

SERVICES FOR STUDENTS WITH DISABILITY AND DISABILITY DISCRIMINATION POLICY

Division: Student Affairs

Policy Statement

Terra State Community College (TSCC) is committed to creating an environment supportive for the success of all students, faculty, staff, and constituents. As such, TSCC provides services to assist all members of the community with their academic pursuits. TSCC also provides methods and processes to address discrimination. This policy provides guidance for implementing reasonable accommodations for students and members of the public while maintaining essential academic standards and requirements. It also establishes expectations for nondiscriminatory behavior and serves as a framework for evaluating whether conduct or actions may violate disability non-discrimination policies.

Policy Details

1. Definitions

- a. **A Person with a Disability** – Under the Americans with Disabilities Act (ADA), the term "disability" means:
 - i. Has a physical or mental impairment that substantially limits one or more major life activities;
 - ii. Has a record of such an impairment; or
 - iii. Is regarded as having such an impairment.
- b. **Complainant** - The individual who reports or files an allegation of a violation of College policy.
- c. **Disability Discrimination** – Encompasses many forms of prohibited conduct, including but not limited to, improper denial of requested accommodations; failure to implement approved accommodations; harassment or unnecessary different treatment on the basis of disability; and exclusion from participation in a College program or activity due to lack of physical accessibility, digital accessibility, or effective communication with members of the public as defined in Title II of the ADA.
- d. **Documentation** - Information obtained from appropriate sources that establishes the presence of a disability and supports the review and determination of accommodation requests, in accordance with the College's Documentation Standards.
- e. **Examples of Disabilities** - Disabilities may include, but are not limited to, physical, sensory, psychological, neurological, cognitive, or learning disabilities, as well as chronic health conditions that substantially limit one or more major life activities.
- f. **Temporary Impairments** - A temporary impairment is an impairment with an actual or expected duration of 6 months or less. A temporary impairment does not constitute a disability unless its severity is such that it results in a substantial limitation of one or more major life activities for an extended period of time.
- g. **Examples of Reasonable Accommodations** - Reasonable accommodations may include, but are not limited to:
 - i. Alternative formats of course materials (e.g., enlarged text, digital text, audio format)
 - ii. Note-taking assistance or access to lecture materials
 - iii. Extended time on exams or assignments
 - iv. Testing in a reduced-distraction environment
 - v. Alternative seating arrangements in classrooms or labs

- vi. Access to assistive technology or recorded course content
- vii. Other accommodations determined to be reasonable and appropriate by the College
- h. Fundamental Alteration** - A change to a course, program, service, or activity that would modify its essential requirements, objectives, or nature. An accommodation is not considered reasonable if it would fundamentally alter the academic standards, program outcomes, or essential elements of the course or program.
- i. Interactive Process** - A collaborative discussion between the student, the Office of Disability Services, and, when appropriate, faculty or academic program staff, to identify reasonable accommodations. This process involves reviewing documentation, discussing the impact of the disability on academic participation, exploring potential accommodations, and determining solutions that provide equal access without fundamentally altering the course, program, or essential requirements.
- j. Reasonable Accommodations** - An approved change or support that provides a qualified student with a disability an equal opportunity to access and participate in courses, programs, services, or activities offered by the College. Such accommodations must be effective while preserving the essential elements of the academic experience and must not create an undue financial or administrative burden for the College. Reasonable accommodations are distinct from flexibilities granted by a faculty member in response to medically documented short-term illness that is not related to a disability.
- k. Respondent** - The individual alleged to have violated College policy.
- l. Retaliation** - Retaliation is any adverse action taken against an individual because they reported discrimination, requested an accommodation, participated in an investigation, or exercised rights under College policy or applicable law.
- m. Technical Standards** - The fundamental abilities and competencies required for successful completion of a specific academic program, including expectations within classroom, laboratory, clinical, and fieldwork settings. Students are required to consistently meet these standards throughout their enrollment, either independently or with approved reasonable accommodations.

