



M E M O

DATE: November 18, 2024

TO: Disability Services Coordinators
ADA Coordinators

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

REF: 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. Milestones must be completed in Maxient. Milestones are located under the Case Section. The required Milestones are:
 - i. Voter Registration Letter Sent and
 - ii. Notification of Accommodation(s) Sent to Student/Faculty/Staff.
 - d. Any costs for accommodations must be documented in the Notes Section as an Individual Note with the Notes Category "Costs of Accommodaiton."
 - e. Each request must have the Tag for the requested semester. Tags are located under the Other Section.

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>