



ROLLINS COLLEGE POLICY

Title: Campus Safety Student Escort Service	Type	Student Affairs
No: SA 9011	Approval Date: 8-25-2025	
Responsible Office: Student Affairs, Accessibility Services	Reviewed By: College Policy Committee, 8-7-2025; President's Cabinet, 8-25-2025; Approved By: President, 8-25-2025	
Next Review: 2030-2031	Revision No: Original Approval; See Section VII this document for revisioning history.	

I. Purpose/Introduction/Rationale

This document articulates Rollins College policy pertaining to accommodation requests for Campus Safety Student Escort Services based on a qualifying disability. The Rollins College Office of Accessibility Services is committed to achieving equitable access and does not discriminate against persons with disabilities. This policy derives from the College's commitment to non-discrimination for all persons in employment, access to facilities, student programs, activities, and services, and addresses reasonable accommodations. Campus Safety Student Escort Service (CSSE) accommodations will be provided in accordance with the basic guidelines described below and will be assessed on a case-by-case basis. This policy clarifies CSSE accommodation request procedures for all Rollins students, those in the College of Liberal Arts (CLA), Hamilton Holt School (Holt), and the Crummer Graduate School of Business (Crummer).

II. Definitions

This policy is in accordance with Rollins' commitment to ensure equitable and appropriate access to the Campus Safety Student Escort Service for students with documented mobility limitations or health conditions, either chronic or temporary, that significantly impact their ability to move about campus safely and independently.

The Campus Safety Student Escort Service (CSSES) is a free, on-campus transportation service provided by Campus Safety personnel using golf carts to assist individuals with travel between campus buildings.

For the purpose of this policy the following definitions apply.

- **Mobility Limitations.** Physical impairments that substantially limit a person's ability to walk, navigate campus terrain, or travel reasonable distances without significant difficulty or fatigue. Included, but not limited to, are impairments requiring assistive devices such as the use of wheelchairs, scooters, crutches, canes, or other mobility devices, as well as conditions that cause severe pain, weakness, or instability while walking.
- **Health Conditions.** Medical conditions that substantially limit a person's endurance, strength, or physical capacity to navigate campus safely and independently. Examples include, but are not limited to, the following.
 - Respiratory conditions (e.g., severe asthma, cystic fibrosis) that significantly limit stamina,
 - Cardiac conditions that restrict exertion.
 - Neurological or autoimmune conditions (e.g., multiple sclerosis, lupus) affecting mobility or endurance.
 - Severe severe chronic pain conditions that impair the ability to walk distances across campus.

To qualify under this policy, the condition must have a substantial impact on the student's ability to navigate campus safely or independently, either temporarily or on an ongoing basis.

- **Appellate Officer.** An administrator from the Dean of Students office who was not part of the original accommodation decision.

III. Procedure or Application

A. Evaluation of Requests for Disability-Related Accommodations

Accessibility Services staff will evaluate carefully all requests for disability-related accommodations based on the individual circumstances and the factors summarized below. Accessibility Services staff will work with the requesting students in an interactive process to determine the reasonableness of the request using the factors summarized below. As part of the interactive process, there may be an opportunity to meet and identify a different reasonable accommodation than what was originally requested to which all parties agree.

Severity of the Condition

1. Is the impact of the condition life threatening if the request is not met?
2. Is there a negative health impact that may be permanent if the request is not met?
3. Is the request an integral component of a treatment plan for the condition in question?
4. What is the likely impact on academic performance if the request is not met?
5. What is the likely impact on social development if the request is not met?
6. What is the likely impact on the student's level of comfort if the request is not met?

Timing of the Request

1. Was the request made before the semester in question?
2. Was the request made as soon as possible after identifying the need? (Based on date of diagnosis, change in status, etc.)

Feasibility and Availability

1. Does the accommodation meet the student's needs?
2. Are there other effective methods that would achieve similar benefits as the requested accommodation?
3. How does meeting this request impact the College's commitments to other students?

