

# Moody Bible Institute

Student Resource Center (SRC)  
Disabilities Services

Student Manual

2025-2026 School Year

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# POLICY ON DISABILITY AND ACCESSIBILITY FOR STUDENTS

The Moody Bible Institute of Chicago ("Moody") is committed to providing access to all individuals under the terms of the Americans with Disabilities Act (ADA) which states that "no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of goods, services, facilities, privileges, advantages, and accommodations of any place of public accommodations," and Section 504 of the Rehabilitation Act of 1973 which states that "no qualified handicapped individual in the United States...shall, solely by reason of his (or her) handicap, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activities receiving federal financial assistance."

The SRC (Student Resource Center) works with Moody's various departments to ensure that no qualified students with disabilities are denied the benefit of, excluded from participation in, or otherwise subjected to discrimination, because of the absence of reasonable accommodations. The SRC serves as a clearinghouse for information concerning students with disabilities and works with faculty and staff to increase understanding of disability issues and their importance in higher education. The SRC keeps department heads and administrators notified of technological advances, and in conjunction with Moody's office of the General Counsel, new regulations and new interpretations of the law.

## THE SRC'S MISSION

The mission of the Student Resource Center (SRC) is to avoid discrimination of students with disabilities by providing support and reasonable accommodations that will enable them to fully participate in programs and services that are available to Moody students. The SRC will also inform and update departments on the various types of accommodations that might be available for students with disabilities and will educate students about their rights and responsibilities by encouraging each student to be involved in his/her college career decisions.

## CONTACT INFORMATION

The Associate Registrar of the SRC is responsible for coordinating Moody's compliance with the ADA and Section 504 of the Rehabilitation Act and can be contacted with general questions regarding accommodations.

Contact information is as follows:

**Dr. Sam Murphy**  
**Associate Registrar - Enrollment and Compliance**

[sam.murphy@moody.edu](mailto:sam.murphy@moody.edu)

Office 304, Smith Bldg.

820 N. LaSalle Blvd.

Chicago, Illinois 60610-3284

312/329-2177 (phone)

312/329-4479 (Fax)

## STUDENT ELIGIBILITY

The SRC offers services, including helping to arrange for reasonable accommodations, for students who are currently enrolled at Moody who provide sufficient evidence of a disability with a functional limitation that impacts the student in the academic setting, and who are *otherwise qualified* individuals with a disability under the ADA and Section 504 of Rehabilitation Act. An individual is considered an individual with a disability if he or she:

- 1) has a physical or mental impairment that substantially limits one or more of the major activities of such individuals; **and**
- 2) has a record of such an impairment; **or**
- 3) is regarded as having such an impairment

**Prior to receiving any accommodations, students must register with the SRC and be approved for accommodations. Students requesting accommodations under this Policy should contact the associate registrar listed above. Notifying or providing documentation of disability directly to instructors is not sufficient. The student must first be approved through the SRC. Please review the Accommodations Process section of this policy for information on how to register with the SRC and the accommodations process.**

## SRC PRIVACY POLICY

Information presented to the SRC office in support of the student's request for consideration and accommodation as a person with a disability is considered private and sensitive and will be handled accordingly. This information in the SRC office is part of the student's FERPA record; as such, disability-related information will be shared with other institutional personnel only when there is a legitimate educational interest.

The SRC is responsible for receiving and holding disability-related information regarding students in order to guard against the unintentional disclosure of sensitive information. It is generally inappropriate for copies of the student's documentation of disability to be requested or held elsewhere on campus.

## ACCOMMODATIONS PROCESS – REGISTERING, REQUESTING AND NOTIFYING INSTRUCTORS

### **Registration: How to Register with The SRC**

Students requesting accommodations due to a disability must register with the SRC by completing a registration form available here online [Registration Form](#) [or in the SRC], providing documentation detailing his/her disability and interviewing with SRC staff.

In general, requests for accommodations must be made well in advance of the needed accommodation, or as soon as possible after the need for an accommodation arises. Please note some requests need more time than other requests, and *specific deadlines may apply*.

### **Documentation Guidelines:**

In order to provide reasonable and appropriate academic accommodations to Moody students with disabilities, the SRC requires that students submit documentation and other supporting evidence of their disability.

Documentation must establish the presence of a disability, identify the functional impact to the student, and explain the link between the functional impact and the need for the requested accommodations. The SRC will give careful consideration of the opinions and recommendations of the student's treating physical or mental health professional, if available, along with the opinions of the healthcare professionals consulted by the SRC. The SRC encourages students to provide any other information the student believes is relevant to the determination.

All diagnostic reports must include the names and titles of the evaluators.

Documentation may include (but is not limited to) the following:

- A standardized measure of general intelligence (i.e., WISC-III).
- Results of academic achievement tests (i.e. Woodstock – Johnson Psycho Educational Battery Revised; Tests of Achievement, etc.).
- Results of specialized testing in perceptual, processing, and motor skills, as appropriate.
- A case history, including input from parents, teachers, previous records, and/or the student.
- A description of any recommended accommodation(s).

If the submitted documentation does not include sufficient information for the SRC to determine whether an accommodation is necessary, the SRC will inform the student in writing of the insufficiency and may request additional information, including speaking directly with the individual supplying any third-party verification.

With regard to learning disabilities, there must be sufficient, competent evidence of a specific learning disability. Individual "learning styles" and "learning differences" in and of themselves do not constitute a learning disability. Moody may request additional information on how the student's disability affects a major life activity; and information on how the disability affects your academic performance. The documentation should provide enough information for Moody to determine an appropriate academic adjustment. If necessary, a student can be referred to community agencies for comprehensive testing (at the cost/responsibility of the student).

