



Westchester
Community College

State University of New York

Disability Services Office

Policies & Procedures

Updated August 2019

DISABILITY SERVICES OFFICE

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*For the purpose of this document, the word assistant refers to human intervention and aid for technology.

I. INTRODUCTION

In accordance with Section 504 of the Rehabilitation Act of 1973 (“Rehab Act”), The Americans with Disabilities Act Amendments Act of 2008 (“ADAAA”), Westchester Community College (hereinafter WCC) may be required to accommodate an otherwise qualified individual with a disability by making a reasonable modification in its services, programs, or activities. The following policies and procedures address some of the services that may be available for student.

The need for all services provided by and overseen by the WCC Disability Services Office (DSO) office must be clearly stated in the documentation provided by the student.

Accommodations in addition to extended time, separate location, and use of calculator must be clearly stipulated in the documentation. Documentation may include, but is not limited to:

- Copies of Individual Educational Plans
- 504 plans
- Triennial Evaluations
- Letters from treating providers. These letters must be on official letterhead stationery, be signed by the treating doctor (cannot be electronically signed), have the current diagnosis with dates of treatment, and recommendations for appropriate accommodations.

Documentation should be submitted to the Disability Services Office (DSO).

Email: Disability.Services@sunywcc.edu

Fax: (914) 606-7893

Mail or in person: Westchester Community College
Disability Services Office, Lib. G51
75 Grasslands Road
Valhalla, NY 10595

II. PERSONAL CARE ASSISTANTS (PCA)

A personal care assistant (PCA) is defined as a person who provides personal care/assistance (chronic or temporary) to students with a disability, or other health care issues with activities of daily living, including nursing services not administered by the WCC Health Services Office or assistance with normal life functions. These limitations in life functions may include but are not limited to:

- a. activities of daily living
- b. transferring to and from a wheelchair
- c. feeding
- d. transporting/escorting a student on campus
- e. assistance with repetitive and distracting movements
- f. alerting to dangerous situations

Documentation must state the necessity of having a PCA. Title II of the ADA states that personal services are not required to be provided by post-secondary schools. Personal attendants and individually prescribed devices are the responsibility of the student who has the disability and not the institution (ADA of 1990, Pub. L. No 101-336, 2, 104 Stat.328, 2000). WCC does not provide PCA services and is not responsible or liable for any consequences resulting from a student's association with a PCA. The college does not assume financial responsibility or coordination of services. The PCA must be an impartial individual, not a family member or close friend.

All PCAs must:

- Meet with a member(s) of the DSO staff
- Sign the WCC PCA Agreement each semester
- Provide legal photo ID
- Obtain a WCC photo identification card and holder marked with "Personal Care Assistant" from the Security Department, which must be displayed at all times when the PCA is on campus

In addition, PCAs must be qualified for the position and provide documentation of qualifications to the DSO staff. Documentation required by the DSO may include, but is not limited to:

- proof of employment by an agency providing personal care
- copies of certificates and trainings to be a PCA

PCAs must be hired prior to the start of the semester to allow time for all procedures to be followed.

A PCA must abide by all campus policies and procedures. Failure to adhere to campus policies may result in a PCA being issued a *persona non grata* letter and thus be banned from campus. The PCA is seen as an extension of the student and as such a student may be charged with a violation of the Student Code of Conduct (V, 21) if their PCA violates campus policies/procedures.

Student Responsibilities

A student needing a PCA must seek appropriate personal care independently. Furthermore, the student is responsible for:

1. Notify DSO about his/her need to have a PCA in the classroom.
2. Hire an appropriate PCA that is qualified to perform the services and submit documentation as to the qualifications of the PCA to the DSO.
3. Ensure that the PCA is fulfilling the responsibilities for the student's care.
4. All hiring, managing, paying, and firing, if necessary, of the PCA is the responsibility of the student.
5. Inform the DSO Counselor of the alternate plan if the PCA is not available for a particular day.

