# Questions to Ask the Disability Services Office

*To assist prospective students and families determine if your institution can meet their needs, consider posting a list of the following questions or answer them via FAQs on your prospective student webpage.*

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| **Processes** |
| What is the process and timeline for applying for accommodations? |
| What are the documentation requirements? How current does documentation need to be? |
| **Students** |
| How many students are registered with the DSO? |
| What percentage of students have my disability? |
| What is the retention rate of students with disabilities? |
| Are there any support groups, clubs, or organizations specific to students with disabilities? How active are they? |
| What is the campus climate for students with disabilities? |
| **Accommodations** |
| What accommodations are available? How are they determined? |
| What assistive technology (AT) services does your office provide? Who coordinates AT services? |
| How are accessible texts and alternative formats made available? |
| What is the procedure for getting extended time on exams? How much notice is required?  Are exam accommodations arranged with professors or through the DSO? |
| Where do students take exams? Who proctors? |
| Are course substitutions available? |
| What accommodations are available in the residence halls? Are single dorm rooms available? If so, what is the process for requesting one? |
| Will a note taker or classroom or lab assistant be available to me? |
| Are emotional support animals allowed on campus? |
| Are there ADA accessible rooms? |
| Do residence halls have air conditioning? |
| Am I eligible for priority registration? |
| What transportation services are available on campus? How do I access them? |
| How are students with food allergies accommodated? |
| In the event of an emergency, how can I plan for safety? |
| How accessible is campus dining if I need assistance reaching food, bring it to a table? |
| Which parts of campus are not ADA accessible? How can I navigate around them? |
| Are there options for participating in class online if for medical reasons I am not able to attend class? |
| **Supports and Services** |
| Is tutoring available for every course? |
| What types of writing support services are available? |
| Are counseling services available? What is the model for therapy? |
| Do you offer academic coaching? If so, is this a fee-based service? How often can I meet with a coach? |
| Do you offer a summer bridge program? If so, how are students eligible? |
| What services does the student health center offer? |
| Does anyone in the health services office have experience with my medical condition? |
| **Staff/Faculty** |
| How many disability support professionals are on staff? Do they also serve as advisors or case managers? How often can I meet with them? |
| How accessible are professors to meet with students? |
| **Clubs/Activities, Experiential Learning, Career Readiness** |
| What clubs or activities are available to me? |
| Do your office offer programs or partnerships in conjunction with the career services office? |
| Are adaptive sports teams available? |
| Does the rec center have accessible gym equipment? A pool with a lift? |
| How does your office prepare students for post-graduate experiences? |
| Do students with disabilities go abroad? How are they supported? |