Mission
The Disability Resource Office (DRO) is committed to providing equal educational opportunities for individuals living with disabilities. The DRO serves and supports students, parents, and visitors seeking reasonable accommodations under the Americans with Disabilities Act. The DRO is dedicated to the ongoing goal of access and inclusion so that an individual may fully participate in the university experience.

Objectives
The Disability Resource Office strives to:
- Promote equal **access** in curricular and co-curricular activities within the university setting.
- **Empower** students to self-advocate for needed resources
- Create environments that are accessible, diverse, and **inclusive**.

Contact Information:
Disability Resource Office
Tyler Hall Suite 54-69
P.O. Box 6902
Radford, VA 24142
Phone: (540) 831-6350
Fax: (540) 831-6525
VP for ASL users: (540)-922-1176
dro@radford.edu
http://www.radford.edu/dro
Becoming a Registered Student

To become a registered student with the Disability Resource Office (DRO):

1. Complete the Student Registration Form and submit documentation from a medical professional no later than:
   - April 15 if requesting Summer, Maymester, or Augustmester medical housing, classroom, and testing accommodations
   - June 30 if requesting medical housing accommodations for the upcoming academic year due to a medical/physical condition or qualifying disability
   - July 31 for Fall semester classroom and testing accommodations
   - December 15 for Spring semester classroom and testing accommodations or
   - Last day of fall final exams if requesting Winternester accommodations

2. New students attend QUEST** (see below).

3. Complete an interview with a Disability Services Specialist (DSS) prior to the first day of classes, or as soon as possible, if classes have begun (i.e. Skype, face time, phone, or in-person interview).

   NOTE: Once documentation is received and the interview is complete, allow ten (10) business days to process the package.

4. Complete a Request for Accommodations Form and submit to the DRO.

5. Pick-up the accommodation packet when notified.

6. Meet with each professor/instructor during office hours to discuss accommodations, their applicability to the class and to obtain the necessary signatures.

7. Return the white copies of the Academic Accommodations Contracts within five business days of obtaining signatures.

8. Submit a Request for Accommodations Form EVERY subsequent semester upon class registration.
9. Schedule a follow-up appointment with a DSS if accommodations are not being received or additional support is needed.

**For new students or transfer students to Radford University, QUEST is our campus orientation. During a visit to campus is an excellent time to schedule a meeting with a Disability Services Specialist.**

During the interview with a DSS, discuss any challenges faced in the classroom or around campus. The DSS will qualify students for accommodations after the interactive interview. The DSS may request additional documentation to qualify the student for a requested accommodation where documentation or student disclosure does not support the request. Students may also be asked for a letter of impact from their treating professional and/or be provided with information on where and how to obtain assessments.

Submit Documentation to the DRO by:
1. Hand delivery to the DRO in Suite 54-69, Lower Level, Tyler Hall
2. Fax to (540) 831-6525
3. Scan as an attachment to dro@radford.edu (subject to internet hackers)
4. Mail a copy to: Disability Resource Office, PO Box 6902, Radford, Virginia 24142

**Documentation Guidelines**

In qualifying students for accommodations under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) the student must demonstrate that a **qualified professional** has established a formal diagnosis of a disability. A qualified professional must not be a relative or a family friend.

Diagnosis alone is not enough to establish eligibility for accommodations under the ADA. There must also be evidence of a **“substantial limitation”** in one or more major life activities, such as walking, seeing, hearing, speaking, caring for self, performing manual tasks, working or learning. These guidelines are provided to help the evaluating professional document his/her findings in a manner that meets requirements of the ADA and supports the request for accommodations.
The professional conducting the assessment and diagnosis must be qualified to make the diagnosis and to recommend appropriate academic accommodations.

Professionals typically qualified to make a diagnosis include but are not limited to:

- Clinical Psychologists
- Neuropsychologists
- Psychiatrists
- Relevantly Trained MD's
- Educational Specialists
- Learning Disabilities Specialists
- Licensed Professional Counselors
- Licensed Clinical Social Workers
- Speech and Hearing Specialists
- Vision Specialists

Documentation must include the name, title, and professional credentials of the evaluator, licensure number and specialization.

