

Faculty Guide for Accommodation Services at Kirkwood Community College

Created by the Learning Services Department
Kirkwood Community College
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Accommodation Services

Accommodation Services, a part of the Learning Services department, offers support for students with disabilities. These services are available to eligible students at no cost. Using a team approach to assist students, staff on main campus and all county centers work with students to determine reasonable accommodations and ensure that faculty are aware of accommodations needed.

Kirkwood Community College has established policies and procedures to implement provisions of the Americans with Disability Act (ADA) and Section 504 of the 1973 Rehabilitation Act. These policies and procedures are used to determine reasonable accommodations for students with disabilities to meet academic and technical standards required for their educational program.

Accommodation Services Staff

Arron Wings, Dean of Learning and Library Services, 2063 Cedar Hall. x5624

Barbara Mussman, Manager, Accommodation Services. 2020 Cedar Hall. x5454
Accommodations Case Manager on main campus and Iowa City campus.

Amanda Thompson, Specialist, Accommodation Services & Assistive Technology.
2024 Cedar Hall. x5439
Accommodations Case Manager on main campus and Linn Regional.

Nic Jones, Department Assistant in Learning Services. 2063 Cedar Hall. x5574.
Nic processes files for all Kirkwood students requesting accommodation and is a good point of contact for students who have questions about the process of requesting accommodations.

Case Management for the County and Regional Centers is handled by designated staff at each site, in coordination with the main campus staff. Students attending High School Academies may also receive accommodations and will work with a designated Accommodations Case Manager at each center.

Why We Do What We Do

We are committed to providing equal access to students with different aptitudes, personal challenges and forms of disability in order to allow these students the opportunity to pursue their educational goals.

Under the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, individuals with disabilities are guaranteed certain protections and rights to equal access to programs and services. In order to access these rights, it is the policy of the Kirkwood Community College for students with disabilities to request accommodations through the Learning Services Department in order to determine eligibility for academic accommodations.

Historical Context

In 1990 the Americans with Disabilities Act (ADA) was passed that extended civil rights protection for people with disabilities to ensure they have equal access and are not discriminated against based on their disability. The ADA protects individuals with disabilities in the areas of employment in public and private sectors, transportation, public accommodations, telecommunication relay services and services provided by state and local government. The ADA extends the standards of compliance beyond Section 504 of the Rehabilitation Act of 1973 to include employment, communications and all policies, procedures and practices that impact the treatment of students with disabilities. The emphasis focuses on the entire scope of the institution's activities, including facilities (physical access), programs and employment.

Colleges and universities receiving federal financial aid dollars must not discriminate in the recruitment, admission or treatment of students. Enrolled students who have documented disabilities may request accommodations or auxiliary aids which will enable them to participate in and benefit from all postsecondary educational programs and activities. Postsecondary institutions must make appropriate changes to ensure that the academic program is accessible to the greatest extent possible by all students with disabilities.

Under Section 504 of the Rehabilitation Act of 1973 universities may not:

- Limit the number of qualified students with disabilities admitted to the institution;
- Make preadmission inquiries as to whether or not an applicant is disabled, except as necessary to provide Affirmative Action for persons with disabilities;
- Use admissions tests or criteria that inadequately measure the academic qualifications or likelihood of success of students with disabilities;
- Exclude a qualified student with a disability from any course of study;

- Limit eligibility of a student with a disability for financial assistance or otherwise discriminate in administering scholarships, fellowships, internships, or assistantships on the basis of having a disability;
- Counsel a student with a disability toward a more restrictive career;
- Use methods of evaluating students which fail to represent a disabled student's actual achievement;
- Establish and apply rules or policies that have the effect of limiting participation of students with disabilities. (American Council on Education brochure)

Feel free to refer to Kirkwood's established policy in Policy Manager on KIN. Policy name: "[Accommodation Services for Students with Disabilities](#)"

Accommodations Request Process

Students requesting accommodations will follow these steps:

1. Complete an Accommodations Request form by following this link: [online Accommodation Request form](#). If preferred, the student can obtain a paper copy of this form from the Learning Services office (2063 Cedar Hall, 398-5574, 8-5 Monday-Friday or at any of the off campus sites).
2. Provide a copy of documentation which describes their disability and how it affects their academic life. If the student doesn't have a copy of documentation, he/she should contact the Learning Services office to sign a release form allowing us to request information from an appropriate school or medical professional.
3. Once the Accommodations Request form and the documentation are received, **AND** the student is registered for classes, the student will receive a notification giving him/her the name of their assigned Accommodations Case Manager.
4. Student is responsible to contact their assigned Accommodations Case Manager to make an appointment.
5. Student and their Accommodations Case Manager will discuss appropriate accommodations and write an Accommodation Plan. A new plan is written every semester. Once the plan has been written:
 - a. The student shows of the plan to the faculty to obtain their signatures. An electronic copy of the plan will be emailed to the faculty's Kirkwood email address for their records.
 - b. Students enrolled in KTS or ATAW courses, a copy of the plan will be sent to the Distance Learning office, who will then distribute the plans to the appropriate faculty.

Role of the Accommodations Case Manager

The Accommodations Case Manager provides or arranges for reasonable accommodations for students with disabilities to ensure access to courses, programs, facilities, services and activities on campus. The Accommodations Case Manager role includes:

- Providing information, supports and referral to students with disabilities
- Assisting students with obtaining disability documentation and determining reasonable accommodations
- Promoting student self-advocacy, independence and skill development
- Maintaining strict confidentiality of protected information
- Facilitating communication and providing ongoing consultation and problem solving assistance for students, faculty and staff
- Assisting students in understanding their disabilities and their legal rights and responsibilities

Accommodation Descriptions

Below is information regarding specific accommodations faculty may see on a Student Accommodation Plan. If you have more questions or concerns, please contact the student's Accommodations Case Manager.

Exam/Quiz Accommodations:

- Students with any exam/quiz accommodations will take their exam at their campus test center, unless otherwise arranged with faculty
- Calculator to be used on math or science exams/quizzes
- Private Room: to be arranged by the student and reserved in advance. This is a quiet space for students to take their exam in free of distractions
- Tests Read Aloud: there are three options including: by staff, by audio tape, or by assistive technology
 - If a Student Accommodation Plan indicates their test may be read by audio tape, faculty will need to provide the test material to the test center at least 3 business days in advance to allow for a staff person to record the test questions onto an audio tape
 - If the Student Accommodation Plan indicates the test may be read aloud by assistive technology, an electronic copy of the exam may be requested to allow use of assistive technology
- Scribe: Student may need someone to write essays or short answers for them due to their disability, or may need assistance filling out the scantron
- Faculty are requested to send all exams/quizzes to the test center or submit via www.kirkwood.edu/testsubmissions with the Exam Instruction Sheet. Please

include all information pertinent to the student's exam including any above accommodations.

- Faculty and students should discuss exam/quiz arrangements that need to be made (e.g. date/time to take exam/quiz, if there is flexibility when exam/quiz needs to be completed, etc.)

Classroom Accommodations:

- Use of an Electronic Device to record and/or take notes with faculty approval
 - Electronic devices may include, but are not limited to: laptops, tablets, iPad's, SmartPens, Tape Recorder or Digital Recorder, etc.
 - Please refer to Kirkwood's [Recording Devices](#) Policy
- Access to lecture notes, PowerPoints or other note taking aids: This is for any notes the faculty may have readily available for the students to use as guides, outlines, or aids. It is not expected that the faculty create these if not readily available.
- Help a student identify a good note taker in class: Faculty can help a student get copies of another student's notes to add to their own personal notes. It is the student's responsibility to obtain the copies of notes, however, in some cases it may be helpful that the faculty assist in setting up this exchange with both students.
- Specific Seating: Students will indicate a preference of where to sit in the classroom to allow them to utilize their accommodations.

Accommodations through Learning Services (we would like for the faculty to be aware of these accommodations but unless otherwise noted, the faculty is not in charge of providing these):

- Alternative Textbooks: These are digital copies of textbooks publishers allow us to release to students with a disability. Students are required to show proof of purchase of the textbooks prior to receiving the digital copies. These formats allow students to use assistive technology software to access the book material by hearing a voice read the text.
- Assistive Technology: These are technology tools that assist a student with a task they may otherwise have difficulty with. For more information on specific Assistive Technology available at Kirkwood Community College, visit www.kirkwood.edu/assistivetech
- Sign Language Interpreter: A student requires an interpreter to be present in the classroom. Will be arranged through Learning Services.
- Adjustments to desks, tables, chairs: Will be arranged through the Learning Services office and faculty will be notified if needed.

Additional Accommodations/Information/Comments/Clarifications Section:

Please pay attention to this section of the Student Accommodation Plan. This will provide detailed information for the faculty to be aware of when it comes to the student and their accommodations.

