

# Additional Services for Students with Disabilities

## Accommodations

The following resources, accommodations, and alternative arrangements are a sample of the offerings that can be provided by Full Sail to students requesting accommodation if they have provided medical documentation to support their qualifying disability:

- The ability to tape record the audio portion of any lecture or lab
- The ability to request seating in the front of the room
- Tutors provided free of charge to the student (peer tutors are provided through the Federal Work Study program and are available on a limited basis)
- The ability to take Student Success Seminars free of charge
- The ability to take all tests with a Student Success Specialist. When taking tests with the Student Success Specialist, students may:
  - Have tests read orally by a test administrator
  - Ask administrator to reword a question for clarity
  - Have additional time for completing a test
  - Take a test in a quiet room
- The ability to receive hard copies of the PowerPoint or Keynote slides for all classes (appropriate learning disability documentation must be provided)

Students may obtain information about the listed services from a Student Success Specialist in the Education department during regular office hours, Monday through Friday, 8:30 a.m. to 5:30 p.m.

## Student Success Services

The Student Success Seminars, unique to Full Sail, are offered as a service to degree-program students. This optional series in human performance enhancement is not remedial but has been designed specifically to help students perform well within Full Sail's compressed degree programs. The Student Success Seminars are designed to help students acquire tools for building competency, self esteem, and self-management. Topics covered include the brain and the learning process, redefining intelligence, managing moods and stress, emotional intelligence, choosing a healthy lifestyle, and mental and emotional health. These seminars are offered on campus and as Wimba sessions for online students.

There is no fee for these seminars, and they may be prescribed by the Director of Student Advising when warranted by lower-than-expected academic achievement.

Students who successfully complete five (5) Student Success Seminars receive ten (10) points that they may apply at graduation to any course they successfully complete. These points may not be separated, nor can they be applied to test-out scores. Likewise, they cannot be used to change a failing grade into a passing one.

## Disability Grievance/Complaint Procedures

Full Sail has adopted an internal grievance procedure for prompt and equitable resolution of complaints that allege any actions prohibited under Section 504 of the Rehabilitation Act of 1973 (Section 504), which prohibits discrimination on the basis of disability; Title IX of the Education Amendments of 1972 (Title IX), which prohibits discrimination on the basis of sex; and the Age Discrimination Act of 1975 (ADA), which prohibits discrimination on the basis of age, in any program or activity receiving federal financial assistance.

### Complaints

All Section 504 and ADA complaints, excluding those filed against the Director of Student Affairs, should be addressed to: Deborah Mills, Director of Student Affairs, 3300 University Boulevard, Winter Park, FL 32792. All Section 504 and ADA complaints filed against the Director of Student Affairs should be addressed to: Garry Jones, President, 3300 University Boulevard, Winter Park, FL 32792.

All Title IX complaints should be addressed to: Shayne Cade, Director of Compliance and Title IX Coordinator, 3300 University Boulevard, Winter Park, FL 32792. For more information on Title IX and to request a copy of the Title IX complaint form, students should visit [www.fullsail.com/TitleIX](http://www.fullsail.com/TitleIX).

### Instructions

The following procedures will be used for all grievances or complaints alleging violations of Section 504 and the ADA:

- A complaint must be filed within 60 calendar days of the alleged violation or claim of failure to provide reasonable accommodation.
- All complaints should be filed in writing, contain the name and address of the person(s) filing, and briefly describe the alleged violation.
- An investigation will follow the filing of the complaint if appropriate. This investigation will be conducted under the direction of either the Director of Student Affairs or the President, depending upon the nature of the grievance, and will normally be concluded within 60 working days. These procedures anticipate informal but thorough investigations, affording all interested persons and their representatives an opportunity to submit evidence relevant to a complaint.
- A written determination as to the validity of the complaint and a description of the resolution will be issued by either the Director of Student Affairs or the President, and a copy will be forwarded to the complainant no later than 15 working days after its issuance.
- Upon completion of the investigation, the complaining party may appeal the written determination to the President of Full Sail in writing within 15 days of the receipt of it. The appeal must contain a statement as to the reasons the complaining party disagrees with the determination, as well as any changes the complaining party requests. The President will consider the appeal and advise the complaining party as to his answer, generally within 15 days of the date the appeal is filed. An investigation will be considered complete either upon the expiration of 15 days from the time of the written determination (if no appeal is filed) or upon the issuance of the President's answer to an appeal.
- The Director of Student Affairs will maintain the files and records of Full Sail relating to any complaints filed.