



**SOUTHERN
UNIVERSITY SYSTEM**

BATON ROUGE • NEW ORLEANS • SHREVEPORT

System Office for Compliance


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MEMORANDUM

DATE: September 26, 2025

TO: ADA Coordinators

FROM: Jeremiah J. Sams, Esq., System Director for Compliance 

RE: Supplemental Procedures and Forms to the System's Americans with Disabilities Act & Pregnant Workers Fairness Act Policy

The System's Americans with Disabilities Act & Pregnant Workers Fairness Act Policy provides the System Office for Compliance with the authority to develop supplemental procedures and forms to further support the implementation of the Policy among the institutions of the System. As such, the System Office for Compliance is instituting the following procedures:

1. Maxient

- a. All requests for accommodations and all complaints under the internal grievance procedure must be managed and tracked in Maxient. If the request or complaint is made outside of the Maxient platform (e.g., verbally or in writing), the ADA Coordinator shall input the request or complaint into the Maxient platform and upload a scanned copy of the request if the request is in writing.
- b. The Maxient file must be a complete and accurate file of any and all correspondence, records, and documentation regarding the matter.
- c. The SID for individuals who are not employees or students of the Southern University System should be the first and last name of the individual without a space (i.e., JohnDoe). Before the SID is used, Maxient must be checked to see if it is already in used. If it is already in use, please contact the System Director for Compliance who will review to determine if it is the same person. If it is not the same person, an alternative naming convention will be used. (i.e, JohnDoe1, JohnDoe2, etc.)
- d. The following areas for the respective types of matters must be completed in Maxient with the following options:
 - i. ADA Complaints
 1. Case
 - a. Access Restriction
 - i. ADA – Complaints
 1. Select appropriate campus
 2. Demographics
 - a. Case Type
 - i. ADA Complaints

3. Contact
 - a. Ensure email address is accurate.
 - b. Ensure cellphone listed to be able to send text messages.
4. Incident
 - a. Role
 - i. Employee
 - ii. General Public
 - iii. Student
5. Assignment
 - a. Home Office
 - i. SUBR Office for Compliance
 - ii. SUAREC Office for Compliance
 - iii. Southern University Law Center
 - iv. SUNO Office for Compliance
 - v. SUSLA Office for Compliance
 - b. Assigned to:
 - i. Coordinator matter signed to.
6. Other
 - a. Case Status
 - i. Open
 - ii. Monitor – High
 - iii. Monitor – Low
 - b. Closed
- ii. ADA/Workplace Accommodation Requests
 1. Case
 - a. Access Restriction
 - i. ADA – Accommodation Requests (Title II)
 1. Select appropriate campus
 - ii. Workplace Accommodation Requests
 1. Select appropriate campus
 2. Demographics
 - a. Case Type
 - i. ADA/Workplace Accommodations
 3. Contact
 - a. Ensure email address is accurate.
 - b. Ensure cellphone listed to be able to send text messages.
 4. Incident
 - a. Role
 - i. Employee
 - ii. General Public
 - iii. Student
 5. Assignment
 - a. Home Office
 - i. SUBR Office for Compliance
 - ii. SUAREC Office for Compliance
 - iii. Southern University Law Center
 - iv. SUNO Office for Compliance

- v. SUSLA Office for Compliance
 - b. Assigned to:
 - i. Coordinator matter signed to.
 - 6. Note
 - a. Costs of Accommodation
 - b. Resolution Time (Days)
 - c. Reassessment Date for Accommodation
 - d. Approved Alternative Accommodation
 - 7. Other
 - a. Tags
 - i. Tag semester applying for accommodations.
 - b. Appeal Status
 - i. Appeal
 - ii. No Appeal
 - c. Case Status
 - i. ADA/DS - Accommodations Grant - File Closed
 - ii. ADA/DS - Accommodations Denied - File Closed
 - iii. ADA/DS - Request Withdrawn - File Closed
 - iv. ADA/DS - No Request Received - File Closed
 - v. ADA/DS - Pending - Awaiting Request
 - vi. ADA/DS - Pending - Missing Documentation
 - vii. ADA/DS - Pending - No Interactive Process Meeting
 - viii. ADA/DS - Pending - Reassessment/Evaluation
- 2. Effective Communication (Title II) Accommodations
 - a. The ADA Coordinator shall coordinate all accommodations for programs, services, and activities with the unit hosting or sponsoring the program, service, or activity to ensure the accommodation is provided. The ADA Coordinator shall also monitor payment of the accommodation by the unit hosting or sponsoring the program, service, or activity.
- 3. Interactive Process with Employees or Applicants
 - a. During the interactive process with employees, the ADA Coordinator shall not divulge the employee's disability or medical information with supervisors.
- 4. Medical Documentation
 - a. The ADA Coordinator shall send a copy of all medical documentation received for an employee to Human Resources for saving in the employee's medical file:
 - i. System Office, SUBR, SULC, and SUAREC – roderick.wells@sus.edu
 - ii. SUNO – ttaylor@suno.edu
 - iii. SUSLA – qskidmore@susla.edu
- 5. Trainings for Supervisors
 - a. The ADA Coordinator shall maintain a database of supervisors who received the minimum hour of education and training on the Americans with Disability Act and ensure supervisors are retrained as required.
- 6. Telework Accommodations
 - a. For telework accommodations, the Workplace Accommodation Telework Agreement Form must be completed prior to the commencement of the

accommodation.

Additionally, the System Office for Compliance is instituting the following required forms:

1. All relevant forms and letters in Maxient.
2. Request for ADA/Workplace Accommodation (<https://www.sus.edu/assets/sus/officecompliance/forms/Request-for-ADA-Workplace-Accommodation.pdf>)
3. Medical Inquiry Form (<https://www.sus.edu/assets/sus/officecompliance/forms/Medical-Inquiry-Form.pdf>)
4. ADA Complaint Form (<https://www.sus.edu/assets/sus/officecompliance/forms/ADA-Complaint-Form.pdf>)
5. Workplace Accommodation Telework Agreement Form (<https://www.sus.edu/assets/sus/officecompliance/forms/Workplace-Accommodation-Telework-Agreement-Form.pdf>)