### **Interview with SRC Staff, Individualized Assessment and Letters of Accommodation**

After registration and submission of the required documents, the student will meet with SRC staff in person or virtually on-line to discuss the requested accommodations. The SRC will conduct an individualized assessment for each student and determine whether, and what, reasonable accommodations can be made that would be effective and allow the student to continue to attend classes and otherwise participate in their educational programs.

Approved accommodations will be finalized after the student's meeting with the SRC and the Disability Coordinator will issue a Letter of Accommodation ("LOA") listing the approved accommodations.

### **No Retroactive Accommodations**

Please be aware that **accommodations are not retroactive**, nor will they apply prior to the student presenting the instructor with the LOA from the SRC.

### **Notification to Instructors:**

ACADEMIC ACCOMMODATIONS FOR A PARTICULAR COURSE WILL NOT BEGIN UNTIL THE STUDENT PRESENTS THEIR LETTER OF ACCOMMODATION TO THE APPROPRIATE INSTRUCTOR! Students are responsible for providing the LOA to their instructors for each new course and contacting them directly in person, by email, or phone to discuss their approved accommodations the first day available at the beginning of each new course.

### **Carry-Over of Academic Accommodations**

Academic accommodations will not be automatically carried over from one academic year to the next. In order to receive the academic accommodations a student received in the prior academic year, the student should request an updated LOA before the second week of each new academic year or as soon as possible.

## **SERVICES AND ACCOMMODATIONS**

### **General Residential Animal Policy**

Animals, including pets, are not permitted in Moody Bible Institute buildings or residences with the exception of Service Animals, approved Emotional Support Animals and animals approved as reasonable accommodation for individuals with disabilities. Students with disabilities who require the use of Service Animals or Emotional Support Animals as a reasonable accommodation may be permitted to bring such animals on campus provided they comply with the College's policies regarding such animals. Students who seek to have a Service or Emotional Support Animal in residence must first contact the Student Resource Center. The Student Resource Center will determine, on a case-by-case basis, and in collaboration with other offices on campus, whether to approve the student's request for a Service or Emotional Support Animal in residence. In making this determination, the Student Resource Center will consider the needs of the student, as well as the impact of the animal on the campus community. The animal must not be in residence prior to approval by the Student Resource Center.

Moody Bible Institute allows only one Service Animal or Emotional Support animal per individual or housing unit. The approval of a request is also animal-specific and is not transferable to another animal. A residential student seeking to keep an Animal in housing must make a formal request to the by the appropriate deadline established in the MBI ESA Packet. ***The packet review process may take 30 days or more.***

## **Service Animal Policy**

The Moody Bible Institute of Chicago (“Moody”) complies with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504). Among other things, the ADA and Section 504 require Moody to make *reasonable* modifications to its policies, practices, or procedures to permit the use of a Service Animal by a student, faculty, staff or visitor with a disability.

### **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, Moody will make reasonable modifications for a miniature horse that has been individually trained to do work or perform tasks for the benefit of the individual with a disability.

The service animal must be under the control of the handler at all times and cannot be unattended to disturb others. Complaints about a Service Animal will be addressed by the Assistant Dean Student Resource Center and Dean of Residence Life.

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; and
- Assisting 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.

## **Verification of Service Animal**

Moody will not ask about the nature or extent of an individual's disability. However, when it is not readily apparent that the dog identified by the individual with a disability is trained to do work or perform tasks for him or her, the Student Resource Center office may ask the individual with the disability 1) if the dog is required because of a disability and 2) what work or task the dog has been trained to perform. However, Moody will not require documentation, such as proof that the dog has been certified, trained, or licensed as a Service Animal.

## **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 Moody facilities where members of the public, students, staff, and faculty are allowed to go. However, Moody 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. Moody 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.

Service Animals may not be left overnight in Moody 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. In the event a Service Animal is not required at all times, the Owner is responsible for ensuring that the Service Animal is contained, as appropriate, when the Owner is not present during the day while attending classes or other activities.

Moody 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 use or presence of Service Animals and from which Moody may exclude Service Animals on a case-by-case basis based 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.

Moody 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.

### **Miniature Horse**

Miniature Horse service animals are trained to do work or perform tasks for people with disabilities. The animals range in height from 24 inches to 34 inches measured to the shoulders, and generally weigh between 70 and 100 pounds. The miniature horse must be housebroken and under the owner's control. Other factors to consider:

- The facility must be able to accommodate the horse's type, size, and weight
- The horse's presence must not compromise legitimate safety requirements necessary for safe operation of the facility

### **Conflicting/Competing Disability Accommodations**

Students with medical condition(s) affected by Service Animals should contact Student Resource Center (312-329-2177) if they have a health or safety related concern about exposure to a Service Animal. The student registering the concern will be asked to provide medical documentation that identifies the condition(s) allowing a determination to be made as to whether the condition is disabling and whether there is a need for an accommodation.

### **Emergency Situations**

In the event of an emergency, responding emergency personnel should be trained to recognize Service Animals and be aware that the animal may try to communicate the need for help. The animal may become disoriented from the smell of smoke in a fire or laboratory emergency, or from sirens. The Partner and/or Service Animal may be confused from the stressful situation. Emergency personnel should be aware that the Service Animal is trying to be protective and, in its confusion, should not be considered harmful. Emergency personnel should make every effort to keep the Service Animal with its Partner. However, emergency personnel's first effort should be to the Partner; this may necessitate leaving the animal behind in certain emergency evacuation situations.

### **Requesting a Reasonable Accommodation**

Students wishing to utilize a Service Animal on campus should contact the Student Resource Center (SRC) at 312-329-2177.

If you feel you were denied this accommodation, a grievance can be filed through the SRC Grievance Procedures. If you have further questions, please contact the Associate Registrar, Student Resource Center at (312-329-2177).

*Moody reserves the right to amend this policy at any time, as circumstances require.*

### **Emotional Support Animal Policy**

The Moody Bible Institute of Chicago (Moody) recognizes the importance of “Service Animals” as defined by the ADA and the broader category of “Emotional Support Animals” under the Fair Housing Act (FHA) that provide physical and/or emotional support to individuals with disabilities. Moody is committed to allowing individuals with disabilities the use of a Service Animal on campus to facilitate their full-participation and equal access to Moody’s programs and activities. Moody is also committed to allowing Emotional Support Animals necessary to provide individuals with disabilities equal opportunity to use and enjoyment of Moody housing. This Policy explains the specific requirements applicable to an individual’s use of an Emotional Support Animal in Moody housing. ***Moody reserves the right to amend this Policy as circumstances require.*** This policy applies solely to “Emotional Support Animals” which may be necessary in Moody housing. It **does not** apply to “Service Animals” as defined by the ADA.

Although it is the policy of Moody that individuals are generally prohibited from having animals of any type other than Service Animals in Moody housing, Moody will consider a request by an individual with a disability for reasonable accommodation from this prohibition to allow an Emotional Support Animal that is necessary because of a disability and reasonable. However, ***NO Emotional Support Animal may be kept in Moody housing at any time prior to the individual receiving approval from the SRC*** as a reasonable accommodation pursuant to this Policy.

## I. Definitions

### A. Emotional Support Animal

“Emotional Support Animals” are a category of animals that provide necessary emotional support to an individual with a mental or psychiatric disability that alleviates one or more identified symptoms of an individual’s disability, but which are **NOT** considered Service Animals under the ADA and Moody’s Service Animal Policy. Some Assistance Animals are professionally trained, but in other cases Emotional Support Animals provide the necessary support to individuals with disabilities without any formal training or certification. Dogs are commonly used as Emotional Support Animals, but other animals may serve a person with a disability as an Emotional Support Animal.

The question in determining if an Emotional Support Animal will be allowed in Moody housing is whether or not the Emotional Support Animal is necessary because of the individual’s disability to afford the individual an equal opportunity to use and enjoy Moody housing and its presence in Moody housing is reasonable. Emotional support animals are not permitted inside other buildings and facilities except for purposes of an animal’s participation in instructional programs or where the animal has been approved as a reasonable accommodation for a disability in accord with standard procedures for requesting such accommodations.

### B. Owner

The “Owner” is the individual who has requested the accommodation and has received approval to bring an Emotional Support Animal into Moody Housing.

### C. Student Resource Center

The Student Resource Center (SRC) collaborates with individuals, faculty, and staff to ensure that individuals with disabilities have equal access to all Moody programs and activities.

## II. Procedures for Requesting Emotional Support Animals in Moody Housing

The procedure for requesting Emotional Support Animals follows the general procedures set forth for requesting standard disability accommodations. However, to the extent the requirements and procedures in this Policy conflict with standard accommodation requests, this Policy shall control. *In order for a request for an Emotional Support Animal to be considered, an MBI ESA Packet must be completed and submitted before the relevant deadline stated in the packet.*

## III. Criteria for Determining If Presence of the Emotional Support Animal is Reasonable

- A. Moody 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 Emotional Support Animals is not an undue administrative burden or fundamental alteration of Moody housing, Moody reserves the right to assign an individual with an Emotional Support Animal to a single room without a roommate.
- B. However, for all requests for Emotional Support Animals, the SRC shall nonetheless consult with Residence Life in making a determination on a case-by-case basis of whether the presence of an Emotional Support Animal is reasonable. A request for an Emotional Support Animal may be denied as unreasonable if the presence of the animal: (1) imposes an undue financial and/or administrative burden; (2) fundamentally alters Moody housing policies; and/or (3) poses a direct threat to the health and safety of others or would cause substantial property damage to the property of others, including Moody property.
- C. Moody 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 Emotional Support Animals:
1. The size of 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 poses a health risk from zoonotic diseases or safety concerns regarding containment that cannot be sufficiently mitigated for inclusion in the communal living setting;
  5. The animal is not housebroken or is unable to live with others in a reasonable manner;
  6. The animal's vaccinations are not up-to-date;
  7. The animal poses or has posed in the past a direct threat to the individual or others such as aggressive behavior towards or injuring the individual or others; or
  8. The animal causes or has caused excessive damage to housing beyond reasonable wear and tear.

Moody will not limit room assignments for individuals with Emotional Support Animals to any particular building or buildings because the individual needs an Emotional Support Animal because of a disability.

#### **IV. Access to Moody Facilities by Emotional Support Animals**

##### **A. Emotional Support Animals**

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

##### **B. Dominion and Control**

Notwithstanding the restrictions set forth herein, the Emotional Support 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 capture and confinement and immediate removal from Moody housing.

