

**FALL 2020
REOPENING PLAN**



**STUDENT
SERVICES**

STUDENT SERVICES

Monmouth University offers a variety of support services to assist students in navigating their educational journey. These services and their availability are critical for student success and retention. The sections noted below highlight key areas of the student support units providing these services and their operation plans in place for the academic year.

HEALTH SERVICES

In order for Health Services to safely reopen in the midst of a pandemic to provide health care services for students where there is no vaccine and no approved community-based treatment, the operation of the facility will be altered to reflect a combination of access to services with proper protective measures in place to mitigate risk and reduce spread. The following information will outline how health care services will be delivered during Stage 3. If the State of New Jersey continues to operate in Stage 2, most services will be delivered via telehealth with limited in-person clinical hours scheduled.

MEDICAL SERVICES

- Suspension of “walk-in” urgent care services. Waiting areas will be closed.
- Services will be by appointment only.
- Mobile check-in capability via MedicaT.
- Condense operational hours.
 - Hours: Monday to Friday 8:45 a.m. to 5 p.m.
- Schedule an operational set up time at the beginning and end of each work day.
 - Schedule staff breaks, stagger lunch times for clinicians, and alternate break times for clerical staff.
 - Factor in testing set up time at the beginning of day and breakdown of set up at the days end.
- Triage: Separation of Low-Risk vs. High-Risk Visits
 - Patients will be screened via triage for COVID-19-like symptoms.
 - Patients with new onset upper respiratory infection (URI) symptoms will be triaged to be tested.
 - Lower risk visits should be scheduled by appointment.
- Visits to include: physicals, immunizations, PPD, gynecological exams, UTI symptoms, sexually transmitted disease (STD) screening, allergy injections.
- Video-based telehealth for sick “visits” will be available when:
 - Following up on patients in quarantine awaiting test results.
 - Monitoring the health of isolated patients.
 - Other ill patients who do not want to come to the Health Center.
- Limited access to the Health Center:
 - Separation of low-risk vs. high-risk patients.
 - Staggered appointments.



- Physical distancing of similar-risk patients.
- There will be testing and screening both symptomatic and asymptomatic patients while limiting risk to other patients and health care providers.
 - Nasal swab self-testing to occur by appointment outside of the Health Center building, in the parking lot.
 - Serology testing to be conducted by appointment for post-COVID-19 patients and asymptomatic close contacts two to four weeks after exposure.

PSYCHIATRY

- Continues to be by appointment but sessions will be held via telepsych.
- Email reminders will be sent to students with a link to their psychiatrist's doxy.me account.
- Psychiatry files to be faxed and uploaded to Medicaat.

PHYSICAL BARRIER, PERSONAL PROTECTIVE MEASURES AND OTHER SUPPLIES

- There will be limited access to Health Center doors and exits.
- All persons entering the building must wear a mask.
- All personnel must wear the level of mask and PPE appropriate to their space and clinical situation.
- There will be reduced use of waiting areas; reconfigure space for physical distancing
- We will designate "low-risk bathrooms," "high-risk bathrooms," and staff bathrooms.
- We will section off low-risk areas of the Health Center vs. high-risk areas.
- Glass window and door barriers between waiting area and exam rooms will be maintained.
- Adequate supply of PPE for direct care providers will be maintained.
 - As appropriate, some extended use measures for PPE will be implemented.
 - There will be safe disposal of PPE used in high-risk situations.
 - Staff to be trained in safe donning and doffing of PPE.
- There will be a change in health clinician apparel to scrubs only for daily washing, and scrub jackets for clerical personnel.
- A set-up schedule for twice a day routine cleaning of the Health Center will be implemented.
 - There may be a need for on-demand services for rooms used for high-risk procedures.
- There will be routine red bag waste pick-up.
- There will be routine COVID-19 screenings of Health Services personnel.
- There will be adequate supply of hand sanitizers in common areas and soap in exam rooms.
- There will be adequate supply of all testing materials, labels, bio-hazard bags.

