



Universidad Ana G. Méndez
Florida Branch Campuses
Services for Students with Disabilities

The university is committed to ensuring that all qualified individuals with disabilities have the opportunity to participate in educational programs and services on an equal basis. To that end, we strive to create an inclusive educational environment for all members of the University community in accordance with provisions of applicable laws including, but not limited to, the Americans with Disabilities Act as amended (ADA), and Section 504 of the Rehabilitation Act of 1973 (Section 504).

The University prohibits discrimination based on disability. The University also prohibits retaliation against individuals in connection with the assertion of rights under this policy. In accordance with applicable law and University policies, UAGM will provide Reasonable Accommodations to Qualified Individuals with Disabilities on an individualized, case-by-case basis and in a timely manner.

To support students requesting Reasonable Accommodations, UAGM has empowered the Directors of Retention with the authority and training to review and make decisions about whether an individual is a Qualified Individual with a Disability and what constitutes a Reasonable Accommodation. The Directors of Retention will make determinations regarding both academic accommodations as well as accommodations for other UAGM programs or activities and will coordinate with the Academic Affairs leadership as appropriate.

All information pertaining to a Disability and potential accommodations will be stored securely by and will only be shared with other University personnel on a need-to-know basis in compliance with applicable University policies and law.

A student (or applicant) may request an accommodation in accordance with the following procedures:

1. The individual requesting an accommodation must submit a written request their campus Director of Retention, who will coordinate an intake appointment with the designated campus staff member.

2. At the time of the intake appointment the designated campus staff member will:
 - a) Conduct an intake interview;
 - b) Provide information regarding student information and documentation requirements;
 - c) Describe services and accommodations offered at UAGM; and

d) Provide information regarding this policy.

3. Documentation requirements vary according to each individual's disability and situation. If documentation is required, the student will provide written and current documentation of their disability from a qualified professional with relevant experience and no personal relationship with the individual being evaluated. Appropriate documentation should provide information to establish the existence of the Disability, describe the nature of the Disability, explain the limitations of the student, and offer accommodation recommendations. Documentation must be on professional letterhead, signed, dated and include a licensure number.

4. The campus Director of Retention will engage in the interactive process with the student to determine appropriate Reasonable Accommodations. For conditions that are subject to change over time (including health related disorders, learning disabilities and psychological disabilities) the student may be asked to provide updated documentation for their file on an on-going basis for accommodations to be continued. No accommodation will be provided retroactively. The University reserves the right to modify accommodations. 5. If a Reasonable Accommodation is provided, the campus Retention department will generate an "Instructor Notification Letter" (INL) that explains to each instructor that the student is properly registered with the University and a list of accommodations to which the student is entitled. The INL will not disclose the student's specific disability information or diagnosis. It is the student's responsibility to deliver an INL to each of their instructors and to discuss the accommodation. Though a student can request an accommodation at any time, UAGM must receive reasonable advanced notice, which is typically four to six weeks. For sign language interpreters or books in alternative format, the full six weeks' notice is usually necessary.

The student has the responsibility each semester to decide whether they want to continue to receive accommodations or services. If the student decides they need accommodations or services for a particular semester, the need must be communicated to their campus Retention department by phone, e-mail, or in writing prior to the start of the semester. If, for any reason, a student is unable to complete a course for which a Reasonable Accommodation has been provided, the student is responsible for informing their campus Retention department that they are no longer in need of the accommodation. UAGM is not required to provide services of a personal nature such as personal attendants, individually prescribed devices, transportation, or readers/tutors for personal use or study.

UAGM is committed to providing prompt and effective resolution of alleged incidents of discrimination and harassment. Any type of retaliation against an individual for requesting an accommodation, using an accommodation, or for filing a complaint or appeal with the University or an external governmental agency is prohibited. Any student who believes that they have not received fair treatment regarding the Reasonable Accommodation process is encouraged to first meet with their campus Director of Retention. An earnest attempt will be made to find a valid solution, within the limits of the law. If a student is



experiencing problems receiving their assigned accommodation(s), they are encouraged to contact their instructor(s) first to attempt to resolve the issue. If the student does not find a resolution after communicating with their instructor, they should contact their campus Director of Retention.

A student may file a complaint with the University in accordance with the campus-based grievance process outlined in the UAGM Academic Catalog. Complaints may also be filed with the U.S. Department of Education's Office for Civil Rights at any time at 400 Maryland Avenue, SW, Washington DC 20202 or (800) 421-3481, <https://www2.ed.gov/about/offices/list/ocr/index.html>.