



QUINSIGAMOND

Community College

Student Accessibility Services

Faculty Guide to Student Accommodations 2025-2026

Student Accessibility Services (SAS)

Worcester Campus on West Boylston Street

Room 246 Administration Building

Phone: 508.854.4471

Sorenson VP: 508-502.7647

Email: SAS@qcc.mass.edu

670 West Boylston Street

Worcester, MA 01606

By Appointment Only for the following QCC Locations:

Burncoat HS, Southbridge, Senior Center, and Worcester Downtown Campus

This handbook is available in Alternative Format by request.

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Student Accessibility Services Staff and Contact List:

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Kim Cummings, Coordinator	508-854-2728	kcummings@qcc.mass.edu

Taylor Rohena, Coordinator	508-854-4245	trohena@qcc.mass.edu
Anne Shore, Coordinator	508-854-7406	ashore@qcc.mass.edu
Kristine Brown, Clerk IV	508-471-4623	kbrown@qcc.mass.edu
Kevin Ryder, Clerk IV	508-854-4361	kryder@qcc.mass.edu

Note: To contact a Learning Specialist or Academic Coach, please call 508-854-4471.

General Information:

The Purpose: Quinsigamond Community College is committed to ensuring equal access to students with disabilities in the full educational experience. This includes an environment that is welcoming of individuals with disabilities. Student Accessibility Services collaborates with students, faculty, and staff to create a campus environment that is usable, equitable, sustainable, and inclusive of all members of the college community.

Why Accommodations: A student who seeks an academic adjustment/accommodation must meet with a Coordinator of Student Accessibility Services, provide current documentation, and engage in the *interactive process* to determine eligibility for accommodations and services. If a student discloses a disability directly to a faculty member and requests an accommodation, it is in the instructor's best interest to refer the student to Student Accessibility Services to formally disclose and seek accommodations.

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Interactive Process: The *Interactive Process* describes the method to appropriately determine accommodations for a student. This is a "good faith" conversation between the Coordinator and student to review documentation, auxiliary aids, approved academic accommodations, and course instruction to identify barriers, ask questions, and seek an accessible solution. This may lead to the Coordinator contacting course instructor(s) to determine the nature of the class and how accommodation(s) could impact the essential elements of the course. Once a full understanding of the access and/or barriers for the course is determined, the Coordinator and student will determine the accommodations needed to access the course materials. Likewise, a faculty member may not deny an approved accommodation(s) without engaging in an interactive process with Student Accessibility Services.

Notification of Accommodations: Once accommodations are determined, the student receives a *Confirmation of Eligibility* from their Coordinator via QCC email. The student is responsible for logging

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into their AIM (Accommodation Information Management) account and requesting their *Accommodation Letter* by class for each semester. A student may request accommodation(s) any time during the semester. Faculty will receive all Accommodation Letters via QCC email and go into effect upon the date delivered to the faculty email. Accommodations are not retroactive.

All information in the accommodation letter is confidential and FERPA-protected and should be handled respectfully. Conversations regarding accommodations should be conducted with privacy to uphold student confidentiality. If you have questions, contact the Coordinator whose name is on the Accommodation Letter.

Student Responsibility: Students who choose to work with Student Accessibility Services are responsible for the following:

- Disclosing disability status to Student Accessibility Services and providing documentation to verify disability.
- Engaging in the *Interactive Process* with Student Accessibility Services Coordinator to identify barriers in the campus, classroom, or curriculum, and to determine accommodation needs semester by semester.
- Requesting their Accommodation Letter through AIM semester by semester.
- Understanding that accommodations are implemented when the course faculty receive the Accommodation Letter via email. Accommodations are not retroactive.
- Reserving a seat in the Accommodated Testing Room in a timely manner.
- Informing Student Accessibility Services if they perceive their accommodation(s) are not being provided.
 - Students who believe their accommodation(a) have not been met can appeal to the ADA Compliance Officer or file a Federal complaint with the Office of Civil Rights.
 - For more information, contact Executive Director of Access, Opportunity, and Institutional Compliance:

John Holloway 508-854-7407 Room 149A Administration Building

Faculty Partnership:

Instructors cannot predict every barrier which might arise in their course. Student Accessibility Services staff can work with you to evaluate your course to identify places where materials or activities may be adjusted to increase accessibility for the student with a disability.