TECHNOLOGY

- Each clinician will need access to two screens for telehealth: One with video access and the other with access to Medicaat.
- The following operations will be available via the Health Portal:
 - Set up for online appointment requests.



- Mobile check-in via phone.
- Secure messaging of access to video telehealth and lab results
- Text messaging or secure messaging of test results and known direct contacts
- Completion of pre-appointment screening forms
- Completion of the Symptom Tracker questionnaire
- Access to health insurance information
- Psychiatry appointment setups and remote access to Medicat (if possible)
 - If heightened demand for medical services, we may need to temporarily transfer the scheduling function to Counseling and Psychological Services (CPS).
- Training of staff on technology, software use, and information flow including:
 - Entering information into Quest lab system and set-up in order of appointment for the day.
 - Continued immunization compliance data review, entry, and follow-up.
 - And, if testing demand increases, consideration of using student employees to do lab information data entry.

TRACKING, TRACING, RETESTING AND SUPPORT SERVICES: WORKING WITH COVID-19-RELATED TEAMS

- Health Services, as part of the Surveillance Team, will maintain a database of students and employees screened and have tested positive.
- We will create a monitoring system to record date of onset of symptoms, date of test, date of no symptoms, and any follow-up testing.
- We will collaborate with the COVID-19 Contact Tracing Team and Monmouth Regional Health Commission Number One to track and monitor COVID-19-positive persons using a case management model.
- Health Services as part of the COVID-19 Response Team will deliver telehealth monitoring for ill students in quarantine and isolation.
- Health Services to provide Return to Work or School Clearances for persons who tested positive using the New Jersey symptom-free methodology.
- We will oversee a volunteer team of students to assemble health packages for delivery to Residential Halls to include antipyretic medication, cough medicine, etc.

OTHER SERVICES

- Contract with a Walgreens pharmacy chain to hold mass vaccination clinics in September and October.
- Assist with the move-in process by reviewing Symptom Tracker responses prior to move-in and taking temperatures.
- Collaborate with Athletics and the Nursing/PA program to distribute, collect, and process COVID-19 nasal self-swab kits to designated groups. Develop a mechanism to communicate test results in a timely manner.



COUNSELING AND PSYCHOLOGICAL SERVICES (CPS)

CPS has transitioned to the use of phone, Zoom, and other online therapy platforms in order to deliver telehealth services to students since the beginning of the pandemic and stay-at-home order. It appears that students have adjusted well to this transition and can continue to receive telehealth services in this manner moving forward, without issues, for more typical presenting concerns. In line with CDC and public health guidance, the aim of the ongoing use of telehealth services is to limit the physical density of students in CPS, with the ultimate goal of reducing possible exposure. The operation of CPS will continue as noted in either Stage 2 or Stage 3 as prescribed by the State of New Jersey.

CPS FALL STAFFING PLAN

Due to the ongoing impact of COVID-19, and the social distancing guidelines that will likely remain in place for the fall semester (if not beyond), coupled with the physical space limitations that exist in CPS and the negative impact of masks and other face coverings on the effective delivery of counseling services, it is proposed that CPS continue the majority of its clinical service delivery through remote/virtual means.

However, with the return of students to campus, it is important for CPS to maintain a physical presence on campus for critical and emergent student situations that may arise (e.g. students experiencing significant suicidal ideation or intent; hallucinations or other evidence of a thought disorder; or demonstrating an inability to control their behavior), which could necessitate more immediate CPS intervention and possible escalation of response (e.g. Monmouth University Police Department (MUPD) involvement or psychiatric emergency service system (PESS) transport).

To this end, as it relates to the physical staffing of CPS in the office, assuming the current restrictions remain in place, there are limited spaces in the existing office that would allow for a safe 6-foot separation. To limit the number of individuals in the office, it is proposed that one front desk staff member, along with one member of the clinical team, and one director-level administrator, are physically present in the office every day. To accomplish this, there will be a rotating schedule for each member of CPS for the maintenance of office coverage. Those staff members that are not in the office will continue to schedule and provide telehealth sessions to students, in addition to other responsibilities, such as virtual supervision to our clinical trainees.

