

THE OFFICE OF LEARNING SERVICES

Millersville University
348 Lyle Hall, P.O. Box 1002
Millersville, PA 17551
717/872-3178

www.millersville.edu/~ols/services.php
Learning.Services@millersville.edu

Millersville University is committed to making its educational programs and facilities available to persons with disabilities, reflecting the expanding opportunities offered by institutions of higher education, businesses, government agencies, and corporations that are opening positions in many career fields to people with disabilities. Millersville University is committed to sharing society's responsibility to provide a campus climate and educational experiences that promote successful career options and increase life choices.

VISION

The Office of Learning Services promotes and encourages the unique learning styles of all Millersville University students through advocacy, assistive technology, collaboration, and direct services with the University Community. Through excellence in service delivery, the Office of Learning Services fosters a climate that ensures student access and equity at Millersville University.

SERVICES OFFERED

General Services:

The Office of Learning Services coordinates academic accommodations and related services for students with learning and physical disabilities who meet eligibility criteria set forth by the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. This also extends to individuals with handicapping conditions that substantially limit a major life activity such as learning. Students are made eligible for services on an individualized basis. Services may include but are not limited to academic accommodations, auxiliary aids, housing, etc. such as the following:

- Distraction-free testing
- Extended testing time
- Out of class testing
- Note-takers
- Assistive technology
- Recorded lectures
- Housing accommodations

General information or inquiries regarding services may be directed to the Office of Learning Services by calling 717/872-3178.

Assistive Technology Lab:

The Office of Learning Services, in partnership with the Special Education Department, offers the use of an Assistive Technology Lab to students with disabilities. The lab is shared between special education students and students with disabilities. The lab offers current technology for students with learning and physical disabilities, such as screen readers, vision magnification systems, specialty keyboards, and specialty software, etc. to assist students. The lab is open on the following days:

Mondays, Wednesdays, and Thursdays 10:00 AM – 2:00 PM

Tutoring Services:

The **MU Tutoring Center** is located on the first floor of Lyle Hall and is responsible for coordinating tutoring services at no cost to all Millersville University students. The Center offers tutoring in courses offered by the Schools of Humanities & Social Sciences, Science & Math, as well as a limited selection from the School of Education. A division of the **Office of Learning Services**, the Tutoring Center also offers workshops on study skills, note-taking, time management, critical thinking, and organizational skills. Additional services are available upon request.

Under the guidance of **Sherlynn Bessick, Director**, graduate assistants and student workers coordinate individual and group tutoring services for students. **MU Tutors are both faculty and students** (undergraduate & graduate who have received a B+ or better in the courses they tutor). While a student receives tutoring in a course, their tutor works closely with the professor in order to provide optimal assistance. Tutors have several opportunities each semester to receive **International Tutor Training and Certification** that will improve technique and build more efficient connections with their tutees.

Individual tutoring is a great way for any student to get the extra help they need to succeed in a course. The Tutoring Center offers individual tutoring in all courses offered by the School of Humanities & Social Sciences, the School of Science & Math, and the School of Education. Tutoring sessions are set up by the tutee and the tutor on an individual basis and typically take place in a convenient public place, as well as the Tutoring Center. The Tutoring Center offers individual tutoring in courses from the following departments:

Drop-in group tutoring provides an excellent study environment that allows students to learn from each other with the guidance of a tutor. A typical tutoring session is scheduled at a recurring weekly time and is open to all, without an appointment, who wish to receive tutoring. Unlike individual tutoring, drop-in tutoring is not limited to a specific course, but has a variety of different courses being tutored. Group tutoring is offered weekly in the following:

- Biology
- Business
- Chemistry
- Computer Science
- Earth Science
- Economics
- Physics

We welcome you to visit the Tutoring Center at 118 Lyle Hall or visit us on the web at:

<http://www.millersville.edu/~tutorctr>

Part 1

Becoming a Client of the Office of Learning Services

Students with Learning Disabilities

There are two basic steps to becoming a learning disabilities client of the Office of Learning Services.

