



Faculty Guide to Student Accommodations 2024-2025

Student Accessibility Services (SAS)

Worcester Campus on West Boylston St.

Room 246 Administration Building

Phone: 508.854.4471

Sorenson VP: 508-502.7647

Email: SAS@qcc.mass.edu

670 West Boylston St.

Worcester, MA 01606

By Appointment Only for the follow QCC Locations:

Burncoat HS, Worcester 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:

Kristie Proctor, Director	508-854-4529	kproctor@qcc.mass.edu
Terri Rodriguez, Assoc. Director	508-854-4471	trodriguez@qcc.mass.edu
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
Tami Strouth, Coordinator	508-854-3809	tstrouth@qcc.mass.edu
Hailey Walker, Coordinator	508-854-4412	hwalker@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.

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 SAS 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 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 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 the Dean of ADA Compliance and Title IX for QCC:
Liz Woods 508-854-2791 Room 421 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: **New for Fall 2024**

Student Accessibility Services (SAS) is extremely excited to announce the launch of our new accommodation management software: **AIM** (Accessible Information Management). AIM is designed to streamline several processes. Students can apply for SAS services directly in AIM, along with requesting accommodations in AIM for each semester once eligibility for services is determined. Additionally, AIM will assist faculty by managing student accommodations in one location.

The Instructor Portal:

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 testing accommodations, notetaking accommodations, alternative format requests, 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.

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 respectfully:** calculator, extended time, reading software, consideration for extended time on assignments due to disability, and Close Captioned videos.

Sample Accommodation Letter: Highlighted Items are new for Fall 2024 with AIM

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

From: MassQCC - Student Accessibility Services <MassQCC.SAS@accessiblelearning.com> on behalf of COORDINATOR NAME <MassQCC.SAS@accessiblelearning.com>
Sent: Tuesday, July 16, 2024 2:35 PM
To: FACULTY NAME HERE
Subject: [SAS] Accommodation Letter for Luna Lovegood - MAG 103.01 - INTRO TO CHARMS (Course Name: MAG10301) - 2024 - Summer 2

****** CAUTION - EXTERNAL EMAIL! ******

This message originated outside of QCC. Do not click on links or respond if it appears to be suspicious.

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](#)

MAG 103.01 - INTRO TO CHARMS (Course Name: MAG10301) (2024 - Summer 2)

Dear PROFESSOR NAME HERE:

Luna Lovegood (SC ID# 000000000), a student enrolled in your course for 2024 - Summer 2, 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 Luna Lovegood.

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 Luna Lovegood

1. Alternative Testing

- **Extended Time (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.
- **Reduced-Distraction Location**
Student is eligible to take quizzes, tests, and exams in a location that reduces auditory and visual stimuli (typically in proctored individual or smaller group settings). Student should inform the professor at least 5 business days in advance to coordinate a plan for administration and/or to request test proctoring services through SAS.

2. Assistive Technology

- **Assistive Listening Device**
Assistive listening systems (ALSs), sometimes called FM or DM systems, are small, discrete devices that increase the clarity of targeted sounds, like a speaker's voice, by simultaneously amplifying the target and eliminating extraneous noise. An ALS typically consists of a receiver, worn by the student, and a transmitter that includes a microphone). In some cases, the transmitter may need to be worn on a neck-loop or lapel-clip by the faculty member. Consult with the student for proper placement.

Additional Notifications Regarding Student:

3. Notice of Possible Tardiness

Due to mobility limitations, the student may need additional time to navigate campus in between classes. As a result, the student may arrive to class a few minutes late. While it will be the student's responsibility to catch up on any material missed, please consider excusing the student's tardiness.

Upload Syllabus

Please consider providing SAS staff with a copy of your course syllabus to assist us with planning and accommodation management. Direct access to your course syllabi and schedule can streamline our coordination of accommodations and services for your course.

