



Accessibility Services

Guidelines & Procedures

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CONTENTS

MISSION STATEMENTS.....	3
INTRODUCTION.....	3
PROCTORING PROCEDURES.....	4
FACULTY PROCTORING PROCEDURES FOR ONLINE TESTS/QUIZZES.....	6
LECTURE AUDIO RECORDING/NOTETAKING.....	6
PERSONAL CARE ASSISTANT (PCA).....	7
SCRIBE SERVICES.....	9
ACCESSIBLE DESKS/CHAIRS.....	11
ALTERNATE FORMATS E-TEXT BOOKS.....	11
ASL/SIGN LANGUAGE INTERPRETER, COMMUNICATION AID OR ASSISTANT.....	12
STUDENTS WITH SEIZURE DISORDER.....	13
STUDENTS WITH FOOD ALLERGIES.....	14
POSSIBLE EXTENDED TIME ON ASSIGNMENTS.....	14
SERVICE ANIMALS.....	15
COURSE SUBSTITUTION.....	16
OUTSIDE AGENCY SPONSORED TUTORING.....	17
SECTION 504 AND ADA COMPLAINT PROCEDURES.....	18
ACCESSIBILITY SERVICES CONTACTS.....	19

*For the purpose of this document, the word assistant refers to human intervention and aid for technology.

MISSION STATEMENTS

SUNY WESTCHESTER COMMUNITY COLLEGE

SUNY Westchester Community College provides accessible, high quality and affordable education to meet the needs of our diverse community. We are committed to student success, academic excellence, workforce development, economic development and lifelong learning.

ACCESSIBILITY SERVICES

The mission of Accessibility Services at SUNY Westchester Community College is to provide all students with a disability a supportive and accessible environment to ensure the opportunity for these students to maximize their potential to learn, develop confidence, and become independent.

INTRODUCTION

In accordance with Section 504 of the United States Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA), SUNY Westchester Community College does not discriminate on the basis of disability in educational programs, activities, and employment. SUNY WCC may be required to accommodate an otherwise qualified individual with a disability by making a reasonable modification in its services, programs, or activities. The following guidelines and procedures address some of the services that may be available for students.

The need for all academic accommodations provided by and overseen by SUNY WCC's Accessibility Services must be clearly stated in the documentation provided by the student. All accommodations will include extended time, distraction reduced testing location and audio recording of classes. Additional accommodations need to be discussed with an Accessibility Services Counselor.

Documentation may include, but is not limited to:

- Copies of Individual Educational Plans
- 504 plans
- Triennial Evaluations
- Letters from treating providers. These letters must be on official letterhead stationery, be signed by the treating doctor (cannot be electronically signed), have the current diagnosis with dates of treatment, and recommendations for appropriate accommodations.

Documentation should be submitted to Accessibility Services through the ACCOMMODATE platform located on the SUNY Westchester Community College website.

Under Section 504 of The Rehabilitation Act of 1973, the ADA of 1990 and the ADAAA of 2008, colleges are obligated to provide students with documented disabilities reasonable accommodations on

an individual basis to ensure that no student is discriminated against based on a disability. A student requesting academic accommodations must self-identify and provide appropriate documentation of the disability. The documentation must outline the academic accommodations needed.

Accommodations are to provide students with disabilities an equitable opportunity but do not fundamentally alter the course or required learning outcomes. Accommodations do not lower academic standards or compromise the integrity of an academic program. Academic, conduct, and technical standards are always maintained. Please note not all accommodations from high school transfer to college.

Documentation must be current and must be submitted by a qualified professional. The documentation must clearly identify a disability and its impact on the student's current level of functioning in a college setting.

All students are held to the same code of conduct regardless of disability status.

Initial Steps

1. New students can initiate the accommodations process through ACCOMMODATE, a web-based recordkeeping and communication platform. ACCOMMODATE provides students and teaching faculty with a more accessible and efficient tool to assist students with their ADA mandated accommodations.
2. Through ACCOMMODATE, students fill out the **Student Intake form**, to self-identify as an individual with a disability to Accessibility Services by uploading disability documentation identifying the nature of your disability and recommended academic accommodations. This form **ONLY** needs to be filled out **ONE** time.
3. If there are any questions regarding accommodations, please feel free to reach out to Accessibility Services (accessibility.services@sunywcc.edu) to schedule a meeting with a Counselor.
4. Through ACCOMMODATE, students fill out the **Semester Request form**, to sign up for accommodations with Accessibility Services at the **beginning of each semester**. Note, accommodations do not automatically carry over from one semester to the next and are **NOT RETROACTIVE**. Accommodations become effective on the date your professor is notified.