All evaluation reports must be typed on letterhead, signed, and dated by the diagnostician. It must also include the following:

- **The diagnosis** in which accommodations are being requested (Diagnostic and Statistical Manual code, if applicable)
- **Previous history** of the condition and prognosis
- **Description of current functional limitations.** Description must include an explanation of how the diagnosis substantially limits a major life activity
- **Address the severity of the condition and the impact it has in the learning environment** where accommodations are being requested
- **Recommendations.** Specific recommendations for accommodations and a rationale for why each accommodation is recommended. However, the DRO will determine reasonable and appropriate accommodations applicable to Radford University

Recommendations from treating professionals with a working knowledge of the individual’s history will provide valuable information for the review process. Professional recommendations congruent with the mission and services offered by the DRO will be given serious consideration. When recommendations go beyond services provided by
Radford University, referrals to local area services providers outside of the University will be recommended.

Types of documents accepted to request accommodations:

- Individualized Education Plan (IEP)
- 504 Plan
- Psycho-Educational Testing
- Medical Letter of Impact
- Audiogram
- U.S. Department of Veterans Affairs (VA) Documentation

It is the student’s responsibility to:

- Obtain appropriate documentation from a qualified professional
- Present a COPY (no originals) of the documentation to the DRO upon acceptance letter from Admissions Office and decision to attend Radford University.
- Obtain any additional information as requested by the DRO

It is the Disability Resource Office’s responsibility to:

- Review documentation in a timely manner
- Notify student of documentation status
- Consider all submitted documentation when determining academic and housing accommodations

Confidentiality Statement: The Disability Resource Office (DRO) adheres to the laws governing confidentiality. Once registered, all documentation and information becomes confidential, and is maintained in a secure location. Documentation of a disability is not part of a student’s academic record.

Radford University provides equal access to education without regard to disability.
Requesting Accommodations: Steps for Registered Students

1. Submit a Request for Accommodations form for each semester in which accommodations are being requested.
2. Upon notification, pick-up accommodation package.
3. Deliver and discuss accommodation package (i.e. note taker forms and test proctoring forms) with each instructor during office hours.
4. Return the white copy of the Accommodation Agreement Contract to the DRO within 5 business days of required signatures.
5. Follow up with a DSS for support and advocacy, as needed.

NOTE: Accommodations are in effect after both the student and professors signatures are on the Academic Accommodations Contract.

Requesting a Reduced Course Load (RCL) as an Accommodation

Students requesting a reduced course load as an accommodation must register with the Disability Resource Office (DRO) and provide supporting documentation. Visit www.radford.edu/dro for Documentation Guidelines. A Disability Services Specialist (DSS) will review documentation and conduct an interactive student interview. When a student is qualified for a RCL, a Reduced Course Load as an Accommodation Notification Form will be provided to the student for disclosure and distribution. A student receiving an RCL as an accommodation will be informed of the potential areas of impact during the review of their accommodation package. A DSS will work with the Office of Housing and Residential Life to ensure that an on-campus student remains “full-time” and eligible to remain in campus housing. Students are encouraged to explore potential external consequences of a reduced course load such as, federally regulated financial aid and health insurance coverage.

All students receiving a RCL as an accommodation should provide their assigned academic advisor with a copy of the Reduced Course Load Form for Advisor which is included in the accommodation package. This form allows the academic advisors to more adequately assist throughout the students' program of study. It is the student’s responsibility to return the signed copy of all necessary forms to the DRO in a timely fashion.
Rights & Responsibilities Regarding Students with Disabilities

Educational access includes the provision of classroom accommodations, auxiliary aids, and services to ensure equal educational opportunities for all students regardless of disability. Creating equal educational opportunities is a collaborative effort between the student, the faculty member, and the Disability Resource Office (DRO). Section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act (ADA) of 1990, and the ADA Amendment Act (ADAAA) of 2008 protect students with disabilities from discrimination that may occur as a result of misconceptions, attitudinal barriers, and/or failure of the institution to provide appropriate accommodations, auxiliary aids, or services.

