syllabus and to ensure that students are aware of the statement as they review the syllabus. This approach indicates the willingness of the faculty member to assist students with disabilities who may require accommodations.

Accommodations for Students with Disabilities

The University of Maryland, Baltimore (UMB) is committed to providing equal opportunity and access to the educational experience through the provision of reasonable accommodations. For students who have an accommodations letter from Educational Support and Disability Services (ESDS), it is essential that you correspond with me as soon as possible to discuss your disability-related accommodation needs for this course. For students not registered with ESDS who would like information regarding eligibility for academic accommodations due to barriers associated with a potential disability, please contact ESDS directly. For more information, please visit the [ESDS website](#) or call 410-706-5889.

Guidelines and Process for UMB Student Grievances

Non-Discrimination and Equal Opportunity

The University of Maryland, Baltimore (UMB) does not discriminate on the basis of race, color, religion, national origin or ancestry, sex, sexual orientation, physical or mental disability, marital status, veteran's status, or age in its programs and activities.

I. School Contacts

Each UMB school has an [ESDS Liaison](#) to help students with non-discrimination and equal opportunity:

II. University Designee to Coordinate UMB Student Non-Discrimination and Equal Opportunity:

Susan C. Buskirk, DM, MS

Chief Accountability Officer
Vice President
410-706-4937

sbuskirk@umaryland.edu

III. Grievance Process

A. Procedure

1. A student with questions or a grievance about a reasonable accommodation decision of the University or a school should first communicate with the School Liaison or the Director of Educational Support and Disability Services (ESDS). If the matter is not satisfactorily resolved, it should be reported to the Vice President for Academic and Student Affairs ("Vice President").

2. Unless the student objects, the University may attempt to resolve a grievance informally. For formal or informal grievances, the student should explain the incident underlying the grievance, the perceived problem and offer a proposed solution. The University reserves the right to proceed immediately to a formal review of the student's complaint. At any time, a student may request an informal process to address a grievance prior to proceeding with the formal grievance process.

3. A formal grievance of a reasonable accommodation decision should be in writing with pertinent records and documentation.

4. The Vice President (or alternate impartial designee of the Vice President for Academic Affairs) may work with the Dean of the student's school, or the Dean's designee, to develop an appropriate investigational process depending on the circumstances surrounding the reasonable accommodations grievance (e.g., didactic classroom experiences or clinical training). If a grievance involves persons from more than one school, the Vice President will work with the deans of the schools involved to develop an appropriate investigational process.

5. The student, the Dean or Dean's designee, and persons whose decisions or actions are the subject of the grievance will be given an opportunity to meet with the Vice President to discuss the grievance and the investigative process and to submit written statements, names of witnesses and other evidence.

6. The Vice President will investigate the reasonable accommodation grievance, look at the record as a whole and at the totality of the circumstances. The Vice President will make a decision and write a report summarizing the investigation and evidence and provide findings based on all the facts, on a case-by-case basis. The decision of the Vice President is final unless modified due to an appeal for reconsideration.

7. The student, the Dean of the student's school, and persons whose decisions or actions are the subject of the grievance will be given the findings and decision of the Vice President in writing.

8. The student may appeal for reconsideration by the Vice President on the basis of: 1) failure of due process, or 2) availability of new evidence which could not reasonably have been presented during the original investigation. The appeal for reconsideration must be submitted in writing within 7 calendar days following the date of the Vice President's decision.

9. The Vice President will maintain records regarding reasonable accommodation grievances.

10. To ensure appropriate due process and prompt, equitable resolution of complaints pertaining to reasonable accommodation decisions, formal rules of evidence will not apply and the Vice President may limit repetitive and irrelevant evidence. The University will attempt to resolve the grievance within 45 calendar days. Attorneys will not participate in meetings with the Vice President, but the schedule for the investigation will allow time for the student and other participants to consult with and obtain input from legal counsel and other advisors.

B. Time Limits

A grievance filed within 10 calendar days of the aggrieved reasonable accommodation decision will be considered timely. Nevertheless, the University will investigate any grievance filed within a reasonable time.

C. Confidentiality

The University will take reasonable steps to protect the confidentiality of the parties involved in a grievance. Persons involved will be advised of the necessity of keeping information related to a grievance confidential. However, persons should be aware that the University may need to disclose information in order to conduct an investigation, resolve a grievance and comply with applicable law.

D. No Retaliation

The University does not tolerate or condone any form of retaliation against a grievant whose reasonable accommodation complaint is made in good faith.

E. Exceptions

This procedure does not supersede policies and procedures addressing issues specifically governed by other University policies, such as: school grade appeals and school dismissal appeals, sex-based discrimination of students (see UMB VI-1.20(B)) and student sexual orientation non-discrimination policy and procedures (see UMB VI - 1.05(B)).

Students are expected to present such grievances in accordance with the applicable school and University policy and procedure.

F. Grievances Involving Affiliates' Employees

Many University students will be supervised by employees of the University's affiliates and teaching sites during their educational experiences. If a student is aggrieved by a reasonable accommodation decision in such a setting, the University will attempt to resolve the issue, and will attempt to reassign the student if a resolution is not feasible.

G. Counseling

The UMB Counseling Center offers assistance in coping with the stress resulting from discrimination or participation in campus proceedings to investigate discrimination. For support, contact:

[UMB Counseling Center](#)

621 W Lombard St, Suite 302

Baltimore, MD 21201

Phone: (410) 328-8404

Fax: (410) 328-5291

H. Filing Grievances with Outside Agencies:

For further information on non-discrimination, reasonable accommodation, or to file an equal opportunity complaint directly with the U.S. Department of Education, contact:

[Office for Civil Rights](#)

U.S. Department of Education

The Wanamaker Building, Suite 515

100 Penn Square East

Philadelphia, PA 19107
Phone: 1-800-421-3481
Email: OCR.Philadelphia@ed.gov

Faculty Resource Manual updated 11/5/21