PROCTORING PROCEDURES

STUDENT RESPONSIBILITIES:

1. Through ACCOMMODATE, fill out the **Test Room Booking form**, for every quiz/exam you would like to take with Accessibility Services. Exams cannot start earlier than 9:00 am and must conclude by 4:00 pm. During summer months and holidays, please consult with Accessibility Services prior to completing a test room booking. All testing appointments are to be made at least **72 business hours** in advance. As always, we recommend that you request to test with Accessibility Services only if your professor cannot proctor the exam for you. You **DO NOT** need to schedule a testing appointment if you are testing in class.
2. Follow up with your professor to be sure your request was received in their SUNY WCC e-mail

inbox. Be sure to Speak/communicate with your professor, at an appropriate time, to discuss your accommodations. Disclosing the nature of your disability is **NOT** necessary during this conversation.

3. Report to Accessibility Services, LIB G-51, at your scheduled testing time. If you are late for an exam, the time will be deducted from the total testing time unless otherwise indicated in writing by the professor.
4. Some accommodations may require additional time for coordination, such as Kurzweil (screen reader), scribe or ASL interpreter. Since these requests require time to implement, please do this at the beginning of the semester.

TEACHING FACULTY RESPONSIBILITIES:

1. Include a statement on the course syllabus and make a general announcement to the class regarding support offered by Accessibility Services. A sample syllabus statement is posted on the Accessibility Services faculty webpage.
2. Periodically sign into ACCOMMODATE to review and electronically sign off on student's Accommodation Letters. You can find instructions on SUNY WCC's Accessibility Services website, under the faculty tab. Signing a student's Accommodation Letter lets both the student and Accessibility Services know that you have been made aware of their accommodations.
3. To maintain confidentiality, professors may not discuss accommodations in front of other students or staff. Please invite the student with a disability the opportunity to privately discuss accommodations. Additionally, please **DO NOT ASK** the student what the nature of their disability is or for their disability documentation as this is a violation of the student's confidentiality. Rather, ask the student how you can best assist them.
4. Periodically sign into ACCOMMODATE to approve **Test Room Bookings** and submit exams through ACCOMMODATE. You can find instructions in the **Resource Document Library** in ACCOMMODATE.
5. Inform Accessibility Services of any changes to exams you have submitted at accessibility.services@sunywcc.edu.
6. If your student is provided Kurzweil 3000 (screen reader software or other assistive technology), please remove any blocks from using outside websites.

ACCESSIBILITY SERVICES RESPONSIBILITIES:

1. Approve **Testing Room Booking Requests** through ACCOMMODATE.
2. Follow up with the faculty to ensure that exams were submitted through ACCOMMODATE at least two business days prior to the exam.
 - If an exam is not received the day before it is scheduled, contact the faculty member by e-mail and phone to verify exam delivery.
3. Download and print the exam from ACCOMMODATE and place in test envelope including a blue book or scantron as requested.
4. Ensure students receive appropriate accommodations as determined by the student's documentation.
5. Students will follow the professor's instructions regarding the return of the exam.

FACULTY PROCTORING PROCEDURES FOR ONLINE TESTS/QUIZZES

The extended time accommodation will be provided by the professors. Accessibility Services will proctor exams **ONLY** if the student requires a scribe, there is a scheduling conflict, or the professor is unable to provide this accommodation. Please note, all Accessibility Services proctored exams must meet the same exam standards as the rest of the class (for example: if the class is taking the exam unproctored during a specific time frame, the Accessibility Services student should also take the exam unproctored with the allotted extended time in Brightspace or the platform that the test is being administered on –therefore, Accessibility Services will **NOT** be proctoring this type of unproctored exam).

LECTURE AUDIO RECORDING/NOTETAKING

SUNY Westchester Community College acknowledges that some students struggle with taking notes for class. Students registered with Accessibility Services are entitled to **audio record** lectures as their disability may include physical limitations and/or issues related to maintaining attention, focus, and concentration. Accessibility Services encourages students to participate in note taking workshops offered by the Academic Support Center to improve notetaking skills. However, for students who continue to have difficulty, the following may also be provided:

Students are permitted to audio record class lectures allowing them to replay the lecture to review and fill in missed gaps in their own class notes. If the audio recording of class lectures does not prove to be successful, the student may request a copy of class notes from the professor. In the case where the professor is unable to provide a copy of class notes, the student may ask the professor to identify a student in the class who is willing to share a copy of their class notes.

Upon signing up for accommodations, students must sign an audio recording agreement which states that the audio recording will be used for personal use and not shared or posted online.

STUDENT RESPONSIBILITIES:

1. Register for academic accommodations at the beginning of each semester through ACCOMMODATE. Students must read the Audio Recording Agreement and sign off that the audio recording will be used only for personal use and will not be shared or posted online.
2. Students must inform the professor that an audio recording of class lectures is taking place.
3. Students may not audio record personal information or conversations of classmates or any other individual. If during class discussions, the lecture becomes personal in nature due to self-disclosure of fellow classmates, the audio recording device must be turned off. A request to turn off the audio-recording device may also be made by the professor. In this case, the professor should indicate when to stop and start recording.

FACULTY RESPONSIBILITIES:

1. Check for email notification from ACCOMMODATE regarding students with approved accommodations. If during class discussions, the lecture becomes personal in nature due to self-

disclosure of a fellow classmate, and the audio recording device must be turned off. Please make a general announcement to those students entitled to recording to temporarily stop recording. When the lecture resumes, inform students that audio recording may resume. If you do not wish to make a general announcement, this may also be done through the private chat feature in Zoom if class is taught synchronously. Please make sure you let students served by Accessibility Services know how you will inform them to stop and start recording.

ACCESSIBILITY SERVICES RESPONSIBILITIES:

- 1) Inform the professor of the approved testing/classroom accommodations through ACCOMMODATE.

Procedures:

1. The student registers for accommodations through ACCOMMODATE and agrees to the terms of the Audio Recording Agreement.
2. Recordings of class lectures are only for the student's personal use in study and preparation related to the class.
3. The student may not share these recordings with any other person, database, or resource.
4. The student may not publish or quote the lecture without the written consent of the lecturer.
5. The student agrees to destroy all recordings that were made when they are no longer needed for the class for which they were recorded.
6. Students may not audio record personal information or conversations of classmates or any other individual. If during class discussions, the lecture becomes personal in nature due to self-disclosure of fellow classmates, the audio recording device must be turned off.
7. Accessibility Services notifies the professor via an accommodations letter sent from ACCOMMODATE of the approved classroom accommodations.
8. The student will inform the professor that he/she will be audio recording the lecture.
9. The student and professor will discuss how the professor will inform the student if he/she must stop recording and when they can resume.

PERSONAL CARE ASSISTANT (PCA)

A personal care assistant (PCA) is defined as a person who provides personal care/assistance (chronic or temporary) to students with a disability, that include health care issues, nursing services, or assistance with normal life functions. **Therefore, PCAs must remain with students at all times.** These limitations in life functions may include but are not limited to:

- a. activities of daily living
- b. transferring to and from a wheelchair
- c. feeding
- d. transporting/escorting a student on campus
- e. medical assistance
- f. alerting to dangerous situations

Documentation must state the necessity of having a PCA and meet the above criteria. Title II of the ADA states that personal services are not required to be provided by post-secondary schools. Personal attendants and individually prescribed devices are the responsibility of the student who has the disability

and not the institution (ADA of 1990, Pub. L. No 101-336,2, 104 Stat.328, 2000). SUNY WCC does not provide PCA services and is not responsible for or liable for any consequences resulting from a student's association with a PCA. The College does not assume financial responsibility or coordination of services. PCA approval must go through Accessibility Services.

All PCAs must:

1. Meet with a member of Accessibility Services.
2. Provide legal photo ID.
3. Obtain a SUNY WCC photo identification card and holder marked with "Personal Care Assistant" from the Security Department, which must be always displayed when the PCA is on campus.
4. PCAs must be qualified for the position and provide documentation of qualifications to the Accessibility Services staff. Documentation required by the Accessibility Services may include, but is not limited to:
 - a. proof of employment by an agency providing personal care
 - b. copies of certificates and trainings to be a PCA
 - c. documentation from a medical provider stating that a PCA is qualified.

Arrangements for PCAs must be made prior to the start of the semester to allow time for all procedures to be followed.

A PCA must abide by all campus policies and procedures. PCA failure to adhere to campus policies may result in a PCA being issued a *persona non grata* letter and thus be banned from campus and/or the PCA will no longer be permitted to work with the student and the student will need to seek another PCA. The PCA is seen as an extension of the student and as such a student may be charged with a violation of the Student Code of Conduct (V, 21) if their PCA violates campus policies/procedures.