B. Documentation

To evaluate CSSES requests accurately and equitably, Rollins College requires proper documentation by a licensed professional health care provider qualified to diagnose the disability and speak to the limitations it imposes on the student. (Medical documentation is not necessary if the disability and its limiting effects are obvious, e.g., student is wearing a cast.) If medical documentation is required, the Health Care Provider Form must be completed. The Healthcare Provider Form can be found in [Appendix A](#) of this policy, as well as on [MyRollins](#).

C. New Accommodation Request Procedure

To initiate CSSES accommodation requests, students must complete the following steps.

- Complete the [Accommodation Request Form](#) found in the Accommodation Portal (AIM) on [MyRollins](#).
- Submit request for the applicable academic year/semester. If this is a student's first time requesting accommodations, they will need to attach medical documentation to the Accommodation Request Form.
- In the space provided in the Request Form, the student will indicate that they are requesting the CSSES accommodation and provide as much detail in their request as necessary in order for Accessibility Services staff to make an informed decision.
- The student will need to complete a welcome meeting with Accessibility Services staff to discuss the accommodation. Accessibility Services staff will reach out via Rollins email to schedule this meeting.

D. Additional Accommodation Request Procedure

The additional accommodation request is intended for students who are already receiving accommodations through Accessibility Services, but have new/different requests. To initiate an additional accommodation request, students must complete the following steps.

- Login into [AIM](#) through [myRollins](#) or OKTA.
- On the left hand side menu, click "Additional Accommodation Request Form."
- Fill out the form and upload supporting documentation.
- The student will need to complete a welcome meeting with Accessibility Services staff to discuss the accommodation. Accessibility Services staff will reach out via Rollins email to schedule this meeting.

E. Process for Renewing Accommodations

The accommodation request for CSSES must be renewed at the beginning of each academic year, except in the case of a temporary accommodation due to temporary health or mobility challenges. To renew the accommodation request for CSSES, students must email Accessibility Services at access@rollins.edu to indicate that they will need to be placed on the CSSES list for the coming year. Accessibility Services staff may require additional substantiating documentation in the case where no time frame of need was indicated on the original documentation, or the time frame has expired. A temporary accommodation for the service will have an expiration date, and in order to extend that date, additional substantiating documentation will be required.

F. Availability of Resources

There may be circumstances that extend wait times for CSSES. Campus Safety's primary responsibility is maintaining the safety of the campus community, which may require officers to respond to other incidents at the time an escort is requested. Students are encouraged to call 15-30 minutes before needing an escort to help ensure timely arrival at their destination.

G. Appeal Process

If students are dissatisfied with the outcome of accommodation decisions, they have the opportunity to submit an appeal. All appeals must be made in writing and submitted to Accessibility Services within ten (10) business days of the original determination. It is the College's expectation that the appeal is written by the student. Accessibility Services submits all appeals to an Appellate Officer for consideration.

In some cases, the Appellate Officer may choose to return the case to the Accessibility Services for reconsideration. The student will be notified in a timely fashion of the appeal body's determination. Decisions of the appeal body are final.

IV. Related Policies

[SA 9000 Academic Accommodation](#)

V. Appendices/Supplemental Materials

[Appendix A: Rollins Accessibility Services Healthcare Provider Form](#)

VI. Effective Date

This policy is effective August 25, 2025, and supersedes all previously issued versions.

VII. Rationale for Revision(s)

Not Applicable; original submission.



Healthcare Provider Form

To consider this student's request for an academic accommodation due to disability, Rollins requires documentation by a licensed health care provider who is **qualified to diagnose the disability**. Please complete all sections of this form. If you have any questions, please the Office of Accessibility Services (at access@rollins.edu).

Student Name:

Current Diagnosis:

How long has the student been under your care for this condition?

What is the expected duration of the condition?

Identify all major life activities affected by the diagnosis.

Describe the specific functional limitations and severity of those limitations resulting from the disabling condition. For mobility challenges, please include reasonable distance that the student can safely travel independently, or lifting, standing, and walking limitations.

Describe the recommended accommodations and how those will mitigate the impact of the student's disabling condition:

This section must be completed for this form to be valid:

Name:

Title:

Specialty:

Office Address:

Phone:

License/Certification
and state issued:

Signature:

Date: