

**UC Clermont  
Disability Services Office  
Policies and Procedures**

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**CCSTUDNT 101  
(513) 732-5327**

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## **Welcome!**

Welcome to UC Clermont! We are excited that you have chosen to start or resume your academic career on our campus! We are committed to helping students with disabilities achieve their academic goals! This handbook is designed to assist you while you receive services from the Disabilities Services Office. If you have questions or comments at anytime, please contact the Director of Disability Services at (513) 732-5327.

## **Introduction**

The primary purpose of the Disability Services Office at the University of Cincinnati – Clermont College is to give students with disabilities the opportunity to achieve their academic goals. To initiate these specialized services, students need to self-identify and have the proper documentation (see “DOCUMENTATION REQUIRED”) sent to the Director of Disability Services. The Director also acts as a liaison with other college offices and departments including: faculty, advising/registration, the bookstore, and others as required.

The most appropriate academic assistance in the classroom and/or at the College will be developed to the mutual satisfaction of the student, faculty member, and the Director of Disability Services.

## **Access to Education Policy**

In 1973, Congress enacted Section 504 of the Rehabilitation Act, which guarantees the rights of all students to equal educational access and prohibits discrimination on the basis of physical or psychological disabilities. It also provides that no individuals with a disability shall be denied benefits of, excluded from participation in, or subjected to discrimination in co-curricular activities because of the absence of auxiliary aids. In 1990, the Americans with Disabilities Act (ADA) guaranteed equal access to employment, public services and transportation, in addition to educational access.

The University of Cincinnati and its branch campuses prohibit discrimination on the basis of race, color, religion, national origin, gender, sexual orientation, disability, age or status as a disabled veteran or veteran of the Vietnam era. Student grievances or complaints should be resolved according to the procedures set forth in the Student Handbook, except where the student is alleging discriminatory treatment based on disability. Complaints of this nature at UC Clermont should be brought to the attention of the Director of Disability Services and they will be handled according to the University of Cincinnati discrimination procedure administered by the Office of Equal Opportunity. Students should seek advice from the Director of Disability Services, the Assistant Dean of Enrollment & Student Services, the Office of Equal Opportunity or the University Ombuds. Complaints involving faculty members will be handled according to the agreement between UC and the American Association of University Professors (AAUP).

Individuals will not lose the right to file a complaint with the Office of Equal Opportunity if the individual has attempted to resolve the complaint issue through other University channels. The Office of Equal Opportunity will investigate complaints even if the complainant files with an agency outside of the University.

Upon receipt of necessary documentation, appropriate academic assistance and support services are provided based on individual need. With a goal of equal educational access in mind, the Disability Services Offices creates equal opportunities for and promotes educational experiences, services, and enrichment to persons with disabilities.

## **Documentation Required**

To initiate services according to the University of Cincinnati policy, students must self-disclose their disability and provide documentation that provides a current view into the student's level of functioning (typically within three years) and describes their disability, in one of the following forms:

- **Visual Disability**  
A copy of the most recent eye examination which should include diagnosis and visual acuity.
- **Physical Impairment**  
A diagnosis of the physical impairment and description of functional limitations – appropriate accommodations will be based on each individual's case.
- **Hearing Disability**  
A copy of the most recent examination which might include a diagnosis with etiology, degree, type, and configuration of loss.
- **Psychological Disability**  
A letter from a licensed mental health professional stating the diagnosis and characteristics of the disability.
- **Learning Disability**  
The results of the most recent Multi-Factor Evaluation (MFE) battery which includes documentation of the disability and appropriate accommodations or alternate form of educational testing.
- **Chronic Illness**  
A letter from the primary care provider stating the diagnosis and impact of the disability, including limitations.

- **Attention Deficit Disorder**

A copy of the most recent documentation of diagnosis of ADD or ADHD which includes the Diagnostic and Statistical Manual (DSM-IV) diagnosis and symptoms.

Students with other types of disabilities should consult the Director of Disability Services to determine the type of documentation needed. Students who require services due to a temporary disability must also contact the Director of Disability Services with proper documentation to obtain temporary accommodations. The intent of the Disability Services Office is to ensure that those with identified disabilities receive services appropriate for the characteristics of the disability.

There are form templates available as a guide on the Disability Services Website at [www.uccclermont.edu/dso](http://www.uccclermont.edu/dso).

**Please note: Documentation must be received in our office before accommodations are identified. Exceptions to this policy are on a case-by-case basis.**

## **Accommodations**

### **To Qualify for Services:**

Disability Services provides assistance and appropriate accommodations for students with all types of disabilities. Students are encouraged to use these services as a support to their own efforts.

It is the student's responsibility to obtain the required documentation, although the Disability Services Office will assist in special circumstances. If you believe you have a learning disability that has not been diagnosed, the Disability Services Office can refer you to various testing providers.

### **Services for Students with Documented Disabilities:**

Depending on individual need, students may be eligible for one or more of the following services or accommodations (this list is not exclusive):

**Tape recorder** – student uses tape recorder during class to tape lecture and uses tape to help with studying and to prepare for exams.

**FM listening system** – consists of transmitter, microphone, receiver, and ear plugs. Primarily for use with a student who has a hearing impairment. The professor wears the small transmitter and lapel size microphone during class lecture, while the student wears the receiver and ear plugs.

**Interpreter** – professional interpreter provided to use sign language to communicate the class lectures to the student.

**CART Service** – real time captioning service to help students who are hearing impaired in regards to class lectures.

**Notetaker** – student in a class who takes notes from the lecture and copies them for a student who needs assistance.

**Extended testing time** – the amount of extra time a student will receive to take his or her exam. The normal accommodation is one and one half times the testing time of the particular class period but double time is available depending on the student's documentation and will be determined on a case by case basis.

**Reader** – an individual who is available to read the exam to the student.

**Scribe** – the student dictates answers to test questions to a person who copies the student's replies onto the exam.

**Computer** – the student uses a computer to take an exam or for in-class assignments.

**Calculator** – the student uses a calculator to take an exam or for in-class assignments.

**Class scheduling** – students who are registered with the Disability Services Office receive preferential scheduling provided they register during the early registration period.

**Alternate Text** – students who qualify will receive access to textbook or other class material via electronic or other alternate format.

Other services are available to all students including those with documented disabilities. These include career services, academic advising, tutoring, and assistance with voter registration. Contact the Disability Services Office for more information.

## Testing Procedures

In order to accommodate students who need extended time and/or an individual room for testing, please follow the testing procedures outlined below:

- Register for your test/exam at the Testing Center at least 2 business days before your test/exam by sending an email to [Clermont.Assessment@uc.edu](mailto:Clermont.Assessment@uc.edu) or by calling (513) 732-5219.
- Pick up a test envelope from the Disability Services Office and take it to your instructor 2 business days prior to the test date. Have the instructor complete the form on the front of the test envelope. They will need to bring the test to the Testing Center or send it via email to [Clermont.Assessment@uc.edu](mailto:Clermont.Assessment@uc.edu).
- Come to the Testing Center when your testing appointment has been scheduled. Students should be prepared to take their test(s) at the scheduled time. If you need to refresh or look over your notes, this must be done **before** you arrive. You must begin your test within 15 minutes of the scheduled time. If you fail to keep a testing appointment, **the Testing Center must be notified directly from the instructor to reschedule a testing time**. Students who are unable to keep the rescheduled exam appointment must make other arrangements to take the test outside of the Testing Center. Exceptions to this policy will be handled on a case-by-case basis.
- Testing appointments are available:

Monday	9:00-9:00 (All testing must be completed no later than 9:00 p.m.)
Tuesday	9:00-5:00 (All testing must be completed no later than 5:00 p.m.)
Wednesday	9:00-5:00 (All testing must be completed no later than 5:00 p.m.)
Thursday	9:00-9:00 (All testing must be completed no later than 9:00 p.m.)
Friday	1:00-5:00 (All testing must be completed no later than 5:00 p.m.)
- No personal belongings may be taken into the testing room. Lockers will be provided for your convenience.
- Completed tests will be returned to the instructor's mailbox by a staff member.
- Failure to adhere to the testing guidelines may compromise the opportunity to utilize the Testing Center for alternate testing arrangements.

### NOTE:

*Students who require the additional assistance of a reader or scribe can still take their tests within the Disability Services Office but need to make arrangements two business days in advance.*

**Final Exams should be scheduled at least one (1) week in advance due to the high demand for testing space. The Testing Center will be open Monday – Thursday evenings during Exam Week as needed.**

## Notetaking Accommodations

The Disability Services Office utilizes two basic processes in order to recruit notetakers. Please review them to determine which system will work best for you:

1. The Disability Services Office (DSO) encourages students to recruit their own notetakers. Why?

It gives students control over who they want to select for the job. This way the student can choose someone who appears to be a reliable student. When the DSO recruits notetakers, we normally select the individual who volunteers first. This may or may not be the best person for the job.

Students can have immediate access to notes. We will provide a carbonless note pad to the notetaker to facilitate this process.

The one drawback to recruiting your own notetaker is that it requires you to “self-identify”. This can be an awkward experience for those who aren’t comfortable revealing their disability. However, if you anticipate needing accommodations in an employment setting, we encourage you to practice asking for them now.

2. If you are not comfortable recruiting your own notetaker, the DSO will assist you with finding one. Providing the DSO with advance notice of your needs and class schedule will help ensure your notetaker is recruited in a timely manner.

Typically, the DSO will send recruitment advertisements to your instructor who will distribute them to your class. If no one volunteers for the job, the DSO staff will stop by your class to recruit a notetaker.

Although having the DSO recruit your notetaker allows you to keep your disability anonymous to other students, it eliminates your ability to select the individual of your choice. Additionally, because of limited staffing, we may not be able to locate a notetaker until the second week of classes.

There are some additional factors to take into consideration, regardless of whether you “self recruit” or have the DSO recruit your notetaker:

**It is expected that students requesting notetaking services attend class and make a reasonable attempt to take their own notes.** Students who do not attend class on a regular basis will be contacted by the DSO to determine if the notetaking service will continue for that particular class.

If you drop the class, please let us know immediately so we can discontinue the notetaking services.

If you begin a class without notetaking services and later decide that you need this accommodation, a notetaker can be recruited at any point in the quarter. In the same regard, if you begin a class with notetaking services and later decide that you do not need this accommodation, let us know that you want to discontinue the service.

If your notetaker is not fulfilling their job obligations, let us know and we'll assist you with locating another individual.

If you have any questions or concerns, please bring them to our attention.

## **Special Services**

Students who require the use of special services such as a sign-language interpreter, CART writer, or alternate text must contact the Director of Disability Services no later than four (4) weeks prior to the start of the quarter. This will ensure ample time to arrange for these service providers.

### **Interpreting/CART Services**

Students who qualify for these services need to request services at least four (4) weeks in advance. Services will be scheduled only when the student has confirmed their registration for the quarter.

Students need to be on time for classes. Interpreters and CART writers will wait for fifteen (15) minutes and if the student is not present, the provider will leave.

If a student misses three (3) consecutive classes without informing the Director of Disability Services, the interpreting and/or CART writing service will be suspended for the particular class. The student must then make arrangements to meet with the Director of Disability Services in order for service(s) to resume.

Interpreting services are available for Orientation, meetings with financial aid, academic advisors, tutoring, and any other type of service that is needed by a student. Requests for out-of-class services must be made seven (7) days in advance in order to schedule the interpreter.

### **Alternate Text/Readers**

If your accommodations include alternate forms of textbooks/materials, the Disability Services Office has established the following procedures:

- If alternative text has been identified as an accommodation, **you must ask for this service** in advance of the upcoming quarter. The ordering process is time consuming and costly and we want to ensure that students who qualify for this service are in fact, utilizing the service. Students may only require alternate materials for certain classes. The request form can be accessed at [www.ucclermont.edu/dso](http://www.ucclermont.edu/dso).
- Contact the Director of Disability Services at least four (4) weeks in advance to see if it is possible to obtain digital copies of textbooks through the Reading for the Blind and Dyslexic (RFB&D).
- Digital textbooks that are obtained through RFB&D must be played on a specially encoded CD player. The DSO has a limited number of these CD players for short-term loan and it may be necessary for the student to purchase their own CD players. The DSO can provide information for purchasing these players.

- We will try to obtain electronic copies of textbooks when we cannot order through RFB&D. In this case you will need to arrange for a computer program that allows for text to speech capabilities. Free software can be downloaded from [www.readplease.com](http://www.readplease.com). The Kurzweil 3000 system may also be utilized. We can assist you with scanning your textbooks and converting them to MP3 format. **Before we will obtain an alternate copy from a publisher, you must purchase a copy of the textbook and show your original receipt to the DSO.** You must also complete a Borrowing Agreement.
- If an alternate form of a textbook is not available commercially, we will let you know. In this case, we will need a copy of your schedule and your syllabus. We will look at the required readings and arrange for them to be converted to an electronic or audio format.
- You do not need to give us the books for your classes. We will obtain our own copy.
- Let the DSO know immediately if there are changes in any reading assignments.

## **Assistive Technology Resources**

UC Clermont offers a variety of assistive technology resources for students on campus. Technology is located in the Disability Services Office (101 Student Services Building) and the Learning Center (100 Educational Services Building). Products available include:

- Kurzweil 3000 – a reading, writing, and study skills solution for struggling students. It allows students to scan material and then access through text to speech. Improves reading fluency. Big focus on study skills. Includes highlighting features, opportunity to extract notes into a separate document, MP3 capability, word prediction, spelling/homophone assistance.
- Inspiration, Version 8 – used when students need assistance with organizing ideas while writing. Software allows students to visually represent ideas and then use tools to link and show relationships of key concepts. Includes features that help with management of notes, organization, and planning projects.
- Read Please – a basic text to speech program that is downloadable via the internet. Allows students to copy and paste information from a document into the program. Flexibility with voices and speed. Can also increase size of text for low vision concerns.

Tutorials for assistive technology products can be found on the DSO website at [www.ucclermont.edu/dso](http://www.ucclermont.edu/dso).

The DSO will also arrange for adaptive equipment like special furniture, FM system, adaptive keyboards, etc. when appropriate.

## **Class Attendance and Expectations**

Due to the nature of some disabilities, some students may need flexibility in regards to class attendance requirements or policies. Based on documentation of a student's disability and the requirements for reasonable classroom accommodations, the following information clarifies the accommodation and implementation procedures related to disability related absences for a student.

### **Student Responsibility**

- All students, regardless of disability status, are responsible for fulfilling the essential requirements of a course. This includes meeting class attendance expectations, being punctual, and knowing and understanding the specific policies in regards to attendance and the make-up of any assignments, tests, etc. according to the course syllabus.
- Any student that may have a disability which may affect their ability to attend class regularly should register with the Disability Services Office to request flexibility with class attendance policies.
- Students who are given the accommodation for flexibility with class attendance are strongly encouraged to discuss this accommodation with each instructor at the start of the quarter.
- It is the student's responsibility to notify instructors about their inability to attend a class period(s). In extreme situations, the Disability Services Office can help to facilitate this contact.
- In order to have the absence documented as an accommodation, the student will provide a written statement (or medical documentation) that describes the disability related reason for the absence and this documentation will be placed in the student's file in the Disability Services Office.
- Students are responsible for making up any missed assignments and/or examinations. Every effort will be made to keep the student on task and maintain due dates and testing schedules.
- Students should not be penalized for documented absences related to a disability. Flexibility may be required in the acceptance of late assignments or tests.
- If the number of absences becomes significant and/or compromises attendance and participation requirements, the student and instructor need to meet and discuss whether or not it would be in the best interest of the student to withdraw from the course.

## **Faculty Responsibilities**

- Instructors are strongly encouraged to state class attendance policies (if applicable) on the course syllabus.
- Instructors are responsible for determining policies regarding make-up work and missed quizzes and exams. This information should also be posted on the course syllabus.
- It is not expected nor required that instructors lower academic standards or fundamentally alter their course for academic adjustment purposes.
- Instructors have the ultimate decision in determining if class attendance and class participation are integral components of the learning process for the courses they teach. To avoid discrimination on the basis of a disability or claims of differential treatment, instructors should use the following questions developed by the Office of Civil Rights (OCR) as a guide when determining why attendance is or is not an essential aspect of a course:
  1. Is there classroom interaction between the instructor and students and among students?
  2. Do student contributions constitute a significant component of the learning process?
  3. Does the fundamental nature of the course rely upon student participation as an essential method for learning?
  4. To what degree does a student's failure to attend constitute a significant loss to the educational experience of other students in the class?
  5. What do the course description and syllabus say?
  6. What method is used to calculate the final grade?
  7. What are the classroom practices and policies regarding attendance? Is the attendance policy equally applied? Has the policy been modified for others or any exceptions made to the policy for non-disabled students?
- Instructors need to notify the Director of Disability Services at 732-5327 with any concerns.

### **Disability Resources Office Responsibilities**

- The DSO will review documentation and discuss any request by the student for flexibility with class attendance.
- The DSO will indicate flexibility with class attendance on the student's accommodation form. This will assist the student in initiating a conversation with each instructor.
- The DSO will not excuse the student or determine class attendance policies.
- The DSO will not normally inform the student's instructor(s) of an absence.
- The DSO will work with the student if necessary to obtain access to material covered in class during a disability-related absence.

## **UC Clermont Disability Services Office**

### **Things to Remember**

- Students should register for classes well in advance of the upcoming quarter. This will ensure that your class requests are met.
- Students should pick up their accommodation form during the first week of class. Forms should be shared with each instructor.
- If you wish to utilize special testing accommodations, notify your professor and the Disability Services Office no less than two (2) days prior to your testing date.
- Students should arrive promptly for scheduled testing times. If you need to cancel a testing time, please contact the Director of Disability Services as soon as possible so another student may be accommodated.
- If you are eligible to receive notetaking and/or special services, **it is your responsibility** to communicate with the Disability Services Office each quarter to discuss your use of these services. This ensures we can best use our resources to meet the needs of all students. If you choose not to use these services for a class or multiple classes, please let us know immediately!
- If you receive a letter regarding academic probation or suspension, be sure to make an appointment with your academic advisor and also contact the Director of Disability Services.
- Please keep your current phone number and address updated with the Disability Services Office.
- If you withdraw from UC Clermont, please contact the Director of Disability Services as soon as possible.
- Accommodations provided at one institution may not necessarily be duplicated if a student transfers to a different institution. Students are strongly encouraged to make appropriate contact with their transfer institution in order to learn of their requirements to receive services.

## **Locations of Disability Services Offices at the University of Cincinnati**

### **UC Clermont**

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