



UNIVERSITY OF CENTRAL FLORIDA
College of Medicine

Student Academic Support Services

*Policies, Procedures, and Guidelines for UCF Medical
Students Requesting Accommodations*

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A. AMERICANS WITH DISABILITIES ACT

The University of Central Florida, College of Medicine (UCF COM) complies with federal and state law prohibiting discrimination against any applicant or enrolled student based on the basis of race, color, religion, sexual preference, age, disability, or other protected status. In accordance with its obligations under the Americans with Disabilities Act of 1990 and Section 5.04 of the Rehabilitation Act of 1973, UCF COM does not discriminate against qualified individuals with disabilities in admission or in access to programs and activities.

A person with a disability is someone who has a physical or mental impairment that limits substantially one or more major life activities, such as caring for one's self, performing manual tasks, learning, walking, seeing, hearing, breathing, and working; has a record of such an impairment; or is regarded as having such an impairment.

Although students with temporary illness or injury are not considered disabled by law, every reasonable effort to accommodate their needs will be exercised.

- All requests for accommodation (e.g., use of a computer, extra time and/or separate room for exams, reduced caseload, access to note-takers, taped books, etc.) are evaluated on a case-by-case basis.
- This evaluation includes the review of clinical documentation and a determination of the reasonableness of the accommodation requests. (*See UCF Medical Student Accommodation Documentation Guidelines*)
- Primary clinical documentation or other diagnostic information held by the Medical Student Accessibility Liaison (MSAL) [*see Procedure for Review of Accommodation Requests, below*] is kept confidential and is released to a third party only with the student's written permission or under compulsion of legal process.
- General information about a student's request for accommodation(s) may be shared with other UCF COM officials or, in limited circumstances, with third parties who have a legitimate need to know. The student's disabilities file is maintained by the MSAL and is held separately from the student's official academic record.

UCF COM Student Academic Support Services

Student Academic Support Services

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Procedure for Review of Accommodation Requests

UCF COM is committed to, and embraces, diversity in all forms. Students seeking accommodations or support services at UCF COM are required to register with Student Academic Support Services (SASS). Students are expected to be actively responsible for all aspects of their enrollment in registering for accommodations. Students requesting accommodations must take the initiative to seek assistance, comply with deadlines and agreements, and participate in the following procedure:

1. Contact the Medical Student Accessibility Liaison (MSAL)

- Carley Blades Myszkowski, Director, Student Academic Support Services and Medical Student Accessibility Liaison
 - Email: SASSCOM@ucf.edu
 - Fax: (407) 266-1395
- For students requesting accommodations, contact with the SASS Office should take place upon acceptance to UCF COM or immediately following an injury, illness, or new diagnosis to initiate accommodations.

2. Provide clinical documentation: Students must submit current clinical documentation regarding their disability.

Students who do not have documentation of their condition, and/or who believe they have an undiagnosed condition, should contact SASS to discuss their circumstances further.

Documentation should include:

- Documentation that speaks to the current functional limitations of the disability, and the signature of the qualified professional who is licensed and/or otherwise properly credentialed to diagnose or identify your health condition.
- A diagnosis of your disability/health condition.
- Description of the current impact/limitations of the disability/health condition with specific focus on what you would need as a student in the educational and/or clinical environment.
- If the disability/health condition is permanent or temporary? If temporary, provide information on the needed duration of accommodations and timeline for an up-to-date evaluation of the disability/health condition.

Learning, Attentional Disabilities:

Acceptable clinical documentation for learning disabilities (LD) and attentional disabilities (e.g., attention-deficit hyperactivity disorder [ADHD]):

- A comprehensive diagnostic interview/consultation.
- A neuropsychological or psycho-educational evaluation plan (documentation that speaks to the current functional limitations of the disability).

Other/Non-learning Disabilities:

Acceptable documentation for other types of disabilities (e.g., medical, psychological, etc.) either permanent or temporary:

- A report from a professional describing the nature of the disability.
- Suggested accommodation(s) for SASS consideration (this does not, however, guarantee automatic implementation).
- The expected duration of the disability and requested accommodation(s).

(See UCF Medical Student Accommodation Documentation Guidelines for Medical and Psychological Disabilities.)

In all cases, UCF COM reserves the right to request additional diagnostic information and assessment when, in its opinion, such additional information is needed to indicate the existence of a disability or the need for accommodations in the educational or clinical settings of UCF COM.

