



BOSTON COLLEGE

Disability Services Office

Student Handbook

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Introduction

Welcome

Boston College is rooted in a world view that calls us to learn, to search for truth, and to live in service to others. We welcome and embrace the contributions of a diverse student body, including students with disabilities.

The Disability Services Office recognizes that not all students who register for accommodations identify as having a disability. Although our policies are guided by legal definitions, we acknowledge that many students qualified for accommodations do not self-identify as disabled, and we respect and welcome these students. We additionally recognize the ongoing societal stigma around disabilities and receiving accommodations. We affirm our students as essential to and inseparable from the fabric of our campus community.

This Handbook outlines students' rights and responsibilities, as well as the Disability Services Office's policies and procedures regarding reasonable accommodations. While every effort is made to keep the Handbook up-to-date, our procedures continue to evolve as we strive to better serve students, and current policies may differ from what is listed here. Students are always encouraged to contact our office directly with questions.

Mission

The mission of the Disability Services Office (DSO) is to provide all students with physical, medical, temporary, and/or psychological disabilities equal access to all aspects of student life at Boston College. In the spirit of the Jesuit tradition of *cura personalis*, DSO staff work individually with each student to determine reasonable accommodations and support services that aid students in achieving their educational, career, and personal goals. The DSO strives to help students with disabilities realize their potential and develop effective self-advocacy skills.

While complying with the law, the DSO provides services to all students with permanent or temporary injuries and conditions to ensure that all University programs and activities are accessible.

Office Hours and Location

We are open whenever the University is open, typically 9am-5pm ET, Monday through Friday.

We are located at:

Disability Services Office

Maloney Hall, Suite 445

21 Campanella Way
Chestnut Hill, MA 02467

Phone: 617-552-3434

Email: disabsrv@bc.edu

Fax: 617-552-3473

About the Connors Family Learning Center

The [Connors Family Learning Center](#) (CFLC) provides academic accommodations to students solely diagnosed with ADHD and/or a learning disability. The [CFLC's registration policies](#), including regarding documentation, are distinct from the DSO's, and students needing to register with the CFLC should refer all questions directly to the CFLC. Students diagnosed with a learning disability and/or AD(H)D in addition to a medical, physical, or psychological disability and have a neuropsychological or psychoeducational evaluation in support of AD(H)D and/or a learning disability should register with the CFLC.

The CFLC also serves as the testing center for registered DSO students approved for testing accommodations (see: Accommodations Policies and Procedures). Questions about waivers for academic program requirements (foreign language) should be directed to the CFLC.

The CFLC provides [tutoring](#) and academic coaching to all BC students.

What about...?	DSO	CFLC
Academic accommodations	Students with psychological, physical, medical, and/or temporary disabilities, including students with learning disabilities and another type of disability.	Students diagnosed with a learning disability and/or ADHD.
Academic program waivers	The DSO does not evaluate or approve academic program waivers (i.e. foreign language).	Students requesting academic program waivers based on a learning disability.
Non-academic accommodations	DSO coordinates dietary, housing, and transportation accommodations for all qualified BC students.	The CFLC does not coordinate non-academic accommodations.
Testing center for extended time and reduced distraction	DSO-approved students take exams at the CFLC.	CFLC and DSO approved students.

accommodations		
Tutoring	DSO does not provide tutoring.	CFLC provides tutoring and academic coaching for all BC students regardless of disability.

The CFLC is located at:

The Connors Family Learning Center

Thomas P. O’Neill Jr. Library, Room 200

Phone: 617-552-8055

Disability Laws in Postsecondary Education

The Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 govern the rights and responsibilities of students and colleges in regards to accommodations. Section 504 mandates that “No otherwise qualified individual with a disability in the United States . . . shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance”¹ The ADA “prohibits discrimination on the basis of disability in the activities of places of public accommodation,” including postsecondary education.²

As amended in 2008, the ADA requires that “disability” be construed broadly. Under the ADA, an individual with a disability is defined as “a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.”³

Differences Between High School and College

Because the legislation overseeing accommodations at the high school and college level differs, students who received accommodations in high school should be aware of how their rights and responsibilities shift upon beginning college. While Section 504 and the ADA govern both levels, IDEA does not apply to postsecondary education.

¹ “Protecting Students With Disabilities. *U.S. Department of Education, Office for Civil Rights.* <https://www2.ed.gov/about/offices/list/ocr/504faq.html>

² “The Americans with Disabilities Act of 1990 and Revised ADA Regulations Implementing Title II and Title III.” *U.S. Department of Justice, Civil Rights Division.* https://www.ada.gov/2010_regs.htm

³ “A Guide to Disability Rights Laws.” *U.S. Department of Justice, Civil Rights Division.* <https://www.ada.gov/cguide.htm>

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

High School	College
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.	Students are responsible for coordinating and paying for any required documentation, testing, or evaluations.
Schools develop Individualized Education Plans (IEPs).	No IEPs are developed, and IEPs from high school do not apply.
Schools must modify academic requirements as needed.	Colleges are not required to substantially modify essential academic requirements.
Personal services for medical or physical disabilities are required.	Colleges are not required to provide personal services such as a Personal Care Attendant.

Rights and Responsibilities

Students with disabilities have a right to the equal opportunity to learn, participate in, and benefit from the Boston College community. Students have a right to comparable access in all areas of campus life, including classroom instruction, housing, and extracurricular activities, where reasonable accommodations apply.

Students are responsible for the following⁴:

1. Proactively identifying themselves as someone seeking accommodations and following the DSO’s registration process (see: Registration Process), including submitting the required Registration Form, obtaining documentation that meets DSO guidelines, and meeting with staff.
2. Following all DSO timelines regarding accommodations requests (see: Registration Process and Accommodations Policies and Procedures).