1. Complete a [Special Assistance Request Form for Students with Disabilities](#) (PDF). For a student with a learning disability (including ADD/ADHD and other neurological disorders, etc.), complete the first page and the page entitled Learning Disability. This form must be returned to the Office of Learning Services (the address is shown on the first page of the form). New admit students will receive this form in the Admissions' packet sent by the University. Note: This form must be signed by the student before services can be rendered.
2. Submit a complete psychiatric, psycho-educational, psychological, neuropsychological, or evaluation report (ER) as your official documentation of a learning disability. Individualized Education Plans (IEP) and Summary of Performance Plans (SOP) will not be accepted in lieu of Evaluation Reports (ER) or psychological evaluations but may be provided as supportive information. **Documentation must state how the disability impacts your learning.** Prescription pad diagnoses are insufficient for our records. Documentation may be sent to the Office of Learning Services along with the Special Assistance Request Form for Students with Disabilities or sent alone. Disability documentation that does not meet guidelines will be returned to the student. (For detailed information about what must be part of the documentation, click on the [Documentation Guidelines](#) link.)

When these two documents have been received, they will be reviewed by the Director of the Office of Learning Services who will complete a list of the accommodations for the new client. The student will receive a confirmation letter listing the accommodations and providing some general information about being a client of this office.

Students with Physical Disabilities

There are two basic steps to becoming a physical disabilities client of the Office of Learning Services.

1. Complete a [Special Assistance Request Form for Students with Disabilities](#) (PDF). For a student with a physical disability (including asthma, allergies, developmental disorders, and mental health disabilities), complete the first page and the page entitled Physical Disability. This form must be returned to the Office of Learning Services (the address is shown on the first page of the form). New admit students will receive this form in the Admissions' packet sent by the University. Note: This form must be signed by the student before services can be rendered.
2. Submit documentation from your physician or qualifying practitioner with your diagnosis and the types of accommodations that may be required for the disability. This documentation should be on the physician's letterhead and signed by the appropriate professional. If documentation is submitted for academic accommodations, the **documentation must state how the disability impacts your learning.** Prescription pad diagnoses are insufficient for our records. Disability documentation that does not meet guidelines will be returned to the student. (For detailed information about what must be part of the documentation, click on the [Documentation Guidelines](#)

link.) Documentation may be sent to the Office of Learning Services along with the [Special Assistance Request Form for Students with Disabilities](#) (PDF) or sent alone.

When these two documents have been received, they will be reviewed by the Director of the Office of Learning Services who will complete a list of the accommodations for the new client. The student will receive a confirmation letter listing the accommodations and providing some general information about being a client of this office. Students may be asked to make an appointment to come into the office to discuss the accommodations. Students with physical disabilities who have any type of mobility issues and/or who are in need of special classroom setups are encouraged to meet with the Director prior to their attendance at Millersville University to discuss possible accommodations and campus accessibility issues.

Part 2 Confirmation of Services Letter

A confidential client file is opened for each student who submits eligible documentation and requests accommodations as a student with a disability. As a part of this process, all new clients registered with the Office of Learning Services will be sent a **confirmation letter** outlining their accommodations. Students who would like to discuss their accommodations are welcome to contact the Office of Learning Services (717/872-3178) during regular business hours to make an appointment with the Director.

Part 3 Declining Accommodations

Clients who wish to decline one or more eligible services must do so in writing and in consultation with the Director. Declining a specific service may preclude eligibility for other services.

Part 4 Letters to Professors

Upon becoming a client of the Office of Learning Services, most students will have accommodations approved for them that require their professors to be notified. If the semester is in progress when the student becomes a client, letters to the professors will be mailed immediately. If the accommodations are to become effective in a future semester, they will be sent out at an appropriate time to allow professors to be notified.