2. Scope

- a.** Employees seeking reasonable accommodations are referred to Human Resources.
- b.** Persons who are not students or employees (for example, community members, parents, visitors) but who are nevertheless qualified persons with disabilities pursuant to the Section 504 implementing regulation at 34 C.F.R. § 104.3(l)(4) may avail of this policy, in order to avoid discrimination prohibited by law.
- c.** The grievance procedure described in this policy fulfills the College's obligation under Section 504 of the Rehabilitation Act of 1973, implemented at 34 C.F.R. § 104.7(b), and is available to address any complaints alleging action prohibited by the disability-discrimination laws (Section 504, Title II of the Americans with Disabilities Act, and Chapter 4112 of the Ohio Revised Code).
- d.** Allegations of misconduct brought under other College policies (for example, the Student Code of Conduct) that involve disability discrimination, including harassment, must also be processed under this policy in addition to other applicable College policies.

3. Roles and Responsibilities for Reasonable Accommodations

a. Student Responsibilities

Students (including dual enrolled students on Section 504 plans or IEPs) and non-employees seeking accommodations are responsible for initiating and participating in the process to ensure access. Responsibilities include:

- i. Requesting accommodations through the Office of Disability Services in a timely manner
- ii. Completing all required intake materials and participating in the registration process

- iii. Meeting with Disability Services staff to discuss disability-related barriers and accommodation needs
- iv. Providing appropriate documentation from a qualified professional in accordance with Documentation Standards (see below).
- v. Engaging in the interactive process, as needed, to determine reasonable and effective accommodations
- vi. For students:
 - 1. Delivering the official Letter of Accommodation to faculty in a timely manner each term accommodations are requested
 - 2. Communicating with faculty, when appropriate, to support the implementation of approved accommodations
 - 3. Distinguishing between requests for implementation of an approved disability-related accommodation vs. requests for flexibility, such as a deadline extension, due to short-term illness that is not related disability-related.
- vii. Notifying Disability Services promptly of any issues, concerns, or changes related to approved accommodations

b. Disability Services Responsibilities

The Office of Disability Services is responsible for coordinating accommodations and ensuring compliance with applicable laws. Responsibilities include:

- i. Meeting with students and non-employees to review disability-related needs and accommodation requests
- ii. Evaluating submitted documentation and requesting additional information, if necessary
- iii. Facilitating an interactive process with the student/non-employee and, when appropriate, relevant college personnel to determine reasonable accommodations
- iv. Making determinations regarding accommodations by issuing a Verified Individual Services & Accommodations (VISA) for any approved accommodations and by issuing written notice of any denial of a requested accommodations
- v. Providing clear guidance on the implementation of approved accommodations
- vi. Issuing official Letters of Accommodation and the Communication Plan Template for students to share with faculty
- vii. Providing annual training and ongoing support and consultation to students and the College community regarding accommodations, physical and digital accessibility, and disability discrimination, including harassment

c. Faculty Responsibilities

Faculty play a key role in implementing approved accommodations and supporting access in the classroom. Responsibilities include:

- i. Implementing approved accommodations in accordance with the official Letter of Accommodation issued by Disability Services
- ii. Consulting with students, as appropriate, to determine effective methods for implementing accommodations within the course structure
- iii. Referring students who request accommodations (that have not yet been approved) to the Office of Disability Services
- iv. Communicating with Disability Services regarding questions, concerns, or implementation challenges, including situations where faculty receive requests for accommodations before approval from the Office of Disability Services
- v. This collaborative process is grounded in the interactive model required under the ADA and Section 504 and is intended to ensure equal access while maintaining the integrity of academic programs.