⁴ With thanks to University of the Sciences

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 proactively work with departments, offices, and the campus as a whole not only to coordinate accommodations, but to strengthen our community's understanding of disability and material commitment to Universal Design.

Reasonable Accommodations

The DSO works with students in a holistic, individualized process to determine accommodations to ensure students with disabilities have equal access to their education. The ADA's mandate for the provision of reasonable accommodations does not give a specific definition of "reasonable." Accordingly, a "reasonable" accommodation for each student is determined on a case-by-case basis and includes a review of the provided documentation and active discussion with the student during the intake meeting (see: Registration Process).

While this handbook lists many of our accommodations, it is not intended to be a comprehensive list of all possible accommodations. Equally, not all accommodations are reasonable for all students with disabilities. There must be a clear connection between the functional limitation caused by the disability and the requested accommodation.

Unreasonable Accommodations

Accommodation requests may be denied if they fall into a category of "unreasonable" accommodations. There are four main categories of unreasonable accommodations: a fundamental alteration to the program or course; an undue financial or administrative burden; a personal service; or potential to cause a direct threat to health or safety.

Fundamental Alteration

Accommodations at the college level are intended to ensure that students have equal access to education, including course materials and methods of demonstrating knowledge. College-level accommodations do not alter the content a student is expected to learn, neither in an individual class nor over the course of an entire program or degree.

Students specifically seeking a foreign language requirement waiver should contact the CLFC (see: About the Connors Family Learning Center).

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 aid, or wheelchair), or personal transportation.

Students interested in tutoring services should contact the CFLC (see: About the Connors Family Learning Center).

Students in need of accessible transportation to off-campus locations should research [The RIDE](#), a paratransit service provided by the MBTA. Boston College Eagle Escort offers a regularly scheduled shuttle for all BC students to St. Elizabeth's Hospital; students should [visit the Eagle Escort page](#) for further information.

On-campus shared transportation is provided by the campus shuttle (for all students) and Eagle Escort van services (for approved students).

Confidentiality

Information related to a student's disability is considered private. Physical documentation is stored within a locked file cabinet in the DSO for seven years following a student's graduation; electronic records are kept in a secure database. Information is only shared outside the DSO on an as-needed basis to coordinate accommodations. Students are invited to list any concerns or limitations regarding disclosure to other BC personnel on their Registration Form, and are welcome to discuss which accommodations will require some amount of disclosure to other BC personnel during their intake appointments.

The DSO notifies professors of a student's accommodations only after the student has specifically requested so using the Accommodation Letter Request Form each semester (see: Communication with Faculty and Staff). The DSO does not proactively share medical information with professors unless specifically directed to by the student due to particular circumstances.

Disability Services staff are obligated to share information in the event of a medical emergency, official court order, or behavior that endangers the health or safety of the student or others. Additionally, DSO staff are not confidential campus resources for sexual assault reports; if a student discloses a sexual assault, the DSO is required to notify the Title IX administrator.

Registration Process

The Disability Services Office follows a standardized registration process to ensure that all requests are treated fairly. In general, the process has three required steps: Registration Form, documentation, and intake appointment (see below for details based on accommodation type).

Documentation is always required, as it serves as the foundation for legitimizing the request for a reasonable accommodation under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. Because scheduling medical appointments and receiving documentation from providers can take some time, students are encouraged to begin speaking with their doctors about accommodations as early as possible. High school IEPs, 504 plans or proof of accommodations received at previous colleges are not accepted forms of documentation. The Disability Services Office does not conduct evaluations, nor does it provide referrals for them.

Registration process:

1. Complete the [Disability Services Registration Form](#).
2. Attach your medical documentation to the registration form, or send it directly via email (disabsrv@bc.edu) or fax (617-552-3473). (See: Appendix, Documentation Guidelines for details).
3. Schedule an intake appointment using the DSO [online scheduling calendar](#). Note that documentation must be received prior to the intake appointment.

Approval notices are typically emailed within 7 to 10 business days after all three steps are complete.

Once a student is registered for academic accommodations for an ongoing condition, they do not need to re-register. At the beginning of each semester, the Disability Services Office will email a link to a new Accommodation Letter Request form, in which students will list the professors they want notified of their accommodations for that semester (see: Communication with Faculty and Staff).

Registered students requesting modifications will need to complete the above steps again regarding any additional accommodations.

Temporary Academic Accommodations

Students requesting academic accommodations for a temporary condition (such as a concussion or broken arm) should follow the above registration steps. Temporary accommodations are typically approved for the remainder of the current semester only, and students need to submit updated documentation in order to request an extension for an additional semester.

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.

Example: 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 for BC housing under any circumstances and may not register for housing accommodations.

Students who believe there is a strong chance their disability-related housing needs can be met naturally through the Room Selection process are encouraged to formally apply for accommodations through the DSO. Because many elements of the Room Selection process are random, every year there are students who are unexpectedly unable to select the necessary housing on their own. Requests received when the Room Selection process is already underway can be more difficult to accommodate, so students should adhere to all deadlines posted on the [Disability Services Office website](#).

Returning Students

Returning students should request disability-related housing accommodations by the Office of Residential Life's housing application deadline, usually in early February of each year. This process typically opens in early November. In addition to completing the steps below with the DSO, students must also fill out all required ResLife forms. Between November and February, the Housing Committee meets frequently, and students can typically expect notification within two weeks after completing all steps of the process.

Requests received after this deadline may have delayed decisions, and furthermore may not be able to be accommodated.

Registration: All students requesting a disability-related housing accommodation must complete this form, even if they have been previously registered and approved. A registration form acts as notification to our office that the student is seeking continuation of approved housing accommodations.

Documentation: Previously approved students seeking the exact same housing accommodations may not need to submit updated documentation. However, the DSO

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

Intake: 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 Office and the Office of Residential Life, will determine if the assistance animal is necessary to afford the student an equal opportunity to use and enjoy on-campus housing and if the animal's presence in on-campus housing is reasonable. The owner of the animal must abide by all state and local requirements regarding vaccination, licensure, leash control, and all other requirements for animals. BC may require documentation of compliance with these requirements.

