



**SOUTHERN
UNIVERSITY SYSTEM**

BATON ROUGE • NEW ORLEANS • SHREVEPORT

System Office for Compliance


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MEMORANDUM

DATE: September 26, 2025

TO: Disability Services Coordinators
ADA Coordinators

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

RE: Supplemental Procedures and Forms to the System's Disability Services Policy

The System's Disability Services 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/grievances under the grievance procedure must be managed and tracked in Maxient. If the request or complaint/grievance is made outside of the Maxient platform (e.g., verbally or in writing), the Disability Services Coordinator or ADA Coordinator shall input the request or complaint/grievance into the Maxient platform and upload a 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, emails, and documentation regarding the matter.
- c. Any costs for accommodations must be documented in the Notes Section as an Individual Note with the Notes Category "Costs of Accommodation."
- d. Each request must have the Tag for the requested semester. Tags are located under the Other Section.
- e. The following areas for the respective types of matters must be completed in Maxient with the following options:
 - i. Disability Services
 1. Case
 - a. Access Restriction
 - i. Disability Services
 - b. Milestones (Include Relevant Dates)
 - i. Voter Registration Letter Sent
 - ii. Voter Declaration Form Received
 - iii. Voter Application Received and Sent to ROV
 - iv. Notification of Accommodation(s) Sent to Student/Faculty/Staff

- v. Graduating Senior
- c. Demographics
 - i. Case Type
 - 1. Disability Services
- d. Contact
 - i. Ensure email address is accurate.
 - ii. Ensure cellphone listed to be able to send text messages.
- e. Incident
 - i. Role
 - 1. Student with Disability
 - 2. Pregnant and Parenting
- f. Assignment
 - i. Home Office
 - 1. SUBR Office for Compliance
 - 2. SULC Office of Academic Affairs
 - 3. SUNO Office for Compliance
 - 4. SUSLA Office for Compliance
 - ii. Assigned to:
 - 1. Coordinator matter signed to.
- g. Resolution
 - i. Resolution Date
 - 1. Date Accommodations Granted (Changes each semester)
 - ii. Resolution Type
 - 1. Accommodations Granted
 - iii. Disability
 - 1. List all disabilities. (Refer to Disabilities List)
- h. Accommodations
 - i. List all accommodations granted (Refer to Accommodations List)
- i. Note
 - i. Costs of Accommodations
 - ii. Testing Center Issues
- j. Other
 - i. Tags
 - 1. Tag semester applying for accommodations.
 - ii. Appeal Status
 - 1. No appeal filed
 - 2. Granted
 - 3. Denied
 - iii. Case Status
 - 1. ADA/DS - Accommodations Grant - File Closed
 - 2. ADA/DS - Accommodations Denied - File Closed
 - 3. ADA/DS - Request Withdrawn - File Closed
 - 4. ADA/DS - No Request Received - File Closed
 - 5. ADA/DS - Pending - Awaiting Request
 - 6. ADA/DS - Pending - Missing Documentation

- 7. ADA/DS - Pending - No Interactive Process Meeting
 - 8. ADA/DS - Pending - Reassessment/Evaluation
 - ii. Disability Services – Grievances
 - 1. Case
 - a. Access Restriction
 - i. Disability Services - Grievances
 - 1. Select appropriate campus
 - 2. Demographics
 - a. Case Type
 - i. Disability Services - Grievances
 - 3. Contact
 - a. Ensure email address is accurate.
 - b. Ensure cellphone listed to be able to send text messages.
 - 4. Incident
 - a. Role
 - i. Grievant
 - ii. Respondent
 - 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. Resolution
 - a. Resolution Date
 - i. Date Resolution Provided
 - b. Resolution Type
 - i. Responsible
 - ii. Not Responsible
 - 7. Other
 - a. Appeal Status
 - i. Appeal
 - ii. No Appeal
 - b. Case Status
 - i. Open
 - ii. Monitor – High
 - iii. Monitor – Low
 - iv. Closed
- 2. National Voter Registration Act Reporting
 - a. Maxient Milestones
 - i. Voter Registration Letter Sent
 - 1. Milestone date should be the date the application or renewal was submitted by the student.
 - ii. Voter Declaration Form Received

1. Milestone should be the date the voter declaration form is received from the student.
- iii. Voter Application Received and Sent to ROV
 1. Milestone date should be the date the voter application is received by the Office.

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

1. All relevant forms and letters in Maxient.
2. Application for Student Accommodations
(<https://www.sus.edu/assets/sus/officecompliance/forms/Application-for-Student-Accommodations.pdf>)
3. Disability Verification Form
(<https://www.sus.edu/assets/sus/officecompliance/forms/Disability-Verification-Form.pdf>)
4. Disability Services Formal Grievance Form
(<https://www.sus.edu/assets/sus/officecompliance/forms/Disability-Services-Formal-Grievance-Form.pdf>)