4. Accommodation Requests

Reasonable accommodations are determined on an individualized basis through a collaborative and interactive process involving the Office of Disability Services, the student, and, when appropriate, the academic program. All requests for accommodations must be supported by current and appropriate documentation from a qualified professional (see Documentation Standards). This documentation helps Disability Services confirm the presence of a disability, understand its impact on the student's academic experience, and make informed decisions regarding effective and reasonable accommodations. The steps for requesting and implementing accommodations are as follows:

a. Request Accommodations

- i. Notify the Office of Disability Services (ODS) of your need for accommodations.
- ii. Complete the Request for Services & Accommodations Form
- iii. Complete one or all of the Disability Verification Form, ESA Verification Form, or Housing Accommodation Verification Form.
- iv. Provide current supporting documentation, per the Documentation Standards, from a qualified professional describing your disability, its impact, and recommended accommodations.

b. Initial Review

- i. ODS reviews your request to confirm eligibility.
- ii. If eligible, ODS begins an interactive process to discuss accommodations.
- iii. If not eligible, ODS will refer you to other resources.

c. Interactive Process

- i. Meet with ODS to review your needs and potential accommodations.
- ii. ODS considers professional recommendations submitted by those seeking accommodations, but ODS has final authority to approve or deny accommodations.
- iii. Accommodations must be reasonable, provide equal access, and comply with program technical standards.

d. Determination & Notification

- i. **Approved:** You receive a Verified Individual Services & Accommodations (VISA) Form, which lists granted accommodations. You sign the VISA to give Disability Services staff permission to share confidential information regarding your accommodations with necessary College personnel. For students, ODS also provides an official Letter of Accommodation to share with faculty and a Communication Plan Form to help facilitate and document the conversation with faculty.
- ii. **Denied:** You receive a letter explaining the decision and may consult with ODS.

e. Implementation & Ongoing Support

- i. Meet with faculty to discuss which accommodations you will utilize in class, and how you will communicate about utilizing the stated accommodations. Document this conversation utilizing the Communication Plan.
- ii. Faculty implement accommodations as outlined in your Letter of Accommodation.
- iii. Contact ODS promptly if issues arise or if your needs change.

f. Key Points/Notes:

- i. Documentation (for example, from a student's healthcare provider) alone does not guarantee accommodations.
- ii. Each accommodation is determined on a case-by-case basis.
- iii. You must meet program technical standards with or without accommodations.

5. Documentation Standards

A combination of the following will be requested and considered when evaluating requests for services and accommodations. Documentation must be provided by a qualified, licensed, or certified physician, psychiatrist, or psychologist.

a. Acceptable Documentation

- i. Application for Services and Accommodations
- ii. Disability Verification Form
- iii. Emotional Support Animal (ESA) Verification Form
- iv. Housing Accommodation Verification Form
- v. Medical Records and/or Reports
- vi. Psycho-educational/Neuro-psychological reports
- vii. School Records (IEP or 504 Plans).
 1. Note that the Section 504 and IDEA obligations of K-12 public school districts to provide a free and appropriate public education without regard to cost do not apply to postsecondary institutions such as the College.
- viii. Letters of accommodation from previous higher education institutions

b. Documentation must include

- i. **Diagnosis Details:** Name of your disability, date diagnosed, and date of your most recent evaluation.
- ii. **Symptoms:** Description of how your condition affects you and meets diagnostic criteria.
- iii. **Assessment Information:** Tests or evaluations used to determine your disability (include the full report).
- iv. **Current Treatment:** Medications, dosage, and frequency, if relevant.
- v. **Impact on Learning or other Major Life Activities:** How your disability affects your ability to participate in classes, college housing, or other college activities.
- vi. **Accommodation Recommendations:** Suggestions for accommodations based on your needs, including a brief explanation of previous accommodations or why accommodations are needed now.

c. Documentation Age

All documentation submitted to the Office of Disability Services must accurately reflect a student's current functional limitations to support the determination of accommodations. Students may also be asked to provide updated evaluations if their condition has changed significantly or if existing documentation is outdated or does not clearly describe current needs.

- i. **Medical and general disabilities:** Documentation should generally be no more than three years old.
- ii. **Psychological disabilities:** Because these conditions can change over time, documentation should be no more than one year old. If the condition has not been stable for a full year, more recent documentation (within the past six months) may be required.