Transportation

Eagle Escort:

Boston College offers a disability van service for those with temporary or permanent mobility impairments. Students requesting this service must complete the Disability Services Registration process.

Parking

1. Complete the [Disability Services Registration Form](#) available on our website.
2. Complete the top portion of the [Parking Permit Request Form](#) (see Appendix, Parking Permit Request Form) and have your doctor fill out the bottom half. The completed form can be attached to the registration form, or sent directly via email (disabsrv@bc.edu) or fax (617-552-3473). Hard copies may be delivered to our office in Maloney 445.

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.

For *service animals in training*, 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 (disabsrv@bc.edu) or fax (617-552-3473). (See: Appendix, Documentation Guidelines for details). Documentation must establish that the student has a disability and a disability-related need for the animal, as well as what specific tasks the service animal has been trained to accomplish for the student.
3. Schedule an intake appointment using the DSO [online scheduling calendar](#). Note that documentation must be received prior to the intake appointment.

Communication with Faculty and Staff

Our Role

Once a student has been approved for an academic accommodation, they will receive a link to an Accommodation Letter Request Form. Students must list the course name and number, professor name, and professor email address for each course in which they wish to use accommodations that term. Students are not required to list every professor, but they may not use accommodations in any course left off their request form. The DSO will not notify professors

of approved accommodations until the form has been completed. When sending the electronic letter to professors, the DSO also copies the student's academic dean.

Accommodation letters emailed to professors do not include any diagnoses or medical information, nor do they include non-classroom accommodations.

Example: If a student is approved for negotiated deadline extensions, housing with a kitchenette, and academic underloading, the student's letter to professors will only include negotiated deadline extensions.

Prior to the start of each semester, students with ongoing accommodations will receive a new Accommodation Letter Request Form for that term specifically. Students should fill out this form with the list of professors for the upcoming semester. If a student's courses change, they should fill out the form again, listing only the new professors.

Students without academic accommodations will not receive this form.

Professors periodically contact the DSO with questions about implementing academic accommodations for their students. DSO staff will explain our policies and how they relate to a student's particular accommodations, but we do not share specific medical information unless absolutely required for the correct implementation of accommodations.

For D/deaf and hard of hearing students: Prior to the start of each semester, DSO staff will email D/deaf and hard of hearing students to discuss the implementation of specific accommodations in each course and request permission to send their faculty a more individualized email than the standard accommodation letter.

Your Role

Students are encouraged to introduce themselves to their professors and directly communicate about the implementation of accommodations in the unique context of each course. Policies for certain accommodations, such as excused absences and negotiated deadline extensions, require that students notify faculty in advance and work together with their faculty to establish a timeline for any late or missed work (see: Accommodations Policies and Procedures).

Students should not feel obligated to share detailed medical information with their faculty. Although we encourage students to grow as self-advocates, we recognize that at times it is appropriate for the DSO to step in to clarify or coordinate between students and faculty. If students have a concern about a particular course or faculty member, they should contact the DSO.

Accommodations Policies and Procedures

In this section, we describe the policies and procedures related to each category of accommodations, including many of our common academic accommodations. The implementation of a specific student's approved accommodations may differ slightly as needed. Approved students are expected to maintain BC's standards for academic integrity at all times.

Students should be aware that DSO accommodations are not retroactive. Accommodations begin upon formal approval from our office.

Academic Accommodations

Absent Due to Medical Condition

This accommodation allows students to receive a few extra excused absences beyond what is permitted by an instructor's attendance policy due to a flare-up of one's condition. If a student misses more than a few times beyond the attendance policy, s/he will need to provide the instructor with documentation of each additional absence from a relevant health provider who treats the condition. If unable to attend class regularly, the student may need to withdraw from the course to avoid receiving a failing grade.

Academic Underloading

Boston College students typically take five three-credit courses per semester, for a total of 120 credits over the course of a degree program. Students whose documentation supports taking four courses per semester rather than five may "underload" during the regular academic year. This is commonly referred to as the "4-4-2" plan.

Students may make up these courses during the summer session at Boston College. Full tuition remission for the two summer courses will be provided (on-campus housing or any course registration fees are not included). Tuition remission is not provided for summer courses taken at other universities.

In the spring of each academic year, approved students will be sent instructions on how to indicate their summer courses fall under the 4-4-2 plan, and therefore receive tuition remission. Students are responsible for completing any required steps by the stated deadline.

Alternative Textbooks

The DSO will work with approved students to provide required textbooks and supplemental readings in their preferred format (ex. Word, DAISY, large print). Students are required to provide the DSO with a list of required textbooks and relevant identifying information, including title and edition number, editor(s) or author(s), publication year, publisher, and ISBN number.

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 from their professors four weeks in advance of the start of the semester in order to ensure the DSO has sufficient time to source or convert texts. Delays in the receipt of the reading list may mean that students will not have accessible versions in time.

Depending on the source of the accessible textbook, the DSO may send files directly to students or create an account for them on BookShare. Accessible texts within BookShare are then assigned to a student and placed on their individual “reading list.”

All BC students have access to [Read&Write software](#) through BC Libraries, which includes text-to-speech capabilities.

Captioning Services

Students are approved to have captioning for all course videos and other visual screenings. The DSO will email approved students’ professors at the start of each semester to direct them to provide all video content to the DSO. The DSO will then work with the Center for Teaching Excellence to have videos professionally captioned.

CART

The DSO works with approved students to coordinate on-site and/or remote CART (Communication Access Realtime Translation) providers, who supply live captioning for classes. Students are expected to send the DSO the list of requested courses as soon as they have their schedule (even tentatively) for the upcoming semester to ensure the DSO can arrange coverage.