Professor letters are mailed automatically for the Fall and Spring semesters only. If a student has registered for classes in a Winter, Summer 1, Summer 2, or Summer 3 semester, the student must call the Office of Learning Services and advise the staff. This notification should take place as early as possible to allow time to mail the letters.

Part 5 Temporary Services

Students who have temporary disabling conditions for which they feel may warrant assistance from the Office of Learning Services are encouraged to contact the office. **Please note:** The Office of Learning Services does not provide personal services (for example: typing, personal attendants, transportation, etc.).

Part 6

Early Registration Procedures

Students with Disabilities

All clients eligible for early priority registration will receive a letter via U.S. mail several weeks before early registration begins. This letter will be sent to the student's address currently on file with the University. The envelope will be marked on the outside with the following notation in boldface print:

**IMPORTANT REGISTRATION INFORMATION
OPEN IMMEDIATELY**

It is **extremely important** that you maintain a current mailing address with the University at all times. If you receive your mail at a location other than where you actually reside, you should ensure that someone is forwarding your mail to you in a timely manner.

The notification letter will contain a variety of important information pertaining to early registration:

- √ Date of availability and location of the class schedule booklets
- √ Reminder to meet with your adviser, discuss your schedule plans, and secure your TAP number from your adviser.
- √ Reminder to complete all curriculum changes prior to registration.
- √ Date and time to begin early priority registration.

On the day early registration begins, the student can register via telephone or the MU web. An early registration TAP number is required to access the early registration system.

Part 7

Alternative Textbooks

Students with Disabilities

All students eligible to receive alternative texts or books on tape are so notified in the confirmation letter mailed to them upon becoming a client of the Office of Learning Services.

These alternative textbooks are ordered through Recordings for the Blind and Dyslexic (RFB&D). The recordings are provided free of charge to the client through a paid membership maintained by the Office of Learning Services. **Please note:** not all textbooks are available through RFB&D. Students may need to seek other sources for books such as www.bookshare.org. Students may obtain a student membership to access alternative texts. Students may also research Braille materials through the www.aph.org website and Louis database. Students may also use computer readers in the Assistive Technology Lab at 338 Lyle Hall to use regular textbooks.

Prior to the start of each regular semester (Fall and Spring), this office will determine the required textbooks for each class of each student with an alternative textbook accommodation. **Students must**

notify the Office of Learning Services one month prior to the start of each semester if they want alternative texts. Students who do not want alternative texts should notify the office as well.

Textbooks will be ordered from RFB&D. Some textbooks are available immediately and some are in a queue to be taped when personnel are available. **However, some textbooks are not available from RFB&D. You are encouraged to contact the Office of Learning Services for assistance if www.bookshare.org, www.aph.org, and the Assistive Technology Lab do not meet your needs.**

Upon receipt of the tapes, the student is notified by telephone that the tapes are ready to be picked up. **Unless students have made other arrangements with the Office of Learning Services, the Office of Learning Services will assume the student is no longer interested in their alternative textbook accommodation for those students who do not pick up alternative textbooks provided for them for two consecutive semesters.**

Taped textbooks from RFB&D require the use of a tape player that specifically plays four-track, adjustable-speed tapes. Many students with a disability requiring taped textbooks already own a tape player of this type. The Office of Learning Services maintains an inventory of several of these tape players, available to clients on a first come, first served basis. The tape player is loaned to a student on a semester by semester basis, and the student must return the tape player promptly at the end of each semester. In July, 2007, alternative textbooks from RFB&D will be in digital format requiring a special digital player. The Office of Learning Services will have several players on hand on a first-come, first-served basis. Students may contact RFB&D directly at <http://www.rfbd.org/>, if they would like to purchase digital players.

At the end of each semester, students must return all textbooks borrowed from this office. The Office of Learning Services must account for all tapes in order to obtain additional tapes for the following semester.

Part 8

Release of Information Consent Form

Students with Learning Disabilities and/or Physical Disabilities

To ensure the confidentiality of each student, the Office of Learning Services does not provide information about a student without that student's express permission. If the student needs to have a copy of a document from her/his file sent on their behalf, the student must come to the office to sign a release form.

Part 9

Out of Class Testing Provided in the Office of Learning Services

Students with Learning Disabilities and/or Physical Disabilities

All students eligible for extended testing, distraction free testing, or both should discuss their testing needs with their professors early in each semester. If the professor can provide the accommodation in a satisfactory manner within the department, they may elect to do so. If, for whatever reason, the accommodation cannot be met within the department, the professor may choose to have the testing done in the Office of Learning Services.

For any test which will be administered in this office, the student must complete a Testing Accommodation Request form (commonly known as “the green form”). These forms are available from a wall rack outside the Office of Learning Services, Lyle Hall, room 348. Forms can also be found on our website at www.millersville.edu/~ols/pdf/TestingAccommodationForm.pdf. The student should complete the front of the form, take the form to the professor, and have the professor complete the back of the form. The student is then responsible for bringing the form to the Office of Learning Services to schedule the test.

Testing Accommodation Request forms should be delivered to our office three working days before the requested test date. If your form is not received within this time frame, you may have to take the test with the rest of your class. Rooms and/or oral proctors need to be scheduled and reserved.

Instructions for completing a Testing Accommodation Request (green form)

On the student’s side of the form (the front):

- √ **Course #:** This line must contain the actual course designation, **not** just the name of the course. (For example: enter **MATH 130.01** – not simply “Statistics”)
- √ **Test Accommodation(s) Needed:** Mark all accommodations you will require from our office for this test and that you are eligible to receive. If you are not sure what accommodations you are eligible to receive, consult the confirmation letter you received from this office. (For example: If you need an oral proctor but do not indicate that, we may not have one assigned for you and one may not be available when you arrive for testing. Or, if you checkmark tape recorded tests but you do not have this as an accommodation, we cannot provide that accommodation.) You may contact our main office at 717/872-3178 if you are not sure about your accommodations.

On the instructor’s side of the form (the back):

Please ensure that your professor completes all three sections of the form and signs it. The normal length of test time is required so that we can compute the amount of extended time a student receives for the test.

- √ **Delivery, faxing, or e-mailing** of the test to the Office of Learning Services must be indicated.
- √ **Test Requirements:** items in this section are especially important. The normal length of time allowed for taking this test in class must be shown. You will be timed according to that length of time plus your accommodation allowance. This line **must** be completed. We must also know everything about how the test is to be administered, such as whether a book, notes, or calculator is allowed, etc.
- √ **Pick-up or campus mail** must be indicated for the return of the test to the professor. Tests returned to the professor via campus mail are sealed in a confidential envelope, an adhesive label is placed across the seal, the staff member signs across the seal, and it is placed in a campus mail envelope.
- √ **Signature block:** the instructor **must** sign the form or it will not be accepted.

Part 10

Psychological Testing for a Learning Disability

All students who seek academic accommodations for a learning disability are required to provide eligible documentation such as a psychological evaluation or evaluation report. Students who feel they may have a disability are welcomed to make an appointment for a screening with the Director. Students who require further evaluation are referred to a local psychologist in the local area who will evaluate Millersville University students at a reduced rate. Evaluations are at the student's expense. Students may contact the Office of Learning Services for this referral information. Students may also contact the Office of Vocational Rehabilitation (OVR) at 717/787-7834 to obtain evaluations, if eligible, at no charge.

Occasionally, the Office of Learning Services will provide testing as a University retention initiative to financially needy students, even though it is not a mandated service. Testing is not available every semester and does not occur during Summer sessions. Students who are offered testing will be placed on a test list from which they will be tested in order of placement on the list and if an evaluator is available. When the psychological testing is complete, the Director will determine the accommodations, if appropriate, for the student based on the evaluation results. The student becomes a client of the office at that point and a file is opened in her/his name.