6. Timeframe For Requesting Accommodations

Students should submit accommodation requests as soon as they are admitted or become aware of the need for support. Early requests help ensure that reasonable arrangements can be made in a timely manner. All requests must include current and complete documentation. Once a complete request is received, the review process generally takes at least 10 business days, and finalizing accommodations may take up to four weeks.

Students should be aware that accommodations cannot be applied retroactively, and late requests may limit the College's ability to provide accommodations promptly.

7. Digital Accessibility

This policy requires the College to comply with the U.S. Department of Justice's April 24, 2024 Rule on digital accessibility under Title II of the ADA. Accordingly, as defined in 28 C.F.R. § 35.104, the web content and mobile apps that the College provides or makes available, directly or through contractual, licensing, or other arrangements, must conform to the **WCAG 2.1 Level AA** technical standard.

a. Examples of content covered by this policy:

- i. All terra.edu webpages, including internal webpages not open to the public.
- ii. All social media content posted by the College.
- iii. **Course-related web content.** Any digital materials (including but not limited to pdf, word processing, spreadsheet, or presentation files) used for instruction must comply with this policy when posted to Canvas, posted to a College website, or otherwise distributed to students. Third-party web content that faculty link to or otherwise use in teaching, if required for coursework, must comply with this policy.

b. Exceptions.

- i. **Archived content.** Archived content, as defined by the Rule, need not comply. Archived content must satisfy the following criteria:
 1. Was created before April 24, 2026
 2. Is retained exclusively for reference, research, or recordkeeping
 3. Is not altered or updated after the date of archiving.
 4. Is organized and stored in a dedicated area or areas clearly identified as being archived.
- ii. **Fundamental alteration/undue burden.** Conformity with WCAG 2.1 AA is not required if the College can demonstrate that compliance with this standard would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens. This decision must be made only by the President of the College or the President's designee and must be accompanied by a written statement of reasons.

c. Examples of compliant content. The following are examples of steps that must be taken to comply with this policy.

- i. Pre-recorded video, including any video used for teaching, must have synchronized captions.
- ii. Live-streamed video must have real-time captions.
- iii. Informative images must have equivalent alt-text embedded so that screen readers can convey the information to people with vision disabilities.
- iv. Web content must be navigable by keyboard, without a mouse.
- v. Text must be selectable and searchable. A scanned image-only document does not suffice.
- vi. Documents, such as pdfs or Word or Google documents, must be built with heading styles/tags in order to facilitate navigation by a screen reader.

d. Procurement. All College procurement of digital products/services must comply with this policy. The College expects vendors to provide Voluntary Product Accessibility Templates with respect to WCAG 2.1 AA, as well as testing evidence that provides proof that the products/services comply with this policy. The College also expects vendors to timely remediate any accessibility barriers at no additional cost. Procurement contracts must include remedies to protect the College if vendors fail to remediate.

8. Direct Threat/Involuntary Withdrawal

Under 28 C.F.R. § 35.139, the College may remove, restrict, or impose conditions on the participation of an individual with a disability in a College program or activity, when that individual with a disability poses a direct threat. Direct threat means a significant risk to the health or safety of others that cannot be eliminated or reduced to an acceptable level through reasonable modifications or auxiliary aids.

Any direct threat determination must be based on an individualized, objective assessment using current medical knowledge or the best available evidence. The assessment must consider:

- a. the nature, duration, and severity of the risk
- b. the probability that the potential injury will actually occur, and

- c. whether reasonable modifications of policies practices or procedures, or the provision of auxiliary aids or services, can sufficiently mitigate the risk.

Decisions to remove, restrict, or impose conditions on participation may be made only by the Section 504 coordinator and must be documented in writing. Individuals subject to such decisions may appeal to the President of the College through the College's Section 504 Grievance Procedure.