Students with disabilities at Radford University have a right to:
- A confidential process unrecorded on University admissions applications & transcripts
- Request academic accommodations at any time
- Reasonable and effective accommodations for a qualifying disability
- Equal access to educational and co-curricular programs, services, jobs, activities, and facilities available through the University
- Be treated with respect and dignity and receive equal and fair treatment
- File an informal or formal discrimination or harassment grievance

DRO Students must:
- Adhere to DRO policies, procedures, and deadlines.
- Abide by the Radford University Honor Code
- Initiate services with the DRO
- Provide appropriate disability documentation to the DRO according to DRO documentation guidelines. http://www.radford.edu/dro
- Work collaboratively with DRO staff to determine reasonable, appropriate, and effective accommodations
- Understand that not all accommodations will be granted (i.e., if the academic adjustments, and/or auxiliary aids and services fundamentally alter a course or program or if the request is unreasonable
- Be a self-advocate, monitor academic progress, and alert DRO if assistance with accommodation-related issues is needed
- Pick up accommodation package from the DRO once notified
• Meet and discuss the Academic Accommodation Letter and Contract regarding applicable academic accommodations with each professor
• Request and/or discuss any changes needed at the beginning of each semester
• Understand that requests for accommodations are not retroactive and accommodations begin when both the student and professor signatures are obtained
• Update documentation, contact information, and disclosure information when changes occur
• Utilize support resources on and off campus and through state and local agencies as recommended by DRO staff
• Notify and provide a class schedule to the DRO if instructional materials or facilities must be provided in a specific format at least four weeks prior to the first day of classes each semester. (ex., braille materials, low lighting)
• Contact the DRO if classroom accessibility issues arise that cannot be resolved independently

As an institution of higher education, Radford University has the right to:
• Qualify students on their abilities and not their disabilities
• Identify and establish essential functions, abilities, skills, knowledge, requirements, and standards for courses, programs, services and activities, and to evaluate students on this basis
• Provide or arrange for reasonable accommodations, academic adjustments, and/or auxiliary aids, and services for students with disabilities in courses, programs services and activities
• Offer equally effective accommodations, adjustments and/or auxiliary aids, and services when a specific request cannot be provided/implemented
• Provide information in accessible formats
• Collaborate with departments to ensure that courses, programs, services and activities, when viewed in their entirety, are accessible and inclusive
• Maintain appropriate confidentiality of records and communication except where sharing information is permitted or required by law or when the student requests that such information be shared
### Timelines for Completing DRO Forms

Some accommodations are easier to implement while others can be logistically challenging. This chart provides the time it takes to coordinate specific accommodation requests. Use this chart to plan for the upcoming semester.

<table>
<thead>
<tr>
<th>Form</th>
<th>Submitted To</th>
<th>Due</th>
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| Proctoring Request (If taking in the DRO) | • Student submits to instructor  
• Student returns to DRO to schedule tests/exams/quizzes | To DRO 7 business days before scheduled tests/exams/quizzes          |
| Note Taking Services Request              | • Student submits to instructor  
• Instructor returns to DRO                                                   | To DRO 5 business days from receipt of form                          |
| Interpreting Services Request             | • Student submits request to Coordinator for Deaf and Hard of Hearing Services | To DRO 15 business days prior to date of service needed               |
| Alternate Text Format Request             | • Student submits to Coordinator of Assistive Materials & Adaptive Technology | To DRO 10 business days prior to date alternate text is needed        |
| Housing Request                           | • Student submits form to qualified professional  
• Completed form submitted to DRO                                             | Upon admission to the University and/or every subsequent year*            |
| Notice of Reduced Course Load as an Accommodation | • Student submits form to advisor  
• Signed form is returned to DRO                                               | To DRO 5 business days after signature received                      |

*Fall Housing Request deadline June 30th. Requests made past the deadline cannot be guaranteed but will be added to a priority waiting list.
Testing Accommodations

Students found eligible for testing accommodations must submit a completed Proctoring Request Form signed by the instructor to the DRO at least 7 business days before their tests/exams/quizzes. Request forms may be found online at www.radford.edu/dro or student may pick up forms in the DRO office during regular business hours: Monday-Friday 8:00am-5:00pm.

Scheduling
When taking tests/exams/quizzes in the DRO, they should be scheduled to begin between 8:00am-2:30pm Monday-Friday. If an alternate time is necessary, please see the Coordinator of Test Proctoring Services to discuss an alternate time and date.

During final exam week, exams may need to be rescheduled to avoid a student having multiple back to back exams on a single day. See University policy and download Change in Final Examination Schedule form.