Accommodations decisions are informed by many sources including: student’s academic and accommodation histories, student self-report of disability and impact, documentation, review of technical standards and essential functions.

3. Schedule an intake meeting with MSAL and complete “Request for Accommodations” form

- Contact the Office of Student Academic Support Services (SASS) to schedule a meeting with the Medical Student Accessibility Liaison (MSAL).
 - Email: SASSCOM@ucf.edu
 - Fax: (407) 266-1395
- Fill out “Request for Accommodations” form before/during the initial intake meeting with the MSAL.

4. Process for determining appropriate accommodations

- Once the initial meeting has taken place between the student and the MSAL, the MSAL will review all forms and clinical documentation submitted by the student in a timely manner (this review should take no more than two weeks).
- Initially, MSAL will present the student’s case (share findings of statistical data and written information from the review of documentation (*see UCF Medical Student Accommodation Documentation Guidelines*) regarding the student’s diagnosis and accommodation(s) request to the Student Accessibility Committee comprised of the MSAL (Interim Director of SASS), and the Accessibility Associate (Coordinator of SASS).

- Some decisions may be made in consultation with the following individuals: legal counsel at UCF College of Medicine and UCF Main Campus, Dr. Adam Meyer Director of Accessibility Support Services on UCF Main Campus, the Office of Equal Opportunity and Affirmative Action Programs on the UCF Main Campus, and a non-evaluative clinical education consultant who qualifies to be on the committee.
- The MSAL and Accessibility Associates of the Student Accessibility Committee will meet to determine appropriate accommodations for the student. The MSAL will consult with Dr. Meyer and UCF COM legal counsel for further recommendation.
- Additionally, further recommendation and guidance can be retrieved from our external consultant, Dr. Lisa Meeks and the Coalition for Disability Access in Health Science and Medical Education (a group comprised of 140 disability specialists in medical education throughout the country), if necessary.

5. Communication of Decision

- **With student:**
 - Once a decision has been made to determine appropriate accommodations, the student will meet with the MSAL to discuss the implementation process and procedures associated with accepting the approved accommodation(s).
 - Once an agreement is met between the student and the MSAL, the student will sign appropriate form(s) in order to accept or deny the approved accommodations.
 - At this time, the student will have the opportunity to voice concern or need for appeal, if necessary (*Please refer to the University of Central Florida College of Medicine Medical Student Accessibility Services Appeal Process and Grievance Procedures located on page 10 of this document*).
- **With UCF COM Faculty/Staff:**
 - As accommodations are determined at the beginning of each academic year, the MSAL of SASS will email the Assessment Office and appropriate Module Director(s) and/or Module Coordinator(s) the updated list of students who will be receiving accommodations for classroom/clinical coursework, written exams, and/or clinical skills exams, and specify what those accommodations will be for each student.
 - All newly acquired disabilities will follow the process above and the MSAL of SASS will notify the appropriate Module/Clinical/Clerkship staff as soon as he/she is able to determine appropriate accommodations for the student.
- **For P1 and P2 Clinical Skills:**
 - At the beginning of the academic year, the MSAL of SASS will email the appropriate Module Director(s), Module Coordinator(s), and Clinical Skills Staff member(s) to verify and confirm each student who will be receiving accommodations for the module.
 - One month in advance from Clinical Skills exams, the MSAL of SASS will email the appropriate Module Director(s), Module Coordinator(s), and clinical skills Staff

member(s) to verify and confirm each student who will be receiving accommodations and what specific accommodations are required for each student.