Procedure:

1. Submit student documentation and arrange for an appointment to meet with a DSO Counselor.
2. Student hires the PCA who meets all necessary qualifications stated above.
3. Arrange for an appointment with the DSO Counselor to meet and introduce the PCA to the counselor.
4. During the meeting with the DSO Counselor, the PCA agreement form will be signed, qualifications verified and a copy of government issued photo ID collected.
5. The PCA will be referred to the Security Department by DSO for issuance of a WCC photo identification card and holder marked "Personal Care Assistant", this WCC issued ID must be displayed at all times when the PCA is on campus. In addition, the PCA will be introduced to the Student Health Office by the DSO.
6. The student will receive a special referral letter, which will provide the professor the name of the approved PCA, along with information regarding any other special accommodations.
7. If the approved PCA is no longer able to perform the functions, the above procedure will be repeated for the new PCA.

III. ASL/SIGN LANGUAGE INTERPRETER, COMMUNICATION AID OR ASSISTANT

The WCC DSO ensures that education is accessible to students with disabilities. Ensuring access to effective communication is an accommodation. Often, technology is used to provide communication access.

Technological or Interpreting Services available at WCC may include, but are not limited to:

- Kurzweil 3000
- Dragon Dictate
- Qualified sign language interpreters
- Real-time computer-aid transcription services
- Assistive listening devices and systems/FM systems
- Open and closed captioning, including real-time captioning
- Alternate format of textbooks
- Brailled materials and displays
- Screen reader software
- Magnification software
- Digital recorders
- Communication devices

If the above technology devices are not able to provide effective access to education, WCC will provide an individual to serve as a communication assistant. This individual may be a sign language interpreter or another individual who can serve as the voice of the student.

Student Responsibilities

The student must:

1. Request an ASL interpreter, communication aid or assistant.
2. Provide documentation to the DSO Counselor-stating the need for the ASL interpreter and/or communication aid. A current audio logical report is required for students that are Deaf or hard of hearing.
3. Schedule an appointment with the DSO, prior to the start of the semester, to be trained on the above-mentioned communication devices or software.
4. Explore supplemental agencies, such as ACCES-VR and NYSCB, which can provide assistance with assistive technology evaluations, communication devices, and/or interpreters.
5. Register for classes in a timely manner to allow time for the DSO staff to arrange for the interpreters and/or devices. Requests must be made 30 days prior to the start of classes.

Requests received later than 30 days prior to the start of classes may not be in place for the start of the semester.

6. Request an interpreter each semester they require one.

(Student Responsibilities Continued to Next Page)

7. Request an interpreter at least two weeks in advance of each appointment/date/event they require one.
8. Complete a Request Agreement Form for ASL Interpreters and/or Communication Aid/Assistant form with the DSO Counselor.
9. Contact the ASL interpreter and/or communication assistant as well as the DSO in the event of an absence from class. In the event of an emergency, the DSO staff will reach out directly to the ASL interpreter and/or communication assistant.
 - a. Four (4) or more consecutive and then repeated absences/cancellations or “no-shows”, without reason, will result in a meeting with the DSO Counselor.
 - b. Class notes will not be taken in the absence of the student.

Procedure:

1. Submit documentation stating the need for an ASL interpreter, communication aid, and/or assistant to the DSO.
2. Arrange for an appointment to meet with a DSO Counselor to discuss the need for an ASL interpreter, communication aid/assistant.
3. During the meeting, the Request Agreement form for ASL Interpreters, Communication Aid and/or Assistant Form will be signed.
4. The DSO Counselor will send a special referral letter to the students’ assigned professors.
5. The ASL Interpreter/ Communication Assistant will be referred to the Security Department by DSO for issuance of a WCC photo identification card and holder marked ASL Interpreter or Communication Assistant, this WCC issued ID must be displayed at all times when the Interpreter/Communication Assistant is on campus.
6. If the ASL Interpreter/ Communication Assistant is no longer able to perform the functions, the above procedure will be repeated for the new ASL Interpreter/ Communication Assistant.

IV. OUTSIDE AGENCY SPONSORED TUTORING

All students enrolled in classes at Westchester Community College are afforded tutoring services at no cost through the Academic Support Center. However, some students with disabilities are sponsored for individual tutoring funded through ACCES-VR or NYSCB.