STUDENT RESPONSIBILITIES:

A student needing a PCA must seek appropriate personal care independently. PCAs must be hired by the start of the semester to allow time for all procedures to be followed. Furthermore, the student is responsible to:

1. Notify Accessibility Services about his/her need to have a PCA in the classroom.
2. Hire an appropriate PCA that is qualified to perform the services and submit documentation as to the qualifications of the PCA to Accessibility Services.
3. Ensure that the PCA is fulfilling the responsibilities for the student's care.
4. Coordinate with the PCA all services and scheduling.
5. Ensure that each PCA registers with the SUNY WCC Security Department once the PCA Agreement form is completed and submitted to Accessibility Services.
6. Ensure that all PCA ID cards are immediately returned to the SUNY WCC Security Department in the event a PCA's employment with the student is terminated.
7. Direct the activities of the PCA while at SUNY WCC.
8. Have a backup plan or alternative plan of action should the regular PCA not be available to work with the student on a particular day or in a particular class and notify Accessibility Services.

PERSONAL CARE ATTENDANT (PCA) RESPONSIBILITIES:

1. Meet with a member(s) of the Accessibility Services staff and demonstrate that they are qualified for the position. They must provide documentation of qualifications to the Accessibility Services staff. Documentation required by Accessibility Services may include but is not limited to:
 - a. legal photo ID
 - b. proof of employment by an agency providing personal care
 - c. copies of certificates and trainings to be a PCA
 - d. documentation from a medical provider stating that a PCA is qualified.
2. Complete and sign the PCA Agreement each semester, submit the agreement to Accessibility Services and adhere to the requirements within.
3. Obtain a SUNY WCC photo identification card and holder marked with “Personal Care Assistant” from the SUNY WCC Security Department, which must be always displayed when the PCA is on campus.
4. Adhere to SUNY WCC’s Student Code of Conduct as well as all other College policies, rules, regulations, and procedures.
5. Conduct him/herself in a courteous and professional manner while on campus.
6. Not discuss any confidential information about the student with faculty, staff, or students.
7. Allow the student to take responsibility for his/her own academic progress and/or behavior.
8. Refrain from contact with or asking questions of faculty, staff, or others on behalf of the student.
9. Refrain from intervening in conversations between the student and faculty, staff or other students.
10. Refrain from working on or completing any of the student’s academic assignments.

ACCESSIBILITY SERVICES RESPONSIBILITIES:

1. The Accessibility Services Counselor will email the Personal Care Assistant Verification Form to the student. Upon completion, the student will email the form to accessibility.services@sunywcc.edu.
2. The PCA will be referred to the SUNY WCC Security Department by Accessibility Services for issuance of a SUNY WCC photo identification card and holder marked “Personal Care Assistant.” This SUNY WCC issued ID must always be displayed when the PCA is on campus.
3. The name of the approved PCA, along with information regarding any other special accommodations, will be sent to the professors by Accessibility Services.
4. The student’s faculty will be notified by the Accessibility Services via ACCOMMODATE with the name of the approved PCA, along with information regarding any other special accommodations. In addition, Accessibility Services will send a direct communication to the professors by email.
5. If the PCA is no longer able to perform the functions, the above procedure will be repeated for the new PCA.
6. SUNY WCC is not responsible for transporting or providing students in/with wheelchairs or personal mobility aides.

SCRIBE SERVICES

Scribes serve as writers for students whose disabilities interfere with their ability to write or use standard adaptive computer technology. They provide assistance with the physical aspects of written expression

and do not function as tutors or editors.

STUDENT RESPONSIBILITIES:

For in-class scribe services:

1. Contact an Accessibility Services Counselor and complete the Request and Agreement for Scribe Services form at least thirty (30) days before classes begin. All requests will be considered. Requests received later than thirty days prior to the start of classes may not be in place for the start of the semester.
2. Go to class regularly. Scribe services may be stopped if a student has repeated and/or unexcused absences. An unexcused absence means the student did not contact Accessibility Services informing the office of their absence. Having transportation problems is an unexcused absence. In case of an emergency, efforts should be made to contact Accessibility Services to cancel scribe services for that class. Scribes will wait ten (10) minutes for students to arrive at class. If a student is late more than twice, the Accessibility Services staff will request a meeting with the student and continuation of services will be discussed and a plan will be developed.
3. Contact Accessibility Services if there are concerns about the scribe services provided in class. The department will work with the student and the scribe to assure that the scribing meets the student's needs.
4. Students must tell the scribe exactly what to write down.

For testing scribe services:

1. Register for academic accommodations with Accessibility Services at the beginning of each semester through ACCOMMODATE.
2. Request a scribe when making a testing appointment through ACCOMMODATE.
3. When working with the scribe you must tell the scribe exactly what to write/type.
4. Review draft and highlight any changes to be made.
5. Review final copy and sign Testing Scribe Agreement form.

