



POLICIES AND PROCEDURES

CONTRACTED DISABILITY SERVICE PROVIDERS POLICY and PROCEDURES

BOT Approved: July 19, 2016; June 16, 2026.
Reviewed: Spring 2026
Next Review: Spring 2028

PURPOSE:

To establish an agreement and standards that address student responsibility when using a disability services provider contracted by Garrett College.

POLICY STATEMENT:

The College will make reasonable accommodations, on a case-by-case basis, for documented disabilities. It is the responsibility of the student to provide documentation of the disability and to be tested, at the student's expense, if documentation is lacking or is not current.

PROCEDURES:

Students seeking accommodation for a documented disability should contact [Disability Support Services](#).

Requesting Services:

Students requesting use of a disability services provider must first complete a Garrett College Application for 504/ADA Accommodations in the first semester in which they are requesting accommodations. In subsequent academic years, students will complete a renewal request form prior to the start of the fall semester at their initiation. Forms are submitted through the student portal, to Disability Support Services (DSS). Students seeking a contracted disability service provider must also fill out and sign an "Agreement for Using Contracted Services Form" (see attached) each academic year in which a contracted disability service provider is requested.

Changes to Class Schedules:

Students are responsible for notifying the Disability Support Services (DSS) office representative if there are any changes to their class schedules. These changes could include adding or dropping a class, altering class meeting times, or moving to different classroom locations. Failure to notify the DSS office representative could result in a delay in services.

No Show Policies:

Students must contact the Disability Support Services (DSS) office representative by email when they will be absent from class. Students will be expected to make a good faith effort at contacting the DSS office representative at least 48 hours in advance of missing class or of arriving late to class. Failure to contact the DSS office representative in advance will be considered a "no-show." If a student is late to class on



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three (3) separate occasions (days) without prior notification, it will count as a no-show. "Late" is defined as arriving for class 10 minutes or more after the start of class.

The following procedures apply to absent students for whom contracted services have been provided by the College:

1. Upon notification that a student did not attend classes on a given day and did not contact the DSS office representative in advance, a "no-show" will be entered into the student's record.
2. With the second occurrence of the student not attending classes on a given day and not contacting the DSS representative in advance, a warning email will be sent to the student's Garrett College email account, indicating that two no-shows have accrued and that a third will result in a suspension of services.
3. With the third no-show, an email will be sent to the student's college account explaining that services have been suspended pending a meeting with the DSS team to discuss reinstatement. Reinstating services could take up to two (2) weeks.

Service providers are required to report all student absences and late arrivals to the DSS office representative for documentation.

It is the student's responsibility to:

1. Obtain missed material prior to the next class meeting from classmates, the syllabus, or the instructor. Service providers are not responsible for providing missed information due to student absences. Class attendance is a top predictor of academic success, and all students are strongly encouraged to attend classes and to actively participate in assigned learning activities. If a student misses class or chooses not to pay attention during class (e.g., texting, daydreaming, etc.), the service provider is not responsible for repeating missed materials.
2. Contact the DSS office representative by email at least 48 hours in advance of missing class. Failure to do so will result in a no-show being entered in the student record.
3. Contact the DSS office representative with any questions or concerns as soon as those issues arise.
4. Introduce themselves to service providers on first day of class.
5. Inform the DSS office representative of any changes to schedules, including time changes, dropped classes, added classes, or room changes.
6. Notify the DSS office representative as soon as possible if a service provider does not come to class.
7. Discuss difficulties understanding the service provider with the provider first. If the difficulty persists, talk with the DSS office representative.
8. Communicate any class-related questions or concerns to course instructors.

It is the service provider's responsibility to:

1. Be and remain qualified.
2. Abide by their code of professional ethics at all times.
3. Enroll in **Regroup Emergency Notifications** (see the Emergency Information section of the Garrett College Webpage for instructions on how to sign up at: www.garrettcollege.edu/emergency-information.php) for notifications on Garrett College delayed openings, class cancellations, and closings. Regroup will be the College's method for communicating college-wide schedule changes to service providers.



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4. Report all student no-shows to the DSS office representative for documentation.
5. Attend all assigned classes on time. If service provider needs to miss a class session, the provider will notify the DSS office representative as soon as possible by email.

NOTE: Students must fill out and sign the attached “Agreement for Using Contracted Services” form each academic year that they are seeking a contracted disability service provider.

CONTACT INFORMATION:

Office of Disability Support Services (DSS)-Email: ADA504@garrettcollege.edu; Phone: 301-387-3749.



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AGREEMENT FOR USING CONTRACTED SERVICES

For the duration of the _____ academic year at Garrett College, in order to receive in a timely manner contracted services as part of my accommodations and for Garrett College to meet its contractual requirements, I _____ agree to the following:
(Insert Student Name on the line above)

I will notify the Disability Support Services (DSS) office representative at least 48 hours in advance of missing any classes. I understand that the following no-show policy and procedures apply to me:

1. Failure to contact the DSS office representative in advance of missing classes on a given day will be considered a “no-show.” Also, if I am late to class on three (3) separate occasions (days) without prior notification, I understand that these three incidents will count as a no-show.
2. Upon notification that I did not attend classes on a given day and did not contact the DSS office representative at least 48 hours in advance, I understand that a “no-show” will be entered into my record.
3. I understand that if, for the second time, I do not attend classes on a given day and do not contact the DSS representative in advance, a warning email will be sent to my Garrett College email account, indicating that two no-shows have accrued and that a third will result in a suspension of services.
4. I understand that with a third no-show, an email will be sent to my college email account explaining that Services have been suspended pending a meeting with the DSS team to discuss reinstatement. Reinstating services could take up to two (2) weeks.

I will contact the DSS office representative at least 48 hours in advance when I will be late to class so that my provider can be notified. Furthermore:

1. I will immediately notify the DSS office representative of any changes to my class schedule, including any classes I drop or add to my schedule or changes in current class times or locations. I understand failing to do so may result in delays of services.
2. If I am having difficulty with the service provider, I will speak with the person to try and resolve the matter. If problems persist, I will contact the DSS office representative.
3. I understand that the service provider is not responsible for providing or repeating missed materials from classes in which I do not pay attention or those I do not attend.

Student Signature

Date

DSS Office Representative Signature

Date