Students requesting support services from the Student Success Center (SSC) are required to submit documentation of a disability to verify eligibility under the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and Geneva College’s policies. ADA defines a disability as a substantial limitation of a major life function. The diagnostic report must document a disability.

Submission of documentation is not the same as the request for services. Request for services and/or reasonable accommodations must be initiated by the student once he/she is confirmed at Geneva College. The student must schedule an intake appointment with the Student Success Center so that support services and reasonable accommodations may be discussed. Documentation will be reviewed prior to the appointment. Reasonable accommodations cannot be implemented until the student's documentation is complete. The Student Success Center is responsible for the determination of reasonable accommodations.

Documentation can be submitted by physicians, including otologists and otolaryngologists are qualified to provide diagnosis and treatment of hearing disorders. Audiologists may also provide current audiograms. Documentation should include the names, titles, professional credentials, license number, addresses, and phone numbers of the evaluators as well as the date of the report. The following guidelines are provided to assist the diagnostician in providing the required information.

1. A clear statement of deafness or hearing loss, with a current audiogram (the age of acceptable documentation is dependent upon the condition, the current status of the student, and the student's request for accommodations);
2. A summary of assessment procedures and evaluation instruments used to make the diagnosis and a narrative summary of evaluation results, if appropriate;
3. Medical information relating to the student's needs and the status of the individual's hearing (static or changing) and its impact on the demands of the academic program;
4. A statement regarding the use of hearing aids or cochlear implants (if appropriate).