Procedures:

1. An Accessibility Services Counselor meets with student and reviews documentation supporting the need for scribe services.
 - a. **For in-class scribe services:**
 - The Request and Agreement form for Scribe Services will be discussed and signed.
 - Accessibility Services will search for and hire qualified scribes.
 - The Accessibility Services Counselor will meet with the scribes and discuss guidelines on how to scribe for a student. The scribe will be instructed to report any issues or concerns regarding their assigned duties (scribing in- class with the student with a disability) to Accessibility Services.
 - The entire process will be conducted within 30 days of the student's request for an in-class scribe.
 - This accommodation will be included in the accommodation letter through ACCOMMODATE.
 - b. **For testing scribe services:**
 - The Testing Scribe Agreement Form and Checklist for Scribes will be reviewed and discussed.
 - After a student makes a testing appointment and requests a scribe through

ACCOMMODATE, Accessibility Services will ensure that a scribe and individual room is available at the requested testing time.

- Upon completion of scribe services for individual tests/quizzes, the student will sign the Testing Scribe Agreement Form

ACCESSIBLE DESKS/CHAIRS

Students in need of accessible desks/chairs must self-identify to Accessibility Services and request a meeting with an Accessibility Services Counselor to discuss their needs.

STUDENT RESPONSIBILITIES:

1. Submit documentation to Accessibility Services documenting the need for the service through ACCOMMODATE: the type of desk, chair, and height required to meet the students' needs.
2. Students must enroll in classes in a timely manner to ensure that the service is in place for the first day of class.
3. Requests should be made 30 days in advance of the start of the semester.
4. Students must notify an Accessibility Services Counselor of any issues in a timely manner.

ACCESSIBILITY SERVICES RESPONSIBILITIES:

1. The Accessibility Services Counselor will email and complete a work order form detailing the specifications and location of the furniture required to Physical Plant.
2. The Accessibility Services Counselor will verify with Physical Plant that the work order was completed. Any issues will be addressed with building maintenance.

ALTERNATE FORMATS E-TEXT BOOKS

Accessibility Services works diligently to provide textbooks for students with a print disability who will benefit from "reading" textbooks in an alternate format.

STUDENT RESPONSIBILITIES:

1. Submit documentation supporting the need of alternate formatted textbooks through ACCOMMODATE.
2. Complete the Semester Request in ACCOMMODATE.
3. Find out whether the textbook is available in PDF format through the publisher or any other online learning resource.
4. If PDF is not available, through the publisher, provide Accessibility Services (via Alternate Format Textbook Form) with the following textbook information:
 - a. title
 - b. edition

- c. author
- d. ISBN
- 5. Provide Accessibility Services with a receipt of purchase of the required textbook.
- 6. Review and sign “Agreement on the Use of Electronic or other alternatively Formatted Course Materials” form with Accessibility Services.

ACCESSIBILITY SERVICES RESPONSIBILITIES:

1. The Accessibility Services Counselor verifies that student qualifies for requested service.
2. Accessibility Services emails students the Alternate Format Textbook Form to complete.
3. Accessibility Services verifies the information on the Alternate Textbook Form including textbook information and receipt of textbook purchase.
4. Accessibility Services and student review and sign “Agreement on the Use of Electronic or other alternatively Formatted Course Materials” form.
5. Accessibility Services requests the book from the publisher in an alternate format (PDF file).
6. Once the textbook is obtained from the publisher, Accessibility Services will notify the student of the textbook availability.

ASL/SIGN LANGUAGE INTERPRETER, COMMUNICATION AID OR ASSISTANT

Accessibility Services ensures that education is accessible to students with disabilities. Ensuring access to effective communication is an accommodation. Often, technology is used to provide communication access.

Technological or Interpreting Services available at SUNY WCC may include, but are not limited to:

- Kurzweil 3000
- Dragon Dictate
- Qualified sign language interpreters
- Real-time computer-aid transcription services
- Assistive listening devices and systems/FM systems
- Open and closed captioning, including real-time captioning.
- Alternate format of textbooks
- Brailed materials and displays.
- Screen reader software
- Magnification software
- Digital recorders
- Communication devices

If the above technology devices are not able to provide effective access to education, SUNY WCC will provide an individual to serve as a communication assistant. This individual may be a sign language interpreter or another individual who can serve as the voice of the student.