If a student has been notified of tutoring sponsorship through the above agencies, the following responsibilities and procedures apply. However, policy and procedures may change if the tutoring process with ACCES-VR and NYSCB changes or if authorizations were discontinued.

Student Responsibilities:

1. Contact ACCES-VR or NYSCB counselor to discuss tutoring, subjects and number of hours.
2. Meet with DSO counselor to complete a Student Tutoring Agreement Form and discuss individual tutoring arrangements, if the student does not attend this meeting, tutoring arrangements will not be made.
3. Register for classes and for DSO services in a timely manner to allow time for the DSO staff to arrange for the tutor.
4. Contact the tutor directly to create a tutoring schedule.
5. Attend all tutoring sessions and contact the tutor directly if a tutoring session needs to be cancelled or rescheduled.
6. Keep track of tutoring hours and do not go over the allocated budgeted amount from the sponsoring agency.
7. At the end of the semester, sign the tutor's time sheets to verify that tutoring services were received.
8. Contact DSO counselor if there are any concerns regarding tutoring arrangements.

Procedure:

1. Once the DSO Counselor receives the tutoring voucher, the DSO Counselor will reach out to the student to request a meeting to discuss tutoring services and copy the ACCES-VR or NYSCB counselor via email. During this meeting, the student will discuss the subjects in which tutoring will be necessary. Tutoring hours cannot exceed the amount of hours authorized by sponsoring agency.
2. After meeting with the student, the DSO Counselor will begin the search for a qualified tutor for the subjects request by the student. If a student requests a tutor that he/she knows, the DSO Counselor will verify the qualifications.
3. The tutor may be a teacher or professor in the subject area or a student tutor who successfully completed the course with a grade of 3.0 or higher. After 30 days of actively looking for a tutor, if a tutor cannot be found in a particular subject, the DSO Counselor will notify the counselor of the sponsoring agencies and the student.
4. Once the DSO Counselor ensures that the tutor meets all the requirements, the DSO Counselor, the student, and the tutor will complete the Tutoring Agreement Form.
5. The student and the tutor will exchange contact information and create a tutoring schedule.
6. Receiving tutoring services does not guarantee successful completion of the course.

V. SCRIBE SERVICES

Scribes serve as writers for students whose disabilities interfere with their ability to write or use standard adaptive computer technology. They provide assistance with the physical aspects of written expression and do not function as tutors or editors.

Student Responsibilities:

For in-class scribe services:

In order to receive in-class scribe services each student will

1. Contact DSO and complete the Request and Agreement for Scribe Services form at least thirty (30) days before classes begin.
 - a. All requests will be considered
 - b. Requests received later than thirty days prior to the start of classes may not be in place for the start of the semester.
2. Go to class regularly
 - a. Scribe services may be stopped if a student has repeated and/or unexcused absences.
 - 1) An unexcused absence means the student did not contact the DSO as soon as possible.
 - 2) Having transportation problems is an unexcused absence.
 - b. In case of an emergency, efforts should be made to contact DSO in order to cancel scribe services for that class
3. Contact DSO if you have concerns about the Scribe services provided in your class
 - a. DSO will work with you and the Scribe to assure that the scribing meets your needs in class
 - b. Tell the Scribe exactly what you would like her or him to do differently when scribing for you
4. Be on time for classes or Scribe will leave
 - a. If you arrive more than ten (10) minutes late, no services may be provided for that class
 - b. If a student is late more than twice, Scribe services may be stopped until the student resolves their lateness issue with DSO
5. One (1) warning will be provided to students before services are stopped
 - a. Students who are in danger of losing services due to lateness, more than three unexcused absences, or other abuse of the service must meet with the DSO Coordinator
 - b. A plan will be created to either continue or stop the services depending on the efforts made by the student to attend classes and stay in contact with DSO

For testing scribe services:

1. Register for DSO services at the beginning of each semester
2. Request a scribe when making testing appointment
3. When working with the scribe you must to tell the scribe exactly what to write/type.
4. Review draft and highlight any changes to be made
5. Review final copy and sign Testing Scribe Agreement form

Procedure:

1. DSO counselor meets with student and reviews documentation supporting the need for scribe services.
2. **For in-class scribe services:**
 - a. The Request and Agreement form for Scribe Services will be discussed and signed.
 - b. The DSO will search for and hire qualified candidates.
 - c. The DSO counselor will meet with the potential scribe and discuss guidelines on how to scribe for a student. The scribe will be instructed to report any issues or concerns regarding their assigned duties (scribing in-class with the student with a disability) to the DSO.
 - d. The entire process will be conducted within 30 days of the student's request for an in class scribe.
 - e. The DSO Counselor will send the a special referral letter to the assigned professors
3. **For testing scribe services:**
 - a. The Testing Scribe Agreement Form and Checklist for Scribes will be reviewed and discussed.
 - b. After student makes a testing appointment, requesting a scribe, the DSO will ensure that a scribe and individual room is available at the requested testing time
 - c. Upon completion of scribe services for individual tests/quizzes, the student will sign the Testing Scribe Agreement Form

VI. NOTETAKING SERVICES

Westchester Community College acknowledges that some students struggle with taking notes for class. The DSO encourages students to participate in note taking workshops offered by the Academic Support Center in order to improve these skills. However, for students who continue to have difficulty, the following may also be provided:

1. Students who provide professors with the Referral to Faculty Letters (Green Sheets) are allowed to audio record class lectures.
2. Technology (Dragon Naturally Speaking, voice to text software)
3. Students may request a copy of class notes from the professor. However, if the professor is unable to provide a copy of class notes, then the student may ask the professor to identify a student in the class who is willing to allow a copy of their class notes to be made. Copies of notes can be made in the DSO and the student in need of the notes can pick them up in the DSO. This process insures the confidentiality of the student with a disability.

Student Responsibilities:

1. Students that are audio recording class lectures must provide the professor with the Referral to Faculty Letter (Green Sheet) indicating that they are permitted to record.
2. Students must inform the professor that they are recording class lectures.
3. Students may not record personal information or conversations of classmates or any other individual. If the during class discussions the lecture becomes personal in nature due to self-disclosure of a fellow classmates, the recording device must be turned off. A request to turn off the recording device may also be made by the professor if such an instance occurs.

Procedure:

1. The DSO counselor meets with student and reviews documentation supporting the need for services.
2. For audio recording requests, The Audio Recording Agreement form will be discussed with the DSO and signed by the student.

VII. STUDENTS WITH FOOD ALLERGIES

WCC takes the health and safety of students seriously and strives to collaborate with the student to develop a plan of action to address a food allergy. Although we cannot guarantee a completely allergen/cross contamination free environment, communication with personnel, asking questions, and taking proactive steps will greatly reduce risk. It is ultimately the student's responsibility to follow their doctor's instructions and the protocol as prescribed when encountering an allergen.

Students' Responsibilities:

1. Disclose their food allergies with class professors and the Health Office of Westchester Community College.
2. Students must be able to administer their own allergy medication and must keep their allergy medication accessible in case of an allergic reaction.
3. Students participating in classes in the culinary program must meet with the DSO Counselor. Students can expect to encounter a variety of different food agents. It is ultimately the student's responsibility to follow their doctor's instructions.

Procedure:

1. Submit medical documentation outlining the type of allergy, method of exposure, medication required, and method of administering the medication.
2. The DSO Counselor will refer the student to the Health Office to meet with the nurse.
3. Students with food allergies participating in the culinary program must meet with the DSO Counselor, the Curriculum Chair of the Culinary Program, and the Health Services Nurse.
4. Students with food allergies participating in the Culinary Program must sign the Information Sheet for Students with Food Allergies Participating in the Culinary Program.