#### **V. Owner's Responsibilities for Emotional Support Animal**

If Moody grants an Owner's request to live with an Emotional Support Animal, the Owner is solely responsible for the custody and care of the Emotional Support Animal and must meet the following requirements:

##### **A. General Responsibilities**

1. The Owner must abide by current city, county, and state ordinances, laws, and/or 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. Moody has the right to require documentation of compliance with such ordinances, laws, and/or regulations, which may include a vaccination certificate. Moody reserves the right to request documentation showing that the animal has been licensed.
1. The Owner is required to clean up after and properly dispose of the animal's waste in a safe and sanitary manner and, when provided, must use animal relief areas designated by MBI. Do not use common bathrooms for cleaning items used for ESA's. The owner must use the wash basin in the Culbertson Basement Laundry Room. All ESA waste must be deposited in outdoor waste receptacles only.
2. The Owner is required to ensure the animal is well cared for at all times. Any evidence of mistreatment or abuse may result in immediate removal of the Emotional Support Animal and/or discipline for the responsible individual.

3. Moody will not ask for or require an individual with a disability to pay a fee or surcharge for an approved Emotional Support Animal.
4. An individual with a disability may be charged for any damage caused by his or her Emotional Support 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 Moody'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 Moody-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. Moody shall have the right to bill the Owner's account for unmet obligations under this provision.
5. The Owner must fully cooperate with Moody personnel with regard to meeting the terms of this Policy 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.).
7. Emotional Support Animals ***may NOT be left overnight in Moody 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 Owner is responsible for ensuring that the Emotional Support Animal is contained, as appropriate, when the Owner is not present during the day while attending classes or other activities.
8. The Owner agrees to abide by all equally applicable residential policies that are unrelated to the individual'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.
9. The animal is allowed in Moody housing only as long as it is necessary because of the Owner's disability. The Owner must notify the SRC Office in writing if the Emotional Support Animal is no longer needed or is no longer in residence. To replace an Emotional Support Animal, the new animal must be necessary because of the Owner's disability and the Owner must follow the procedures in this Policy and the Reasonable Accommodation Policy when reapplying for a different animal.
10. Moody personnel shall not be required to provide care or food for any Emotional Support 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.
11. The SRC may disclose information regarding the request for and presence of the

Emotional Support 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)/neighbor(s). Such information shall be limited to information related to the animal and shall not include information related to the individual's disability.

## **VI. Removal of Emotional Support Animal**

Moody may require the individual to remove the animal from Moody housing if:

- 1) the animal poses a direct threat to the health or safety of others or causes substantial property damage to the property of others;
- 2) the animal's presence results in a fundamental alteration of a Moody program;
- 3) the Owner does not comply with the Owner's Responsibilities set forth above; or
- 4) the animal or its presence creates an unmanageable disturbance or interference with Moody community.

Moody 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 Associate Registrar - Enrollment and Compliance.

Should the Emotional Support Animal be removed from the premises for any reason, the Owner is expected to fulfill his/her housing obligations for the remainder of the housing contract.

## **VII. Non-retaliation Provision**

Moody will not retaliate against any person because that individual has requested or received a reasonable accommodation in Moody housing, including a request for an Emotional Support Animal.

Moody reserves the right to amend this policy at any time, as circumstances require.

### **Early Registration**

Depending on the nature and functional limitations of a student's disability, the student may be eligible to request early registration for classes. Requests must be submitted via email to the Assistant Director of Disability Services, sam.murphy@moody.edu, at least 4 weeks prior to open registration, or as soon as possible after the need for this accommodation arises, for the semester in which early registration is sought.

### **Sign Language Interpreter/Real Time Captioning**

The Student Resource Center (SRC) arranges for interpreting and real time captioning services for classes and campus events for students who are hearing impaired. Because of the time-sensitivity of this particular accommodation, students are encouraged to register with SRC (including documentation verifying disability) as early as possible. **The sooner requests are submitted; the more likely a student is to receive his or her request by the start of term or date of the campus event. You should submit this request to the SRC.**

Requests are due 30 days before the start of each semester or campus event for sign language interpreters, 30 days before the start of each semester for real-time captioning, or as soon as possible after the need for an accommodation arise. Late requests will be considered, but cannot be guaranteed. Students requesting this service must have registered with the SRC and have valid documentation of disability on file.

All requests for interpreters and real time captioning must include the information listed below. **The SRC cannot process requests without this information:**

For classes: time(s) of class (start to finish), day(s) of week, location(s) of class including campus, address, name(s) of class, description of class, name of the Professor and the department.

For campus events: Time of event (start to finish), location of event (address), purpose of event, and contact person.

For the SRC to pay for interpreting and captioning services, the SRC must make the request directly to the real time captioning service providers. If students make these requests to the service providers directly, the SRC **will not cover the costs and the student will be charged.**

**Cancellation:** Advance notices of cancellation or not attending a class or campus event is highly recommended and appreciated. Students should cancel at least 2 class days before the event or class so the SRC can avoid any cancellation fees.

Moody reserves the right to amend this policy at any time, as circumstances require.

## Alternative Text Formats

Depending on the nature and functional limitations of a student's disability, the student may be eligible to receive digital audio files of textbooks, class handouts and other material provided by the instructor. Because of the time-sensitivity of this particular accommodation, students are encouraged to register with the Student Resource Center (including submitting documentation verifying disability) as early as possible. Students receiving approval for these accommodations will receive a Letter of Accommodation (LOA) approving the accommodation.