[Upload Syllabus](#)

Thank You,

Student Accessibility Services

[SAS Q Webpage](#)

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: [The Q](#)

NOTICE: This email (including attachments) is covered by the Electronic Communications Privacy Act, 18 U.S.C. 2510-2521, is confidential and may be privileged information. If you are not the intended recipient, please be aware that any retention, dissemination, distribution or copying of this communication is prohibited. Please reply to the sender that you have received this message in error, then delete it. Thank you for helping to maintain privacy. This email may contain confidential student information. Further disclosure may be a violation of FERPA. Do not forward or copy this message.

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 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

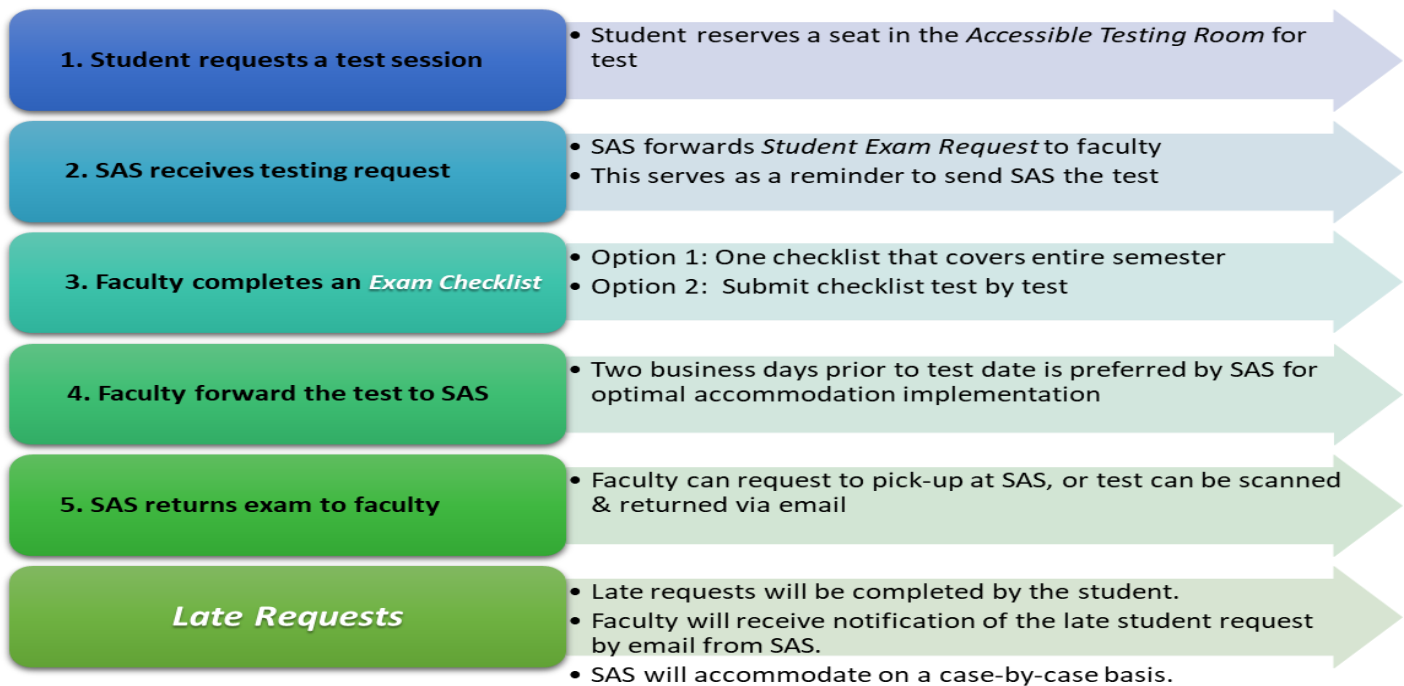
Sorenson Video Phone: 508-502-7647

Student Accessibility Services Flow Charts:

Accommodation Notification



Extended Testing Accommodation Room Request



Web Links: QCC Specific Resources:

- **Exam Checklist for Faculty:**
 - [SAS EXAM CHECK LIST](#)
- **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 I 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 \(qcc.edu\)](#)