VIII. STUDENTS WITH SEIZURE DISORDER

WCC takes students health and safety seriously and strives to collaborate with the student to develop a plan of action to address their needs. It is recommended that students meet with the Health Services Office and for the student to notify their professors **of their seizure disorder.**

IX. ACCESSIBLE DESKS/CHAIRS

Students in need of accessible desks/chairs must self-identify to the DSO and request a meeting with the DSO Counselor to discuss their needs.

Student responsibilities:

1. Submit documentation to the DSO documenting the need for the service, the type desk, chair, and height required to meet the students' needs.
2. Students must enroll in classes in a timely manner to insure that the service is in place for the first day of class.
3. Requests should be made 30 days in advance of the start of the semester.
4. Students must notify the DSO Counselor of any issues in a timely manner.

Procedure:

1. The DSO Counselor will email and complete a work order form detailing the specifications and location of the furniture required to Physical Plant.
2. The DSO Counselor will verify with Physical Plant that the work order was completed. Any issues will be addressed with building maintenance.

X. Possible Extended Time on Assignments Policy, Specific Accommodation

In certain situations, extended time on course assignments may be a reasonable accommodation because one's medical or clinical situation poses challenges to complete the assignment by deadlines with **short notice**. Those assignments with longer notice are a time management issue and not a disability related issue. Disability Services promotes good time and project management skills as well as effective decision-making. For the short notice assignment extension specifically, Disability Services recommends this accommodation when:

- An assignment was not listed on the syllabus initially and is given to students with one week or less to complete and/or
- The assignment deadline is listed on the syllabus but students do not get the necessary information to complete it until there is one week or less to the deadline.

Accommodations are not retroactive. Missed assignments that occur prior to the instructor receiving the accommodation letter are not covered under the accommodation process. Disability Services recommends that those missed assignments be handled in accordance with the course assignment policy.

Student Responsibilities:

1. Present the accommodation letter and initiate a conversation with the instructor within the first 2 weeks of the course.
2. Pre-arrange any necessary deadline date adjustments with the instructor. Assignments cannot be submitted whenever desired.
3. Discuss each outstanding assignment individually with the instructor.

Instructor Responsibilities:

When listed on the accommodation letter, course instructors are asked to determine whether an assignment falls into one of two categories:

Category 1: An assignment was listed on the syllabus initially and the necessary information was given out with at least a week's notice (accommodation not applicable)

Category 2: The assignment was not listed on the syllabus initially and the deadline for completion is less than one week and/or the information necessary to complete the assignment was given less than one week prior to due date (accommodation applicable).

XI. Service Animals

A “service animal” means any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, or psychiatric disability. The work or tasks performed by a service animal must be directly related to the person’s disability. Species other than dogs or, in some cases, miniature horses, are not considered service animals for the purpose of this definition of a service animal.

A student has a right to be accompanied by his or her service animal in all areas WCC students, members of the public, and other participants in services, programs or activities are permitted to go.

Individuals are not required to provide proof that the animal has been certified, trained, or licensed as a service animal. If the reason for the use of the animal is not readily apparent the individual will only be asked to provide:

- Verification that he or she has a disability; and
- Evidence of the dog’s training and function, (i.e., what work or tasks the animal has been trained to perform).

Any question or concern that the individual is not entitled to have the animal on campus should be directed to the DSO and not the individual.

A “service animal” may be excluded if:

- The evidence reflects that the animal is not in fact a “service animal” trained to assist the individual;
- The animal is disruptive or out of control and the handler does not take steps to control it (the individual is solely responsible for the care or supervision of the animal.);
- The animal is not housebroken; and
- The animal poses a “direct threat” (actual behavior or history).

Student Responsibilities:

1. Verify that you have a disability and provide evidence of the dog’s function, (i.e., what work or tasks the animal has been trained to perform).
2. Provide evidence that the animal has had recent vaccinations.
 - a. Ensure that the animal is properly groomed,
 - b. must attend to the animals toileting needs, and
 - c. must be kept under control by a harness, leash, or other tether.
3. Students with service animal are requested to advise the DSO of the use of the service animals so that faculty can be advised that the service animal will be present in the class.

