****

Figure 1 QCC Logo

**Faculty Guide to**

**Student Accommodations**

**Updated August 2023**

**Student Accessibility Services**

**Contact Information:**

**Worcester Campus on West Boylston St.**

Room 246 Administration Building

Phone: 508.854.4471

Sorenson Video Phone: 508.502.7647

[SAS@qcc.mass.edu](mailto:SAS@qcc.mass.edu)

670 West Boylston Street

Worcester, MA 01606-2092

**Burncoat Campus, Senior Center Campus,**

**Southbridge Campus, and Worcester Downtown Campus**

***By Appointment Only***

*This handbook is available in Alternate Format by request.*

**Student Accessibility Services Staff Contact List:**

Kristie Proctor, Director 508-854-4259 [kproctor@qcc.mass.edu](mailto:kproctor@qcc.mass.edu)

Terri Rodriguez, Associate Director 508-854-4470 [trodriguez@qcc.mass.edu](mailto:trodriguez@qcc.mass.edu)

Kristine Brown, Clerk III 508-471-4623 [kbrown@qcc.mass.edu](mailto:kbrown@qcc.mass.edu)

Kevin Ryder, Clerk III 508-854-4361 [kryder@qcc.mass.edu](mailto:kryder@qcc.mass.edu)

Kim Cummings, Coordinator 508-854-2728 [kcummings@qcc.mass.edu](mailto:kcummings@qcc.mass.edu)

Mikaela Kitka, Coordinator 508-854-4245 [mkitka@qcc.mass.edu](mailto:mkitka@qcc.mass.edu)

Anne Shore, Coordinator 508-854-7406 [ashore@qcc.mass.edu](mailto:ashore@qcc.mass.edu)

Tami Strouth, Coordinator 508-854-3809 [tstrouth@qcc.mass.edu](mailto:tstrouth@qcc.mass.edu)

Hailey Walker, Coordinator 508-854-4412 [hwalker@qcc.mass.edu](mailto:hwalker@qcc.mass.edu)

Cassandra Estey, Access Navigator 508-854-4226 [cesty@qcc.mass.edu](mailto:cesty@qcc.mass.edu)

\*To contact SAS Learning Specialist or Academic Coach, please call 508-854-4471



Figure 2: QCC Q logo

# **General Information:**

**The Purpose:** Quinsigamond Community College is committed to ensuring equal access to students with disabilities in the participation of 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:** Accommodations provide access to individuals with disabilities and are mandated under the Americans with Disabilities Act of 1990 as Amended and Section 504 of the Rehabilitation Act of 1973. Verification of the student’s disability and need for accommodations are on file in Student Accessibility Services.

**Disclosure:** 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.

**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 an accommodation 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 an electronic Accommodation Letter from their Coordinator via QCC email. The student is responsible for forwarding the Accommodation Letter onto their course instructors. It is always the student’s choice as to which method of delivery and when to deliver the accommodation form. A student may present the accommodation form at any time during the semester electronically or print version. Student Accessibility Services recommends delivery of the accommodation form via Qmail in order to record a time stamp, but a student may prefer to deliver a paper form during faculty office hours or before/after class.

Accommodations go into effect upon the student’s submission of the accommodation letter to the instructor, whether it be electronic or hand delivered. Accommodations are not retroactive. While a student is eligible for all of the accommodations listed in the accommodation letter, the student may elect not to use all of them due to the nature of the course and its impact on the disability.

All information on the **accommodation letter is confidential** **and FERPA**-**protected** and should be handled in a respectful manner. Conversations regarding accommodations should be conducted with privacy to uphold student confidentiality. If you have questions about accommodations, don’t hesitate to 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 to Student Accessibility Services and providing documentation to verify disability status.
* 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.
* Delivering a copy of the accommodation letter (electronically or printed) to the appropriate course faculty semester by semester.
* Understanding that accommodations are implemented when the course faculty receive a copy of the student accommodation form. Accommodations are not retroactive.
* Following the procedures to reserve a seat in the Accommodated Testing Room in a timely manner.
* Inform Student Accessibility Services if they perceive their accommodations are not being provided.
  + Students who believe their accommodation 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 the Dean of ADA Compliance and Title IX for QCC:

Liz Woods 508-854-2791 Room 421 Administration Building

**Faculty Partnership:** Instructors will not be able to predict every single 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

***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.***

# **The Accommodation Letter:**

The ***QCC Student Accommodation Letter*** addresses the following six (6) areas and/or environments that a student may qualify for accommodations.

|  |  |  |
| --- | --- | --- |
| Environment | Course Delivery | Example Accommodation |
| 1. Classroom | * In-person * Hybrid/remote * On-line | * Calculator * Preferred seating |
| 1. Assessments | * In-person * Hybrid/remote * On-line | * Extended time 1.5x   1. Test   2. Quizzes   3. In-class graded assignments |
| 1. Technology | * In-person * Hybrid/remote * On-line | * Reading software * Dictation Software |
| 1. Assignments | * In-person * Hybrid/remote * On-line | * Consideration for an extended time on assignment deadline due to disability |
| 1. Communication | * In-person * Hybrid/remote * On-line | * Sign Language interpreter * Closed Captioned Videos * Enlarged Print |
| 1. Attendance | * In-person * Hybrid/remote * On-line | * Consideration for an extended time on assignment deadline due to disability |

**Accommodations Letter Submission:** Upon receipt of student’s *Accommodation Letter*, the listed accommodations are active for the semester indicated. Some of the listed accommodations may not be applicable to the course or the student may choose to not utilize a specific accommodation.