STUDENT RESPONSIBILITIES:

1. Request an ASL interpreter, communication aid or assistant through ACCOMMODATE.
2. Provide documentation through ACCOMMODATE stating the need for the ASL interpreter and/or communication aid. A current audiological report is required for students that are deaf or hard of hearing.
3. Schedule an appointment with Accessibility Services, prior to the start of the semester, to be trained on the above-mentioned communication devices or software.
4. Explore supplemental agencies, such as ACCES-VR and NYSCB, which can aid with assistive technology evaluations, communication devices, and/or interpreters.
5. Register for classes in a timely manner to allow time for the Accessibility Services staff to arrange for the interpreters and/or devices. Requests must be made 30 days prior to the start of classes. Requests received later than 30 days prior to the start of classes may not be in place for the start of the semester.
6. Request an interpreter for each semester if the student requires one.
7. Request an interpreter at least two weeks in advance of each appointment/date/event the student requires one.
8. Complete a Request Agreement Form for ASL Interpreters and/or Communication Aid/Assistant form with the Accessibility Services Counselor.
9. Contact the ASL interpreter and/or communication assistant as well as Accessibility Services in the event of an absence from class. In the event of an emergency, the Accessibility Services staff will reach out directly to the ASL interpreter and/or communication assistant.
 - a. Four (4) or more consecutive and then repeated absences/cancellations or “no-shows”, without reason, will result in a meeting with the Accessibility Services Counselor.
 - b. Class notes will not be taken in the absence of the student.

Procedures:

1. Submit documentation through ACCOMMODATE stating the need for an ASL interpreter, communication aid, and/or assistant.
2. Arrange for an appointment to meet with an Accessibility Services Counselor to discuss the need for an ASL interpreter, communication aid/assistant.
3. During the meeting, the Request Agreement form for ASL Interpreters, Communication Aid and/or Assistant Form will be signed.
4. The professor of the course(s) will be notified through ACCOMMODATE.
5. The ASL Interpreter/ Communication Assistant will be referred to the Security Department by Accessibility Services for issuance of a SUNY WCC photo identification card and holder marked ASL Interpreter or Communication Assistant, this SUNY WCC issued ID must be always displayed when the Interpreter/Communication Assistant is on campus.
6. If the ASL Interpreter/ Communication Assistant is no longer able to perform the functions, the above procedure will be repeated for the new ASL Interpreter/ Communication Assistant.

STUDENTS WITH SEIZURE DISORDER

SUNY WCC takes students health and safety seriously and strives to collaborate with students to develop a plan of action to address their needs. It is recommended that students meet with the Health Services Office and for the student to notify their professors **of their seizure disorder**. Accessibility Services will defer to SUNY WCC’s Health Office policy on response to seizure disorders.

STUDENTS WITH FOOD ALLERGIES

SUNY WCC takes the health and safety of students seriously and strives to collaborate with students to develop a plan of action to address a food allergy. Although we cannot guarantee a completely allergen/cross contamination free environment, communication with personnel, asking questions, and taking proactive steps will greatly reduce risk.

STUDENTS' RESPONSIBILITIES:

1. Disclose their food allergies with class professors and the Health Office of SUNY WCC.
2. Students must be able to administer their own allergy medication and must keep their allergy medication accessible in case of an allergic reaction.
3. Students participating in classes in the culinary program must meet with the Accessibility Services Counselor. Students can expect to encounter a variety of different food agents. It is ultimately the student's responsibility to follow their doctor's instructions and the protocol as prescribed when encountering an allergen.

Procedures:

1. Submit medical documentation via ACCOMMODATE outlining the type of allergy, method of exposure, medication required, and method of administering the medication.
2. The Accessibility Services Counselor will refer the student to the Health Office to meet with the nurse.
3. Students with food allergies participating in the culinary program must meet with the Accessibility Services Counselor, the Curriculum Chair of the Culinary Program, and the Health Services Nurse.
4. Students with food allergies participating in the Culinary Program must sign the Information Sheet for Students with Food Allergies Participating in the Culinary Program.

POSSIBLE EXTENDED TIME ON ASSIGNMENTS

In certain situations, extended time on course assignments may be a reasonable accommodation because one's medical or clinical situation poses challenges to complete the assignment by deadlines with **short notice**. Those assignments with longer notice are a time management issue and not a disability related issue. Accessibility Services promotes good time and project management skills as well as effective decision-making. For the short notice assignment extension specifically, Accessibility Services recommends this accommodation when:

- An assignment was not listed on the syllabus initially and is given to students with one week or less to complete and/or
- The assignment deadline is listed on the syllabus, but students do not get the necessary information to complete it until there is one week or less to the deadline.

