



## FAQ's What Students Need to Know

### 1. How do I apply for accommodations?

To apply for accommodations, please complete the **ONEAPP application**. Note that you must upload supporting documentation before your application can be submitted. You can access the form here: **[Student Accessibility Accommodation One Application – Fill out form](#)**

### 2. My professor did not receive my letter. What should I do?

If your professor has not received your letter, you may provide them with a copy yourself or email [sao@vsu.edu](mailto:sao@vsu.edu) to request that we send the letter directly to them.

### 3. My professor refuses to honor my accommodations. What should I do now?

Please contact the Student Accessibility Office at [sao@vsu.edu](mailto:sao@vsu.edu) to discuss your concerns.

### 4. I received my letter today. Can I go back and complete past assignments using my current accommodations?

Please keep in mind that accommodations are not retroactive. This means that professors are not required to apply them to past assignments or exams. They only take effect starting on the date provided in your approval email.

### 5. I have an alternate testing site and want to test with the SAO office. What do I do now?

Please speak with your professors about providing an alternative testing location, as many are able to accommodate this request within their departments. If you and your professor agree that the Student Accessibility Office (SAO) is the best place for you to take your exam, please contact us to receive the SAO Exam Form and return it to [sao@vsu.edu](mailto:sao@vsu.edu). This must be submitted at least five business days in advance to ensure we can accommodate your request.

### 6. I submitted my request for a single room that was recommended by my doctor, but it was not approved. Why was it not approved?

We understand that this may be disappointing news. We must emphasize that these accommodations are not guaranteed. Each request is evaluated specifically on how a disability creates a significant barrier to equitable housing access. Should your medical situation change, please feel free to reapply with updated documentation for our review.



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**7. I just submitted my application. How long does it take to process?**

Please allow up to 30 days for your application to be processed. Also note that this timeframe excludes university closures.

**8. I have been having issues with my roommate and would like to have a single room. Should I apply for housing accommodations?**

Housing Accommodations are provided for students with diagnosed disabilities. Students are required to provide documentation verifying that they have a diagnosed disorder that meets the legal definition of a disability covered under Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act (ADA) of 1990. These laws define a disability as a physical or mental impairment that substantially limits one or more major life activities. Housing accommodations address significant barriers preventing a student from accessing housing equitably. The diagnosis of a medical/psychological condition or a physician's/therapist's recommendation does not automatically qualify a student for disability-related housing accommodations.

Requests for student housing such as living with a particular roommate, living in a particular room or building, religious practices, proximity to academic/campus buildings (unless impacted by mobility), or a desire for a quiet/undisturbed place to study, are typically considered housing preferences and not accommodations. Students with approved housing accommodations are encouraged to remember that having an approved housing accommodation does not guarantee preferred housing placements.

**9. I have allergies and I can't use my meal plan; can I cancel it?**

If you would like to cancel your meal plan, you must first complete an application. As part of this process, you will also need to have your healthcare provider complete a Provider Verification Form. Additionally, you are required to speak with Thompson Hospitality to determine if they can provide alternatives to meet your needs. Please be aware that submitting an application does not guarantee automatic approval, and the review process can take up to 30 days.

**10. My therapist says I need an Emotional Support Animal (ESA), but I don't have one yet. Should I still apply?**

To complete the Emotional Support Animal (ESA) application, you must provide several key pieces of documentation. First, your licensed healthcare provider must complete a Provider Verification Form to verify that an ESA is essential to mitigate or alleviate symptoms associated with your documented disability. You are also required to submit a



Student Accessibility Office  
Memorial Hall, 1<sup>st</sup> Floor

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Veterinarian Assessment completed within the last 90 days that includes the animal's species, breed, temperament, and overall health, along with a clear, individual, recent color photograph of the animal. Additionally, you must provide updated vaccination and licensing records. Finally, your application must include information for two emergency contacts who are capable of removing the ESA from campus within three hours if necessary.