Again, to limit the number of staff in the office, all of the CPS clinical trainees will begin the semester providing virtual/remote telehealth appointments to students. The hope is that we can begin a graduated introduction of our trainees to campus once social distancing restrictions are relaxed.



For students experiencing distressing life events or situations that could be considered urgent, but not life threatening, CPS will maintain a system to schedule these students for prioritized telehealth appointments to continue the tradition of CPS offering rapid access to services for students.

CPS FALL PROGRAMMING

In addition to the direct clinical service needs of students, CPS is acutely aware of the ever-present and deepening need for mental health education and primary prevention resources, especially in light of the current global pandemic and its aftermath. These services are designed to assist students with developing greater internal resilience and the ability to manage difficult and distressing situations more effectively. To this end, CPS will begin to develop an every other week mental health newsletter to be distributed to students highlighting different techniques that they can use to challenge negative ways of thinking and to develop more effective strategies to modify maladaptive coping strategies. Furthermore, in line with students' pervasive use of social media platforms, CPS will begin to develop an online social media presence, likely beginning with Instagram, to offer useful tips and information in an easily digestible format. This can be expanded, depending on student response.

CENTER FOR STUDENT SUCCESS RESTART PLAN

The Center for Student Success (CSS) is committed to providing academic and career services that enhance student retention, persistence, graduation, employment, and overall development. Our collective goal is to utilize the best tools and modalities, whether online or in person, to achieve the following outcomes:

- Fostering a welcoming and caring environment to all visitors to the CSS.
- Assisting students throughout their transition to Monmouth, programs of study, and future personal and professional endeavors.
- Providing quality academic and individualized educational planning.
- Delivering excellence in career counseling, exploration, and development.
- Empowering students to take responsibility for their own academic and personal development.
- Accommodating students of diverse backgrounds and ability status.
- Encouraging respect for self and others through empathy, compassion, and kindness.

Within safety and health guidelines, we will offer in-person and remote support services. A member of our team will be available in the Center for Student Success to greet and assist students. This will enable students to have their questions answered, be connected to the appropriate specialists for their needs, and/or utilize resources within the space such as computers, printers, or study and meeting spaces. Social distancing and safety protocols will be followed for all in-person activity. We will continue to offer robust and quality remote support and academic advising, adding face-to-face appointments when appropriate to accommodate



social distancing, health guidelines, and approved university COVID-19 cleaning and sanitization policies.

Appointments can be scheduled by calling The Center for Student Success at 732-571-3487 or via email at css@monmouth.edu. Appointments can also be scheduled directly with each of our support areas.

CAREER SERVICES

Since mid-March 2020, Career Services (CS) has successfully transitioned its offerings to remote platforms with no loss of quality or reliability. Feedback collected during virtual appointments has been consistently positive and encouraging.

CS staff have used email and Zoom extensively to help students and alumni with core services such as resume construction, cover letters, interview preparation, graduate school advice, career advising, and job search planning. In the last three months, CS hosted over a dozen webinars and employer presentations on Zoom, generating higher attendance when compared to live events held before the pandemic. CS hosted a spring career fair in May which attracted over 30 employers and was the only event of its kind offered by a New Jersey college or university during COVID-19. It is clear that students and alumni have adapted well to remote use of our services. Employers have also adapted well to our new methods.

CAREER SERVICES FALL STAFFING PLAN

Due to the continued impact of COVID-19, and the social distancing guidelines that remain in place for the fall semester, coupled with the physical space limitations that exist in the lower level of the Student Center, CS professional staff will deliver all services virtually.

CAREER SERVICES FALL PROGRAMMING

CS staff will continue to provide all services mentioned above. Students and alumni will be able to request appointments by email, phone or by visiting the office. Virtual webinars and employer information sessions will continue to be hosted on Zoom. There will be at least one, and possibly two, virtual career days offered in the fall. On-campus recruiting events (such as the fall Accounting Honors Employment program) will transition to remote interviews on platforms like Zoom, FaceTime, or Webex.