Accommodations are not retroactive. Missed assignments that occur prior to the instructor receiving the accommodation letter are not covered under the accommodation process. Accessibility Services recommends that those missed assignments be handled in accordance with the course assignment policy.

STUDENT RESPONSIBILITIES:

1. After the student completes the Semester Request through ACCOMMODATE to register for accommodations, the students should review the syllabus to make any necessary deadline date adjustments with the instructor. Assignments cannot be submitted whenever desired.
2. Discuss each outstanding assignment individually with the professor.

TEACHING FACULTY RESPONSIBILITIES:

Course instructors are asked to determine whether an assignment falls into one of two categories:

- **Category 1:** An assignment was listed on the syllabus initially and the necessary information was given out with at least a week's notice (accommodation not applicable)
- **Category 2:** The assignment was not listed on the syllabus initially and the deadline for completion is less than one week and/or the information necessary to complete the assignment was given less than one week prior to due date (accommodation applicable).

SERVICE ANIMALS

A “service animal” means any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, or psychiatric disability. The work or tasks performed by a service animal must be directly related to the person’s disability. Species other than dogs or, in some cases, miniature horses, are not considered service animals for the purpose of this definition of a service animal. For information directly from ADA click this link [Frequently Asked Questions about Service Animals and the ADA.](#)

Students have a right to be accompanied by a service animal in all areas at SUNY WCC where students, members of the public, and other participants in services, programs or activities are permitted to go. Individuals are not required to provide proof that the animal has been certified, trained, or licensed as a service animal. If the reason for the use of the animal is not readily apparent the individual will only be asked to provide:

- Verification that has a disability; and
- Evidence of the dog’s training and function, (i.e., what work or tasks the animal has been trained to perform).

Any question or concern that the individual is not entitled to have the animal on campus should be directed to Accessibility Services and not the individual.

A “service animal” may be excluded if:

- The evidence reflects that the animal is not in fact a “service animal” trained to assist the individual.
- The animal is disruptive or out of control and the handler does not take steps to control it (the individual is solely responsible for the care or supervision of the animal).
- The animal is not housebroken; and
- The animal poses a “direct threat” (actual behavior or history).

STUDENT RESPONSIBILITIES:

1. Submit documentation of a disability through ACCOMMODATE and provide information of the dog's function, (i.e., what work or tasks the animal has been trained to perform).
2. Provide evidence that the animal has had recent vaccinations.
3. Ensure that the animal is properly groomed,
4. Attend to the animals' toileting needs
5. Is controlled by a harness, leash, or other tether.
6. Advise Accessibility Services of the use of the service animals so that faculty can be advised that the service animal will be present in the class.

ACCESSIBILITY SERVICES RESPONSIBILITIES:

1. Accessibility Services will conduct an individualized assessment to determine whether the presence of the animal on campus is appropriate, review the student's responsibilities, and have a Counselor meet with the student regarding the need for services.
2. Accessibility Services will collect proof that the animal has current vaccinations.

COURSE SUBSTITUTION

Another accommodation addressed in Section 504 regulations is course substitution for completion of degree requirements. Section 504 does not require institutions of higher education to waive academic requirements deemed essential to the student's program of instruction or to any directly related licensing requirement.

A complete waiver of an academic requirement is not granted by SUNY WCC. Students who request a course substitution will be required to submit appropriate documentation along with a written request. There must be clear and specific evidence and identification of the disability, which justifies the request. Any student who applies for and is granted a substitution in a particular competency area must complete the minimum general education requirements or their degree program.

STUDENT RESPONSIBILITIES:

1. Provide Accessibility Services documentation that supports the request for a course substitution through ACCOMMODATE.
2. Meet with the Curriculum Chair for their major or their School Dean if the Curriculum Chair is not available to request and discuss a course substitution.
3. Requests that the Accessibility Services verifies disability to the Curriculum Chair for their major or their School Dean.

ACCESSIBILITY SERVICES RESPONSIBILITY:

1. Upon written request from the department, Accessibility Services will confirm disability with the

student's Curriculum Chair or School Dean.

OUTSIDE AGENCY SPONSORED TUTORING

All students enrolled in classes at SUNY WCC are afforded tutoring services at no cost through the Academic Support Center however, some students with disabilities are sponsored for individual tutoring funded through outside agencies such as ACCES-VR or NYSCB. If a student has been notified of tutoring sponsorship through the above agencies, the following responsibilities and procedures apply. Please note that policies and procedures may change if the tutoring process with ACCES-VR and NYSCB changes or if authorizations are discontinued.