- 1) Upon receiving your Letter of Accommodation outlining your accommodations for audio books, the SRC will notify the appropriate SRC employee. Within five (5) working days you will receive installation instructions for Kurzweil 3000 software for laptops or tablets and a login and password. The SRC employee will work with you on acquiring your audio books by exploring various existing available assistive programs and platforms including, but not limited to, Kindle Audio Books, Apple Books, and Kurzweil 3000, etc. Should you require Kurzweil 3000 resources, you must then provide a list of the required texts books you need in digital audio format. This is accomplished by completing the Exclusive Use Compliance Form. The required text book information will be listed when you register for a class in the Campus Solutions software.
- 2) Requests for digital audio versions of books in subsequent semesters can be submitted as soon as you are registered for a class. Requests submitted later than the advance deadline will be filled, but cannot be guaranteed by the start of classes. You must contact the SRC each new semester to request your books.
- 3) All requests are processed in the order they are received.
- 4) **The SRC may require anywhere up to a month or more to complete the audio books procedure.**
- 5) As digital audio files are processed and become available, the SRC will notify the student. Please wait for contact before inquiring as to the status of the digital audio files.
- 6) ***ALL requested audio books MUST be purchased (Federal Copyright Law) and you must provide a proof of purchase (i.e. receipt) before receiving your audio books. Failure to provide proof of purchase WILL result in the denial of your requested digital audio files.***

Moody reserves the right to amend this policy at any time, as circumstances require.

## **Recording Policy**

Depending on the nature and functional limitations of a student's disability, the student may be eligible to record a lecture or class. In the event a student's approved accommodations allow these recordings, the student must review, agree to and sign the Moody Bible Institute Class Audio Recording Agreement (the "Class Audio Recording Agreement") and submit it to their instructor, and to the SRC.

A student who meets the criteria to use a recording device as an accommodation may do so for their personal study use only, and only after they have signed and submitted the Class Audio Recording Agreement to the appropriate instructor and SRC. Lectures recorded under this policy may not be shared or transferred in part, or in their entirety, by any method currently available or any method which may become available in the future. This means a student cannot share the recording with others, including other students, upload them to file-sharing sites, post them to the web, or share them in any other way. Students must also agree to erase all class audio recordings when they are no longer needed for the course.

Violation of this policy will be considered a violation of the Student Code of Conduct and will be reviewed as such.

Moody reserves the right to amend this policy at any time, as circumstances require.

## **Reduced Course Load Policy**

Students who require a reduced course-load, less than 12 credit hours, as an appropriate accommodation due to their disability, may initiate the Reduced Course Load procedure.

### **Reduced Course Load Procedure**

- Requests for reduced course loads are submitted to the Associate Registrar - Enrollment and Compliance (AREC) with supporting documentation. Supporting documentation must include a diagnostic evaluation from an appropriate professional that assists in evaluating the current impact of the disability.
- The documentation and request are evaluated in terms of the impact of the disability and the demands of the student's current or proposed schedule.
- If the request is denied, the student may appeal the decision through the standard accommodation grievance procedures.
- If the request is approved, the potential consequences of the reduced course load on progress towards graduation, financial aid, billing, etc. will be explained to the student. The AREC will indicate the approved reduced course load and explain that this credit load will be considered as the student's minimum credit load for full time status for the semester in question and that he/she cannot drop below this without placing their full-time status in jeopardy.

- At the agreed upon credit load, the student will be considered as full time and entitled to all of the services, benefits, rights and privileges of full time status.
- Based on the reduced credit load, the student's financial aid will be adjusted.

Moody reserves the right to amend this policy at any time, as circumstances require.

### **Disability Services Class Absence Policy**

It is understood that class attendance is critical to students' mastery of the knowledge and skills that are taught in a specific course. Students are expected to follow the attendance policy **established by the instructor** in each class. However, when a student has a chronic condition with unpredictable or cyclical acute episodes, modifications to attendance policies may be appropriate as an accommodation. If a student believes it may not be possible to abide by the attendance policy because of medical issues related to a disability, the student must contact the SRC at the start of the semester, or as soon as possible after the need for an exception arises, to discuss the matter of a possible accommodation.

Determination of eligibility for a disability-related medically required class absence accommodation (DRMR) is made on a case-by-case basis, through consultation with the instructor of the course, and the Student Resource Center ("SRC"). If necessary, the department chair or other appropriate administrator may also be included in the discussion. In every case, the student must have completed the Accommodations Process as outlined in this policy manual before an accommodation request can be considered.

### **Essential Course Requirements**

The Moody Bible Institute of Chicago ("Moody") makes every effort to reasonably accommodate students' disability-related academic needs. However, academic requirements are not generally waived if doing so would fundamentally alter the objectives of the course. Faculty members are responsible for identifying and defining essential or fundamental academic requirements for their courses and instructors may establish an acceptable number of excused absences in light of these essential requirements. General attendance requirements for each course may be stated on the course syllabus. If there is no stated attendance policy, the student should abide by the class absence as outlined by the instructor.

The following questions developed by the Office of Civil Rights will be considered when determining the extent to which attendance is an essential requirement of a course, and whether a DRMR Accommodation may be appropriate:

- What is the stated attendance policy in the course description and syllabus?
- By what method is the final grade calculated?
- Is there classroom interaction between the instructor and students, and among the students themselves?

- Do student contributions in class constitute a significant component of the learning process?
- Does the fundamental nature of the course rely on student participation as an essential method of learning?
- To what degree does a student's failure to attend class constitute a significant loss to the educational experience of other students in the class?

A DRMR Accommodation does not mean that unlimited absences can be permitted. The number of additional absences a student may be allowed as a reasonable accommodation will be determined on a case-by-case basis for each course in consultation with the instructor, depending on the student's individual disability, the nature of the course, and the degree to which class attendance is an essential requirement of the specific course.