For further information about the concepts of ***Universal Design for Learning*** (UDL)

- Student Accessibility Services: 508-854-4471
- The Office of Instructional Technology and Assessment: 508-854-7546
- CAST, Inc [UDL Guidelines](#)

Note: Provision of accommodations and services for individuals with disabilities continually evolves. Student Accessibility Services is dedicated to maintaining continuity of

service/delivery while staying abreast of and implementing best practices for students with disabilities.

AIM Instructor Portal:

Student Accessibility Services (SAS) uses **AIM** (Accessible Information Management), an online accommodation management portal that helps students request and coordinate their accommodations with instructors.

Students can apply for SAS services directly in AIM, along with requesting accommodations in AIM for each semester once eligibility for services is determined. Students may request an exam appointment or use note-taking accommodation services through AIM.

Faculty may use AIM to manage student accommodations in one location. View accommodation requests in one central location (by student or by course), upload the course syllabus, and submit your SAS Exam Checklist for SAS to administer your exams to students with alternative testing accommodations.

The Instructor Portal:

The AIM Instructor Access Portal allows instructors to view and manage accommodations for students with disabilities who are enrolled in their courses and have requested accommodations for the current term. Some of the features and changes to our process are listed below:

- Accommodation letters will primarily be delivered by email, but these will also be viewable through the Instructor Access Portal along with a current list of students who have requested accommodations.
- An **SAS Exam Checklist** allows instructors to specify details for all exams in your class. The SAS Exam Checklist can be filled out through the portal and will be required before students can be approved to test in Student Accessibility Services.
- Instructors will be able to view all exam requests from students and whether they have been approved or not by Student Accessibility Services.
- Instructors will be able to upload exams in a secure manner through the Instructor Portal.

Accommodation Notification

Faculty will receive an email with the embedded Accommodation Letter for each student directly from the SAS Coordinator. *The bonus feature that AIM provides is an Instructor Portal where faculty can view all approved Accommodation Letters in one spot for the semester.* Faculty can still download a PDF file of the Accommodation Letter for record keeping purposes through the portal.

To learn “**How To**” use the Instructor Portal [Click Here for Instructor Portal Guide](#). This guide includes step-by-step instructions and screenshots for your convenience. This resource is also located on the [SAS Faculty & Staff Resource Page "the Q"](#). If you have questions, please reach out to SAS.

Next Phases for AIM:

SAS will gradually open modules within AIM that will address alternative format requests, flexible attendance plans, and more. SAS is very excited to work with faculty in ensuring access for students with disabilities and reducing systemic and educational barriers with the launch of AIM.

AIM Instructor Portal

The Accommodation Letter:

The [Student Accommodation Letter](#) addresses the following five (5) areas and/or environments that a student may qualify for accommodations.

- **Environment for accommodation (5):** Classroom, Assessments, Technology, Assignments, and Communication.
- **Course Delivery:** In-person, Hybrid/remote, and On-line.
- **Example accommodations for each environment respectively:** calculator, extended time, reading software, consideration for extended time on assignments due to disability, and Close Captioned videos.

Sample Accommodation Letter:

Instructors will receive an email with the embedded Accommodation Letter directly from the student's Coordinator.

