

## **POLICY & PROCEDURES MEMORANDUM**

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| <b>TITLE:</b>          | <b>AMERICANS WITH DISABILITIES ACT (ADA): STUDENT ACCESSIBILITY</b>                                                                                   |
| <b>EFFECTIVE DATE:</b> | <b>*July 7, 2026</b><br><i>(*ADA Procedural Update 7/7/26; 9/27/22; 11/14/17, 10/5/15; 1/15/14; Title Updates 6/7/12, 2/24/05; Original 12/17/96)</i> |
| <b>CANCELLATION:</b>   | SA-1468.1A (9/27/22)                                                                                                                                  |
| <b>CATEGORY:</b>       | Student (SA)                                                                                                                                          |

### **POLICY STATEMENT**

Delgado Community College follows the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 to ensure that students with disabilities have equal access to academic programs and services. Delgado Community College is committed to ensuring compliance with the requirements of the Americans with Disabilities Act and its Amending Act of 2008 (collectively ADA) and that:

- Qualified individuals with disabilities have equal access to the full range of programs, services, activities and facilities of the College.
- Upon receipt of a request by a student, Delgado Community College will provide reasonable accommodations to qualified individuals with disabilities, unless doing so would result in a fundamental alteration or undue burden; the Requestor is not a qualified individual; doing so would fundamentally alter the nature of the College's service, program or activity; or would pose a direct threat to the health or safety of the individual with a disability or others.

The College is committed to making reasonable accommodations for qualified persons with disabilities such as making facilities accessible and purchasing or modifying equipment or devices necessary as auxiliary aids to students with disabilities. Reasonable accommodations for students may include substitution of courses in curricula, providing readers or interpreters, and other similar actions but do not obligate the College to waive course or other academic requirements or change the standards of the program. Programs with limited admissions within the College have specific policies which guide requirements for applicants with disabilities. Program directors for each of these programs may be contacted for information on program policies. Reasonable accommodations must not impose undue hardship on the College. Factors to be considered in determining undue hardship include College operational necessity, the nature and cost of the accommodation, and the resulting personnel requirements.

## PROCEDURES & SPECIFIC INFORMATION

### 1. Purpose

To outline Delgado Community College's standards and procedures for purposes of ADA compliance relative to academic and non-academic matters and matters of student accessibility.

### 2. Scope and Applicability

This policy and procedures memorandum applies to all current and prospective students of Delgado Community College. This policy and procedures memorandum also applies to all instructional modalities, including in-person, hybrid, and online learning environments.

Standards and procedures for purposes of ADA relative to employees, applicants for employment, and members of the general public that receive services from the College are addressed in the College's [Americans with Disabilities Act \(ADA\): Employee/ Public Accessibility policy](#).

### 3. Definitions

A. **Disability:** As defined by the Americans with Disabilities Act, an individual with a disability is a person who:

1. Has a physical or mental impairment that substantially limits one or more major life activities;
2. Has a record of such impairment; or
3. Is regarded as having such impairment as described in item #1 above.

B. **Impairment:** Any physiological, mental or psychological disorder or condition, including those that are episodic or in remission, that substantially limits one or more major life activities when active. An impairment is considered a health condition that makes everyday tasks more difficult when active.

C. **Substantially Limits:** An impairment that substantially limits the ability of an individual to perform one or more major life activities, taking into consideration factors such as the nature, severity, duration and long-term impact of the condition. Substantially limiting impairments makes it harder to do common activities like learning, standing, concentrating, or communicating.

**D. Major Life Activities:**

1. Caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others and working; *and*
2. The operation of a major bodily function, including functions of the immune system, special sense organs and skin; normal cell growth; and digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal and reproductive functions. The operation of a major bodily function includes the operation of an individual organ within a body system.

**E. Qualified Individual:** An individual with a disability who meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by Delgado Community College, with or without reasonable accommodation(s).

**F. Reasonable Accommodations:** A modification that permits an individual with a disability to effectively communicate with Delgado Community College and/or ensure equal opportunity relative to Delgado's programs, services, activities and facilities.

Reasonable accommodations are modifications or adjustments to the tasks, environment, or to the way things are usually done that enable individuals with disabilities to have an equal opportunity to participate in an academic program. The College is not obligated to waive course(s) or other academic requirements, to change the standards of any program, or to fundamentally alter the essential requirements of any program or course.

**G. Undue Hardship:** An accommodation that would be unduly costly, extensive, substantial or disruptive.

**H. Direct Threat:** A significant risk of substantial harm to the health or safety of an individual with a disability or others that cannot be eliminated or reduced by reasonable accommodation.

**I. Service Animal:** Under the American with Disabilities Act, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. The dog must be trained to take a specific action when needed to assist the person with a disability.

**J. Auxiliary Aids and Services:** Includes readers, qualified interpreters, captioning, accessible electronic materials, assistive technology, and other services.

- K. ADA Coordinator:** The Delgado representative responsible for facilitating the interactive, evaluation process relative to any request for accommodation relative to academic matters, student matters other than academic, and matters of student accessibility, whose name and contact information is provided below.

Name: Joseph Williams, Student Accessibility Coordinator  
Location: Delgado Community College  
Building 2 (Student Services Building), Room 102-W  
City Park Campus  
615 City Park Ave.  
New Orleans, LA 70119  
Phone #: (504) 671-5161  
Email: [jwilli6@dcc.edu](mailto:jwilli6@dcc.edu)

The Student Accessibility Coordinator has the responsibility for making determinations of whether a given illness, disorder, or condition substantially limits one or more major life activities; whether a requested accommodation would fundamentally alter the essential requirements of any program or course; what accommodation(s) would be reasonable so as not to impose undue hardship on the College; and what method is to be used in achieving program accessibility.

In reaching these decisions the Student Accessibility Coordinator may wish to call upon Student Health Services and the Equal Access Equal Opportunity (EAEO) Officer. It is the responsibility of the Student Accessibility Coordinator to notify each instructor and the EAEO Officer of the reasonable accommodations to be implemented for a student with a disability.

Decisions made by the Student Accessibility Coordinator are subject to review through the College's established grievance procedures.

#### 4. General Provisions

- A. It is the responsibility of the student with a disability to initiate a request for accommodations through the Office of Student Accessibility. The College will engage in an interactive process upon notification. The information submitted with student requests for accommodations is confidential.
- B. Students must sign a release form if they want the Office of Student Accessibility to share information with instructors or safety personnel. The release of information form must be signed by the student before the Office of Student Accessibility may (1) inform instructors and department heads regarding necessary accommodations; (2) inform first aid and safety personnel, where appropriate, if the person with a disability may require emergency treatment; and/or to (3) provide relevant information on the nature of the person's disability and his or her special needs (upon request) to Government officials investigating compliance with the Americans with Disabilities Act.

- C. Students requesting accommodations are responsible for following the procedures as published in the [Office of Student Accessibility Student Handbook](#).
- D. Students requesting accommodations must provide documentation that reasonability supports the existence of a disability and the need for accommodations without imposing unnecessary or burdensome requirements. Documentation will be evaluated on a case-by-case basis.

## 5. **Operating Procedures**

### A. **Orientation and Registration**

Special provision for students with disabilities that have been reported to the Student Accessibility Coordinator will be made in all phases of orientation and registration, so that (a) students with disabilities will have suitable access to meetings and other events and (b) those with impaired hearing or vision will have adequate opportunity to receive the same information imparted to other students. Testing (e.g., placement tests and advanced-standing tests) will be administered in such a manner as to compensate for disabilities unless the compensating adjustments would invalidate the tests.

### B. **Curricular Requirements**

Academic Deans, Academic Advisors, and other advisors will give careful consideration to modifications of curricular and degree requirements to accommodate the special needs of students with disabilities. With approval of the Academic Dean in which the student is registered and the Vice Chancellor for Academic Affairs, substitutions of courses and exceptions to degree requirements may be made, provided that the academic integrity of the degree program is not violated.

### C. **Course and Examination Requirements**

To ensure all students are aware of the student accessibility services available to those who qualify, faculty are required to include the published [Course Syllabus Student Accessibility Statement](#) in all course syllabi. In providing accommodations, faculty and staff are required to meet the responsibilities and complete the procedures as published in the [Office of Student Accessibility Faculty and Staff Guidelines: ADA Rights and Responsibilities](#).

Faculty are responsible for implementing reasonable accommodations as approved by the Office of Student Accessibility. Accommodations are determined and communicated by the Student Accessibility Coordinator and must be applied as approved. Faculty may not independently modify, deny, or substitute approved accommodations. If a faculty member believes that an approved accommodation conflicts with essential course requirements, he or she must consult with the Student Accessibility Coordinator to review and determine appropriate steps.

Accommodations may include but are not limited to: extended time in class and for testing, distraction-free/ distraction-reduced environment, readers, scribes, oral tests, assistive technologies, etc. Testing accommodations are changes to the regular testing environment and may include auxiliary aids and services that allow individuals with disabilities to demonstrate their true aptitude or achievement level on standardized exams or other high-stakes tests. Test proctoring services are provided by the Testing Center following the testing procedures outlined on the [Office of Student Accessibility webpage](#). A [Request for Special Testing Accommodations for Students with Documented Disabilities Form \(Form 1468/002\)](#) must be submitted for test proctoring services to be provided.

#### D. **Notification of a Disability**

It is the responsibility of the student seeking an accommodation to inform the Student Accessibility Coordinator as to the nature of any disability and the requested accommodation(s). The student should make this request as soon as possible to ensure that the College has enough time to review your request and implement any appropriate accommodation(s).

To request reasonable accommodations, students must follow the procedures below. Students must complete these steps before accommodations can begin. Accommodations approved are not applied retroactively. The College will make every effort to process accommodation requests in a timely manner to ensure equitable access.

**Step 1:** Meet with the Student Accessibility Coordinator regarding policies, procedures, and requirements.

**Step 2:** Complete the [Student Accessibility Student Agreement Form](#) and the [Student Accessibility Intake Form](#).

**Step 3:** Provide documentation from a qualified professional(s) using the [Office of Student Accessibility Accommodation Referral Form \(Form 1468/004\)](#) and as outlined in the [Office of Student Accessibility Student Handbook](#).

**Step 4:** Submit the [Semester Accommodation Request Form](#) each semester/session.

Each semester/session, the Student Accessibility Coordinator will send letters of accommodation to the student and each of his or her instructors regarding any reasonable accommodations to be implemented. The accommodations will be determined following an interactive process with the student.

Disabilities that are discovered or reported after registration will entitle the student to the consideration required by Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, but if it is the judgment of the Academic Dean that no adjustment can be made to accommodate the particular disability without violating the academic integrity of the student's program or course(s), the student will be allowed to withdraw on the same basis as any other student at the particular time the action is initiated.

Temporary disabilities such as illnesses, accidents, etc., that the student does not believe will require ongoing accommodations and that will not interfere with the student's work for more than two or three class days may be addressed by discussing with the individual instructor. The Student Accessibility Coordinator, however, remains available to the student if the student wishes to report a disability and seek accommodations.

#### **E. Classroom Access**

The College will accommodate the needs of students with disabilities for particular classes through the scheduling or rescheduling of classes in accessible locations. In situations in which a student with a disability is enrolled in a class in a building not accessible to the student, the College may move the class or make changes to the student's schedule so that the student can attend without barriers. The procedure for implementing this policy will be as follows:

1. If the course is a multiple section course with one or more sections scheduled in an accessible building, an effort will be made to rearrange the student's schedule so that the student will be assigned to a section in an accessible building. It will be the responsibility of the student's faculty advisor and/or the Academic Dean to work with the student in developing a mutually acceptable modified schedule.
2. If the procedure provided for in "1" above is not workable, or if the class is a single section offering, the meeting place of the class will be moved to an accessible building, if possible. It will be the responsibility of the Academic Dean and the Student Accessibility Coordinator to arrange for the movement of the class.

3. If the student's needs cannot be met by "2" above because the class requires a room of special design or one with special equipment, the College will make all reasonable efforts to modify the building so that the student can gain access to the classroom. When such a situation arises, it will be the responsibility of the Student Accessibility Coordinator and/or Academic Dean to notify the Equal Access Equal Opportunity (EAEO) Officer and to work with administrators from the Office of the Vice Chancellor for Business and Administrative Affairs to resolve the matter.

Accessibility considerations included in this policy and procedures memorandum also extend to virtual classrooms, learning management systems, and digital instructional materials.

#### **F. Service Animals**

To be qualified to utilize a service animal for ongoing accommodation at Delgado Community College, the student must register with the Office of Student Accessibility, supply appropriate documentation of the disability, and be approved for the accommodation. The requirements and responsibilities outlined in the [Delgado Service Animal Procedures](#) apply in regard to service animals on College premises. Service animals are dogs that are individually trained to do work or perform tasks for individuals with disabilities. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

#### **G. Voter Registration Assistance**

The Office of Student Accessibility provides [assistance](#) with completing and submitting State of Louisiana Voter Registration Applications / Voter Declaration Forms.

#### **H. Electronic and Information Technology Accessibility**

In accordance with Americans with Disabilities Act (ADA) Guidelines, the College ensures accessibility to electronic and information technology resources to persons with disabilities. Persons with disabilities have access to these resources, which include computer hardware, software, networks, and peripherals as well as many electronic and communications devices commonly used in offices. The Office of Student Accessibility ensures access to electronic and information technology resources, as well as the availability of training for these resources, to persons with disabilities at the College.

## I. **Digital Accessibility**

Delgado Community College ensures that all electronic and information technology, including websites, learning management systems, instructional materials, and digital communications, are accessible in accordance with Americans with Disabilities Act (ADA) Title II; 2024 update and form to WCAG 2.1 Level AA standards.