The CS website currently contains links for virtual resume preparation (Resume Builder™), virtual interview practice (Big Interview™) and career guidance videos (Candid Career™.) The office will continue to encourage students to take advantage of these existing online services, in addition to connecting with professional staff virtually.



CS currently uses the Hawks Career Link web portal, powered by software from GradLeaders™ to provide a platform for posting full-time, part-time, and internship opportunities. Hawks Career Link will continue to provide these job opportunities to all students and alumni.

CS will use email, the office website, and its social media accounts (Twitter and Instagram) to keep students and alumni apprised of services and virtual programming conducted by the office.

Contact information:

Phone: 732-571-3471

Email: careerservices@monmouth.edu

EDUCATIONAL OPPORTUNITY FUND

We will have at least one person in the office daily while continuing to offer support services remotely. We will add face-to-face appointments modified to accommodate social distancing and health guidelines as appropriate. We will continue to support student well-being and academic success through extensive outreach via email, phone calls, text messages, video meetings, social media, and the student portal.

We will utilize our front door as an entry and side door as an exit to change traffic flow and limit congregation. Students will schedule appointments online to reduce high touch point areas and limit office density. Office furniture and computer equipment will be rearranged to fit the necessary distancing and health guidelines.

Contact information:

Phone: 732-571-3462

Email: eof@monmouth.edu

FIRST TO FLY/ACADEMIC TRANSITION AND INCLUSION

Academic Transition Support

Academic Transition and Inclusion offers student-centered individual and group college transition and academic advising support for first generation and historically underrepresented students at Monmouth. The student support advising services offered by the academic director and area graduate assistant can be delivered remotely using current University online platforms. Individual academic progress appointments and small group advising meetings have been successfully conducted online throughout the spring and summer 2020. Plans are currently being developed to deliver a virtual version of the academic transition session for incoming students during Monmouth University's New Student Orientation Program and First Year Transition Program.



First to Fly: First Generation at Monmouth Initiative

First to Fly: First Generation at Monmouth is a campus wide initiative to empower first generation and historically underrepresented students to effectively navigate academic, personal, social, and cultural challenges they may encounter and to encourage active participation in an inclusive community of support that facilitates student persistence to graduation.

The programming, training and services offered through First to Fly can be offered entirely online throughout the academic year. There are currently two first generation communities established on the Hawk Network (Alumni/Career Services) and The Hawk Family Network. The capacity to conduct virtual mentoring, academic support, and undergraduate/graduate social programs for an estimated 40% to 45% incoming first generation student cohort can be enhanced through the establishment of a public facing landing page on the Monmouth University website. Plans are currently being developed to deliver a virtual version of the Family/Parent Orientation workshop and Accepted Student Day presentation.

Contact information:

Phone: 732-263-5668

Email: ctaylor@monmouth.edu

FIRST YEAR ADVISING

Since Monmouth University has gone remote in mid-March of 2020, the Office of First Year Advising (FYA) has been using Zoom, phone, email, and the FYA Instagram account to effectively advise, register, interact with students and parents, as well as share important advising information with students via social media. Office phones have been forwarded to staff cell phones, so calls are handled in an expedient manner.

During the summer of 2020, 45 First Year Faculty Advisors and administrators successfully met with approximately 1,000 students via Zoom and phone to advise and register the incoming first-year class for fall 2020 courses, and discuss other advising-related topics. Career counseling appointments and follow-up appointments are being handled the same way.

Due to the continuing impact of COVID-19, and the social distancing guidelines that remain in place for the fall semester, coupled with the physical space limitations that exist in the lower level of the Student Center, it is proposed that First Year Advising continues through virtual means.

First year students may schedule virtual appointments with First Year Faculty Advisors and administrators and receive the same high level of service and advising virtually through online services. Administrators, student advising mentors, graduate assistants, and graduate interns will be available for virtual drop-ins and scheduled appointments.