Please see the sample letter below:



Log-in to the Instructor Portal

Faculty can use AIM, or Accessible Information Management, as an online portal for managing student accommodations in their courses. View this accommodation letter online:

[AIM for Faculty](#)

SAS TEST 101.01 - SAS TEST CLASS SS II (Course Name: X246) (Summer 2 2025)

Dear Kristie Proctor:

Mickey Mouse (SC ID#), a student enrolled in your course for Summer 2 2025, is a student with a disability who is eligible to receive academic accommodations, auxiliary aids, and services to facilitate meaningful participation in your course. Please read carefully the information below pertaining to specific accommodations for Mickey Mouse.

The Purpose: Quinsigamond Community College is committed to ensuring equal access to students with disabilities in the participation of the full educational experience and including an environment that is welcoming. Student Accessibility Services collaborates with students, faculty, and staff to create a campus environment that is usable, equitable, sustainable, and inclusive. This partnership is critical to ensuring that QCC students with disabilities have the same opportunity as other students to learn on an equal basis and to fully participate in all the opportunities offered by the college.

Why Accommodation(s): Accommodations provide individuals with disabilities access to the educational experience and are mandated under the Americans with Disabilities Act of 1990 as Amended and Section 504 of the Rehabilitation Act of 1973. Below are the academic accommodations that the above-listed student may use for your course. Some of the listed accommodations may not be applicable to the course or the student may choose to not utilize a specific accommodation.

Approved accommodation(s) cannot be denied without consultation with Student Accessibility Services.

Examples of necessary consultation:

- You have concerns that an accommodation may be a fundamental alteration of your course objectives.
- A student requests an accommodation that is not on their Accommodation Letter.

- There is an experiential learning component such as clinicals, practicums, student teaching, etc.
- You have other ideas regarding how to create access to your course beyond what is listed in this letter.
- You want to discuss accommodations with the student and coordinator.

The information in this letter is **confidential**. Conversations between the faculty and student must be conducted in private (in-person, remote, or phone). **Accommodations are not retroactive and go into effect upon receipt of this letter; you are obligated to ensure that the student is accommodated starting today.**

Student Accessibility Services sincerely appreciates your dedication to **equitable access for all students**. We look forward to working with you to implement accommodations for this course.

Approved Accommodations for Mickey Mouse

1. Alternative Testing

- **ASL-Interpreted Tests** For an oral test, the student will need to have an ASL interpreter. The student should inform SAS at least 5 business days in advance to coordinate a plan for administration of this service.
- **Extended Time on Tests (1.5x)** This student is eligible to receive 1.5x or "time and a half" on all tests, quizzes, or exams. Student should inform the professor at least 5 business days in advance to coordinate a plan for administration and/or to request a seat in the SAS testing room. Student: Under the Accommodations menu in AIM, click on Alternative Testing, and request to take an exam(s) with SAS.
- **Use of Calculator** The student is allowed access to a calculator during tests. The type of calculator a student may use on a test is determined by department policy.

2. Notetaking Services

Due to the delivery of this course (i.e. online course), please contact your SAS Coordinator regarding your need for a notetaker in this class.

- **Peer Notetaking** Upon student request, a qualified peer notetaker will be assigned by SAS to provide notes in a timely and confidential manner to eligible students enrolled in a course. Peer notetaking is a supplement to, but not a substitute for, a student's own notetaking skills to facilitate meaningful participation and engagement.

Additional Notifications Regarding Student:

1. Instructions for Emergency Evacuation Please assist the student to the nearest area of refuge. It is recommended that you become familiar with the nearest area of refuge in your building.

Thank You,

SAS Coordinator

Student Accessibility Services Quinsigamond Community College 670 West Boylston Street
Worcester, Massachusetts, 01606 sas@qcc.mass.edu p: 508-854-4471 (Voice) p: 508-502-7647
(Sorenson Video Phone) f: 508-854-4549 Please note: Student Accessibility Services is located on
QCC's Main Campus, and we are open to the public Monday to Friday from 8 am to 5 pm. Please
check the Q for office hours before coming to campus:

Alternative Testing Accommodation Services

Student Accessibility Services offers Exam Coordination as a resource to assist with scheduling students using approved testing accommodations. As of July 2025, coordination of accommodated exams will be done using the new AIM portal. Please review the overview and FAQs below for more information about the updated process. The **Steps** are a sequential list of instructions, while the **Visual Guide** displays screen shots.