- All newly acquired disabilities will follow the process above and the MSAL of SASS will notify the P1 and/or P2 Module Director(s) as soon as he/she is able to determine appropriate accommodations for the student.
- **For OSCE:**
 - 6 weeks before the beginning of each clerkship, the MSAL of SASS will email the appropriate Clerkship Staff member(s) and Clinical Skills staff to verify and confirm each student who will be receiving accommodations for clinical skills exams and what specific accommodations are required for each student.
 - All newly acquired disabilities will follow the process above and the MSAL of SASS will notify the appropriate Module/Clinical/Clerkship staff as soon as he/she is able to determine appropriate accommodations for the student.
- **For Clerkships:**
 - 6 weeks before the beginning of each clerkship, the MSAL of SASS will email the appropriate Clerkship Staff member(s) and Clinical Skills staff to verify and confirm each student who will be receiving accommodations for clinical skills exams and what specific accommodations are required for each student.
 - All newly acquired disabilities will follow the process above and the MSAL of SASS will notify the appropriate Module/Clinical/Clerkship staff as soon as he/she is able to determine appropriate accommodations for the student.
- **For Hospital and Clinic Settings:**
 - 6 weeks before the beginning of each clerkship, the Interim Director/MSAL will meet with appropriate staff to discuss and determine appropriate accommodations for each student.
 - All newly acquired disabilities will follow the process above and the MSAL will notify Clerkship staff as soon as he/she is able to determine appropriate accommodations for the student.
 - Determining reasonable accommodations requires knowledge of each individual hospital/clinic site. A site visit may be performed by the MSAL Interim Director and Coordinator of SASS, as well as appropriate Clerkship Director/Coordinator, in order to make a determination about accommodation needs.

6. Implementation of Accommodations in Courses and Clerkships and Student's Responsibilities

- Eligible students will be provided information and appropriate procedures on accessing and utilizing approved accommodations. Review of requests for accommodations in the didactic setting may take up to two weeks. As well, organizing accommodations in the clinical setting is highly individualized and requires coordinated service. Depending on the accommodation(s) needed, implementation may take several weeks. Accommodations are never implemented

retroactively. We encourage all students considering requesting accommodations to do so well in advance of the program or as soon as possible after matriculation.

- It is the student's responsibility to contact the Office of Student Academic Support Services, in writing, to formally confirm implementation of approved accommodations in the following domains:
 - **M1/M2 students**
 - **Written Exams**
 - We recommend no less than **14 business days** before each exam.
 - **P1 and P2 Formative and Summative Objective Structure Clinical Examinations (OSCE)**
 - We recommend no less than **6 weeks before** each exam.
 - **Accommodations are specific to individual sections of the OSCEs and determined on an individualized case-by-case basis.**
 - Door Notes
 - Physical Exam
 - SOAP Notes
 - **M3 students**
 - ****Accommodations for Block 1 should be made in April of the M2 year.**
 - **Shelf Exams and Quizzes**
 - We recommend no less than **6 weeks before** each exam and/or quiz.
 - Dates of Shelf Exams, Quizzes and OSCE's will be provided to the SASS Office by the M3 Clerkship Staff at the beginning of the M3 year.
 - **Objective Structured Clinical Examination (OSCE)**
 - **Neurology:** We recommend no less than **6 weeks before** start of clerkship.
 - **Internal Medicine:** We recommend no less than **6 weeks before** start of the clerkship.
 - **OB/GYN:** We recommend no less than **6 weeks before** start of the clerkship.
 - **Pediatrics:** We recommend no less than **6 weeks before** start of the clerkship.
 - **Psychiatry:** We recommend no less than **6 weeks before** start of the clerkship.
 - **Surgery:** We recommend no less than **6 weeks before** start of the clerkship.
 - **Accommodations are specific to individual sections of the OSCEs and determined on an individualized case-by-case basis.**
 - Door Notes
 - Physical Exam
 - SOAP Notes
 - **Accommodations for M3 Hospital & Clinic Settings**
 - **Neurology:** We recommend no less than **6 weeks before** start of the clerkship.

- **Internal Medicine:** We recommend no less than **6 weeks before** start of the clerkship.
 - **OB/GYN:** We recommend no less than **6 weeks before** start of the clerkship.
 - **Pediatrics:** We recommend no less than **6 weeks before** start of the clerkship.
 - **Psychiatry:** We recommend no less than **6 weeks before** start of the clerkship.
 - **Surgery:** We recommend no less than **6 weeks before** start of the clerkship.
- **M4 students**
 - The MSAL Interim Director and Coordinator of SASS will communicate any required accommodations to the appropriate hospital personnel and M4 Directors.
 - **Quizzes and Exams**
 - We recommend no less than **6 weeks before** each exam and/or quiz.
 - **Away Rotations and Acting Internships**
 - We recommend no less than **6 weeks before** the start of an Away Rotation and/or Acting Internship (AI).
 - **Online Modules**
 - We recommend no less than **6 weeks before** the start of the specific course.
 - **Clinical Skills settings**
 - We recommend no less than **6 weeks before** the start of the specific course.