Contact information:

Phone: 732-571-3588

Email for First Year Student questions: fyadvisor@monmouth.edu.

Email for Upper Level Advising questions: askanadvisor@monmouth.edu.

SUPPLEMENTAL INSTRUCTION

Supplemental Instruction (SI) transitioned well to the use of online platforms during the pandemic and stay-at-home order. Supplemental Instruction (SI), by definition, consists of regularly scheduled, voluntary, out-of-class group study sessions for historically difficult lecture or lab-based courses. It is expected that obtaining physical space to hold group sessions may be difficult due to the impact of physical distancing on space across campus. As a result, SI is prepared to continue remote delivery unless the nature of the course requires in-person support (i.e. hands-on science or clinical lab courses) or until the COVID-19 environment, and space availability, permits. The administrative staff will continue to support the SI leaders and professors remotely.

Contact information:

Phone: 732-571-7542

Email: si@monmouth.edu

TRANSFER AND UNDECLARED SERVICES

The last few months have demonstrated that The Office of Transfer and Undeclared Services has the ability to offer high-impact advising and support services to our students in a virtual environment that best serves the public health. Technologies including (but not limited to) Zoom, eCampus, Google Voice, and various social media platforms have been employed to advise and engage our students in new ways. We have developed both synchronous and asynchronous options that allow us to assist students outside of traditional office hours. The lessons learned during this difficult time will be permanently adapted to help us better serve our students in the future.

The Office of Transfer and Undeclared Services will continue to offer its services remotely during Stage 2 and Stage 3 of New Jersey's "The Road Back" reopening strategy. This plan states: "Work that can be done from home should continue to be done from home." Our office has been able to perform all of our functions at a high level during the stay-at-home order and feel we can continue to operate remotely, while still providing outstanding advising and student service, during various stages of reopening.

In the circumstance that students are not able to take advantage of the wide array of remote advising options, Transfer and Undeclared Services will work with the student and appropriate University personnel to investigate other options.



Contact information:

Phone: 732-571-3588

Email: transferservices@monmouth.edu

Students can also contact askanadvisor@monmouth.edu for general advising assistance.

TUTORING SERVICES

Tutoring Services successfully transitioned to using the phone, Zoom, Skype, Accudemia, eCampus, and email to deliver high-quality, remote tutoring sessions beginning in mid-March 2020 in response to the pandemic and stay-at-home order. Students have adapted well to the use of the technology and are capitalizing on the features offered by these tools. Tutoring, by definition, requires close interaction between two or more individuals, therefore, Tutoring Services at Monmouth University will employ the following plan.

Due to social distancing rules and the current office space students will make virtual appointments with peer tutors and academic coaches and receive the same high level of individualized tutoring service through the use of the above mentioned resources. The administrator, graduate assistant, and student desk staff will be available for virtual walk-ins, scheduled appointments, and to answer questions. College Success skills workshops will be delivered virtually, either live or prerecorded via Zoom.

Contact information:

Phone: 732-263-5721

Email: tutoringservices@monmouth.edu

To schedule an appointment via Accudemia:

<https://www.monmouth.edu/css/tutoring-services/request-a-tutor/>

WRITING SERVICES

Writing Services has been operating efficiently in its remote setting since March, our writing assistants have adapted to present exigencies and have tailored our approach to writing assistance to meet the unique needs of our students in the current environment. Writing Services plans to continue operating on a remote platform, offering virtual writing assistance to both undergraduate and graduate students. Writing assistance will be made available to students both synchronously (via virtual, live, face-to-face Zoom sessions) and asynchronously (via our eCampus intranet, in which students can submit papers electronically for our writing assistants to review and then await the assistant's written feedback). The plan to continue to operate remotely considers: (1) the safety and health of our students and our staff, which we feel would be best sustained through remote scheduling; and (2) the opportunity to continue offering the highest quality academic support to our students through focused attention on student papers in a virtual setting that is conducive to everyone's physical and mental health.