Procedure

1. The DSO will conduct an individualized assessment to determine whether the presence of the animal on campus is appropriate, review the student’s responsibilities, and have a counselor meet with the student regarding the need for services.
2. DSO will collect proof that the animal has current vaccinations.

XII. Courses Substitution Policy

Another accommodation addressed in Section 504 regulations is course substitution for completion of degree requirements. Section 504 does not require institutions of higher education to waive academic requirements deemed essential to the student's program of instruction or to any directly related licensing requirement.

A complete waiver of an academic requirement is not granted by Westchester Community College. Students who request a course substitution will be required to submit appropriate documentation along with a written request. There must be clear and specific evidence and identification of the disability, which justifies the request. Any student who applies for and is granted a substitution in a particular competency area must complete the minimum general education requirements or his/her degree program.

Student Responsibilities:

1. Provide DSO documentation that support the request for a course substitution
2. Meet with Curriculum/Associate Dean to request and discuss a course substitution
3. Requests that DSO verifies disability to Curriculum Chair/Associate Dean

Procedure:

1. Upon written request from the, DSO will confirm disability with Curriculum Chair/Associate Dean

XIII. Alternate Formats E-text books

DSO works diligently to provide textbooks for students with a print disability who will benefit from "reading" textbooks in an alternate format.

Student Responsibilities:

1. Submit documentation supporting the need of alternate formatted textbooks
2. Register for DSO services early in the semester
3. Find out whether or not the textbook is available in PDF format through the publisher or any other online learning resource.
4. If PDF is not available, through the publisher, provide the DSO (via email) with the following textbook information:
 - a. Title
 - b. edition
 - c. author
 - d. ISBN
5. Provide the DSO with a receipt of purchase of the required textbook
6. Provide DSO with a USB drive, clearly marked with your name and contact information
7. Review and sign "Agreement on the Use of Electronic or other alternatively Formatted Course Materials" form with DSO
8. Delete textbook material from USB at the end of the semester.

Procedure:

1. DSO Counselor verifies that student qualifies for request service.
2. DSO collects textbook information, receipt of textbook purchase and USB drive from the student.
3. DSO and student review and sign "Agreement on the Use of Electronic or other alternatively Formatted Course Materials" form
4. the DSO requests the book from the publisher in an alternate format (PDF file)
5. Once the textbook is obtained from the publisher, the DSO will download it on a USB drive (provided by the student) and notify the student that it is ready for pick up in the DSO office.

XIV. Accommodations Policy

Under Section 504 of The Rehabilitation Act of 1973, the ADA of 1990 and the ADAAA of 2008, colleges are obligated to provide students with a documented disabilities reasonable accommodations on an individual basis to ensure that no student is discriminated against on the basis of a disability. A student requesting access to services must self-identify and provide appropriate documentation of the disability.

Accommodations are to provide students with disabilities an equitable opportunity but do not fundamentally alter the course or required learning outcomes. Accommodations do not lower academic standards or compromise the integrity of an academic program. Academic, conduct, and technical standards are always maintained.

Documentation must be current, and must be submitted by a qualified professional. The documentation must clearly identify a disability and its impact on the student's current level of functioning in a college setting.

STUDENT RESPONSIBILITIES

1. Self-identify as an individual with a disability with the DSO and provide documentation identifying the nature of your disability and recommended academic accommodations.
2. Sign up for accommodations with the DSO at the **beginning of each semester**. Accommodations do not carry over from one semester to the next.
3. Self-identify, at an appropriate time, to your professors as an individual with a disability and discuss necessary accommodations when you submit the **REFERRAL TO FACULTY (Green Sheet)**. It is **NOT** necessary to disclose the nature of your disability. Accommodations become effective on the date your professor is notified via a “green” form or through e-mail from our office.
4. Obtain a **REQUEST FOR TESTING ACCOMMODATIONS (Blue Sheet)** for every quiz/exam to be taken in the DSO at least three business days **prior** to the quiz/exam. Please note: **ACCOMMODATIONS ARE NOT RETROACTIVE.**
 - ▶ **In Person Procedure:**
 - i. Pick up Request for Testing Accommodations form (BLUE SHEET) to schedule your test with the DSO at least three business days in advance or as soon as your professor announces the date of the test.
 - ii. Have your professor complete the “Professor” section of the Blue sheet and then return the form to the DSO as indicated by the delivery option on the Blue Sheet.