9. Services Not Covered by Disability Services

The Office of Disability Services provides accommodations for students with documented disabilities under Title II of the Americans with Disabilities Act (ADA) , Section 504 of the Rehabilitation Act of 1973, and Chapter 4112 of the Ohio Revised Code. Certain services or supports are not considered disability accommodations and are therefore not provided through the Disability Services Office. These include:

- a. **English as a Second Language (ESL) Support** – Language learning services are academic supports and are not disability accommodations.
- b. **Medical Devices Personal to the Student** – Items such as glasses, hearing aids, or other personal medical devices must be provided and maintained by the student.
- c. **Personal Transportation** – Transportation to or from campus is the responsibility of the student. Accessibility accommodations may be provided for college-owned transportation systems as required by ADA/504.
- d. **Personal Tutoring** – Tutoring or academic coaching is not automatically provided through disability services unless required as a documented accommodation for a disability.
- e. **Religion or Religious Observance** – Accommodations for religious practices are not covered under ADA/504. Please refer to the Religious Accommodations Policy.
- f. **Pregnancy Accommodations Unrelated to Disability** – Pregnancy alone is not a disability under ADA/504; complications resulting from pregnancy may be disabilities. Students seeking support for pregnancy are referred to the College's Title IX policy XX and the Title IX coordinator listed there. They may also reach out to the Academic Service Center.
- g. **Services for Students Without a Disability** – The Disability Services Office provides accommodations only to students with a documented disability.

10. Notice of Non-Discrimination, Harassment & Non-Retaliation

- a. **Notice of Non-Discrimination** - Terra State Community College's notice of non-discrimination is available on the College's website.
- b. **Harassment** – Harassing conduct that is severe, persistent, or pervasive that creates a hostile environment on the basis of disability is a form of discrimination prohibited under this policy. If the College receives notice from anyone of an alleged hostile environment on the basis of disability, regardless of whether a complaint has been filed under this policy, the College shall investigate the issue.
- c. **Non-Retaliation** - Terra State Community College strictly prohibits retaliation. Neither the College nor any other person may retaliate against any individual. Under this policy, retaliation consists of adverse action taken against an individual who opposed unlawful disability discrimination or who participated in an investigation addressing unlawful disability discrimination. Any person who violates this policy will be subject to discipline, up to and including termination if they are an employee, and or dismissal if they are a student.

11. Grievance Procedure

a. Appealing Accommodation Decisions

- i. If a request for an accommodation is denied by the Office of Disability Services, or if the student/non-employee believes the approved accommodation does not fully cover the student's/non-employee's needs, the student/non-employee is afforded the right to appeal

the decision through the College's Grievance Procedure. The right to appeal does not replace the interactive process, which imposes obligations on both the College and the student/non-employee seeking accommodations.

1. A student must submit a written Accommodations Appeal to the Dean of Student Success/Section 504 Coordinator, using the online form, within five business days of the denial.
2. The Dean of Student Success/Section 504 Coordinator may request additional supporting information, an interview, or other documentation as part of the appeal review.
3. The Dean of Student Success/Section 504 Coordinator will respond to the appeal within five business days with a decision.
4. Appeals should address:
 - a. Procedural error by the Disability Services staff
 - b. Violation of policy by the Disability Services staff
 - c. Eligibility for services criteria
 - d. Appropriateness of accommodations
 - e. Reasonableness of accommodations
 - f. Mitigating circumstances

b. General Guidelines

- i. Terra State Community College encourages anyone who experiences discrimination, harassment, or retaliation to report the incident as soon as possible after the incident(s) so it can be effectively investigated. All reports will be promptly reviewed and investigated, and appropriate action will be taken as expeditiously as possible. The College will make reasonable efforts to protect the rights of both the complainant and the respondent. Privacy will be maintained for the complainant, the respondent, and any witnesses, consistent with the College's legal obligations to investigate, take action, and comply with discovery or disclosure requirements.
- ii. The College reserves the right to investigate and resolve complaints of discrimination even if the complainant does not wish to pursue the matter or even if the alleged injured person is someone other than the complainant. Parties will be informed of the investigation's status at reasonable intervals until a final resolution is reached.
- iii. Anonymous complaints will be accepted; however, the College's ability to obtain additional information and fully investigate may be limited.
- iv. When a complaint is received, the College will take appropriate interim corrective action promptly. Investigations will be conducted in a manner such that maintains confidentiality to the extent practicable. Individuals meeting with investigators will be informed of the College's this policy and complaint process.
- v. Upon completion of an investigation, the College will inform the complainant and the respondent of the outcome, to the extent appropriate. If discrimination or harassment is confirmed, the College will act promptly to eliminate the conduct, redress its effects, prevent recurrence, and, where appropriate, impose disciplinary action consistent with due process
- vi. Intentionally making a false complaint is a violation of this policy, constitutes misconduct subject to disciplinary action, and in rare cases, may be considered a criminal offense if knowingly false.
- vii. In addition to the College process, individuals may file a complaint at any time with the following government agencies:

1. **U.S. DEPARTMENT OF EDUCATION, OFFICE FOR CIVIL RIGHTS**
<https://www.ed.gov/about/ed-offices/ocr>
2. **OHIO CIVIL RIGHTS COMMISSION**
<https://civ.ohio.gov/>

c. Investigation Process

- i. **Filing a Complaint** - A complainant may submit a written complaint using the Disability Services Grievance Form to the Dean of Student Success/504 Coordinator, describing the alleged disability discrimination, harassment, or retaliation. Upon receipt, the Dean will promptly review the complaint and may implement interim measures to protect all parties while the investigation is ongoing. Complaints should address the following:
 1. A detailed description of the issue including significant dates
 2. Any supporting documentation as necessary
 3. The resolution requested
- ii. **Investigator** - The following individual has been appointed by the President to address complaints under this policy's Grievance Procedure:

Mr. Tim Shaal, Dean of Student Success and Section 504 Coordinator

Terra State Community College
2830 Napoleon Road
Fremont, OH 43420
Office Location: Building B, Room 105
Phone: (419) 559-2416
Email: tshaal@terra.edu

- iii. **Investigation Process** - Investigations may include interviews with the complainant, respondent, witnesses, and the collection of relevant documentation or evidence. Both parties may provide witnesses and other supporting information.
- iv. **Interim Measures** - At any time during the investigation, the College may provide interim protections or interim remedies for the complainant, respondent, or witnesses. Measures may include separating the parties, limiting contact, suspensions, or temporary changes to housing or work assignments. Failure to comply with interim measures may be treated as a separate policy violation.
- v. **Resolution for Students** - If the investigation substantiates a complaint involving a student respondent, the matter will proceed through the Student Conduct Committee or the hearing process outlined in the Student Code of Conduct.
- vi. **Resolution for Employees** - If the investigation substantiates a complaint involving an employee, the College's Corrective Action Policy will apply.
- vii. **Timeline** - The College strives to complete investigations within 60 days of receiving the written complaint. Complex cases may require additional time, and parties will be notified of any delays.
- viii. **Non-Participation** - Complainants, respondents, witnesses, or other parties involved in a disability-related grievance are expected to participate in the investigation as needed to ensure a fair and thorough review. If a party chooses not to participate, the College may still review the complaint using available information, and notification of the outcome will be provided to the complainant and respondent. Non-participation may limit the College's ability to fully evaluate the situation and could affect the outcome. Reasonable accommodations will be provided to support participation when needed.

d. Special Provisions

- i. **Attempted Violations** - Attempts to engage in prohibited conduct are treated as though the conduct occurred.
- ii. **College as Complainant** - The College reserves the right to initiate a complaint pursuant to the Grievance Procedure and to pursue conduct proceedings without a complaint from the alleged injured person when necessary to protect the campus community.
- iii. **Third-Party Violations** - Discriminatory conduct by third parties (e.g., visiting speakers, athletes, or vendors) may create a hostile environment. The College is responsible for taking prompt and effective action to prevent further incidents, even when the College does not have direct disciplinary authority over the third party. Appropriate steps may include:
 1. Requesting corrective action from the third party or their organization
 2. Limiting the third party's participation in College programs
 3. Providing alternative arrangements for students, employees, or visitors affected by the conduct

Third-party individuals who experience discrimination are entitled to utilize the college's Grievance Procedure.