STUDENT RESPONSIBILITIES:

ACCES-VR students

1. The student must discuss with their ACCES-VR Counselor tutoring sponsorship.
2. If the agency Counselor agrees to consider tutoring and needs support from the SUNY WCC Accessibility Services Counselor for the tutoring request, the student must make an appointment with an Accessibility Services Counselor and be currently registered to receive academic accommodations for that semester.
3. Prior to the appointment with the SUNY WCC Accessibility Services Counselor, the student must provide, *via email*:
 - evidence that SUNY WCC's current tutoring services are not sufficient to meet their needs;
 - proof that the student has tried to access SUNY WCC's current tutorials;
 - an explanation of why SUNY WCC tutorials are insufficient; and
 - an electronic copy of the syllabus for the course(s) tutoring is requested.
4. During the appointment with the SUNY WCC Accessibility Services Counselor, the student will discuss the evidence that was provided via email, subjects for which tutoring is requested and number of hours of tutoring per week the student expects to need for each subject (not to exceed 7 hrs./wk. in total).
5. If approved, the student will then work with ACCES-VR for referrals to tutors.

NYSCB students

1. Discuss tutoring sponsorship with NYSCB Counselor, subjects, and number of tutoring hours per week requested.
2. If approved for tutoring, work with the NYSCB Counselor for referrals to tutors.

ACCESSIBILITY SERVICES RESPONSIBILITIES:

1. Upon request, the Accessibility Services Accessibility Services Counselor will meet with the student to discuss and review evidence provided by the student.
2. If appropriate, the Accessibility Services Counselor will email ACCES-VR or NYSCB regarding support for the student's tutoring request.

Procedure:

1. Student discusses ACCES-VR or NYSCB tutoring sponsorship with agency Counselor. All

coordination of tutoring sponsored by outside agencies (ACCES-VR and NYSCB) will be done directly through those agencies.

2. Upon student request for an appointment, the Accessibility Services Counselor will meet with the student to review evidence, previously provided by the student via email (as stated above in #3 of student responsibilities), of need for tutoring and discuss SUNY WCC's support of outside agency tutoring requests.
3. The Accessibility Services Counselor will send an Outside Agency Tutoring Referral Form along with the course syllabus to ACCES-VR if the Accessibility Services Counselor deems the request is appropriate.

SECTION 504 AND ADA COMPLAINT PROCEDURES

In accordance with federal regulations, the New York State Human Rights Law and Section 504 Rehabilitation Act of 1973, SUNY Westchester Community College does not discriminate on the basis of disability in educational programs, activities and employment. Section 504 and ADA state, in part, that "no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity." SUNY WCC has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by federal regulations implementing section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990 (ADA).

A student who wishes to file a grievance about a faculty member, a staff member, or another student regarding alleged discrimination based on disability, he or she must register a complaint with the ADA Coordinator in writing. This formal grievance must be filed within thirty (30) working days following the alleged discriminatory act, or when the complainant first become aware of the alleged act. All such grievances should be submitted to:

Dr. Michele Campagna, ADA Coordinator
AVP & Dean, Student Success
Michele.Campagna@sunywcc.edu

Grievance Steps:

- A grievance should be filed in writing, with the name and address of the person filing it.
- A brief description of the alleged violation of the regulations.
- A grievance should be filed within 30 days after the complainant becomes aware of the alleged violation.
- An investigation, as may be appropriate, shall follow a filing of a complaint. The investigation shall be conducted by the ADA Coordinator. These rules contemplate through investigations affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
- A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator and a copy forwarded to the complainant no later than 60 working days after its filing.
- The ADA coordinator shall maintain files relating to the complaints filed.

- The right of a person to a prompt and equitable resolution of the complaint filed here under shall not be impaired by the person's pursuit of other remedies such as filing of a section 504/ADA complaint with the responsible federal department or agency. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.
- These rules shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards, and to assure that SUNY WCC complies with Section 504/ADA and implementing regulations.

ACCESSIBILITY SERVICES CONTACTS

Dana Dzedzic, Receptionist, (914) 606-6287, Fax: (914) 606-7893
accessibility.services@sunywcc.edu

Renee Balotti, Counselor/Coordinator of Accommodations, (914) 606-8585,
Renee.Balotti@sunywcc.edu

Laura Sinko, Counselor for Students with Disabilities, (914) 606-6626,
A.Sinko@sunywcc.edu

Maisa Andraws, Adjunct Counselor for Visual and Physical Disabilities, (914) 606- 6325
Maisa.Andraws@sunywcc.edu

Angeliki Parashis, Adjunct Counselor for Deaf and Hard of Hearing, (914) 606-6236
Angeliki.Parashis@sunywcc.edu