A DRMR Accommodation does not mean exception to any of the other academic requirements of the course. Students are required to fulfill all course requirements and will be held to the same evaluation standards as specified in the course syllabus. It is the student's responsibility to obtain the material and notes from missed classes. Absences for non-disability related reasons will not be excused by the modification.

Students who are approved for a DRMR Accommodation are expected to contact instructors in advance of an anticipated absence, if possible. This expectation is particularly important if the anticipated absence will result in the student missing a quiz or exam or a deadline for submitting an assignment. For emergencies or unexpected disability-related absences, students should inform instructors as soon as possible to explain their absence and to discuss make-up work, if applicable.

Students should be aware that although a DRMR Accommodation has been granted, absences may have a negative impact on their academic performance simply because of the content and experiential learning they may have missed by not attending class. For this reason, students should make every attempt to attend class and to observe deadlines for submission of assignments.

Students should be aware that a DRMR Accommodation may not be possible in every course because class attendance is an essential and integral part of some courses. In the event that an exception is not granted, students should consult their academic advisor to discuss alternate course options.

Moody reserves the right to amend this policy at any time, as circumstances require.

### **Course Substitution Policy**

Moody Bible Institute recognizes that in unusual circumstances, certain disabilities may prevent a student from successful completion of a specific course, even with reasonable and appropriate accommodations.

Otherwise qualified students with documented disabilities who are, by reason of their disability, unable to complete a requirement of the program pursued by the student, with or without reasonable accommodations, may request an approved course substitution. Substitutions will generally not be granted for any course that is deemed essential to the program of instruction being pursued by such student, or to any directly related licensing requirement. If requirements are waived, students must successfully complete other courses to compensate for the credit hours. Substitutions are made on a case-by-case basis.

Moody Bible Institute does not guarantee that the course substituted will be accepted by other higher education institutions. Nor does Moody Bible Institute guarantee that it will accept a course substitution from another higher educational institution.

Moody reserves the right to amend this policy at any time, as circumstances require.

### **General Housing Policy**

The Moody Bible Institute of Chicago (“Moody”) recognizes the importance of providing reasonable accommodations in its housing policies and practices where necessary for individuals with disabilities to fully participate in its student housing program.

Moody housing is an independent, social environment comprised of shared living space, common-access bathrooms, and a wide variation in noise level. For medical and psychological reasons, some students request consideration for a variety of nonstandard housing elements. To substantiate the need for assistance, we require clear documentation of limitations in function or performance specifically as it relates to the housing assigned. Moody’s goal is to provide students with an equal opportunity to safe and supportive residential communities. This Policy explains the specific requirements and guidelines that govern requests for reasonable accommodation in student housing. Moody reserves the right to amend this policy at any time, as circumstances require.

Housing accommodations are reviewed and approved by the Student Resource Center (SRC), in consultation with Moody’s Residential Life department to determine appropriate and available options.

### **Process for Requesting Reasonable Housing Accommodation**

The SRC will accept and consider requests for reasonable accommodation in student housing at any time. Requests for reasonable accommodation in student housing policies and practices are governed by the following requirements:

#### **1. Requesting a Housing Accommodation**

- a. An individual with a disability must register with or be registered with the SRC and have provided appropriate documentation of disability to request a reasonable accommodation as described in the Documentation Guidelines found in the Accommodations Process. This includes completing the MBI Residential Accommodation Request Form.

- b. The individual making the request should do so as soon as practicably possible before moving into student housing.
- c. If the need for the accommodation arises when a student already resides in student housing, they should contact the SRC as soon as practicably possible.
- d. Once a request for housing accommodation is received, the SRC may request a meeting with the student to discuss the request.

## **2. Temporary vs. Permanent**

Housing accommodations may be approved on a temporary basis (for a particular semester or full academic year), or permanently throughout the student's tenure as a student at Moody. This determination is made on a case-by-case basis and will be communicated to the student at the time of initial approval. Temporary accommodations will need to be renewed each academic year or semester.

Moody reserves the right to amend this policy at any time, as circumstances require.

### Temporary Accommodations

Depending on the nature and functional limitations of a student's disability, students may be approved to receive temporary accommodations at the discretion of the Student Resource Center. Temporary accommodations shall not exceed the duration of one semester and are typically implemented to serve students with short-term physical or psychological impairments.

### Extended time on Assignments

Students are expected and encouraged to meet deadlines for all assignments, assessments, projects, papers, exams, or other work product with a deadline (collectively, "assignments") and faculty has a right to establish late work policies. Some disabilities, however, may occasionally impact students' ability to complete an assignment by the stated deadline. In such cases, extension of deadlines for assignments may be considered an appropriate accommodation. If special consideration in meeting deadlines is needed, students must inform the Assistant Dean of the Student Resource Center (herein referred to as the Assistant Dean of SRC) and work with the instructor to determine the maximum extension that can be given before compromising the integrity of the course/program.

Whether or not an extended deadline is granted for a specific assignment, and the duration of any such extension, will take into account a number of factors, including but not limited to the interactive or participatory nature of a course, the relevant goals, learning outcomes, and faculty assessments associated with the respective assignment and deadline, and whether the fundamental nature of the course relies upon the deadline being met.