Contact information:

Phone: 732-571-7542

Email: writingservices@monmouth.edu

To schedule an appointment via Accudemia:

<https://www.monmouth.edu/css/tutoring-services/request-a-tutor/>

DEPARTMENT OF DISABILITY SERVICES

Summer 2020 (Stage 2 Operation):

The Department of Disability Services (DDS) transitioned to working remotely on March 18, 2020. All students who are registered with the office were accommodated in online courses for the remainder of the spring 2020 semester. DDS staff communicated with students and professors via Zoom, phone and email to schedule online exams with accommodations and address issues/concerns students encountered in the remote learning environment. This method of communication continues with 56 DDS students who are taking 84 online summer session classes.

Fall 2020:

The DDS office will continue to work remotely to ensure that students with disabilities are accommodated in their 20/FA classes, should Monmouth University be online for the fall semester due to COVID-19 (continuation of Stage 2). If the University re-opens with classes resuming on campus (Stage 3), the following guidelines for the DDS office need to be in place for the health and safety of both students and staff:

- All who enter the DDS office will follow University guidelines on social distancing, temperature checks, facial masking, and office cleaning/sanitizing.
- DDS Test Center can hold up to 12 students; with social distancing, maximum number of students who can test together in the Test Center will be five; testing spaces should be marked off at 6-foot intervals; additional space for testing needs to be explored in the event the Test Center and private rooms cannot accommodate the number of students who are scheduled to take exams at the same time; installing plexiglass in the Test Center for six feet of separation should be considered; students should be given the option of taking online exams whenever possible.
- Rooms 1, 5 & 21 (student use & private test rooms) can hold up to three people; social distancing will allow for only one student in each room.
- DDS reception area seats up to 15 people; maximum number will be five with 6-foot distancing (includes moving furniture); installing plexiglass in front of two reception desks should be considered; 6-foot floor markings in reception area should designate social distance and where people can sit; all meetings with visitors (i.e., prospective students & parents) should be conducted remotely via Zoom and phone, rather than in office.



- DDS conference room can seat six people at the table; the maximum will be two with social distancing.
- Staff offices (Rooms 2, 3 & 4) are small and only one student can meet with a staff member at a time; social distancing will not allow for individual meetings with students in these offices; one-on-one student/staff meetings will be held in the DDS conference room with one student and one staff member at opposite ends of the 6-foot long table; meetings with three or more people in attendance should be held in another location of the Student Center.
- Room 6 (director's office) can hold up to five people; social distancing allows for only one student to meet in the office with the director or another administrator.
- Back area of the DDS office is for student use and can hold up to five people; social distancing will only allow for two students to utilize the area at the same time; markings should designate where students can be with 6-foot distance in mind; consider installing Plexiglass between work stations.
- Windows in the DDS office do not open and the heat/air conditioning is inconsistent; air quality should be routinely monitored for health reasons; consider cleaning air ducts and vents in all areas of the DDS office.

Office Staff & Hours:

The DDS office will be open and will follow the usual Monday to Friday schedule for student and staff meetings, and testing time slots. Daily coverage will include three staff members present in separate offices and one graduate assistant proctoring in the Test Center on a rotating work schedule. When not physically in the office, DDS staff will be working remotely from home. GA and student employee work schedules need to be reviewed with adequate Test Center and front desk phone coverage in mind. Due to social distancing and limited office space, DDS students will be encouraged to do as much as they can remotely with their assigned administrator, rather than scheduling face-to-face meetings in the office.

Special Accommodation Considerations in a Pandemic Environment

The DDS Office, in consultation with the Office of the General Counsel, as needed, will confirm disabilities affected by the pandemic, and attempt to identify reasonable accommodations. These may include:

- Faculty of students with hearing impairments who rely on lip reading will need to wear clear facial masks; all videos used for instruction must be closed captioned for students with hearing impairments; faculty will be encouraged to consider the option of making all lectures/presentations/teaching materials accessible in written format on eCampus. Clear masks will be provided to faculty by the University. Information Management will work with DDS and faculty to ensure that the instruction is closed captioned for students with hearing impairments. Information Management and DDS will assist faculty in provided any approved accommodations for transcription of course materials in written format.



