

CLASS Student Handbook

Disability Law

SECTION 504 OF THE REHABILITATION ACT OF 1973

“No otherwise qualified person with a disability in the United States shall solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

According to this law, an individual with a disability is a person who has a “physical or mental impairment which substantially limits one or more major life activities” and includes specific learning disabilities. With regard to post-secondary students, “qualified” refers to a person with a disability who meets the “academic and technical standards” required for admission to or participation in an educational program or activity. Section 504 mandates “reasonable accommodations” for students with disabilities via such methods as alternative format textbooks, alternative testing arrangements, curb cuts, and ramps to entrances of classrooms and buildings.

It should be stressed that nothing in the language or intent of Section 504 abridges the freedom of an institution of higher education to establish academic requirements and standards.

THE AMERICANS WITH DISABILITIES ACT OR ADA

The ADA, passed in 1990, gives people with disabilities the same rights that women and minorities have had since 1964. It prohibits discrimination in employment, public services, public accommodations, transportation, and telecommunications. Employers are required to make “reasonable accommodations” for persons with disabilities unless such accommodations would result in “undue hardship.”

DISABILITY LAWS AND POST-SECONDARY INSTITUTIONS

Essentially, Section 504 and the ADA require that colleges and universities make **reasonable adjustments** to ensure equal access to the educational experience. For example, it may be necessary to allow a student with a reading disability to have reading materials in an audio format. Other examples might include extending time limits on exams or allowing lectures to be tape-recorded when disabilities impact a student's ability to keep up with the lecturer. For students with physical disabilities, adjustments might need to be made to classrooms or sign interpreters might need to be provided.

Note that the emphasis in each of these adjustments is on the **may**. The key is accommodating for the effects of the disability, NOT altering course content. The “may” means that, with the exception of removing architectural barriers, no set formulas exist for making adjustments that will be helpful in every case. Thus, the adaptation will be

specific to the needs of the individual student. In every case, the intent is to accommodate for the disability without altering academic standards or course content.

REASONABLE ACCOMMODATIONS

A reasonable accommodation ensures that a qualified student with a disability has an equal opportunity. Equal opportunity means that the student has the opportunity to achieve the same level of performance as a similarly-situated student without a disability. Reasonable accommodations are guided by the barriers resulting from the disability and the course. The process of determining accommodations also considers what the essential elements of the course are and ensures that any accommodations will not compromise those elements. For example, an instructor may determine that class participation is fundamental to the course. In that case, a request for an attendance accommodation is not reasonable.

POST-SECONDARY INSTITUTIONS

While in high school, the student's home school-district was legally responsible for initiating, developing and providing all academic supports required for the student's full access to and involvement in the educational process.

At the post-secondary level, this responsibility changes:

CLASS and Augsburg College have a different legal obligation than high schools do based on **different laws** that apply at the post-secondary level.

It is the student's responsibility to **initiate and maintain contact** with CLASS.

CLASS **does not seek out students** to determine if they need services.

If a student discloses their disability to CLASS but does not subsequently choose to access our services, CLASS does not seek them out.

Privacy and Sharing of Information

The Center for Learning and Adaptive Student Services (CLASS) recognizes the sensitive nature of disability information it receives about students; therefore, CLASS views all material pertaining to a student's disability as private. This policy is based on government mandates regarding the treatment of disability-related information.

Any written material obtained by CLASS to verify the disability is used to plan for appropriate services and accommodations.

Disability-related information that we receive is housed in the CLASS office. Only CLASS staff have access to these files.

Files located in the CLASS offices are maintained for a period of seven years after a student is no longer registered for classes at Augsburg. After that period, the file is destroyed.

The Family Educational Rights and Privacy Act of 1974 (FERPA) and the Americans with Disabilities Act (ADA) limit faculty access to student files and disability-related information.

Some level of disclosure to faculty is necessary

for a student to receive any accommodations through CLASS.

OTHER ISSUES OF PRIVACY

Any institutional data collected from CLASS will be reported in a manner that protects the anonymity and privacy of the individual.

A student may request to review the contents of his/her own file when a Specialist is present. All information in the file is the property of CLASS.

CLASS **cannot forward** to an outside entity any documentation that originated with another institution or professional. Other disability-related information may be released to an outside source only after the student has signed a "Release of Information" giving permission.

CLASS complies with Augsburg's policy on mandatory reporting with regard to "harm to self or others...."

Meeting with a Specialist

EXPECTATIONS FOR MEETINGS

All first-year and new transfer students should meet with their Specialist at least once a week.

Returning students should meet with their Specialist as soon as possible after classes start to schedule the appointment times that best meet their needs.

If you are unable to keep your appointment or will be late, please call the front desk at (612)330-1053 to reschedule.

Specialists will only wait ten minutes for you if you are late to an appointment without calling.