Some additional guidelines regarding accommodation-related adjustments to deadlines include the following:

- Extension of deadlines may not be reasonable if the assignments and associated deadlines are essential to participation in class and course goals.
- Agreed upon extensions should be specific and limited to a certain amount of time.
- Accommodation-related extensions are extensions *without* grade penalty. The faculty member's course-specific policy on late work (e.g., 10 points off a grade for each day late) will remain applicable to these students if they fail to meet an agreed upon disability-related extension or if they miss deadlines for other non-disability related reasons.
- Missed deadlines that are not related to the effects of a disability are not included in this accommodation and should be addressed according to the syllabus stated late work or missed deadlines policy(ies).
- Students who receive an extended-deadline accommodation from the Assistant Dean of SRC and have established a plan for how this accommodation is to be applied in their classes are still expected to notify faculty of the need for an extension for *each* assignment when the need arises. The accommodation itself does not establish a permanent accommodation for all assignments; rather the notification must be made and the accommodation will be applied only as or when needed under the guidelines established in the student's letter of accommodation (LOA) and in the existing plan for application of the accommodation in the particular course.
- A student who is experiencing significant challenges *regularly* (vs. episodically or occasionally) with meeting deadlines in a course should meet with the Assistant Dean of SRC to consider alternative strategies.

Accommodations are not retroactive; in other words, presenting an LOA mid-semester would not reverse any of a student's missed deadlines prior to the faculty member's receipt of the letter and the opportunity to hold the initial accommodation meeting

#### STUDENT'S RESPONSIBILITIES

- Student registers with the SRC and provides appropriate documentation of the disability.
- Student discusses impact of his/her disability with Assistant Dean of SRC.
- If deemed an appropriate accommodation, extended assignment deadlines are included in the student's accommodation plan. Student schedules an initial planning meeting to discuss with professor in courses where an extended deadline may be needed to determine reasonable extensions, if needed.
- Student will contact the professor as soon as possible to inform the professor when a reasonable extension due to a disability is necessary.
- Student will adhere to the agreed upon plan and complete work within the agreed upon alternate timeline.
- Student will contact the Assistant Dean of the SRC as soon as possible with any questions or concerns.

#### ASSISTANT DEAN OF STUDENT RESOURCE CENTER RESPONSIBILITIES

- The Assistant Dean of SRC meets with the student or communicates by other means to discuss accommodation needs and to review the student's documentation.
- If the Assistant Dean of SRC establishes that reasonable extension of assignment deadlines is an appropriate accommodation, the following responsibilities also apply.
  - The Assistant Dean of SRC will obtain information from the student's faculty regarding how the accommodation is being implemented in their classes and provide both the student and their faculty with a written description of the agreed-upon plan for the accommodations, based on the initial planning meeting between professor and student.
  - The Assistant Dean of SRC will address student/faculty questions and concerns regarding accommodations and shall attempt to resolve disagreements between faculty and students over the application of such accommodations.
  - To the extent such disputes are not able to be resolved by the Assistant Dean of SRC, students have the right to file a grievance through Moody's disability grievance procedure.

#### **Extended Testing Time & Other Testing Accommodations**

Depending on the nature and functional limitations of a student's disability, the student may be eligible for extended testing time and/or a reduced distraction environment for tests. This is accommodated in the SRC's Test Center, Smith third floor, Chicago. For other campuses, please discuss this with the SRC.

The following is an outline for the SRC's extended testing time procedure:

- 1) Students requesting extended testing time and/or a reduced distraction environment for tests must first register with the SRC and provide the requisite documentation of the student's disability. Because of the time-sensitivity of this particular accommodation, students are encouraged to register with the SRC as early as possible.
- 2) In many instances, extended testing time allows a student one and a half to double time to take exams. For example, if an exam is allotted for one hour, the student will receive an hour and a half to complete the exam.
- 3) **If the student's request for testing accommodations is approved, the student must have notified their instructor with their Letter of Accommodation at least 10 class days prior to the exam so the timer can be adjusted in Canvas by the instructor.**
- 4) Special accommodations such as a lamp, computer, enlargement, reader, or transcriber for on campus students are available through the SRC test center and typically require at least 10 class days' prior notice to the SRC. You must make an appointment with the SRC test center at 312-329-4476 or [studentresourcecenter@moody.edu](mailto:studentresourcecenter@moody.edu).

### **Equipment**

Depending on the nature and functional limitations of a student's disability, the student may be eligible for certain equipment that can assist students with disabilities in their educational endeavors. Students who need the accommodation of special equipment must come into the Student Resource Center (SRC) (Smith Hall third floor, 304) and fill out a special request form. The student is responsible for the equipment until it is returned to the SRC or their SRC representative and may be responsible for the replacement cost of any equipment that is lost or damaged while in the student's possession. Equipment not returned by the end of the school year (spring semester) will be considered lost and the student will be billed at the equipment's replacement cost. Students going to school during the summer semester will need to fill out a new request for equipment.

### **Computers with Adaptive Programs**

Depending on the nature and functional limitations of a student's disability, the student may be eligible to access Kurzweil software that is available in the Chicago campus library on our library computers. This software allows digital files of your required reading material to be read audibly as the student reads along with the text. This software may also be installed onto a student's personal computer by making a request to their SRC representative (this includes all campuses and distance learners).

Also at the Chicago campus, JAWS software is available for students with visual impairments to navigate the library's disability station computer more easily.

Additional requests for adaptive technology may be arranged if necessary with the SRC or your SRC representative.

### **Note Taking**

Depending on the nature and functional limitations of a student's disability, the student may be eligible to receive note taker assistance. The Student Resource Center (SRC) typically offers to arrange for a class peer to copy their notes for the student. The peer may request for the

notes to be copied at the SRC office, Smith Hall, third floor, or as arranged by your local SRC representative.

Moody reserves the right to amend this policy at any time, as circumstances require.