Procedure regarding the United States Medical Licensing Examinations (USMLE),

Step 1 & Step 2 CK/CS:

To apply: Students applying for accommodations should understand that requests for accommodations on the USMLE Step examinations are made directly to The National Board of Medical Examiners (NBME) and do not go through the SASS Office, although the SASS Office does assist students with the application process. The NBME sets their own requirements for requesting accommodations, including specifications for disability documentation, personal statements, and other required information for your application. The request process is outlined on the NBME's website: <http://www.usmle.org/test-accommodations/>. Please note, accommodations granted by the UCF College of Medicine cannot guarantee that the same accommodations will be approved by the United States Medical Licensing Examiners (USMLE) testing organization or National Board of Medical Examiners (NBME).

Students should review this information and are encouraged to meet with the SASS Office for further guidance and assistance. Additionally, the SASS Office will send out a detailed packet of information regarding the USMLE accommodation request process to all students who plan to apply for accommodations with the NBME.

Timeline: Students requesting accommodations for Step 1 should begin the USMLE application process during the summer following M1 year (6 months prior to their exam). The process is time consuming, and it can take in excess of 100 days to receive a decision on your request.

When applying for Step 2, M3 students should also begin the application process 6 months prior to their exam. It can take in excess of 100 days to receive a decision on your request.

University of Central Florida College of Medicine Medical Student Accessibility Services Appeal Process

The University of Central Florida College of Medicine Medical Student Accessibility Services aims to ensure that students with disabilities have equal access to participate in educational opportunities at UCF COM. Determining equal access requires both consideration of a disability along with consideration of essential functions of academic programs and courses, plus fundamental policies and UCF COM practices. It is the responsibility of Medical Student Accessibility Services to analyze all information when making equal access decisions.

If a student is not satisfied with the stated accommodation/situation outcome after meeting with the UCF COM Medical Student Accessibility Liaison, then the student may request a second assessment from the Director of Student Accessibility Services on the UCF main campus. The Student Accessibility Services Director will speak with the student, UCF COM Medical Student Accessibility Liaison, and others as necessary in order to determine a reasonable, equitable outcome relative to all factors involved. When possible, the Student Accessibility Services Director's review will be completed within seven business days.

If a student is unsatisfied with the Student Accessibility Services Director's communicated decision (or if the Student Accessibility Services Director's decision/action is the initial source of concern), the student may request that an assessment of the decision-making process be conducted by the UCF COM Associate Dean for Students. When possible, the Associate Dean's process review will be completed within seven business days. However, the Associate Dean retains the right to request a formal committee review, which may take up to three weeks.

Students are strongly encouraged to follow the communication channel listed (from UCF COM Medical Student Accessibility Liaison to Student Accessibility Services Director to UCF COM Associate Dean for Students). Assessment of the situation at future steps will not be considered if there is a reason to believe the student did not have a thorough conversation, where reasonable, with the previous point of contact.

University of Central Florida College of Medicine Medical Student Accessibility Services Grievance Procedures

Students may file a Discrimination Grievance with the Director of the Equal Opportunity and Affirmative Action (EO/AA) at any time if the student believes that s/he was discriminated against based on the outcome of the decision. The EO/AA Discrimination Grievance Policy can be found at <http://www.eeo.ucf.edu/dp1.html>. Please note: a formal review usually takes about 60 days to complete. Students are encouraged to consider the full UCF COM Medical Student Accessibility Services Appeal Process, which provides timely informal decisions. The recommendations of the EO/AA Director are reviewed by the Dean of the College of Medicine, whose decision is final.

References

- Jain, N. & Bisagno, J. (April, 2016). "Supporting Students' Accommodation Requests on High Stakes Exams." *3rd Annual Disability in Health Science and Medicine Symposium*. San Francisco, CA. Used with permission from Neera Jain and Lisa Meeks to inform Appendix C.
- Jain, N., Lewis, C., Meeks, L. M., Tucker, T. (2015). *The Process of Requesting Accommodations on Certification, Licensing, and Board Exams: Assisting Students through the Application*. N.Jain & L. Meeks (Eds.), *The Guide to Assisting Students with Disabilities: Equal Access in Health Science and Professional Education*. New York, NY, Springer Publisher Company.
- Meeks, L. M. (2015). *USMLE STEP EXAMS, Directions for Students Requesting Accommodations*. UCSF School of Medicine.