Suggestions for talking with a student who is struggling and may need accommodations

- Talk to the student at a time where the rest of the class will not hear the conversation.
- Tell the student about your concerns, the inconsistencies you see in their work, areas they seem to lack understanding and specific examples of where the student is not making good progress.
- It is ***not*** appropriate to ask the student if he/she has a disability and students are not obligated to disclose their disability to anyone outside of Learning Services, specifically their Accommodations Case Manager. You ***can*** ask the student if they have had these types of difficulties before or received academic support in past educational experiences.
- If the student responds that he/she knows or suspects they have a disability, suggest they come to the Learning Services main office (2063 Cedar Hall) to learn about getting academic assistance or accommodations.

Syllabus Statement

Be sure to include this statement in each course syllabus:

Academic Accommodations:

Students with specific academic and/or classroom needs may request individualized accommodations. Students wishing to request accommodations should complete an 'Accommodation Request Form' which is available at the Learning Services office, 2063 Cedar Hall, or online at www.kirkwood.edu/accommodations. Students will be asked to provide documentation supporting their request. An accommodation plan must be completed each semester and given to faculty before academic accommodations will be provided.

Accommodation Services Advisory Board

In the fall of 2014 an advisory board was formed to give the Accommodations staff an opportunity to have regular dialogue with faculty from across campus. This board is made up of a faculty representative from each academic department on campus, the Accommodations staff, Dean of Learning Services and is chaired by the Manager, Accommodation Services. The board meets four times a year. For information on who represents your department on this board, please contact your Dean.

Frequently Asked Questions

How can students request accommodations?

Students can request accommodations in two ways. Students can complete an Accommodations Request Form by following this link: [online accommodation request form](#) **OR** if preferred, the student can obtain a paper copy of this form from the Learning Services office (2063 Cedar Hall, 398-5574, 8-5 Monday-Friday).

Am I obligated to comply with what is written on a Student Accommodation Plan?

A faculty should not simply refuse an accommodation they feel is unreasonable without first engaging in an interactive process. If an accommodation concerns you for any reason, it is important to discuss this with the student and their Accommodations Case Manager to explore reasonable alternatives to the request.

What if an accommodation does not work in my class?

Please collaborate with the student and their Accommodations Case Manager to discuss alternative accommodation options that will suit both the students' needs and your course.

Why don't all students provide their Accommodation Plan at the beginning of the semester?

Students can request accommodations at any time throughout the semester, so you may receive a Student Accommodation Plan any week of the semester. We recommended to students that they should complete their accommodation request and plans early, in order to use their accommodations throughout the entire semester. Accommodations become effective on the date the student provides the Student Accommodation Plan to the faculty and are **NOT** retroactive.

How do I adjust the amount of time allowed on an exam or quiz in TALON?

Follow these steps to add extended time to quizzes for specific students. These steps are also available in the Talon Instructor Training Course on TALON, in the Quiz Module underneath Quiz Settings.

1. After you have created a quiz, access the Quiz settings. To access the quiz settings, click on the Quiz and click the "Quiz Setup" button.
2. Click on the "Restrictions" tab.
3. Scroll down and select "Special Access Settings." Special Access can be given to students who need extra time on a quiz or perhaps an extension on the end date. Click "Add Users to Special Access" to customize the special access settings.

Advanced Availability

Advanced Availability

- Allow selected users special access to this quiz
- Allow only users with special access to see this quiz

Add Users to Special Access

4. Here you will see several special access settings including “timing”. There are three radio buttons available to choose from. Select “Enforced Time Limit” and a box will open up below which will allow you to add to the time limit manually for the specific student according to their accommodations. You’ll see the time limit you originally set for the quiz.

United States - Chicago

Timing

No changes No enforced time limit Enforced time limit

Time Limit

60 minute(s)

Assign an alternative grace period

Grace Period

5 minute(s) before flagged as late

5. Next, select the users (student) from the list displayed and click "Add Special Access." Save and Close the quiz.

Users

View By: Use

Search For:

First Name ▲, Last Name, Id
<input type="checkbox"/> Sara Honchar
<input type="checkbox"/>

Need Help with Talon?

Talon users enjoy 24/7 year-round support. When you need technical support with Talon call 1-877-478-7074, email talontechnicalsupport@d2l.com or fill out the [Talon Support Form](#).

Do all students have to schedule a time in the test center for their exams and quizzes?

If the accommodation is simply for extra time to take their test, they do not need to contact the Test Center in advance of taking the test. Students who request a private room or a reader need to contact the Test Center at least 3 business days in advance of the test date to schedule these accommodations.

What if a student tells me they have a disability, but doesn't have a Student Accommodation Plan? Do I still need to provide accommodations to the student even without a plan?

No, you are not required to provide accommodations to students who have not had you sign a Student Accommodation Plan from our office. Please refer the student to our office to see what types of supports the student may be eligible for. *Although it is ultimately the faculty's decision to provide any exceptions to their course policy, it is recommended that faculty do not provide accommodations without first having the student request accommodations through the Learning Services department.*

Can students taking online courses receive accommodations?

Yes, students are able to receive accommodations for online courses. All Student Accommodation Plans will be sent to the Distance Learning office and then delivered to faculty teaching those courses. As always, if questions or concerns arise, please contact the student's Accommodations Case Manager.

Is a student required to tell me what their disability is?

No, students are not required to disclose their disability to you. It is also not appropriate to ask the student disclose that information. You will know a student has followed the necessary steps to receive accommodations once they bring you a copy of the accommodation plan.

Can students receive extra tutoring hours as an accommodation?

According to law, tutoring is personal service and is not considered a reasonable accommodation for students attending colleges and universities. Kirkwood has chosen to offer free tutoring to any Kirkwood student enrolled in credit classes. Students can request individual tutoring for 2 different classes each semester, for up to 2 hours per week for each class. To request a tutor, students should go to Tutoring Services in room 2071 Cedar Hall. Tutoring Services will make every attempt possible to find an individual tutor when a student makes a request, but it is not guaranteed. Tutoring Services also has walk-in tutoring available for students in math, science, computer skills and a variety of other subjects at the main campus and the Iowa City campus.

Students taking classes at sites away from main campus should be aware that it is more difficult to find individual tutors at those sites. For more information on Tutoring Services, please visit www.kirkwood.edu/tutoring

If a student with a disability is working with a one-on-one tutor and feels they would benefit from more time with that tutor, the student should contact their Accommodations Case Manager to discuss their needs.

A student told me they would be missing class regularly, should I accommodate them for missing deadlines?

Accommodation Services will not request a waiver be put in place for attendance in a class due to the student's disability nor will we write an accommodation to change or alter the course policy on attendance.

A Student Accommodation Plan may state that a student has a condition which could impact their attendance should their condition exacerbate. Faculty are free to use their own judgment on how to handle this situation if it were to arise. It is our recommendation that faculty clearly state their attendance policy on the syllabus, including information of how to contact the faculty if the student cannot make it to class, and make-up/late policies for assignments and exams. Some practical solutions in dealing with class absences may include that the student attend another section of the same course (if available), providing an alternate version of an exam that has been missed, and substituting a paper, presentation or an oral exam for a written exam.

In determining the importance of attendance as a factor in grading the Office of Civil Rights¹ has suggested that four questions be addressed:

- Is there classroom interaction between faculty and students, and among students?
- Do student contributions constitute a significant component of the learning process?
- Does the fundamental nature of the course rely upon student participation as an essential method for learning?
- To what extent does a student's failure to attend constitute a significant loss to the educational experience of other students in the class?

¹ The Office of Civil Rights (OCR) is a sub-agency of the U.S. Department of Education who serves student populations facing discrimination. Their mission is "to ensure equal access to education and promote educational excellence throughout the nation through vigorous enforcement of civil rights." For more information visit: www2.ed.gov/about/offices/list/ocr/aboutocr.html.

What if a student is being disruptive, rude or threatening?

All students must abide by the Student Code of Conduct, as written in the Student Handbook, even if you believe that the behavior is a manifestation of their disability. Please discuss the student's behavior with their Accommodations Case Manager to determine if extra support can be provided to the student to improve classroom behavior.

If the student is displaying behavior that is violating the student code of conduct, such as being threatening or verbally abusive, contact the Dean of Students. Please see [Student Conduct Code](#)" in Policy Manager on KIN for more information on the process or contact the Dean of Students office.

Can parents be involved in this process?

This is the choice of the student. If students want to allow parents to communicate with their case manager, students will need to complete a Consent to Release Information with the Learning Services department. **This consent form does not give faculty permission to communicate with parents of students**; it only gives the Learning Services staff the ability to communicate what the student wishes.

If a student wishes that the faculty communicate with parents, a [Consent for Release of Educational Records](#) must be submitted to the One Stop office. Each department has a designated staff that is able to access these forms once they have been submitted to the One Stop office.

For further questions regarding FERPA and Consent, contact One Stop.

Where can I find information about Closed Captioning requirements and how to caption my own videos?

There are several resources available on campus for faculty to learn more information about Closed Captioning. KCELT offers faculty development courses on topic such as Closed Captioning. New this 2015-2016 academic year, KCELT will be offering a Closed Captioning Self-Paced and Workshop course on the topic of captioning videos shown in class. See www.kirkwood.edu/kcelt for more information.

Faculty may also contact the Instructional Designers for more information or assistance:

- Alan Peterka, Instructional Designer, Distance Learning
- Emily McWorthy, Instructional Designer, Distance Learning
- Wilson M. Rojas, Instructional Designer, KCELT/Institutional Effectiveness/Research

- Maryam Ghayoorrad, Instructional Designer, KCELT/Institutional Effectiveness/Research

If faculty have any questions regarding an accommodation for a student requiring closed captioning, please contact the students Accommodations Case Manager.

Resources/Links for Further information

Kirkwood Learning Services: <http://www.kirkwood.edu/learningservices>

Accommodation Services: <http://www.kirkwood.edu/accommodations>

Kirkwood Assistive Technology Lab: <http://www.kirkwood.edu/assistivetech>

Kirkwood Test Centers: www.kirkwood.edu/testcenter

Test Submissions: www.kirkwood.edu/testsubmissions

KCELT: Kirkwood's Center for Excellence in Learning & Teaching offers learning events (institutes, initiatives, session offerings, consultations, instructional coaching, and curriculum design support.

<http://www.kirkwood.edu/kcelt>

Kirkwood One Stop: www.kirkwood.edu/onestop

Kirkwood Policies in Policy Manager:

[Accommodation Services for Students with Disabilities](#)

[Recording Devices](#)

[Student Conduct Code](#) (or <http://www.kirkwood.edu/catalog/current/student-conduct-code.htm>)

Universal Design

AHEAD: <http://www.ahead.org/node/496>

UDL on Campus: <http://udloncampus.cast.org/home>

DO-IT: http://www.washington.edu/doi/CUDE/ude_onlinetut.html

Do-It: Faculty Room (Information on Universal Design & Specific Information about ADHD, ASD, Blindness, Deaf/Hard of Hearing, Health Impairments, Learning Disability, Low Vision, Mobility Impairments, Psychiatric Impairments, Accommodations, etc.):

<http://www.washington.edu/doi/programs/accesscollege/faculty-room/overview>

National Center for Universal Design: <http://www.udlcenter.org/aboutudl>

Iowa ASCD: <http://iowaascd.org/index.php/members1/approaches-to-learning/universal-design/>

Association on Higher Education and Disability: <http://ahead.org/>

Teaching Every Student in the Digital Age:

<http://www.cast.org/teachingeverystudent/ideas/tes/>

Universal Design and Videos: <http://ncdae.org/resources/cheatsheets/youtube.php>

Laws and Requirements

- http://udloncampus.cast.org/page/policy_legal
- <https://nfb.org/national-federation-blind-and-association-american-publishers-applaud-introduction-%E2%80%9Cteach-act%E2%80%9D>
- <http://www.udlcenter.org/advocacy/referencestoUDL>
- Office of Civil Rights: www2.ed.gov/about/offices/list/ocr/aboutocr.html

Closed Captioning

Legal Requirements: <http://www.3playmedia.com/2015/02/17/legal-requirements-closed-captioning-online-video-us-ada-section-508-cvaa-fcc/>

FCC Closed Captioning Rules: <https://www.fcc.gov/guides/closed-captioning>

Captions, Transcripts, and Audio Descriptions: <http://webaim.org/techniques/captions/>

Guidelines for Captioning: <http://www.captioningkey.org/index.html>

National Association of the Deaf: <https://nad.org>

Web Accessibility Information

Web Accessibility: <http://www.w3.org/WAI/Resources/>

Web Accessibility Standards: <http://www.w3.org/standards/>

Web Content Accessibility Guidelines:

<http://www.w3.org/standards/webdesign/accessibility>

Web Accessibility In Mind (webAIM): <http://webaim.org/>

Web Accessibility Evaluation Tool (WAVE): <http://wave.webaim.org/>