For on-site CART, a trained CART provider will be present in the classroom. The CART provider may sit directly next to the approved student, depending on the student’s preference. For remote CART, a trained CART provider works from a remote location and provides captioning in real-time to the student using video conferencing software.

At the beginning of the semester, the DSO will send students’ professors an individualized email including the name and email address of the CART provider for their course. Professors should ensure that the CART provider has access to all online course materials and meetings.

Early Registration

Approved students receive early class registration as rising first-years and sophomores. The DSO will contact the Registrar's Office regarding students' approval, and students should see their earlier pick time reflected in BC's course registration system.

This accommodation is typically for students who need to plan for additional time between classes, are unable to take classes at certain times of the day due to their disability, or whose accessibility needs can only be met by certain class formats.

As upperclassmen students are already given earlier registration dates, only freshman and sophomores may qualify for this accommodation.

Make-up Exams Due to Illness

Approved students may make up quizzes, tests, and final exams missed due to their disability. Students must communicate with their professors in advance of missing a test, giving as much notice as reasonably possible. Students should then work with their professors to determine a reasonable new test date.

Negotiated Extensions on Papers and Assignments

Approved students are required to notify professors 24 hours in advance if they need an extension on a paper, project, or other assignment. The student and professor should then work together to determine a new deadline. There is no limit on the number of assignments per course for which a student may request a deadline extension. Students are responsible for ultimately completing all course assignments.

Students are expected to use their own best judgment regarding when they need to use this accommodation due to their disability and when they can be reasonably expected to complete late assignments. We encourage students to establish clear plans for finishing assignments once past the original deadline, because after a student falls multiple weeks behind, especially in more than one class, it can be difficult to catch up.

Note-Taking

Note-Taking Assistance Software

For most students approved for note-taking accommodations, note-taking software is the most appropriate accommodation. This accommodation permits students to take ownership of their note-taking and facilitates students' development of note-taking skills. Students taking their own notes, with support, have a stronger understanding of the course material; note-taking is also an important skill in the workforce after college. We encourage students to refer to our Note Taking Strategies handout for recommendations (see: Appendix, Note Taking Strategies Handout).

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. Professors may use a variety of platforms for administering remote exams; the Center for Teaching Excellence provides technical support.

Use of Computer During Class

Approved students may use a computer in classes in which computers are otherwise not allowed. Students are expected to use their computers only for course-related functions during class time. Students should contact the DSO if professors have specific concerns about this accommodation.

Other Accommodations

Assistance and Service Animals

Boston College is committed to the accessibility of its programs and services to students with disabilities, including accommodating service and assistance animals in accordance with its obligations under federal and state law.

An "assistance animal" is 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 (see: Service Animals).

A "service animal" is a dog that is *individually trained to do work or perform specific tasks for a person with a disability*. Under Massachusetts law, a person raising or training a service dog has the same rights as a person with a disability who has a service dog. Service animals do not include assistance animals.

Students approved to have an Emotional Support Animal or Service Animal must ensure that their roommate(s) is/are aware and agreeable to having the animal in the shared living space. If the approved student's roommate is uncomfortable with or allergic to the animal, the DSO and ResLife will coordinate any necessary changes.

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 any residence hall on campus (they are not permitted anywhere else on campus other than the dorms).

Assistance animals must be contained in the student owner's assigned living space, other than as required to be taken out for natural relief, during which time the animal must be in an animal carrier or controlled by a leash or harness. The owner is responsible for the care, well-being, and appropriate treatment of the animal, and must clean up after and properly dispose of the animal's waste in a safe and sanitary manner.

Students should select their emotional support animal carefully. Animal habitats or environmental controls that present fire hazards (such as heat lamps) are not allowed in BC dorms, even if the animal itself has been approved.

The owner of the assistance animal has responsibility for the management and supervision of the animal. Consistent with federal and state law, an assistance animal may be prohibited from a facility or program if the animal's behavior or presence poses a direct threat to the health or safety of others. It may be excluded from areas where its presence fundamentally alters the nature of a university program or activity, if the animal is disruptive, if its presence would result in substantial physical damage to property, or if it substantially interferes with the reasonable enjoyment of the program, service or facility by others.

Service Animals

Students with service animals must meet with a member of Disability Services staff to review the Service Animals Policy (see: Appendix, Service Animals Policy). 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, service animals can live in any residence hall on campus.

The owner of the service animal has responsibility for the management and supervision of the animal. Consistent with federal and state law, a service animal may be prohibited from a facility or program if the animal's behavior or presence poses a direct threat to the health or safety of others. It may be excluded from areas where its presence fundamentally alters the nature of a university program or activity, if the animal is disruptive, if its presence would result in substantial physical damage to property, or if it substantially interferes with the reasonable enjoyment of the program, service or facility by others.

The owner of the animal must abide by all state and local requirements regarding vaccination, licensure, leash control, and all other requirements for animals. BC may require documentation

of compliance with these requirements. The owner is responsible for the care, well-being, and appropriate treatment of the animal, and must clean up after and properly dispose of the animal's waste in a safe and sanitary manner.

Students with service animals who are stopped by faculty or other administrators on campus from bringing their animal into a campus space should be aware that these personnel may only ask two questions: (1) whether the animal is required because of a disability, and (2) what work or task the animal has been trained to do. Students do not have to disclose any other medical information, and students who experience unwarranted questioning about access to standard campus spaces should contact the DSO.

Research laboratories, certain hospital or clinical settings, animal facilities, workshops, boiler rooms, or other areas with special safety or logistical considerations may not be accessible to animals under certain circumstances. Animal owners who wish to access specialized facilities of this nature are encouraged to notify the DSO as early as possible so that the DSO can work with appropriate administrators to determine what accommodations are possible. Depending on the nature of the animal and the circumstances, BC may impose additional reasonable requirements for the health, safety and effective functioning of the BC community.

Dietary

Students may be approved for a referral to BC's dietician/nutritionist. Our nutritionist works with approved students and Dining Services to create a specialized meal plan that meets students' dietary needs.

To be approved for this DSO accommodation, students must have medically required dietary restrictions (see: Registration Process, Dining, and Appendix, Documentation Requirements). Students who follow a specific diet due to religious beliefs should contact the nutritionist directly, without going through the DSO.

Boston College does not permit students living on campus to waive the meal plan unless they live in certain style housing arrangements (i.e. full kitchen). **The DSO does not grant exceptions to the meal plan policy.** BC Dining will work with the student and Dietician to arrange for appropriate meal options.

Housing

Students seeking disability-related housing accommodations should register with the DSO. Students must also fill out all required forms with the Office of Residential Life (see: Registration Process, Housing).

Once all DSO registration steps are complete, the student's housing registration information (registration, relevant documentation, and notes) are reviewed by the Disability Services Residential Life Committee. The Committee is made up of DSO representatives (Associate Director and Assistant Director), ResLife staff members, whose roles specifically include

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 *not* 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..

Accommodation vs. Appeal

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.

Example: 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 *eligible* for on-campus housing (i.e. a full-time, non-CASU undergraduate) but does not have housing guaranteed for the next

academic year. Most juniors are not guaranteed on-campus housing, and transfer students are only guaranteed housing in their first academic year. The “appeal” is to grant the student an additional year of on-campus housing due to a disability. The DSO uses the term “appeal” to match the language used by the Office of Residential Life to describe this request.

Example: A rising junior with a chronic medical condition appeals for an additional year of on-campus housing, so that she can easily return to her room to rest between classes and activities.

Students may request both an appeal and an accommodation (that is, they need to live on campus in a particular room type). Prior approval for a housing accommodation is not a guarantee that an appeal will be granted; the student must demonstrate that living on-campus specifically is a reasonable accommodation.

What Is Not Approved

Students approved for suite-style housing are not allowed to pull more than their direct roommate.

Example: A student requests to live within an eight-person suite (an “8-man,” which includes four double-occupancy rooms). When she is approved, she is allowed to notify the Office of Residential Life of her chosen direct roommate. She and her direct roommate will be placed into an 8-man with an open double room, if her full group does not receive an 8-man during the regular Room Selection process. He is not allowed to pull the six other members of the suite.

Students are not approved for single rooms with their own private bathroom. This type of room does not exist within BC residence halls. Students seeking this accommodation may request a single room within an apartment or suite (so the bathroom is shared with few people), or a single nearby a shared but single-stall bathroom. The DSO will work with students individually to determine priorities and appropriate options.

Students are not approved for particular dorm locations based on proximity to the gym or to UHS. In the event of an emergency (such as anaphylactic shock), students are expected to call emergency services. Students are not approved for an additional year of on-campus housing based on the need for proximity to the gym, UHS, or other campus services (such as tutoring). In event of emergency (such as anaphylactic shock), students are expected to call emergency services. Furthermore, students will not be approved based on concerns about the cleanliness of off-campus apartments or cross-contamination in the kitchen. Students are encouraged to work with the [Off-Campus Housing](#) staff within the Office of Residential Life.

Email: offcampus@bc.edu

Phone: 617-552-3075

Process and Options By Class Year

Incoming first-year and fall transfer students should complete the housing registration steps between the first week of May and June 1 (see: Registration Process, Housing).

First-year students at BC live either on Newton Campus or on Upper Campus (part of the main Chestnut Hill campus). All first-year housing is traditional style: single, double, or triple rooms. First-year housing does not include any kitchens within rooms. Accessible [campus shuttle buses](#) transport all BC students between the Newton and Chestnut Hill campuses. More information on first-year housing options can be found on the [Residential Life First-Year Student Housing website](#).

For housing after their first year, students should complete the housing registration steps between early November and early February (see: Registration Process, Housing). Students approved for housing accommodations are typically placed within residence halls where others in their class year will also live.

Students should refer to the Registration Process, Housing for information on how to request a change in housing accommodations or a continuation of previously-approved housing accommodations. This is particularly essential between first year and sophomore year, since the housing options available change significantly.

Students should be aware that not every style of housing is available in each area of campus. The DSO will work with students individually to determine priorities and reasonable options.

Transportation

For general information, please visit the [Transportation and Parking Services website](#).

Eagle Escort

Eagle Escort is BC's van service. Approved students may use this service twice a day to go between on-campus locations.

Students approved for this service will need to call Eagle Escort at 617-552-8888 to request a ride. Eagle Escort is not able to schedule recurring rides. As Eagle Escort is a shared campus resource, students should allow sufficient time for the van to pick them up and bring them to their requested location.

Parking Pass

Approved students are able to purchase a parking pass from Transportation. Students may be further approved for a particular requested parking lot, as needed. This accommodation is not limited to students with one specific type of disability. For example, students may be approved

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 does not subsidize approved parking passes. Students experiencing financial need should contact their financial aid officer or the [Montserrat Office \(montserrat.coalition@bc.edu\)](mailto:montserrat.coalition@bc.edu).

Approved parking passes may be picked at Lyons Hall.

Accommodations appeals and grievance process for students

Accommodations Appeals

If a student believes they have been erroneously denied a requested accommodation, they may submit additional documentation to support their request. This documentation should be different from the documentation originally submitted, and typically should include further details in at least one required section (see: Appendix, Documentation Guidelines).

Student Grievance Procedure

The University will not retaliate against any person because the person has requested or received a reasonable accommodation. Any Boston College student who believes that a disability accommodation has been inappropriately denied, or otherwise believes that the University has discriminated against the student because of a disability, may bring a grievance under the Student Grievance Procedure for Students with Disabilities.

The Boston College Student Grievance Procedures for Students with Disabilities is below.

