Questions to Ask at the Disability Services Office

1. What documentation is required to become eligible to receive accommodations and services through the Office of Disability Support Services?  Based on the disability, what are the specific evaluation documents, forms, and/or test results that need to be submitted in order to be eligible to receive services? 

* How current should the documentation be that is submitted for eligibility purposes?
* What is the process that is used to review the documentation and to determine eligibility to receive accommodations and services?
* Is there any type of application that needs to be completed by students specifically for the Office of Disability Support Services?

2. How many staff members work in the Office of Disability Support Services?  What are the main roles of the staff members?  
  
  
3.  Do the staff members in the Office of Disability Support Services have previous experience working with students with a disability or an area of need that is similar to my own?  If yes, what types of accommodations and/or services have been provided in the past?  
  
  
4. If I am a student at the college, who would be my primary contact person in the Office of Disability Support Services?  
  
  
5. How many students at the college receive assistance through the Office of Disability Support Services?  
  
  
6. What are common types of accommodations and support services that are available through the Office of Disability Support Services? (*i.e. extended time on tests, a distraction free testing environment, note taking assistance, audio books, priority registration, study skills training, academic advising…*).  
  
  
7. What types of assistive or adaptive technology resources are available on the campus?  
  
  
8. Are there any fees for the services that are offered by the Office of Disability Support Services?  
  
  
9. How are professors at the college notified about academic accommodations?  What provisions are in place in case an issue occurs with receiving accommodations?  
  
  
10. Does the Office of Disability Support Services offer a particular place for students to take exams and/or to study? (*i.e. a distraction reduced environment*).  
  
  
11. Are there services provided to assist freshmen students with the transition from high school to college?  
  
  
12.  What types of housing options or housing accommodations are available on the campus?  
  
  
13. What types of resources are available on the campus that may be helpful to me? (*i.e. health center, counseling services, writing center, tutorial services…*).  Are there fees for any of the on-campus services?  
  
  
14. What types of community resources are near the college that may be helpful for me? (*i.e. medical facilities, psychological services*).  Is the Office of Disability Support Services connected with any of these resources?  
  
  
15. Are there any considerations that a student with a disability or a medical condition should know with regards to the admission process at the college?  
  
  
16. Do you provide information about the graduation rate and/or the retention rate for students who are served by the Office of Disability Support Services?  
  
  
17. Are there provisions made for having to miss classes based on the nature of a particular disability or medical condition?   
  
  
18. Are substitutions available for particular required courses at the college if they are needed based on the specific nature of a disability? (*i.e. substitutions for required world language courses*).  
  
  
19. Is there any additional information that you can share with me about the support services at your college?

Two red flags to watch out for when evaluating campus disabilities services:

* The personality of the director or staff member is off-putting.  This is paramount since she/he represents the personality of the department.
* The college Disabilities Services Office website is not user friendly or is difficult to locate.