12. Records Retention

The Office of Disability Services (ODS) maintains records related to student accommodations, supporting documentation, appeals, grievances, and investigations in compliance with FERPA, the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and applicable Ohio law, including guidance from the Inter-University Council (IUC) Records Retention Manual. All records are treated as confidential and are accessed only by College personnel directly involved in providing accommodations, reviewing requests, or conducting investigations. These records are retained for a minimum of seven (7) years from the student's last date of enrollment or the resolution of any related appeal, grievance, or investigation, whichever is later, and may be kept longer if required by law or institutional need. Records are retained to support accommodations, ensure compliance with federal and state disability and education laws, and maintain institutional accountability. At the end of the retention period, records are destroyed securely to preserve confidentiality.

13. Confidentiality

All documentation provided by students to the Office of Disability Services (ODS) to request accommodations, or to the 504 Coordinator as part of a grievance/investigation will be maintained securely and treated as confidential in accordance with Section 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act (ADA), and the Family Educational Rights and Privacies Act (FERPA). Access to this information is limited to college personnel who are directly involved in reviewing the request, implementing approved accommodations, or following up on a complaint. Anyone who receives accommodation-related documentation is required to maintain its confidentiality and may not discuss or share it with individuals not directly involved in the accommodation process.

a. Reporting Requirements

All College employees, except licensed mental health professionals in the Counseling Center, are required to report incidents of disability discrimination, consistent with federal law and College policy, to the Section 504 coordinator. Students seeking fully confidential guidance may consult the College Counseling Center, where conversations are private and do not constitute official notice to the College.

b. Handling of Information

All accommodation requests, complaints, and related investigations are handled discreetly. Information is shared only as necessary to conduct a thorough and fair review. While the identity of an alleged injured person may be disclosed to the respondent, the identity of the complainant is

presumptively not disclosed to the respondent. All parties are expected to maintain confidentiality to the greatest extent possible, in alignment with privacy protections under FERPA and disability law.

c. Balancing Privacy and Investigation

The College strives to protect the privacy of all individuals consistent with federal law, including ADA, Section 504, FERPA, and College policy. Confidentiality is maintained whenever possible; however, disclosure may be necessary to:

- i. Conduct a complete investigation of a complaint
- ii. Ensure a safe and nondiscriminatory learning and working environment
- iii. Protect the due process rights of the respondent

All records of accommodation requests and related actions will remain confidential, except where disclosure is required or permitted by law, including compliance with ADA, Section 504, FERPA or other applicable federal and state regulations.

Resources

1. TERRA STATE DISABILITY SERVICES

Building B, Room 105
419.559.2139
<https://www.terra.edu/disabilityservices>

2. TERRA STATE DISABILITY SERVICES ACCOMMODATION APPEAL / GRIEVANCE FORM

https://cm.maxient.com/reportingform.php?TerraStateCC&layout_id=8

3. U.S. DEPARTMENT OF EDUCATION, OFFICE FOR CIVIL RIGHTS

<https://www.ed.gov/about/ed-offices/ocr>

4. OHIO CIVIL RIGHTS COMMISSION

<https://civ.ohio.gov/>

5. U.S. ACCESS BOARD

<https://www.access-board.gov/>

Definitions

Term* *Definition

	See Section 1. Definitions of the policy

Approval History

<i>Date</i>	<i>Policy/Procedure or Entire Document</i>	<i>Notes (Types of Actions)</i>	<i>**Approved by</i>
04/21/2026	Entire Document	Deactivated Old Policy Issued Current New Policy	Tim Shaal , Dean of Student Success & 504 Coordinator
04/23/2026	Entire Document	CASA Approved	Dr. Doug Mead, VPAA, CASA Co-Chair

****Full name of CASA Committee Chair, signatory, or designee**

Effective Date: 04/24/2026

Next Review Date: 11/01/2029