Security and Integrity
Students taking tests/exams/quizzes in the DRO are held to the University's policies regarding academic honesty, ethics, and integrity. http://www.radford.edu/content/student-conduct/home.html

The DRO takes the security and integrity of all tests/exams and quizzes very seriously. The following measures are taken:
- Tests/Exams/Quizzes are held in a secure area prior to being administered
- If delivered by the student, the test/exam/quiz should be placed in a sealed envelope
- Only materials listed on the Proctoring Request Form are allowed in the testing room
- Students must begin at the time on the Proctoring Request Form and end at their accommodated time
- All students are required to leave all personal items (cell phones, book bags, laptops, etc.) outside of the testing room unless otherwise approved
- Testing rooms are monitored and/or recorded by staff, and video surveillance
- All testing documents will be returned to instructor upon completion of examination in a sealed envelope, unless otherwise specified on the Proctoring Request Form
Requesting Note Taking Services

Students who are found eligible for note taking services will receive the Volunteer Note Taker Sign-Up Sheet in their accommodation package.

1. Student will deliver the Volunteer Note Taker Sign-Up Sheet to professors/instructors for each class; Volunteer Note Taker Sign-up Sheets are located in the accommodation package
2. Instructors will distribute sign-up sheet to the class and return the completed Volunteer Note Taker Sign-up Sheet to the DRO
3. Depending on student choice, notes will be sent to student electronically from DRO or directly from note taker
4. Students who receive note taking services have the responsibility to attend class regularly, notify the DRO if class schedule is changed, and notify the DRO if notes are not being received

Requesting a University Housing Accommodation

Students eligible for housing accommodations due to a medical condition must complete the Radford University Housing Application, meet the appropriate housing deadlines, and pay the housing deposit through the Office of Housing and Residential Life. Students must speak to their Disability Services Specialist and, if applicable, also submit the DRO Request for Housing Accommodations form, to be completed by the student and a medical professional. Once the Request for Housing Accommodations form is received by the DRO, the assigned DSS will make the request to the Office of Housing and Residential Life on behalf of the student. Requests made past the deadline cannot be guaranteed but will be added to a priority waiting list.

For information regarding the student’s placement in the residence halls, please contact the Office of Housing and Residential Life directly.

Services for Students who are Deaf or Hard of Hearing

Students eligible to receive deaf and hard of hearing services must contact the Coordinator of Deaf and Hard of Hearing Services at 540-831-6350. If alternate means of communication is necessary (Skype, Video Phone, IM, etc.), email dro@radford.edu to schedule an appointment.
**Assistive Listening Devices**
Students who qualify for an Assistive Listening Device (ALD) may check out an ALD through the DRO for the semester. Students eligible for ALD’s for one-time events must submit requests at least 48 hours prior to the event.

**Requesting Interpreting Services**
- To request interpreting services, visit the DRO website at: [http://www.radford.edu/dro](http://www.radford.edu/dro), complete the Interpreter Request form, and return it to the Coordinator of Deaf and Hard of Hearing Services.

- To request interpreting services for classes, submit the Interpreter Request Form and class schedule to the Coordinator of Deaf and Hard of Hearing Services at least fifteen (15) business days, before classes begin.

- To request interpreting services for general daytime campus activities or events, submit the Interpreter Request form to the Coordinator of Deaf and Hard of Hearing Services no later than 2:00 pm at least three (3) business days before the services are needed.

- To request interpreting services for evening or weekend events, the Interpreter Request form must be submitted to the Coordinator of Deaf and Hard of Hearing Services no later than 2:00 pm; five (5) business days before interpreting services are needed.

- To request interpreting services for plays and performances held on Radford University campus, the Interpreter Request form must be submitted to the Coordinator of Deaf and Hard of Hearing Services by 2:00 pm; ten (10) business days prior to the event.

- To request interpreting services for ongoing and regularly scheduled activities, notify the Coordinator of Deaf and Hard of Hearing Services as soon as the contact name, date(s), time(s), and duration of the request are obtained.
Assistive Technology

Assistive Technology Information

Assistive technology (AT) is any product, process or service that enables a person to compensate for or work around a disability related limitation.

Using AT enables students to acquire skills that assist with academics by enabling students to take effective notes, increase comprehension and therefore perform well on tests and quizzes. The use of AT carries on into students’ professional careers.

Students must register with the DRO and work with their disability services specialist to determine if they qualify for assistive technology accommodations.

