

## Office Contact Information

### Mailing Address

Ashland University  
401 College Ave.  
Ashland OH 44805

### Phone Numbers

**Voice:** 419-289-5904  
**Fax:** 419-289-5294  
**Ohio Relay:** dial 711

## Hours of Operation

### Fall and Spring Semester

Monday - Friday | 8:00 a.m. – 5 p.m.

### Summer Semester

Monday - Friday | 7:30 a.m. - 4:00 p.m.



***Important Note: Exams/quizzes taken at the Student Accessibility Center must be taken during the hours listed above and must be completed by the time the office closes.***

## Staff Contact Information

Staff	Email Address
<b>Silvia Henriss</b> – Director	shenriss@ashland.edu
<b>Taylur Greer</b> – Testing/ Assistive Technology Coordinator	tgreer3@ashland.edu

## Confidentiality and Release of Information

- The Student Accessibility Center (SAC) views all materials pertaining to a student's disability as confidential. All disability-related information for students at Ashland University is housed in the SAC. Only staff persons working at the SAC have access to these files.
- Disability information may be released only when a student gives permission.
- The Family Educational Rights and Privacy Act of 1974 (FERPA), also known as the Buckley Amendment, and the Americans with Disabilities Act (ADA) do not permit faculty or others access to disability-related information.
- The SAC will not share a student's specific diagnosis or medical information with university faculty or staff without the student's consent. The SAC staff will confirm registration and approved accommodations upon request.
- The SAC will retain all disability documentation in hard copy format for six years after students leave the university. Documentation will be electronically archived after six years.

## SAC Code of Student Conduct

In order to best serve our students, the Student Accessibility Center staff expects everyone to be courteous and appropriate to one another. Profanity, aggression (verbal or physical), threats, yelling, slamming doors or items, failing to comply with the Student Accessibility Center guidelines, etc. are considered unacceptable and disruptive. Offending persons will be asked to leave the center immediately, and Safety Services will be contacted.

Disruptive and disorderly conduct or failure to comply with the guidelines and expectations of the university's Code of Student Conduct and the Student Accessibility Center, may result in contacting the Office of Student Conduct and campus security.

The same general expectations of behavior apply to all students, including those with disabilities. Students registered with the Student Accessibility Center must adhere to the policies and guidelines stated in the Code of Student Conduct. These policies apply to academic and non-academic behavior on and off campus. To refer to the Code of Student Conduct, please visit the website of the Office of Student Conduct at [www.ashland.edu/student-conduct](http://www.ashland.edu/student-conduct).



***Important Note: Resources and accommodations are determined based on barriers to learning faced as a result of a disability, and specific functional limitations. You may not receive all of the accommodations contained in this handbook.***

## Helpful Hints for Initiating and Using Accommodations

### 1. Analyze your classes.

Look at the requirements for each of your classes and consider your particular disability related needs when determining which accommodations are appropriate. Some accommodations may not be appropriate or necessary for every class.

### 2. Meet 1-on-1 with your professor.

It is recommended that you request a one-on-one meeting (in-person or online) with your professors, or visit during office hours early in the semester to discuss accommodations and provide professors with your Accommodation Letter. Students taking online classes should email the Accommodation Letter to their professors, and may want to ask their professors for a phone conference meeting.

### 3. Remember to be specific.

When meeting with the professor, make specific accommodation requests. **You do not need to disclose the nature of your disability to your professor.** If you are uncomfortable identifying your disability, keep the conversation focused on the accommodations for which you are eligible.

### 4. Maintain communication:

- With the SAC – schedule follow-up appointments as needed.
- With professors - stay in contact throughout the semester and provide reminders of planned accommodations, such as scheduled tests in the SAC or other distraction reduced testing area.
- Students should immediately alert the SAC and/or their professor if they are having difficulties with any accommodation, service or classes.

## Exam Accommodations

Students registered with the Student Accessibility Center have three options for taking exams (tests/quizzes):

1. Take exams with the class, in the classroom without accommodations.
2. Take exams with accommodations if students and professors agree to a time and place.
3. Schedule and take exams in the SAC Testing Areas.

### **Scheduling Exams in SAC:**

1. Contact the Testing Coordinator **at least 3 business days prior** to the date of the exam – contact can be made via email or in person.
2. Let the Testing Coordinator know the date and time of the exam; the name and number of the class, and the name of the professor.
  - The Testing Coordinator will schedule the exam on the testing calendar and send you and the professor an invitation.
  - It is also important for you to notify your professor that you have scheduled to take the exam in the SAC testing area (as a second reminder).
3. If you have back-to-back classes, and you have an exam in the first one, schedule your extended time ahead of the standard time for the exam.
4. If you have three classes in a row, and you have an exam in the middle class, or if you have an evening class, you will need to work with your professor to establish a different time to take your exam to ensure that you receive your extended time or other test accommodations.

### **Test accommodations may include but are not limited to:**

- Extended time
- Distraction reduced testing area
- Assistive technology, reader, or scribe
- Computer keyboard access
- Braille
- Enlarged print

## **Policies for taking exams in the Student Accessibility Center:**

Students on the Ashland and Mansfield campuses who are eligible for testing accommodations will be provided with a testing accommodation agreement each semester. The agreement will be reviewed and signed by the student and SAC.

- Faculty instructions on the Course Proctoring Instruction Form will be reviewed with you before the exam begins.
- Unauthorized materials such as hats, coats, backpacks and unapproved books/notes are not permitted in the exam space.
- Cell Phones must be turned off and remain in your backpack or with the Test Proctor.
- SAC cannot guarantee a specific test environment, but will attempt to provide as little distraction as possible.
- You are not permitted to leave the testing area once you have begun your exam (exceptions are documented on the exam agreement).
- You are responsible for your personal exam materials (e.g., pencil, calculator).
- If you are unclear about the exam instructions or conditions, stop the exam and seek assistance from a Test Proctor. SAC will attempt to contact your instructor for clarification.

## **Online Test Accommodations**

- SAC utilizes software (e.g. Blackboard, SPSS, etc.) as needed for exams.
- Unless the class is taking an online exam in a proctored environment, you do not need to take online exams at SAC to receive extended time accommodations.
- Professors should indicate the software needed for exams on the course proctoring instruction form.
- Professors should provide passwords needed via email prior to the exam.

## **Lateness, Illness, Cancellation and Rescheduling Policies**

### **Lateness and Illness**

- You are expected to be at SAC or your campus testing area at the time designated by your professor. Typically, SAC will follow the exam timeline set by your professor with a few exceptions:
  - If you have a class immediately after your exam and you want to use your accommodations, schedule your exam in SAC prior to the standard time designated by your professor according to the amount of extended time for which you are eligible.
  - If you have 3 classes in a row, and you have an exam in the middle class, you will need to consult with your professor to determine a better time for you to schedule the exam in SAC.

- If you have evening classes and want to schedule exams in SAC, you will need to consult with your professor to determine alternative days and/or times to take your exam.
- If you arrive late for your exam, you may need to reschedule your exam with your professor.
- There is no guarantee that your professor will permit a make-up exam.
- This policy also applies if you are late due to illness.
- If you are unable to take an exam due to illness or emergency, contact your professor and SAC (if applicable) immediately.

### **Canceling an Exam or Quiz**

- Please notify SAC if for any reason you have decided not to take your exam in our testing areas.

### **Rescheduling an Exam or Quiz**

- Students are responsible for obtaining their professor's permission to reschedule an exam.
- SAC will accept exam rescheduling authorization from a professor through email, as long as the email includes the necessary information for us to administer and proctor the exam.

### **If you are eligible for a Reader on an exam:**

- Readers can be asked to repeat information, so do not hesitate to ask.
- Readers will only read what is on the printed page and **cannot** be asked to interpret, define, explain or reword questions.
- Readers need feedback from you to be effective. Let your reader know what reading tone, rate, etc. works best for you.
- An accommodation for read-aloud software on an exam may be used in place of a human reader.

### **If you are eligible for a Scribe on an exam:**

- Scribes will write down verbatim what you have dictated. The scribe is **not** responsible for organizing or paraphrasing your thoughts into a final draft.
- Scribes are responsible for general spelling and sentence ending punctuation. You are responsible for directing the scribe for any spelling of specific class related terminology or punctuation within sentences, such as commas, etc.
- At any time, you will have the opportunity to review what the scribe has written either by reading or having it read to you.
- If there are corrections, you will direct the scribe to make them.
- An accommodation for the use of a computer keyboard to type exam answers may be substituted in place of a human Scribe.

## **Final Exams Policies**

- SAC follows the final exam schedule from the university. However, due to space and staffing constraints, your final exam may need to be scheduled at a different time, or on a different day. SAC will work with you and your professor should this become necessary.
- **YOU ARE RESPONSIBLE FOR KNOWING YOUR FINAL EXAM SCHEDULE.** Please contact SAC if you have any questions about your final exam schedule.

## **Note-Taking Assistance**

Students eligible for note-taking assistance as an accommodation have three options:

### **Option 1: Instructor provides notes**

1. Present the accommodation letter to your professor and ask if they would be willing to provide you with notes or their comprehensive lecture slides ahead of time. (The professor can say no.)
2. If the professor says no, ask about the other two note-taking assistance options.

### **Option 2: Technology (audio recorder, Livescribe Smartpen, laptop, etc.)**

1. Let your professor know you'll be using an audio recorder/Smart pen/etc. Make sure you have provided your professor with your Accommodation Letter.
2. Consider placing yourself or the recorder near the front of the room for better audio quality.
3. After you no longer need the recording, delete it from your device.

### **Option 3: Volunteer, in-class note taker**

1. Meet with, or contact your professor and explain that you need their help in finding a note-taker with their class. Ask your professor if they would make an announcement in class, or send an email to the class soliciting a volunteer note-taker. This message should not mention you by name.
2. Once someone expresses interest to your professor, the professor can connect them with you.

3. Meet with, or contact the note-taker to let them know that they can bring, or email their notes to SAC. We will copy their notes at no cost to them, and send them to you as we receive them.
4. Inform SAC if you (1) can't find a note-taker, (2) the note-taker is not fulfilling their duties, or (3) you no longer need the accommodation.

### **Curriculum Modification Policy and Procedure**

SAC supports petitions for course substitutions in cases of foreign language, quantitative or other non-major specific course requirements as a reasonable accommodation **if** disability documentation supports the petition **and** if the course(s) in consideration is (are) not essential to your major.

If you choose to initiate a petition, you should adhere to the following procedures:

- 1) Meet with SAC to review documentation and discuss procedures. There must be evidence in the documentation that the disability has a significant impact on the learning of the coursework in question. Each request is entertained on a case-by-case basis.
- 2) SAC can provide you with a verification letter in support of your request.
- 3) Complete a Course Substitution and Waiver form, and submit all documentation to your academic advisor. The college – **not** SAC – reviews all curriculum modifications. Although SAC may provide a letter and assist with the application process, the decision ultimately rests with the college or department.

Substitutions are not automatically supported for persons who may have had substitutions or waivers of a course requirement from other institutions. If you anticipate needing a substitution, you should begin the process at least a full semester prior to the semester you desire to take the course substitution(s). You are still responsible for fulfilling the credit hours for the course. If the modification is approved, you will be required to take an equivalent class determined by your academic advisor.



## **Lab Assistant Accommodations**

If you have a lab assistance accommodation contact your lab instructor as soon as you schedule classes in order to provide them with your Accommodation Letter and discuss your need for assistance in the lab. The instructor may be able to arrange for an assistant or help you to make other arrangements in the class. If not, proceed to steps below.

### **Requesting a lab assistant:**

1. Contact SAC immediately after scheduling your classes to request an assistant. Let us know the class name and number (e.g. BIO 200, CHEM 122), and the name of the professor for the lab in which you'll need an assistant. Do not wait until a course has begun because there may be a delay or extreme difficulty in locating an assistant.
2. SAC will work with your lab instructor to locate a lab assistant for you.
3. SAC will send an email to both you and the lab assistant so that you two can discuss logistics.

### **Absences and Troubleshooting:**

- Contact your lab instructor and assistant immediately if you cannot attend a lab session. If you fail to show up twice for a lab and do not inform the assistant ahead of time, the assistant is authorized to discontinue assistance. To reinstate services, you must meet with SAC.
- Contact SAC if you drop the class or no longer need a lab assistant.
- Contact SAC if your lab assistant does not attend lab, does not perform tasks properly or another issue comes up between you and the lab assistant.

### **Lab assistants will:**

- Receive instruction, if needed, regarding your disability-related needs from you and/or SAC.
- Perform only those tasks directed by you. They will NOT prompt or guide you in performing a lab task unless the task is dangerous. You are responsible for all information about actual lab processes and procedures.

## Alternative Textbook Formats

### Available Formats:

- PDF image or searchable text
- Word document (.doc)
- Rich text format (.rtf)
- Paper enlargements
- Braille (6-month advance notice requested)

### Process and Procedures:

1. Contact SAC to schedule an Intake meeting to determine accommodations.
2. Schedule a training session with the Testing Coordinator if necessary.
3. Provide verification of textbook ownership – you can bring in the actual textbooks or send a receipt of purchase to the Testing Coordinator.
4. Work with the Testing Coordinator each semester to update your classes and alternative format needs.
5. Please check that materials are working and are in the correct format within 24 hours of receipt.



**Note: Textbooks assigned by your professors, and additional course materials (including Blackboard articles, recommended texts, etc.) can be converted upon request. We will not convert any supplemental texts not specified by your professors.**

For more information or if you have any questions, please contact SAC.

## **Assistive Technology Training**

To access training on the use of your assistive technology, students registered with SAC should contact the Testing Coordinator. The Testing Coordinator can provide training on the following assistive technology media:

- Read/Write – read aloud software
- Echo Smart Pens
- Lecture recording methods – digital recording, iPhone or Android recording, etc.

SAC training and support is concentrated on the software and hardware that is available on all student-used computers on campus and the SAC exam environment, but we will do our best, (on a case by case basis), to support students' own non-SAC assistive technology that they might bring to those environments. If we are not able to provide sufficient training, support and/or problem resolution for students' other assistive technology, we will provide a workable alternative to ensure a reasonable accommodation scenario using SAC assistive technology. We can assist students with their technology needs for their personal devices in collaboration with IT, but personal assistive technology needs are not SAC' s primary responsibility.

## **Sign Language Interpreting, Transcription and Real Time Captioning**

SAC coordinates interpreting and/or transcribing services for registered students who are D/deaf or hard of hearing, and request this accommodation.

**Interpreting/Transliterating** – SAC works in collaboration with area Organizations to provide a team of American Sign Language Interpreters who will interpret/transliterate all academic related activities. Students requesting this accommodation should contact SAC for more details.

**Transcription Services** – SAC works with area organizations to accommodate requests for a Transcriber. Students requesting this accommodation should contact SAC for more details.

## **SAC Grievance Procedure**

The Student Accessibility Center Grievance Procedure is located on the SAC webpage.