Part 11

Withdrawing as a Client of the Office of Learning Services

Students with Disabilities

Clients who graduate or officially withdraw from the University have their files removed to Archives automatically. If a student desires to withdraw her/his request for services for other reasons, the student must come to the office and sign a Withdrawal of Services form. The form will be placed in the student's file and the file will then be archived. The student will be removed as a client of this office and accommodations will no longer be extended.

Part 12

GRIEVANCE PROCEDURE

The Office of Learning Services will make every attempt to assist you with accommodations to help you succeed as a student at Millersville University. If you would like a review of your accommodations at any time, please schedule an appointment with the Director of the Office of Learning Services.

GRIEVANCE PROCEDURE

<http://muweb.millersville.edu/~handbook/grievance.php>

Millersville University is firmly committed to equality in opportunity for all of its staff and students. A vital part of this endeavor is the provision of a mechanism whereby students with legitimate discrimination complaints may seek redress.

Students who believe that they have been discriminated against on the basis of race, color, religion, natural origin, ancestry, sex, age or disabled status in admission or access to, or employment in its program and activities should contact the Office of Social Equity & Diversity, Delaware House, ext. 3787

for assistance. This office is committed to reviewing, investigating, and responding to all complaints relating to discrimination and harassment of other lifestyles. The complaints should pertain to violations of the Pennsylvania Human Relations Act, the Pennsylvania Fair Educational Opportunity Act as amended, Titles VI and VII of the Civil Rights Act of 1964, the Civil Rights Act of 1991, Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Age Discrimination Act of 1975 as amended, the Americans with Disabilities Act of 1990, and/or appropriate state or Federal Executive Orders or Acts.

STUDENT COMPLAINT PROCEDURES

When students believe problems they have had at the University have not been addressed adequately, they have the option of bringing the matters to the attention of the appropriate University personnel. When doing so, a student should first contact the person or faculty member whose decision/action is their cause for concern. If the student does not believe the matter has been resolved at that level, the student can then proceed to speak with a staff member's immediate supervisor or a faculty member's academic department chairperson.

Part 13

Reviewing Section 504 of the Rehabilitation Act of 1973 and ADA of 1990

Understanding Section 504 of the Rehabilitation Act of 1973

Section 504 is a federal law designed to protect the rights of individuals with disabilities in programs and activities that receive federal funds from the U.S. Department of Education (ED). Section 504 provides: "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"

OCR enforces Section 504 in programs and activities that receive funds from ED. Recipients of these funds include public school districts, institutions of higher education, and other state and local education agencies. The regulation implementing Section 504 in the context of educational institutions appears at 34 C.F.R. Part 104.

Understanding the ADA of 1990

Title II of the Americans with Disabilities Act provides comprehensive civil rights protections for "qualified individuals with disabilities." Unlike section 504 of the Rehabilitation Act of 1973, which only covers programs receiving Federal financial assistance, title II extends to all the activities of State and local governments whether or not they receive Federal funds.

Students who wish to review the American's with Disabilities Act of 1990 can pull up the Act in its entirety on the web at: <http://www.usdoj.gov/crt/ada/pubs/ada.txt> or general information about ADA at: <http://www.usdoj.gov/crt/ada/t2hlt95.htm> .

Students who wish to review Section 504 of the Rehabilitation Act of 1973 can pull up the Act in its entirety at: <http://www.ed.gov/policy/rights/reg/ocr/edlite-34cfr104.html#A>

For questions and answers on disability discrimination under Section 504 and Title II, refer to: <http://www.ed.gov/about/offices/list/ocr/qa-disability.html>

Part 14

The United States Department of Education's Office of Civil Rights

The mission of the Office for Civil Rights is to ensure equal access to education and to promote educational excellence throughout the nation through vigorous enforcement of civil rights.

The Office of Civil Rights serves student populations facing discrimination and the advocates and institutions promoting systemic solutions to civil rights problems.