[Steps to Submit the SAS Exam Checklist - Instructions to Administer Your Exam](#)

[A Visual Guide for Faculty Instructions for Alternative Testing Module.pdf](#)

[AIM Instructor Portal](#)

[SAS Testing Accommodations Flowchart](#)

General Process

1. Students will use the AIM portal to select which accommodations they would like to use in each course. If a student chooses to use an accommodation in your course, you will receive an email notification with the student's name and which accommodations they will be using.
2. If a student has selected a testing accommodation for your class, the email notification will contain a link to the SAS Exam Checklist in AIM, which must be filled out prior to the administration of any accommodated exam. At the top of the agreement, you will also have the option to indicate if your class does not have exams or if you will be administering exams with accommodations on your own.
3. At least five (5) days before an exam, students will log into the AIM portal to schedule a time to take their exam with accommodations. You will receive an email notification when an exam has been scheduled by the student and another when it has been approved by Student Accessibility Services. If

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you have not yet filled out the **SAS Exam Checklist**, you will be prompted in the email notifications to do so. Additionally, the confirmation email from the AIM portal will contain a link that you can use to upload your exam. You may also choose to drop off the exam or email it to SAS.

4. Two days before the exam, you will receive an email reminder with a note reminding you of the scheduled exam and to upload your exam if you have not already done so.
5. Once a student completes an exam, you may pick up the exam, or, if you have elected to have electronic copies scanned and emailed to you after the exam is finished.

Frequently Asked Questions

Can I come to SAS and fill out the Exam Checklist?

No, at this time, all exam requests are administered through the AIM portal. Your instructions to administer the exam will be entered using the **SAS Exam Checklist**.

Do exams have to be uploaded through the AIM portal?

While faculty are encouraged to use the portal to upload their exams, it might be easier to email SAS rather than uploading to AIM. We also recognize that you may have physical materials to drop off with our office or may prefer to drop off your own printed copies of your exam. Please reach out to us at sas@qcc.mass.edu if you have any questions about the best way to deliver your exams.

What if a student schedules an exam at an alternative date/time that I have not approved?

Students are directed to schedule their exam at roughly the same time as the class unless they have an academic conflict. For example, if a student has an extended time accommodation that would prevent them from attending another class, or if they have an accommodation for staggered exams, it may not be feasible for them to take the exam at the scheduled class time. In this case, students should reach out to you to determine an appropriate alternative time to complete the exam before scheduling on AIM. If the email notification indicates that a student has scheduled an exam at a different time than originally planned and they have not consulted with you, please connect with the student to correct any confusion and reach out to Student Accessibility Services to communicate approved times.

Notetaking Services

SAS hires staff notetakers to provide support for students eligible for a class note taker. The SAS notetaker will be introduced to faculty and will only serve as a notetaker for the student with this accommodation. The staff notetaker will upload class notes to AIM for the student to view and download.

When a student with a disability requests the notetaking services for a specific class, SAS will have a conversation with the student about the supports in place in the course already (slides provided in advance, recordings, etc.) If SAS has questions, a staff member will contact you to confirm the manner of delivery for the classroom content.

If a peer notetaker is deemed necessary to provide access, SAS will send an outreach email to the students on the class roster requesting a student to serve as a peer notetaker. Anyone who is interested will apply to be

the notetaker through AIM. If hired, the student notetaker will upload notes to AIM within 48 hours of each class ending. The student with the notetaking accommodation may view and download notes throughout the semester for their use only.