Repeated "No-Shows" may mean that your Specialist will ask you to schedule a new regular appointment time.

CLASS works with a large number of students and as a result, may not be able to address your concerns immediately. We will act on your requests as soon as we can make an informed decision about the situation, and we will consult with you as soon as possible.

ACTIVITIES FOR APPOINTMENTS

Checking in on effectiveness of academic accommodations

Disability documentation

- Empowering you to understand the implications of your disability

- Determining if you need additional assessments

Academic strategies

- Writing

- Studying and test-taking

- Notetaking

- College-level classroom etiquette

Coursework

- Clarifying assignments

- Mapping out a timeline to complete assignments

“Brainstorming” and other activities related to writing papers
Evaluating why an assignment is not going well and brainstorming next steps

Time management and organization

Using a planner to make effective use of your time

Organizing notebooks and binders

Communication with professors

Planning how to approach professors or scripting what to say

Help in contacting professors

Modeling appropriate communication skills

Academic advising

Referrals to other campus services

Counseling

Academic Advising

Reference Librarians

The Center for Service, Work and Learning

Tutoring

Writing Lab

Speaking Lab

Faculty office hours

Accommodations

Accommodations can only be provided by the CLASS office if your instructor is informed. Disclosing that you are working with CLASS to your faculty can be of great benefit to you during the semester as it will open lines of communication between you, your specialist and your instructors.

You do not need tell your instructors specific information about your disability, only that you have been found eligible for accommodations through CLASS. If you choose to share details regarding your disability with your professors, you and your Specialist can work together on how to initiate that conversation. One example of the benefits it can provide you is that it can lead to a helpful discussion of your academic strengths and challenges.

There are **two forms** that are completed for each course for which you are requesting accommodations:

PROFESSOR LETTERS

You officially disclose that you have a disability through the **Professor Letter**. This letter confirms your connection with CLASS and indicates which accommodations you are eligible to receive for each specific course.

After you receive the letters from your Specialist, you should:
Present the letters to each of your professors the next time you have class with them.
Ask them to sign it right then so you can take the copy back. (Don't leave the letters with them to sign later.)
Give the professor the **top white copy** of the Professor Letter for their records.
Return the **signed yellow copy** to Rebecca Lund, Accommodations Specialist in Foss 17A (Groves Lab). **These signed letters need to be returned to the Groves Lab before you can receive accommodations.**

PROCTOR REQUEST FORMS

For each test or quiz that you want to take in the Groves Lab, you will fill out a **Proctor Request Form** and have your professor sign it.
You can complete these forms with the help of your Specialist during one of your meeting times.

Once your professors have filled out the bottom part of the forms, return them **in person (we only accept forms in person from you, not from a friend, classmate, or professor)** to a staff person in the Groves Lab.

The lab staff will review the forms and confirm with you that they are correct and complete.

You can hand in all forms for the entire semester all at one time.

Proctor Requests (the pink copy) need to be submitted to the Groves Lab at least **7 days prior to the test date.**

If there are **any changes** to test dates or times, notify the Accommodations Specialist within **24 hours** of learning of the change.

It is your responsibility to complete the necessary forms, have them signed by your professors, return the copies to the Groves Lab. This is an important aspect of student independence and self-advocacy.

Reading Materials in Alternative formats

TYPES OF ALTERNATIVE FORMATS

(This only applies if you are eligible for alternative-format textbooks)

Kurzweil

We convert text materials using the computer program Kurzweil 3000. The textbook binding is cut, and the pages are scanned and converted into Kurzweil. The books are then spiral-bound and returned to the student. We burn the converted textbooks onto a CD, which can be used in your PC or Macintosh and on computers in the campus computer labs.

RFB&D

Another format of alternative textbooks is audio CDs from Recording for the Blind and Dyslexic (RFB&D). These CDs require a special Telex player, which can be checked out from the Groves Lab for free. You will be required to sign an Equipment Check-Out Agreement for any of the machines you use during a given semester.

Daisy

In the event that books are not available through RFB&D, we can create an audio CD of your textbooks. It takes approximately two to three weeks to convert and edit these Daisy audio books. You will need the Telex for these as you do for RFB&D discs.

ORDERING THEM

You are responsible for ordering alternative format textbooks once you register for the next semester's classes. Your Specialist can assist you in filling out this form. Please request alternative format textbooks **only if you plan to use them**. We spend considerable time and money processing these books and this is wasted if students order alternative formats but don't pick them up. If you are unsure about whether you want to use them, talk with Rebecca Lund or your Specialist before completing the form.

Forms will be processed in the order that they are received, but timing can also depend on when we receive the textbooks from you or when they are available in the Bookstore.

If you choose to access textbooks in alternative format, your textbooks will be charged to your student bookstore account.