Assistive technology is available through:

- Disability Resource Office Assistive Technology Lab
  - Open Monday-Friday 8:00am-5:00pm

- McConnell Library Assistive Technology Room on level 2
  - Open during library hours
  - Walk-in or book in advance by contacting the library’s front desk at (540) 831-5964 or frontdesk@radford.edu

Faculty and Staff
Training in providing students with alternate text or assistive technology is available by contacting the Coordinator of Accessible Materials & Adaptive Services at droaccess@radford.edu.

Assistive Technology Products and Services Provided by DRO: (not a comprehensive list as DRO works with students on a case by case basis)

Equipment available to use within DRO only
- Apple iPads
- Apps for iPad
- Laptops
- Mac and Windows desktops
- Jaws: Screen Reader software
- Dragon Naturally Speaking software
- ZoomText magnification software
- Headphones
- Noise cancelling headphones
- Microphones for dictation

Equipment available for loan*
- Smart pens – Livescribe Echo pen with Note books
- Kurzweil: Reader Software
- Mp3 players
- Digital Recorders
- Victor ReaderStream
- Portable ZoomText camera kit
- SP-USB-MIC-Model-6
- Comfort Audio: FM HD communication system available with earphones or T-coil inductive neck loop for use with or without hearing aids
- Geemarc Amplified Hearing Assistant
- Contego Comfort Audio FM Systems

*Student must register with the DRO and qualify for the required use of the equipment. Some equipment is available on a two week period only. The student is financially responsible for the equipment while checked out. If necessary a hold will be placed on the student’s Radford account until the equipment is returned or paid for.

Services
- Assistive technology training
- Alternate text format
- Classroom accessibility
- Instructional materials’ access
- Proctor tests requiring assistive technology
- Assisting with assistive technology housing needs
- Equipment lending services
Alternate Text Format Accommodation

The alternate text format accommodation assists students with disabilities that significantly affect reading or comprehension. Students who qualify for this accommodation can request required textbooks and other class text materials in a format that assists in overcoming limitations caused by a disability. Some examples of alternate text formats include large print, electronic formats, audio, and braille.

DRO registered students must work with their disability services specialist to determine if they qualify for the alternate text format accommodation.

Alternate Text Process

Student responsibilities:

1. Register with the DRO
2. Meet with a disability services specialist to determine eligibility for alternate text
3. Register for classes
4. Determine textbooks required (MyRU and the bookstore are good resources for textbook information)
5. Purchase textbooks*
6. Submit an alternate text request form indicating each book that is needed in alternate text include proof of purchase. *

*Due to copyright law, the DRO must receive proofs of purchase/rental for all requests before providing textbook files. While students can submit the alternate text request form without proof of purchase, DRO cannot provide the alternate format until proof of purchase has been received.

7. Uphold the Copyright Revision Act of 1976, as amended (17 U.S.C SEC 101 et. Seq.,) and not copy, duplicate, distribute or alter the materials received through this accommodation for any purpose. Alternate text formats are for personal use only.
8. Alternate text formats will be destroyed or returned to the DRO if student is no longer in possession of the original textbook (i.e., if the original is sold, traded or rented).
9. Contact the DRO if alternate text needs change due to a change in schedules.
Students are encouraged to:

- Investigate alternate text options on their own using resources such as Amazon, Learning Ally (www.learningally.org), and Bookshare (www.bookshare.org).
- Submit alternate text requests forms four weeks before classes begin as the DRO often must contact publishers and other organizations to locate alternate formats.

Disability Resource Office responsibilities:

1. Receive alternate text request form
2. Ensure a proof of purchase has been provided
3. Process alternate text requests on a first come, first serve basis. (request forms will be dated upon submission)
4. Locate alternate formats for each request. Communicate with student regarding any issues in locating alternate formats
5. The DRO will process alternate text requested within ten (10) business days of the receipt of the proof of purchase. Delivery of alternate formats depends upon the availability of electronic format and publisher response.
6. Notify student when items are available. The DRO will make every attempt to provide the format requested by students. (DRO must receive the proof of purchase from students before providing the alternate format.)
7. If alternate formats are not available, students may provide the DRO with their purchased textbook. DRO will unbound, scan and rebind the student’s book to create an alternate format. The DRO will not cut and scan rented books. While this service is at no charge for the student, the textbook will be “altered” and may not be accepted for buy back from bookstores.
Priority Registration

Not every student registered with the DRO qualifies for priority registration. Students requesting special housing accommodations, students with temporary medical conditions, and students with provisional accommodations would not qualify for priority registration.