Related Faculty Resources:

Syllabus Accessibility Statement:

For the college to comply with federal obligations under the ADA and to meet faculty contractual standards, place the statement below in your syllabus at your discretion:

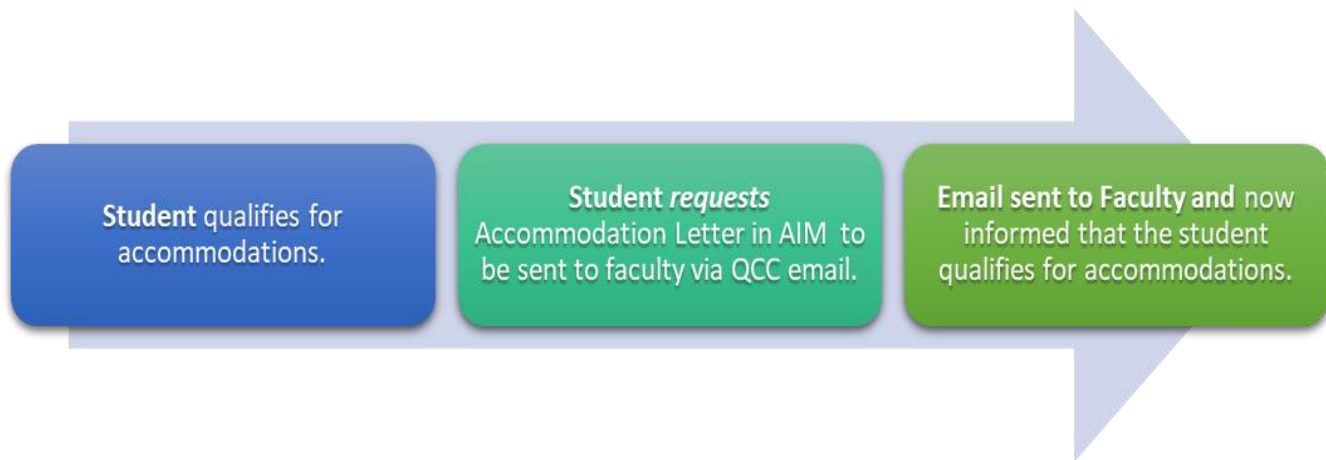
Quinsigamond Community College is committed to providing access and inclusion for all persons with disabilities. Students who require an accommodation in this course should notify the professor as soon as possible. Students are responsible for requesting the accommodations using AIM. Upon SAS approval, the accommodation notification email will be sent from AIM to the instructor. Accommodations begin upon receipt of the Accommodation Notification. Students may request accommodations at any time during the semester and accommodations are not retroactive. Students are encouraged to discuss any barriers which may arise during the semester with their Professor or Coordinator in Student Accessibility Services.

Student Accessibility Services Contact Information:

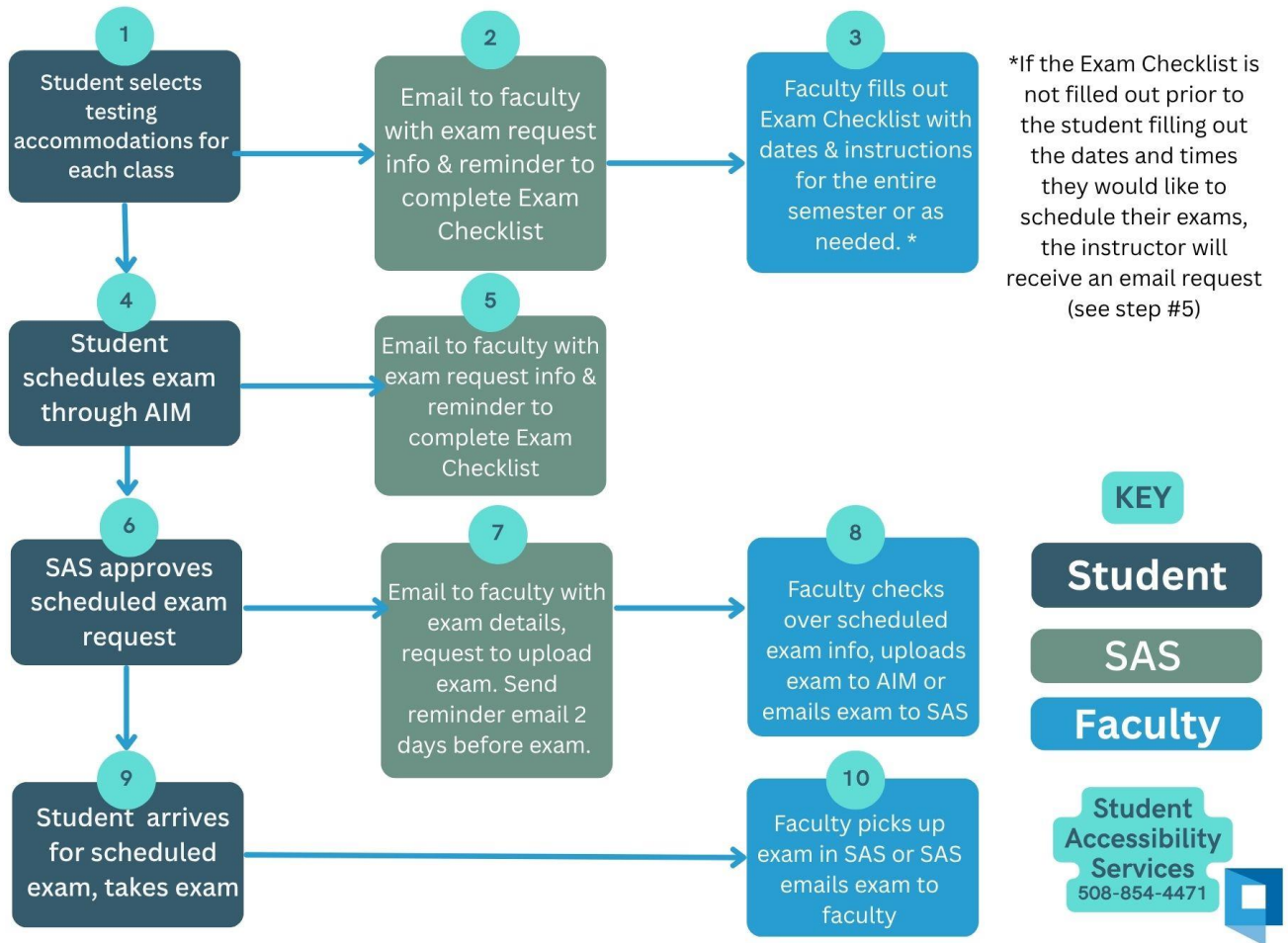
Call: 508-854-4471 Email: SAS@qcc.mass.edu Sorenson Video Phone: 508-502-7647

Student Accessibility Services Flow Charts:

Accommodation Notification



SAS Alternative Testing Accommodations Flowchart



Web Links: QCC Specific Resources:

- **Instructions to Submit Exam Checklist for Faculty:**
 - [Steps to Submit the SAS Exam Checklist in AIM](#)
 - [Visual Guide to Submit the SAS Exam Checklist in AIM](#)
 - [SAS Alternative Testing Accommodations Flowchart](#)
- **Emergency Evacuation Procedures:**
 - [Campus Emergency Guide](#)
- **Service Animals:**
 - [Service Animal Policy-Statewide 2013](#)

Disability Related Resources:

- **Blackboard Ally to test accessibility for your course content:**
 - [Inclusive Digital Environments | Anthology Ally](#)
- **University of Washington: Do-It: National Resources for promoting inclusion educators:**
 - [DO-IT | Disabilities, Opportunities, Internetworking, and Technology \(washington.edu\)](#)
- **Universal Design for Learning (UDL)**
 - **CAST Professional Learning:**
 - [CAST: About Universal Design for Learning](#)
 - **University of South Carolina Upstate:**
 - [Accessibility Assessment Toolkit \(qcc.edu\)](#)