- ▶ **Online Procedure:**
 - i. Complete a form at least three business days in advance or as soon as your professor announces the date of the test at (<https://www.sunywcc.edu/student-services/disability-services/online-testing-accommodations-request/>).
 - ii. **Follow up with your professor to be sure your request was received in their SUNY WCC e-mail inbox.**
5. Report to the DSO at your scheduled testing time. If you are late for an exam, the time will be deducted from the total testing time unless otherwise indicated in writing by the professor.

TEACHING FACULTY RESPONSIBILITIES

1. Include a statement on the course syllabus and make a general announcement to the class regarding DSO services.
2. Referral to Faculty (Green Sheet) informs the professor that the student registered with the DSO for the current semester and serves as the official disclosure of the student's rights to accommodations under the ADA. Professors keep the Green Sheets for their records. Professors may receive this notification one of two ways, either in person or online.
 - ▶ This form states that the student is entitled to extended time and a distraction reduced location for testing.
 - ▶ In some instances, the student is entitled to additional accommodations. A Special Referral Form is sent in addition for these cases and includes the additional accommodations as indicated by a DSO staff member. Additional accommodations may also be added to the Referral to Faculty form, stamped, and initialed on the form.
 - ▶ Please note: **ACCOMMODATIONS ARE NOT RETROACTIVE.** Accommodations become effective on the date your student delivers the "Green Sheet" in person or our office notifies you through e-mail.
 - ▶ **In Person Procedure:**
 - i. The "Green Sheet" is delivered to the professor by the student during the semester and includes the Procedure to Request Testing Accommodations for Students with Disabilities on the back of the document.
 - ▶ **Online Procedure:**
 - i. The DSO informs the professor and student via their SUNY WCC e-mail addresses of the approved testing accommodations. E-mails include an attached copy of the "Gold Sheet," or Procedure to Request Testing Accommodations for Students with Disabilities.

3. To maintain confidentiality, we ask that professors not discuss accommodations in front of other students or staff. Please invite the student with a disability, who provided this form, the opportunity to privately discuss accommodations. Also, please **DO NOT ASK** the student what the nature of their disability is or for their disability documentation as this is a violation of the student's confidentiality. Rather, ask the student how you can best assist them.
4. Request for Testing Accommodations a **Blue Sheet is required for each quiz/exam the student intends to take in the DSO.** This form serves to inform all parties of the day and time the student is taking the test; how the test is arriving at the DSO; how the test is getting back to the professor; what, if any, aids the student can use.
 - ▶ **In Person Procedure:**
 - i. The student will deliver this form to their professor to complete their section and sign it.
 - ii. Once complete, the form is delivered to the DSO **as indicated on the Blue Sheet** at least three business days prior to the exam.
 - ▶ **Online Procedure:**
 - i. Check your SUNY WCC E-mail to complete the online Blue Sheet at least three business days in advance or as soon as your student notifies you of the request.
 - ii. **Follow up with your student via e-mail to confirm request completion.**
5. Inform the DSO of any changes at disability.services@sunywcc.edu.

DSO RESPONSIBILITIES

1. Carefully review the disability documentation of each student who registers with the DSO and determine appropriate accommodations.
2. Prepare the Referral to Faculty and Special Referral Form for qualified students.
 - ▶ **In Person Procedure:**
 - i. Generate the Referral to Faculty form(s) for each student to be picked up in the DSO.
 - ▶ **Online Procedure:**
 - i. If the student is only taking online, off-campus, evening, or weekend courses, inform the professor and student via their SUNY WCC e-mail addresses of the approved testing accommodations, and include an attached copy of the Procedure to Request Testing Accommodations for Students with Disabilities.
3. Schedule appointments for students who want to test at the DSO.