OCR enforces several Federal civil rights laws that prohibit discrimination in programs or activities that receive Federal financial assistance from the Department of Education. These laws prohibit discrimination on the basis of race, color, and national origin, sex, disability, and on the basis of age. These laws extend to all state education agencies, elementary and secondary school systems, colleges and universities, vocational schools, proprietary schools, state vocational rehabilitation agencies, libraries, and museums that receive U.S. Department of Education funds. OCR also has responsibilities under Title II of the Americans with Disabilities Act of 1990 (prohibiting disability discrimination by public entities, whether or not they receive federal financial assistance).

These civil rights laws enforced by OCR extend to all State education agencies, elementary and secondary school systems, colleges and universities, vocational schools, proprietary schools, State vocational rehabilitation agencies, libraries, and museums that receive Federal financial assistance from ED. Programs or activities that receive ED funds must provide aids, benefits, or services in a nondiscriminatory manner. Such aids, benefits, or services may include, but are not limited to: admissions, recruitment, financial aid, academic programs, student treatment and services, counseling and guidance, discipline, classroom assignment, grading, vocational education, recreation, physical education, athletics, housing, and employment.

How to File a Complaint with the Office of Civil Rights

WHAT TO DO

Anyone wishing to file a formal complaint with OCR should submit in writing the following information in a letter or on the Discrimination Complaint Form available from OCR enforcement offices (see listing):

- Your name and address (a telephone number where you may be reached during business hours is helpful, but not required);
- A general description of the person(s) or class of persons injured by the alleged discriminatory act(s) (names of the injured person(s) are not required);
- The name and location of the institution that committed the alleged discriminatory act(s); and
- A description of the alleged discriminatory act(s) in sufficient detail to enable OCR to understand what occurred, when it occurred, and the basis for the alleged discrimination (race, color, national origin, sex, disability, age, or the Boy Scouts of America Equal Access Act).

HOW TO FILE AN ONLINE COMPLAINT

OCR encourages students and parents, representatives of education institutions, and other OCR customers to use e-mail or fax to communicate with OCR, whenever possible. Also, complainants may file a complaint with OCR, online, at the following website: <http://www.ed.gov/ocr/complaintprocess.html>.

For those without current e-mail accounts, Internet access may be freely available from your local public library, and free e-mail accounts are available from several large providers.

A recipient may not retaliate against any person who has made a complaint, testified, assisted or participated in any manner in an investigation or proceeding under the laws listed above.

WHO CAN FILE

Anyone who believes that an educational institution that receives Federal financial assistance has discriminated against someone on the basis of race, color, national origin, sex, disability, or age, or who believes that a public elementary or secondary school, or State or local education agency has violated the Boy Scouts of America Equal Access Act, may file a complaint. The person or organization filing the complaint need not be a victim of the alleged discrimination, but may complain on behalf of another person or group.

TIMELINESS

A complaint must be filed within 180 calendar days of the date of the alleged discrimination, unless the time for filing is extended by OCR for good cause.

INSTITUTIONAL GRIEVANCE PROCEDURES

Prior to filing a complaint with OCR against an institution, a potential complainant may want to find out about the institution's grievance process and use that process to have the complaint resolved. A complainant is not required by law to use the institutional grievance procedure before filing a complaint with OCR. If a complainant uses an institutional grievance process and also chooses to file the complaint with OCR, the complaint must be filed with OCR within 60 days after the last act of the institutional grievance process.

Where to Write

Delaware, Maryland, Kentucky,
Pennsylvania, West Virginia
Office for Civil Rights, Philadelphia Office
U.S. Department of Education
Wanamaker Building
100 Penn Square East, Suite 515
Philadelphia, PA 19107 (215) 656-8541
FAX# (215) 656-8605; TDD (215) 656-8604

The Office of Learning Services' Policies and Procedures may be reviewed on site upon request.