### **Classroom Accommodations**

Depending on the nature and functional limitations of a student's disability, the student may be eligible to receive classroom accommodations. Students who would like to request classroom accommodations are encouraged to inform the Student Resource Center (SRC) of the need as early as possible. This is especially important for those who need classroom layout changes. Examples of classroom accommodations may include:

- Physical locations of classes and new room assignments;
- Assistance with certain academic assignments;
- Preference of class seating;
- Modification of desks and tables.

**The SRC can best provide assistance to students who give advanced notice. Students requesting the accommodation of a classroom change should contact the SRC immediately after registration, or as soon as the need for accommodation arises. Please note that last minute room changes, and modifications of desks or tables are frequently difficult to accommodate and may not be possible until a few weeks into the semester.**

**Students who are unsure what particular accommodation is needed should contact the SRC to schedule an appointment to discuss possible options.**

### **Physical Modifications**

Students with disabilities who believe that they need physical modifications to Moody's facilities (e.g. residence halls, classrooms, and parking areas) as an accommodation must inform the SRC about these requests as soon as possible for consideration. At times, some physical/structural modifications to Moody facilities require reconstruction and/or ordering special equipment that take some time to complete.

### **Meal Plan Related Accommodations**

Depending on the nature of a student's disability, a student may be eligible to receive a change to or an exemption from the mandatory Moody meal plan. In order to receive an exemption or change from the Moody meal plan, students must complete a Moody Meal Plan Change Packet available from the SRC and supply supportive documentation from a qualified professional. ***Forms must be submitted by the end of the fourth week of the semester. There is a two-week minimum processing time for the application,*** so please be certain the documentation submitted establishes the presence of a disability, identifies the functional impact to the student, and explains the link between the functional impact and need for an exemption or modification to the Moody meal plan. If additional documentation is needed, the process will be delayed. ***Any applications received after the first four weeks will be processed for the following semester.***

## Disability Accommodations for Study Abroad Programs

### Eligibility:

Students who require academic, housing and/or other disability-related accommodations while studying abroad must register with the Student Resource Center (SRC), if not already registered and complete the eligibility process.

Although Moody cannot guarantee the accessibility of all study abroad sites, specific services may be arranged at a given site, depending on when the student notifies the SRC of his or her specific needs. Accommodation planning in the study abroad context often requires extra preparation time. The earlier the student begins the process, the more likely the SRC will be able to find a suitable accommodation.

Students should fully research study abroad programs offered at Moody and consider both their educational goals and specific accommodations they may need to participate in and meet the study abroad program standards.

We encourage students who anticipate specific accommodation requests for study abroad programs to carefully consider the following questions:

- What are the physical environments like in your host country?
- Is learning mainly from lecture, readings, independent research, etc.?
- How are the assignments different from coursework provided in the U.S.?
- If you need to see a doctor or therapist for psychological concerns while abroad, have you established this contact prior to departure?
- Will you need note takers for class?
- Will you need a mobility assistant to help you?
- What is the accessibility of the housing and city (elevators, bathrooms, classrooms, housing, transportation, etc.)?
- What kind of field trips might your program go on? Are they accessible?
- If field trips are not accessible and are required for the course, will alternative access (video footage, online resources) be available?
- Will you need extended time on assignments or exams?
- If you need to take medication abroad, have you checked with the embassies of your destination countries as to prohibited items? A listing of foreign embassies and consulates in the U.S. is available on the Department of State's website.

Students should also keep in mind that other cultures may provide disability access in a different way. Researching and preparing for this beforehand and being flexible and open to different ways of accommodating your disability may help you avoid difficulties abroad.

## CHANGE OF INFORMATION

If a student drops a class for which he or she was receiving an accommodation, no longer needs a particular accommodation, moves, or changes his or her email address or phone

number, he or she must notify the SRC, either by a letter to the Disability Coordinator or by emailing [studentresourcecenter@moody.edu](mailto:studentresourcecenter@moody.edu) with the information that needs to be updated. This is extremely important because the SRC sends out letters to students with important deadlines and updated or new procedures.

## SRC GRIEVANCE POLICY

If a student or faculty member disagrees with an approved accommodation or feels that an approved accommodation is not being properly implemented, he or she may file a grievance, as described below.

**Informal Resolution.** Moody generally encourages early resolution of complaints. This typically means resolution between the two individuals involved, such as a student and a faculty member. A conversation may resolve a disagreement quickly—occasionally a problem arises because of a misunderstanding or miscommunication; clarification can lead to a quick and effective solution.

Students or faculty are not required, however, to try to resolve the grievance informally; they can proceed directly to filing a formal grievance.

**Formal Resolution.** A student or faculty member initiates the Formal Resolution of his or her Grievance by contacting the Disability Coordinator and submitting a written Grievance. If the Disability Coordinator is the subject of the Grievance, the student or faculty member initiates the Formal Resolution of his or her Grievance by submitting the Grievance to the Vice President of Student Enrollment. The written Grievance should include a clear description of the reasons for the Grievance and any supporting information.

The Disability Coordinator (or, if applicable, the Vice President of Student Enrollment) will review the grievance and may request additional documentation from the student, or consult with appropriate personnel such as faculty, diagnosticians, consultants, and professional experts as needed. The Student will receive a written response from the Disability Coordinator or Vice President of Student Enrollment within two weeks of the date the grievance is submitted. This will either give an answer to the grievance or inform about the measures being taken to address the grievance. Any decision made by the Vice President of Student Enrollment will be a final ruling with no further appeals.

**Protection from Retaliation.** Federal and state law and Moody policy prohibit any form of retaliation against a person who participates in the Grievance process. Accommodations will be provided during the grievance process.)