If a student believes that he or she has been discriminated against in connection with any University program or activity because of a disability, he or she has the right to seek a review of such concerns. It is Boston College policy that no qualified student with a disability shall be denied the benefits of, excluded from participation in, or otherwise subjected to discrimination under any University program or activity. In response to a request made by a qualified student with a properly documented disability, the University will arrange for the provision of reasonable accommodations determined by the University to be necessary to afford the student the opportunity to participate in University programs. The Disability Services Office within the Office of the Dean of Student Development is available to assist all undergraduate and graduate students in obtaining reasonable accommodations for hearing, visual, mobility, medical, and psychiatric disabilities. In addition, the Connors Learning Center provides academic services to students with learning disabilities and can assist in arranging for reasonable accommodations for such disabilities.

Grievances Covered

These Student Grievance Procedures are applicable to grievances arising from disagreements regarding requested accommodations or other complaints alleging that the University has violated applicable disability anti-discrimination law. However, these Procedures are not intended for the resolution of disputes arising from requests for modifications or waivers of academic requirements or standards. Any student who seeks a review of the denial of such a request, or who has a grievance that is primarily academic in nature, shall be referred to the academic standards committee or other appropriate body of the relevant school. The school will handle the student's complaint in accordance with the school's grievance procedures and in compliance with applicable law. Nothing in this policy shall be deemed to require the University to fundamentally alter its programs by modifying or waiving academic requirements that it deems essential to a course of study, or materially altering applicable codes of conduct or academic integrity.

Informal Complaints

Before initiating a formal complaint process under these Procedures, the student shall contact the Dean of Students, who (acting directly or through a designee) shall attempt to resolve the matter through informal consultations with the student, the Director of Counseling Services, the Director of Health Services, and/or other appropriate administrators over a period not to exceed ten days. If the complaint is not resolved to the student's satisfaction in a timely manner, the student may initiate a formal grievance process as described below.

Formal Complaints

A student who has not achieved a satisfactory resolution through an informal process may submit a written complaint for review by an ad hoc grievance committee. The complaint shall be filed with the Executive Director for Institutional Diversity, who serves as the University's ADA/504 Coordinator, not later than ten days following the conclusion of the informal process, and shall include the following information:

- a. A full description of the problem and any relevant facts;
- b. A summary of the steps the student has already taken in attempt to resolve the problem, including the names of persons involved;
- c. A statement of the requested resolution and the student's rationale for the requested accommodations;
- d. Any supporting documentation; and
- e. The name, contact information and signature of the person initiating the complaint.

The ADA/504 Coordinator, or, in the Coordinator's absence, his or her designee, will promptly appoint an ad hoc grievance committee, consisting of the Assistant Dean for Students with Disabilities or the Associate Director of the Connors Family Learning Center, a faculty member, an administrator, and other academic or administrative personnel the Coordinator deems appropriate. The Coordinator will notify the student as to the committee members. If the student has a basis to object in good faith to any committee member's participation, the student must

respond with a written objection within two days. The ADA/504 Coordinator will either replace this member or instruct the committee to proceed without him or her.

The ad hoc committee will investigate the grievance. The committee may interview or consult with the student and any other individual the committee believes to have relevant information, including faculty, staff, and students. In addition, the Vice President of Student Affairs will, upon a timely request of the student or the committee, provide a written summary of the Vice President's investigation and any findings to the ad hoc grievance committee.

The committee will conclude its investigation and submit its findings to the ADA/504 Coordinator within two weeks of initiating the investigation. The written findings will include findings of fact and a proposed resolution, if any.

The ADA/504 Coordinator will take whatever actions he or she believes is warranted based on the findings of the committee, which may include corrective steps and measures to provide reasonable accommodations or a determination that the student is not entitled to the accommodations requested. The Coordinator will promptly communicate the resolution to the student and the relevant department or other individuals in writing. The decision of the ADA/504 Coordinator will be final and any actions taken in response will complete the grievance process.

Confidentiality

The student's confidentiality shall be maintained by each person involved in the informal or formal investigation or resolution of a student grievance under this policy. Any disclosures regarding the student or the investigation, including any disclosures of clinical information provided by the student, shall be limited to the minimum necessary to accomplish the investigation or address the student's grievance. Upon the resolution of the student's complaint, all notes, correspondence and other documents relating to the student's grievance shall be transferred to the office that originally handled the student's request for accommodations (in most cases either the office of the Assistant Dean for Students with Disabilities or the Associate Director of the Connors Family Learning Center) for handling in a confidential and secure manner.

Appendix

All links in this section lead to PDF documents. Students should contact Disability Services (disabsrv@bc.edu) if they need any of these materials in an alternate format.

Assistance Animals Agreement

Assistance Animals

Residential Terms and Conditions and Agreement

Boston College

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.

I. Procedures for Requesting Assistance Animals in University Housing

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.

Documentation must come from a provider from the student’s state of residence or in Massachusetts if the provider has been seen for a significant period of time. Letters of support obtained from the internet will not be accepted.

II. Criteria for Determining If Presence of the Assistance Animal is Reasonable

A. University housing is unique in several aspects including the mandatory assignment of roommates for many individuals and the mandate that individuals must share a room or suite in certain residence halls. To ensure that the presence of assistance animals would not impose an

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 an assistance animal as unreasonable if the presence of the animal: (1) imposes an undue financial or administrative burden; (2) fundamentally alters University housing policies; and/or (3) poses a direct threat to the health and safety of others, or (4) would cause substantial property damage.

C. Boston College may consider the following factors, among others, as evidence in determining whether the presence of the animal is reasonable or in the making of housing assignments for individuals with assistance animals:

1. The size of the animal, including whether the animal is too large for available assigned housing space;
2. The animal's presence would force another individual from individual housing (e.g. serious allergies);
3. The animal's presence otherwise violates individuals' right to peace and quiet enjoyment;
4. The animal is not housebroken or is unable to live with others in a reasonable manner;
5. The animal's vaccinations are not up-to-date;
6. The animal poses or has posed a direct threat to the individual or others such as engaging in aggressive behavior or injuring people;
7. The animal causes or has caused excessive damage to housing beyond reasonable wear and tear.

Boston College will not limit room assignments for individuals with assistance animals to any particular building or buildings because the individual needs the animal because of a disability.

III. Owner Responsibilities

A. Containment

An assistance animal must be contained within the privately assigned individual living accommodations (e.g., room, suite, apartment) except to the extent that the individual is taking the animal out for natural relief. When the animal is outside the private individual living accommodations, it must be in an animal carrier or controlled by a leash or harness. Assistance animals are not allowed in any University facilities other than University residence halls (e.g. dormitories, suites, apartments, etc.) to which the student is assigned.

B. Dominion and Control

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 run at large. If an animal is found running at large, the animal is subject to immediate removal from University housing.

C. Licensure

The owner must abide by all applicable city, county, and state ordinances, laws, and regulations pertaining to licensing, vaccination, and other requirements for animals. It is the owner's responsibility to know and understand these ordinances, laws, and regulations. The University has the right to require documentation of compliance with such ordinances, laws, and/or regulations, which may include a vaccination certificate. The University reserves the right to request documentation showing that the animal has been licensed.

D. General Responsibilities

1. The owner is required to clean up after and properly dispose of the animal's waste in a safe and sanitary manner and must follow housing regulations to dispose of animal waste.
2. The owner is solely responsible for the care of the animal and must ensure the animal is well cared for at all times. Any evidence of mistreatment or abuse may result in immediate removal of the assistance animal and/or discipline for the individual.
3. An owner may be charged for any damage caused by his or her assistance animal beyond reasonable wear and tear to the same extent that it charges other individuals for damages beyond reasonable wear and tear. The owner's living accommodations may also be inspected for fleas, ticks or other pests if necessary as part of the University's standard or routine inspections. If fleas, ticks or other pests are detected through inspection, the residence will be treated using approved fumigation methods by a University-approved pest control service. The owner will be billed for the expense of any pest treatment above and beyond standard pest management in the residence halls. The University shall have the right to bill the owner's account for unmet obligations under this provision.
4. The owner must fully cooperate with University personnel in meeting these terms and conditions and developing procedures for care of the animal (e.g., cleaning the animal, feeding/watering the animal, designating an outdoor relief area, disposing of feces, etc.).
5. Assistance animals may not be left overnight in University housing to be cared for by any individual other than the owner. If the owner is to be absent from his/her residence hall overnight or longer, the animal must accompany the owner. The University reserves the right to remove the animal from the University if the owner is

absent. The owner is responsible for ensuring that the assistance animal is contained within the owner's bedroom, as appropriate, when the owner is not present during the day.

6. The owner agrees to abide by all equally applicable residential policies that are unrelated to the owner's disability such as assuring that the animal does not unduly interfere with the routine activities of the residence or cause difficulties for individuals who reside there.
7. The animal is allowed in University housing only as long as it is necessary because of the owner's disability. The owner must notify the Disability Services Office in writing if the assistance animal is no longer needed or is no longer in residence. To replace an assistance animal, the new animal must be necessary because of the owner's disability and the owner must follow the procedures in these terms and conditions and the Disability Services Registration Process when requesting a different animal.
8. University personnel shall **not** be required to provide care or food for any assistance animal including, but not limited to, removing the animal during emergency evacuation for events such as a fire alarm. Emergency personnel will determine whether to remove the animal and may not be held responsible for the care, damage to, or loss of the animal.
9. The owner must provide written consent to allow Disability Services to disclose information regarding the request for and presence of the assistance animal to those individuals who may be impacted by the presence of the animal including, but not limited to, Residence Life personnel and potential and/or actual roommate(s) and neighbor(s). This information shall be limited to information related to the animal and shall not include information related to the owner's disability.
10. The owner is responsible for informing his/her roommates of the presence of the assistance animal and communicating with Residence Life Staff if issues occur.

IV. Removal of Assistance Animal

The University may require the owner to remove the animal from University housing if: (i) the animal poses a direct threat to the health or safety of others or causes substantial property damage to the property of others; (ii) the animal's presence results in a fundamental alteration of a University program; (iii) the owner does not comply with the owner's Responsibilities set forth above; or (iv) the animal or its presence creates an unmanageable disturbance or interference with the University community.

The University will base such determinations upon the consideration of the behavior of the particular animal at issue, and not on speculation or fear about the harm or damages an animal may cause. Any removal of the animal will be done in consultation with the Assistant Dean of Students with Disabilities.

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.

V. Acknowledgement and Release of Information Consent Form

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.

Individual Signature

Date

Disability Services Representative

Date

Residence Life Representative

Date

[1] Note that animals that may be needed because of a disability may be identified by various names. For example, an individual may identify the animal as a companion animal, emotional support animal, therapy animal, or assistance animal.

Documentation Guidelines by Disability Type

Students should review the specific documentation guidelines relevant to their disability type(s). Students are free to share these directly with their doctors, so treatment providers understand what is required.

Documentation must be written by a licensed professional who is qualified to evaluate and diagnose such conditions.

In most cases, documentation must adhere to the following:

- Typed in English on provider's letterhead (or with certified translation)
- Signed and dated (within one year)
- Not written by a family member

In general, documentation must include the following medical information:

- Diagnosis
- Student's history with this diagnosis
- Description of the student's functional limitations relevant to an academic setting (impact)
- Current treatment plan, including any medications
- Recommendation for specific accommodation(s)

[Guidelines for medical and physical conditions and chronic illnesses](#)

[Guidelines for mental health disorders](#)

[Guidelines for traumatic brain injuries](#)

[Guidelines for medically restricted diet](#)

Glean User Agreement

Students approved for note-taking software (currently Glean) are emailed a link to a Google Form containing this agreement. Students are sent an account invitation after they have electronically signed the form below.

Note Taking Assistance (Glean) Agreement Form

Acknowledgement of Classroom Note Taking / Audio Recording Policy

****Please read the entirety of this agreement before electronically signing your name.**

In accordance with Section 504 of the Rehabilitation Act of 1973, a student with a qualifying disability which adversely affects his/her ability to take or read notes may be permitted to receive note-taking assistance and/or audio-record class lectures as a form of reasonable academic accommodation. Note-taking accommodations are approved on a case-by-case basis and provided to ameliorate the impact of a student's functional limitations due to his or her disability.

Use of a note-taking accommodation is subject to the following conditions:

- Peer notes or recordings of class lectures are intended only for the student's personal use in study and preparation related to the class.
- The student may not share these notes/recordings with any other person, database, or resource.
- The student may not publish or quote the lecture without the written consent of the lecturer.
- The student acknowledges that the recordings are sources, the use of which in any academic work is governed by rules of academic conduct at Boston College, in addition to federal copyright laws.
- The student agrees to destroy any recordings that were made by the end of the academic semester.

Students who have been granted permission to receive peer notes or audio record class lectures as an accommodation must agree to abide by each of these provisions while enrolled as a student at Boston College. Failure to do so may lead to disciplinary action by the College.

Instructions for Scheduling a Test with ClockWork

For students approved for testing accommodations (extended time or a reduced distraction testing area), these instructions are included in their approval letter. Students are also emailed separately with these instructions following approval.

How to Schedule a Test/Exam with Connors Family Learning Center (ClockWork)

****Exams must be scheduled at least 2 days in advance****

****Make sure that you arrive at Connors Family Learning Center on your test date at least 10 minutes prior to your scheduled time to make sure you can get set up ****

1. Search Connors Family Learning Center in the search bar on the bc.edu homepage.
2. Select the first link for the **CFLC**.
3. On the left side bar, click the tab titled **CFLC Test/Exam Services**.
4. Scroll down and click on the **For Students** link.
5. Click **Schedule a test or Exam**
6. Click the tab at the top left hand corner for **Schedule a test, midterm, or quiz**.
7. Click **1. Select Course** on the left side bar.
8. Follow the prompts, clicking next after each page is complete.
9. Make sure that you select **I acknowledge...** on the final page and then click finish on the bottom right.
10. Once you have completed this process and the test is officially scheduled, your professor will automatically receive an email that they have to either digitally upload or drop off a hard copy of your test.

*For questions about when the test is scheduled, select the time your class starts.

*For questions about length of test, enter the standard amount of time scheduled for the test, without your extra time.

*If you have a conflict with testing times (e.g. have a class directly following class with test) then you will either have to start the test earlier, or get permission from your professor to take the test at a later time, which you will organize with them prior to scheduling.

*To schedule a test to start at a different time, put the new start time in the test scheduled line.

*Keep the test length the same as the amount that other members of the class receive.

****If you have any other questions or concerns, please get in touch with Disability Services (disabsrv@bc.edu, (617)-552-3434, Maloney Hall 445)****

Note-Taking Strategies Handout

The DSO works to support students in developing effective note-taking skills. Our [note taking strategies handout](#) offers key suggestions. A separate handout specifically for Glean users is sent directly to approved students.

Parking Permit Request Form

Students requesting a parking permit due to a disability should use [this form](#). Students fill out the top half of the form, while their doctor should fill out the bottom half.

Boston College Service Animal Policy

Policy for the Use of Service Animals

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.

Definition of Service Animal

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 impulsive or destructive behaviors. The crime deterrent effects of a dog’s presence and the provision of emotional support, well-being, comfort, or companionship **do not** constitute work or tasks for purposes of determining if a dog is a Service Animal under this policy.

Care and Supervision of Service Animal

The individual with the disability using a Service Animal is responsible for the care or supervision of a Service Animal. The Service Animal must be under the control of the individual at all times and must have a harness, leash, or other tether. If the use of a harness, leash, or other tether would interfere with the performance of the work or tasks performed by the Service Animal or is impractical because of an individual’s disability, a harness, leash, or other tether may not be required. However, in that case, the

individual must be able to control the Service Animal by other effective means such as voice controls or signals.

A Service Animal is generally permitted to accompany the individual with a disability to College facilities where members of the public, students, staff, and faculty are allowed to go. However, the College may ask the individual with a disability to remove a Service Animal from any of its facilities if: (1) the Service Animal is out of control and the individual with a disability does not take effective action to control it; or (2) the Service Animal is not housebroken. The College may also ask the individual with a disability to remove a Service Animal from any of its facilities if the use or presence of the Service Animal poses a direct threat to the health or safety of others or if the animal's behavior, such as barking, is unreasonably disruptive to the other participants within the facility.

The College may impose legitimate safety requirements on the use or presence of a Service Animal that are necessary for safe operation of its facilities. There are some facilities that are not safe for the use or presence of Service Animals and from which the College may exclude Service Animals on a case-by-case basis depending on actual risks.

The individual with a disability must abide by current city, county, and state ordinances/laws/regulations pertaining to licensing, vaccination, and other requirements for animals (it is the individual's responsibility to know and understand these ordinances, laws and regulations). The individual with a disability is responsible to clean up after and properly dispose of the animal's feces in a safe and sanitary manner.

The College will not ask for or require an individual with a disability to pay a surcharge or to comply with other requirements generally not applicable to people without pets.

However, an individual with a disability may be charged for any damage caused by his or her Service Animal.

Agreement

By signing below, I agree to comply with the aforementioned policies as stated above:

Individual Signature

Date

Disability Services Representative

Date

Residence Life Representative

Date