- ▶ **In Person Procedure:**
 - i. Assist the student requesting testing accommodations by completing the top of a Request for Testing Accommodations (Blue Sheet) and schedule the test with the DSO through the Testing Calendar in Outlook.
 - ii. Remind the student that the form needs to be completed and signed by the professor before the exam and returned to the DSO.

 - ▶ **Online Procedure:**
 - i. Verify a student's accommodations for the semester.
 - ◇ If a student isn't signed up for accommodations that semester, contact the student and request the necessary documentation. Then follow up with the professor pending the request until the student signs up for accommodations and is verified by the office.
 - ii. Follow up with the professor if the exam has not been delivered at least two business days prior to the exam.
 - ◇ If an exam is not delivered the day before it is scheduled contact the professor by e-mail and phone to verify exam delivery.
4. Receive or print examination and place in test envelope including a blue book or scantron as requested.
 5. Ensure students are receiving appropriate accommodations as determined by the student's documentation.
 6. Deliver the exam to the professor as directed on the Request for Testing Accommodations (Blue Sheet).

XV. Section 504 and ADA Grievance Procedure

In accordance with Federal regulations, the New York State Human Rights Law and Section 504 Rehabilitation Act of 1973, Westchester Community College does not discriminate on the basis of disability or handicap in educational programs, activities and employment. Section 504 and ADA state, in part, that “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.”

Westchester Community College has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by federal regulations implementing section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990 (ADA).

A student who wishes to file a grievance about a faculty member, a staff member, or another student regarding alleged discrimination based on disability, he or she must register a complaint with the ADA Coordinator in writing. This formal grievance must be filed within thirty (30) working days following the alleged discriminatory act, or when the complainant first become aware of the alleged act.

All such grievances should be submitted to:

Dr. Ruben Barato, Associate Dean of Enrollment Management, ADA Coordinator
Administration Building 112, 914 606-6777 (private voicemail)
Ruben.Barato@sunywcc.edu

- A grievance should be filed in writing, with the name and address of the person filing it.
- A brief description of the alleged violation of the regulations.
- A grievance should be filed within 30 days after the complainant becomes aware of the alleged violation.
- An investigation, as may be appropriate, shall follow a filing of a complaint. The investigation shall be conducted by the ADA Coordinator. These rules contemplate through investigations affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
- A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator and a copy forwarded to the complainant no later than 60 working days after its filing.
- The ADA coordinator shall maintain files relating to the complaints filed.
- The right of a person to a prompt and equitable resolution of the complaint filed here under shall not be impaired by the person’s pursuit of other remedies such as filing of a section 504/ADA complaint with the responsible federal department or agency. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.
- These rules shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards, and to assure that Westchester Community College complies with section 504/ADA and implementing regulations.

XVI. Disabilities Services Contacts:

Library, G-51, Phone: (914) 606-6287, Fax: (914) 606-7893

E-mail: disability.services@sunywcc.edu

Testing Accommodations and Assistive Technology for Testing: Professor Renee Balotti, Counselor/Coordinator of Accommodations, (914) 606-8585, Renee.Balotti@sunywcc.edu

Alternate Formatted Textbooks and Assistive Technology Loans: Professor Sharon Massey, Coordinator/Counselor, (914) 606-6626, Sharon.Massey@sunywcc.edu

Autism Spectrum counseling: Professor Theresa Revans-McMenimon, Adjunct Counselor for Students with Autism, (914) 606-6336, Theresa.Revans-McMenimon@sunywcc.edu

Visual and Physical Disabilities counseling: Professor Maisa Andraws, Adjunct Counselor for Visual and Physical Disabilities, (914) 606-6325, Maisa.Andraws@sunywcc.edu

Emotional Disabilities, Other Special Arrangements as Needed Due to Medical Conditions: Professor Marcia Kalkut, Counselor/Coordinator (914) 606-6552, Marcia.Kalkut@sunywcc.edu

Hearing Disabilities counseling: Professor Angeliki Parashis, Adjunct Counselor for Deaf and Hard of Hearing, (914) 606-6236, Angeliki.Parashis@sunywcc.edu