If you make any **changes to your class schedule**, please notify the Accommodations Specialist **immediately**, otherwise we will charge you for and process the textbooks for the classes you listed on your initial Alternative-format Request form.

Because of copyright laws, you must purchase the printed textbook in order to get access to the alternative format version.

CHECKING OUT ALTERNATIVE-FORMAT TEXTS

You can pick up your alternative format textbooks in the Groves Computer Lab, Foss 17A at the beginning of each semester.

Please check each CD to make sure that it corresponds to the books required for the courses you are taking, and that the CD can be read by your equipment.

There will be a charge of \$2 for each CD that you request but **do not pick up**. You will then need to speak with your Specialist before ordering alternative-format textbooks again.

Getting Kurzweil

If you are eligible for Kurzweil 3000, a read-only version will be installed on your PC or Macintosh desktop or laptop by the IT Department during their posted Groves Lab

hours. You must continue to be eligible to receive alternative format textbooks in order to have Kurzweil 3000 reinstalled each academic year. If you no longer use Kurzweil or you withdraw from Augsburg College, **you must have IT uninstall Kurzweil from your computer.**

RETURNING MATERIAL

All equipment and the CDs from RFB&D must be returned to the Accommodations Specialist at the end of each semester. Kurzweil CDs or burned Daisy CDs do not need to be returned.

Fines

All equipment needs to be returned in the same condition in which you received it, otherwise replacement cost, or fines, may be applied to your student account.

Testing Accommodations

BEFORE YOU CAN TEST

In order to receive accommodations from the CLASS office, you must **meet with your Specialist at the start of every term** to get your professor letters and sign your Accommodations Plan (CAP form). You must have your instructors sign your professor letters and **you** must return them to the Grove Lab **before you can schedule any exams.**

SCHEDULING

A **Proctor Request form** (available from your Specialist or the Accommodations Specialist) must be completed for every test or quiz you want to take in the Groves Lab. If your professor gives “pop quizzes,” speak with the Accommodations Specialist to coordinate those with your professor.

Your **instructor must sign** each Proctor Request form and keep the top white copy for their records. (They should use this copy to remind them to bring your test to the Groves Lab prior to your test date. You should also remind them the day before your exam to make sure the test will be in the Groves Lab.)

You need to submit your proctor request forms to the Groves Lab **at least 7 days prior** to the date you are taking the exam. Exceptions are rare, and conducted on a case-by-case basis.

Your Disability Specialist will determine how much extra time is reasonable and appropriate based on your documentation, either 1.5 times or 2 times the length of time the professor allows in class to take the exam. For example, if the professor allows an hour in class for the test, if you get an accommodation of 1.5 x, you will have an hour and a half to complete the test. If you are concerned that you will need additional time or if you find that you are consistently running out of time for exams, please discuss this with your Disability Specialist. “Unlimited time” though is beyond what is considered a reasonable accommodation.

***Changes to your test date or time**

If the professor changes the test date and you’ve already submitted a proctor request form, you have 24 hours to notify us of this change from the time the professor announces it in class. The

change must be made in writing (or email to lundr@augsborg.edu) or in person to the Accommodations Specialist Rebecca Lund, in order to document that you let us know of the change.

DAY OF THE TEST

Arrive at the Groves Computer Lab at least **five minutes before** your scheduled test time. Your proctor will be waiting for you there.

Be prompt. The testing “clock” starts and ends at the times you scheduled yourself on the proctor request form. For example, if you arrive five minutes late for an exam that was scheduled to go for an hour, you will only have 55 minutes to finish the exam. If you arrive more than a ½ hour late to take your scheduled exam, you will have to reschedule it with the CLASS office. (The proctor is released a ½ hour after the scheduled test start time.)

Your proctor can safeguard any **personal items** you have with you, such as notebooks, textbooks, backpacks, cell phones, purses, etc., as these items are **not allowed in the test rooms**. We also have locks that you can check out to use with the lockers in the hallway. **No iPods** are allowed in the testing rooms. You may listen to store-purchased music CDs, but not “burned” CDs.

Your proctor will show you to the testing room reserved for you, and both you and your proctor will sign the *Agreement for Taking an Exam under Special Circumstances*. Your proctor will go over the specific testing accommodations you are authorized for. They will periodically check in with you during your exam in case you have questions or concerns.

All students are expected to follow the college-wide **academic honesty policy** and procedures. If a student violates the honesty policy, testing will be stopped immediately and the professor will be notified of the circumstances. CLASS may determine that this student needs to make future testing arrangements directly with their professor.

Typically, students take the test at the **same time it is being given in the classroom**; however, you should schedule your test at a time that does not interfere with another class or commitment. To avoid missing another class, you may (with your professor's permission) schedule a test earlier or later in the day. **We proctor exams between the hours of 8:30 and the closing time of the lab (check lab hours).**

One or two breaks are allowed during testing but are to be kept to 10 minutes and may take place only under your Proctor's supervision. Additional breaks are allowed for final exams. If you feel that you need additional breaks for regular exams, please discuss this with your Disability Specialist.

If you miss a test you've scheduled in the Groves Lab, you will need to explain your absence to the professor and then discuss with them whether you will be allowed to schedule a make-up exam.

PROCTORS

Proctors are hired by the Accommodations Specialist. Students cannot provide their own proctors or be proctored by: their Disability Specialist, their tutor for that subject, a family member/guardian, or their personal care assistant.

To ensure the integrity of the exam and the testing environment, if the faculty member does not deliver and pick up their exams, only Groves Lab proctors, student workers, and CLASS/Access staff will retrieve and return exams to professors.

Notetakers

If your Professor Letter indicates that you are eligible for a notetaker in a class, please mention this to your professor when you give them the letter to sign.

GETTING A NOTETAKER

You can ask the professor to announce (or send an email) to the class that “a notetaker has been requested for this course” and for interested students to stay after class to meet with you.

OR

You can approach a student in the class and personally ask them to be your notetaker.

Notetakers should contact the Accommodations Specialist in Foss 17A for further instructions.

Notetakers are to make copies of their notes within 24 hours of the class, when schedules allow.

Your notes will be in the Groves Lab.

YOUR RESPONSIBILITIES:

You need to return the signed copy of the Professor Letter to the Groves Lab in order to receive notes.

It is your responsibility to pick up your notes.

You need to be **present, on time, and mentally alert (awake)** in class in order to receive your notes. See your Specialist or the Accommodations Specialist if you miss class and still want to get your notes.

We want to keep improving our services, so we will ask you to fill out a notetaker evaluation at mid-semester. This will help us determine the quality of the services you are receiving, both what is working well and where improvements might be made.

Contact the Accommodations Specialist if:

- you are dissatisfied with the quality of your notes.
- your notes are often not ready for you within 24 hours of the class.
- your notetaker is frequently absent from class.
- you feel that you no longer need a notetaker for a class.
- you were absent from class and wish to receive the notes.

Groves Lab

The Groves Computer Lab, located in Room 17A in the lower level of the Foss Center, is a specialized computer lab for CLASS and Access students only. It is equipped with Macintosh and PC-based computers, scanners, a printer, and study rooms for your use.

The lab contains several adaptive devices:
Kurzweil 3000 (scan-and-read software)
Jaws (screen reader)
Inspiration (writing brainstorming software)
Alpha Smart 2000 (portable keyboard)
Magic (screen magnification)
Naturally Speaking (speech recognition software for dictating text into the computer)

LAB PROCEDURES:

Please sign in and out when you use Groves Lab resources.
Please limit your time on the computer if other students are waiting.
After 6:00 pm and on weekends, the computer lab is locked. To gain access, use the phone on the wall outside the lab and dial x1748. A Lab Assistant will answer, ask you to turn around to face the camera, and state your name. This insures the safety and security of all students working and studying in the lab.
Students are not allowed in the lab after closing time.

Lab hours

(during the regular school year):

Monday	8:00 am - 8:00 pm
Tuesday	8:00 am - 8:00 pm
Wednesday	8:00 am - 8:00 pm
Thursday	8:00 am - 8:00 pm
Friday	8:00 am - 8:00 pm

WEC Weekends

(during the Fall and Winter trimester):

Saturday	11:00 am - 5:00 pm
Sunday	12:00 pm - 5:00 pm

For the WEC schedule see:

<http://www.augsburg.edu/enroll/ndars/weekend/2006.html>

. OTHER CAMPUS RESOURCES

Academic Advising (Enrollment Center): Sverdrup x1025
Access Center, Physical Disabilities Specialist: Sadie Curtis x1749
Center for Service, Work, and Learning: Anderson Hall x1162
Counseling and Health Promotion: 7th St and 21st Ave x1707
Tutor Center: Science 116, x1445
Math Tutoring: Matt Haines x1050
Speakers Lab: Foss 22C
Reference Librarians: Lindell Library x1604
TRIO/Student Support Services: Science 114 x1311
Writing Lab: Lindell Library, main level

Grievances

CONCERNS WITH CLASS SERVICES

If you have issues or concerns with CLASS procedure or policy, we encourage you to speak with any Specialist regarding these concerns.

If you have issues or concerns with a particular staff member of CLASS, please make an appointment to speak with the Director of CLASS, Karena Jones at 612-330-1218.

If you feel your concerns cannot be addressed by the Director of CLASS, please contact Barbara Edwards Farley, the Vice President for Academic Affairs, at 612-330-1024.

DISCRIMINATION COMPLAINTS

For grievances related to Section 504 or the ADA: (for matters based on physical or mental disabilities), please contact the office of the Vice President for Academic Affairs, Memorial Hall, 612-330-1024.