- The DDS Office and faculty will work to identify ways to accommodate remotely students with chronic illness, medical/health and psychological/psychiatric diagnoses who cannot wear a face mask or return to campus to attend in-person classes, and who are not able to take alternative classes.
- Additional classroom space will be needed for social distancing for students in wheelchairs and students with service dogs.
- The DDS office currently has over 600 students who are registered for academic, housing, meal plan and parking accommodations; prepare for a potential increase in the number of resident students requesting housing accommodations (specifically private rooms with air conditioning); prepare for an increase in the number of students with disabilities who chose not to register prior to COVID-19, but may need to utilize accommodations when classes resume in 20/FA.
- More students may be seeking mental health services due to social unrest and COVID-19; if they are being treated by a clinician due to a diagnosis, they will be eligible for disability services and may be referred to the DDS office.
- If/when a student with a disability experiences challenges in the remote learning environment, a DDS administrator will assist on a case-by-case basis.
- Technical issues and other difficulties students encounter in the remote learning environment will be resolved jointly through the DDS office and Information Management so as to provide equal access to all learning platforms.
- Consider alternative methods of acquiring class notes for in-person classes that are held on campus so students who cannot attend will have access to lectures and other course materials. Students would have to consent if recordings are the accommodation. Students receiving access to such recordings shall agree that they are to be used only for the purpose of taking the class, that they will not make additional copies, and that their access to the content will cease at the end of the semester. Information Management shall assist in the recordings of lectures.
- Faculty will be encouraged to consider the option of administering all tests/quizzes online for registered DDS students to decrease numbers in the Test Center and private test rooms.

Policies and Procedures for Students Requesting a Reasonable Accommodation

Students with a disability who wish to become eligible for services and accommodations should contact the Department of Disability Services (DDS). In order to initiate the interactive process for a request for a reasonable accommodation, a student must register with DDS and submit current and adequate documentation of a documented “disability” as defined by the American with Disabilities Act (a physical or mental impairment that substantially limits a major life activity, or a history of a substantially limiting impairment).

All requested accommodations must be necessary and reasonable and cannot fundamentally alter a class or the nature of the program. Monmouth University provides reasonable accommodations upon receipt and review of required medical documentation, including, but not limited to, documentation of ongoing treatment from a medical provider.



DDS will consider reasonable accommodations through the interactive process with such student. The University will explore reasonable accommodations for COVID-19 related documented disabilities which may include, but are not limited to, providing clear masks for students who are hearing impaired; offer remote learning and online classes for students who have documented breathing diagnoses and cannot wear masks; closed captioning for hearing impaired students; transcription; etc.

If an individual with a disability poses a direct threat despite reasonable accommodation, they are not protected by the nondiscrimination provisions of the ADA. A “direct threat” is a significant risk of substantial harm to the health or safety of the individual or others that cannot be eliminated or reduced by a reasonable accommodation.

Requests for accommodations that do not fall under the ADA documented process will be reviewed on a case-by-case basis and presented to the Office of the Provost. The Office of the Provost will consider such factors when determining if accommodations are feasible: (i) does the student pose a direct threat to their health or safety that cannot be eliminated or reduced by a reasonable accommodation; (ii) can accommodations be provided that would not cause an undue hardship on the University; (iii) can accommodations be reasonably provided that would not fundamentally alter the course or program, or which would put the student at an unfair advantage over other students without accommodations. In determining whether a student poses a direct threat, the following factors will be considered as set forth in the EEOC regulations: (1) duration of the risk; (2) the nature and severity of the potential harm; (3) the likelihood that potential harm will occur; and (4) the imminence of potential harm. Assessments will be based on objective, factual information. Such requests shall be submitted in writing to the Office of the Provost. Decisions will be provided to the students in writing.