To be qualified for priority registration through the DRO, students must submit a Request for Accommodations every semester, pick up their accommodation package within the first two weeks of classes, and return a copy of the signed documents within their package. Students requesting priority registration ONLY as an accommodation must submit a Request for Accommodations every semester and indicate that on their form. If the priority registration window is missed, a new registration date will appear on the MyRU Portal or the student may contact the Registrar’s Office for more information.

Disabilities Impacting Attendance

Students found eligible for a medical amended attendance as an accommodation are required to complete all components of every course. The DRO does not waive or change attendance policies created by University departments or faculty members. Attendance is an integral component to the pedagogical process; these policies are set by faculty at the college, departmental, or individual level. In some cases, attendance is fundamental to the course objectives. Students may be required to interact with others in the class in order to demonstrate their ability to think and argue critically, or to participate in group projects. In other instances, faculty may determine that students can master course content despite some or many absences. Similarly, faculty also determines policies regarding make-up work and missed quizzes and exams. Faculty members are not required to lower or substantially modify essential course elements in order to provide an accommodation.

The student and the faculty member must work together to determine a reasonable number of absences and document that number on the Academic Accommodations Contract. A discussion must ensue between a student and professors if multiple medical absences compromise the integrity of the course/program.
Students should listen closely to faculty announcements about attendance and make-up work policies and procedures. Students are responsible for reading and understanding all requirements of the course.

**Standardized Testing Information**

DRO documentation guidelines may differ significantly from standardized testing documentation guidelines. Not every DRO registered student will be qualified to receive accommodations for standardized tests such as the GRE, Praxis, LSAT, or MCAT. Eligibility for DRO exam accommodations is based on documentation guidelines. Review the ETS website at [http://www.ets.org](http://www.ets.org) to determine if additional documentation is needed for a standardized testing entity.

Students should begin the standardized testing application process at least **eight (8) to ten (10) weeks prior to the test**. Schedule an appointment with a DSS if assistance is needed in this process. Students should complete the required packet and submit only the portion to be completed by the DSS to the DRO.

**Information on Grievance**

Any University student who believes that he or she has been subjected to discrimination on the basis of disability, or has been denied access or accommodations required by law shall have the right to invoke the Grievance Procedure. This Grievance Procedure is designed to address disagreements or denials regarding requested services, accommodations, or modifications to university academic practices or requirements.

The Grievance Procedure is not intended and shall not supersede other University policies and procedures, which may exist for addressing alleged violations of ADA and/or Section 504, and other issues of concern for which separate University policies and procedures exist, including for example, grade appeals. Students are encouraged to first consult with the DRO Director and/or his or her prospective offices regarding the most appropriate University policy or procedure to address a particular concern.
Informal Resolution Process for the Denial of Academic Accommodations and Services

With respect to any grievance covered under this policy and as a prerequisite to initiating one of the formal grievance procedures, a student shall first attempt to resolve his or her complaint informally by meeting with the Director of the DRO. The Director may arrange for a series of meetings with all involved parties to reach a resolution. Should the complaint be unresolved at the Director level, students may request a meeting with the Associate Dean of Students for further resolution options. If the grievance is not resolved informally, the student shall have the right to invoke the formal grievance procedure as outlined below (Please see related policy and procedure for Informal Grievance as related to academic accommodations).

Formal Resolution Process for the Denial of Academic Accommodations and Services

An otherwise qualified student with a disability, as defined by the ADA and the Rehabilitation Act, shall have the right to request that the Director of the Office of Equity and Diversity (OED) review the dispute of any requested academic accommodation or service. The Director of OED shall investigate the formal complaint and review all relative information to render a written determination. The student shall supply any additional information and/or documentation as requested by the Director of the OED. The Director of the OED will issue a written Letter of Determination within 60 days upon receiving the student’s Review Request.

*Although students are encouraged to attempt to resolve complaints pertaining to disabilities by using the Grievance Procedures as discussed above, they have the right to file a complaint directly with the U.S. Department of Education (DOE): Office for Civil Rights (OCR) at any time.

Student Records

Students must maintain original copies of professional medical documentation. Students must submit copies only of documentation to the DRO. Student records are purged 5 years after the last date of service. Students can request a verification letter of DRO services up to five (5) years from the last date of service by contacting dro@radford.edu or calling 540-831-6350 and completing a Request for Release of Records to a Third Party or for Personal Use form.