

**Process for Responding to Student Requests for
Online Schedules or Remote Access to In-person Course Sections
September 1, 2022**

Students making these requests generally fall into the following categories:

1. Students with documented disabilities that prevent them from being on-campus or from participating in class meetings in-person.
2. Students with temporary medical conditions or injuries that prevent them from participating in courses in-person for all or part of a semester.
3. International students who are delayed in travelling to the U.S. due to lockdowns in their home country, travel restrictions, or visa issues.
4. Students who remain fearful of returning to in person class meetings or have other reasons for requesting on-line course schedules.

We need a standard process to respond to such requests so that they are handled consistently and in compliance with University, state, and federal policies. We also want to ensure students are treated respectfully and connected as quickly as possible to the individual or office that can assist them and answer their questions.

- Faculty or staff who receive a request from a student for online schedules or courses should try to ascertain the basis of the request in order to direct the student to the appropriate office. The questions should be posed carefully so as not to make the student uncomfortable or to invade their privacy.
 - *Students requesting accommodations due to disabilities* should be referred to the Office of Disability Services and instructed to use the online registration form: <https://ods.rutgers.edu/students/getting-registered>
If a student's request for accommodation is approved, the Office of Disability Services staff will coordinate with the appropriate school dean to address the student's academic course needs. (See the list below for the contact in each School.)
 - *Students with temporary disabilities* (e.g., a broken leg) that will prevent them from participating in courses in-person for all or part of the Fall semester should be referred to the list below as well. These individuals will coordinate with the appropriate faculty to address the student's academic needs and will also connect the student with other resources to support them through their temporary disability. More information regarding resources for students experiencing temporary conditions or injuries (including a link to a [web form](#) for students to ask questions or express concerns) can be found here: <https://temporaryconditions.rutgers.edu/>

- *International students* should be referred to their School Dean's Office for help with their academic course needs. International students seeking guidance on the vaccine policy, visas, travel restrictions, etc. should be referred to RU-Global – International Student Services: <https://global.rutgers.edu/advising> .
- For all other reasons (including when in doubt as to the reason), the student should be referred directly to the appropriate School Dean's Office.
 - In general, we will not be able to accommodate the requests of students who are uncomfortable attending in-person courses. These students should be given instructions on how to search for online courses in the Schedule of Classes and be encouraged to see the advisors in their academic programs to see what options for online instruction will be available in future semesters.
 - If a student is exhibiting signs of anxiety or higher than normal stress about returning to in-person classes, it may be appropriate to refer the student to [Student Health Services in Newark](#) or [Student Health Services in Piscataway/New Brunswick](#)
- The first strategy for reviewing requests should be to see which courses are already scheduled to be fully online. Advising is key. Can the student make progress towards their academic goals by taking existing online course offerings?
- If a student must take a course that is only being offered in person, the school dean should work with the department offering that course to see if there is a way to allow the student to participate remotely. This should be an interactive process with the department leadership and course instructors. School leadership and course instructors may want to work with instructional designers to determine what may be possible in these situations.
- If making accommodations for a student's online participation in a course would require *a fundamental alteration of an essential component of the course*, the request may be denied. For students with documented disabilities, the school dean should work with the Office of Disability Services to document the process that was used to come to the decision to deny the request for online accommodations.
- Faculty should be informed about this process and asked to refer students requesting accommodations for online instruction to their school dean's office.

Contact List:

Asst Vice Chancellor for Academic & Student Affairs: Susan Hamilton (susan.hamilton@rutgers.edu)

Office of Disability Services: Cindy Poore-Pariseau, PhD (cindy.poorepariseau@rutgers.edu) or
Jenna Rose (jer298@rbhs.rutgers.edu)

RU-Global: Stephanie Otte (sotte@global.rutgers.edu)

Ernest Mario School of Pharmacy: [RU-New Brunswick/Piscataway Office of Disability Services](#)

New Jersey Medical School: James Hill, PhD (hilljm@njms.rutgers.edu)

Robert Wood Johnson Medical School: Sonia Garcia-Laumbach, MD (sgarcia@rwjms.rutgers.edu) or
Daniel Mehan, PhD (mehanda@rwjms.rutgers.edu)

Rutgers School of Dental Medicine: Herminio Perez, DMD, MBA (hlp21@sdm.rutgers.edu)

School of Health Professions: Douglas Lomonaco (lomonado@shp.rutgers.edu)

School of Graduate Studies – Newark: Nadine Rose (nadine.rose@rutgers.edu)

School of Graduate Studies – Piscataway (Master's level): Smita Varia, PhD (varia@rwjms.rutgers.edu)

School of Graduate Studies – Piscataway (Doctoral level): Janet Alder, PhD (janet.alder@rutgers.edu)

School of Nursing: Mehtap Ferrazzano (msd210@sn.rutgers.edu)

School of Public Health: Michael Vega, PhD. (mikevega@sph.rutgers.edu)