# **Sample Accommodation Letter: Updated format for Fall 2023**

**The following is an example of what the *Accommodation Letter* you will receive from a student. Please note that each student’s accommodations are determined based on an individual’s needs.**

|  |
| --- |
| **Student Accessibility Services**  **Student Accommodation Letter**  **Semester: Fall 2023**  **Student: Landon DeLuna #123456**  **SAS Coordinator: Coordinator Name’s here x4471**  Dear Professor/Instructor:    ***The Purpose:*** Quinsigamond Community College is committed to ensuring equal access to students with disabilities in the participation of 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. This partnership is critical to ensuring that the college's students with disabilities have the opportunity to learn on an equal basis and be able to fully participate in all the opportunities offered by the college.    ***Why Accommodations:*** Accommodations provide access to individuals with disabilities 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. ***Faculty may not deny an approved accommodation(s) without engaging in an interactive process with Student Accessibility Services.***  Please note the information below and ***contact me if***:   * There is experiential learning component such as clinicals, practicums, student teaching, etc. * 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. * You have other ideas regarding how to create access in 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* ***confidentia****l. Conversations between the faculty and student should be conducted with privacy in mind.* *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.*  Additional helpful information about the accommodation implementation process may be found in the ***Faculty Guide to Student Accommodations.***  Student Accessibility Services sincerely appreciates your dedication to ***equal access for all students***. I look forward to working with you to implement accommodations for this course.  **Coordinator, 508-854-4471**  **Approved Accommodations: (Sample)**  **Classroom Accommodations:** (in person, online, and/or remote as applicable for class modality)  **Access to Class Notes:**  A student will advise SAS when class notes are needed to supplement their personal notes. Student Accessibility Services will assign a *Staff Notetaker*, hire a *Peer Notetaker*, or ask the instructor for copies of Power Points or notes when available.  **Assessment Accommodations:** (test, quizzes, and in-class graded assignments)  **Distraction Reduced Testing:**  This is an environment which is separate from the rest of the class but could contain a small group of students.  **Extended Time 1.5X:**  The student is eligible to receive one and a half times the amount of time given for timed exams, quizzes, or essays (i.e., The student would receive one and a half hours for a one-hour exam).  \*\* ***As of September1, 2022, this is the standard for all testing environments unless otherwise notified.***  **Reading software:**  A student may use to read aloud the text displayed on the computer screen with a synthesized voice.  **Technology Accommodations:**  **Reading software:**  A student may use to read aloud the text displayed on the computer screen with a synthesized voice.  **Communication Accommodations:**  **Enlarged Print:**  A student may need course materials such as handouts and tests enlarged: including size of print and preferred font. |

**Student Accessibility Services Flow Chart: *Updated August 2022***

Accommodation Notification\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# 

# Extended Testing Accommodation Room Requests\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# **Related Resources and Web Links:**

**QCC Specific Resources:**

* **Exam** **Check-List for Faculty:**
  + - [**SAS Exam Check List**](http://www2.qcc.mass.edu/QCCWS/DisabilityServices/examCklist.aspx)
* **Emergency Evacuation Procedures:** 
  + - [**QCC Emergency Evacuation Guide**](file:///C:\Users\trodriguez\Downloads\o%09https:\www.qcc.edu\campus-police-alerts\emergency-response)
* **Service Animals:** 
  + - [**Service Animal Policy**](file:///C:\Users\trodriguez\Downloads\o%09https:\www.qcc.edu\files\qcc_system-wide_policy_on_service_animals_amended_7_25_14_updated_aao_2019.pdf)
* **Syllabus Accessibility Statement:** In order 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 forwarding the Accommodation Letter to the professor (via email or hard copy). Students may request* *accommodations at any time during the semester, which* *begin upon receipt (**accommodations are not retroactive). Please discuss any barriers which may arise during the semester with your* *Professor or Coordinator in the Student Accessibility Services office.*

*Student Accessibility Services Contact Information:*

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

**Disability Related Resources:**

* **Blackboard Ally to test accessibility for your course content:**
  + - [Inclusive Digital Environments I Anthology Ally](https://www.anthology.com/products/teaching-and-learning/learning-effectiveness/anthology-ally)
* **University of Washington: Do-It: National Resources for promoting inclusion educators:**
  + - [DO-IT | Disabilities, Opportunities, Internetworking, and Technology (washington.edu)](https://www.washington.edu/doit/)
* **Universal Design for Learning (UDL)**
  + **CAST Professional Learning:**
    - [CAST: About Universal Design for Learning](https://www.cast.org/impact/universal-design-for-learning-udl)
  + **University of South Carolina Upstate:**
    - [Accessibility Assessment Toolkit (qcc.edu)](https://theq.qcc.edu/ICS/icsfs/mm/accessibility-assessment-toolkit.pdf?target=19fc821c-bbf1-4e2b-b901-6e252c908c62)