## 7. **Internal Complaint Procedure**

As outlined in the College's official publication of its policy on [non-discrimination](#), an internal grievance procedure is available to students with disabilities for resolution of complaints regarding the disposition of an accommodation request or asserting any action that would be prohibited by the ADA.

Students wishing to file a complaint must follow the College's academic appeals procedures (for [academic grievances](#)) or the College's student complaint procedures (for [non-academic grievances](#)) as outlined in the Delgado Community College Catalog.

## 8. **Non-Retaliation**

No individual shall be discriminated or retaliated against, coerced, intimidated, threatened, harassed or interfered with for:

- Making an accommodation request;
- Opposing any act or practice made unlawful by the ADA;
- Filing a charge, testifying, assisting or otherwise participating in an investigation, proceeding or hearing to enforce any provision of the ADA;
- Aiding or encouraging another individual in the exercise of any right granted or protected by the ADA; or
- Having a family, business, social or other relationship or association with an individual with a known disability.

## 9. **Public Notice**

To ensure accessibility by all interested persons, this policy is available on the public Delgado Office of Student Accessibility webpage at <https://www.dcc.edu/student-services/disability-services/default.aspx>, as well as a notice posted conspicuously for access by the public on each of Delgado Community College's campuses and sites.

## 10. Documentation

Forms and resources associated with this policy are available at the Delgado Office of Student Accessibility webpage at <https://www.dcc.edu/student-services/disability-services/default.aspx>, or by request to the ADA Coordinator:

Forms:

- [Student Accessibility Agreement](#)
- [Student Accessibility Intake Form](#)
- [Student Accessibility Accommodations Referral Form](#)
- [Semester Accommodations Request Form \(Submitted Each Semester/Session\)](#)
- [Request for Special Testing Accommodations for Students with Documented Disabilities Form](#)
- [Consent to Release Information Form](#)
- [Student Waiver of Services/Accommodations Form](#)
- [Interpreting Request Form](#)
- [Voter Declaration Form](#)

Resources:

- [Delgado Student Accessibility Handbook](#)
- [Course Syllabus Student Accessibility Statement](#)
- [Office of Student Accessibility Faculty and Staff Guidelines: ADA Rights and Responsibilities](#)
- [Delgado Service Animal Procedures](#)
- [Delgado Web Accessibility Policy](#)
- [Delgado Web Accessibility Procedures](#)

## 11. Confidentiality

All documentation obtained as part of an accommodation request, including medical and other relevant information, shall be maintained as confidential records, kept private and stored separately from other student records. Information is only shared with permission or when legally required in accordance with FERPA and ADA confidentiality requirements. Disability-related information may be disclosed without consent when there is a significant risk of harm or direct threat to the student or others.

## 12. Additional Resources

For additional resources, individuals with disabilities may contact Miranda Hughes, State ADA Coordinator, at [Miranda.Hughes2@la.gov](mailto:Miranda.Hughes2@la.gov) or (225) 342-1243, 1201 N. Third St., Suite 7-311 Baton Rouge, LA 70802.

Individuals may also contact or file a complaint with the following:

- U.S. Equal Employment Opportunity Commission (EEOC) pursuant to Title I (29 CFR § 1630.1 – 1630.16) at 1-800-669-4000, 1-800-669-6820 (TTY for Deaf/Hard of Hearing callers only) or 1-844-234-5122 (ASL Video Phone for Deaf/Hard of Hearing callers only).
- Louisiana Commission on Human Rights pursuant to La. R.S. 23:323 et seq at 225-342-6969; or
- U.S. Department of Justice (DOJ), Civil Rights Division, pursuant to Title II (28 CFR § 35.101 – 35.190) at 202-514-3847 or 202-514-0716 (TTY for Deaf/Hard of Hearing callers only).
- U.S. Department of Education, Office of Civil Rights (OCR)

Be advised that strict time limitations apply for filing complaints with these governmental agencies.

### *Policy Reference:*

Louisiana Revised Statute 46:2594, Americans with Disabilities Act (ADA)  
Americans with Disabilities Act and its Amending Act of 2008 (collectively ADA)  
Louisiana Community and Technical College System Policy #6.023 Americans with Disabilities Act: Employees and Students  
Louisiana Community and Technical College System Policy #6.011 Prohibition and Prevention of Harassment, Discrimination and Retaliation  
Delgado Policy and Procedures Memorandum, [Americans with Disabilities Act \(ADA\): Employee/ Public Accessibility](#)

### *Review/Approval:*

Act 103 La. Legislative Session 2022 - LCTCS/ADA Procedural Update Approval by Vice Chancellor for Academic and Student Affairs 9/27/22  
ADA Procedural Update Approval - Vice Chancellor for Student Affairs 7/7/26

### *Distribution:*

Distributed Electronically Via College's Website