



# Accessibility Resource Office Policies and Procedures

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Effective 3/9/2023 BOT approval for name change wherever Disability Support Services (DSS) appeared in this manual has now been changed to Accessibility Resource Office (ARO). Updated 3/17/2023

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# Introduction

## Mission Statement

The Accessibility Resource Office (ARO) of Jefferson College is committed to the fulfillment of equal educational opportunities, autonomy and full inclusion for students with disabilities. The Accessibility Resource Office serves to determine and ensure appropriate accommodations for qualified students with documented disabilities, to assist students in self-advocacy and to ensure compliance with the ADA, ADAAA and Section 504 of the Rehabilitation Act.

## Objectives

1. Facilitate the highest levels of educational excellence and potential quality of life for students with disabilities.
2. Support Jefferson College's academic standards.
3. Improve the recruitment, transition, retention and success/graduation of students with disabilities.
4. Ensure the effective delivery of accommodations while minimizing obstacles for students with disabilities.
5. Be actively engaged in supporting and clarifying state and federal laws and institutional policies and procedures applicable to the delivery of services for students with disabilities.

## Confidentiality

The ADA Amendments Act of 2008 is a mandate from the federal government that carries rules regarding the confidential treatment of disability related information. These guidelines require that disability related information be:

- Treated as medical information and handled under the same strict rules of confidentiality. This includes the documentation that students with disabilities are required to provide when requesting services and/or accommodations;
- Collected and maintained on separate forms and kept in secure files with limited access;
- Shared only on a need-to-know basis for a compelling reason or with the student's permission.
- Properly disposed of after a period of five years of inactivity; according to state and federal laws.

All documentation provided to Accessibility Resource Office is held strictly confidential. No information, except as provided by law, will be released to anyone, including parents, guardians and spouses, without the student's written consent.

### Self-disclosure

It is the student's responsibility to self-identify, to provide current and appropriate documentation of a disability and to request accommodations from the Accessibility Resource Office.

Many services for students with disabilities that were previously facilitated by parents and teachers under IDEA (Individuals with Disabilities Education Act) Guidelines are now the responsibility of the student. It should be understood that not all accommodations received in high school are acceptable in college.

Any qualified student with a disability who requests accommodation should meet with the ARO Coordinator at least 3 weeks prior to the student's first semester of classes. This allows time to ensure that the student has all the appropriate documentation related to the disability and to set up needed accommodations in advance.

A student has a right to choose not to disclose a disability; however, if a student chooses not to disclose a disability to Accessibility Resource Office, the student is not covered under the ADA or under Section 504, and he or she cannot receive accommodations or support services. Should a student choose not to disclose a disability and then later decide to disclose the disability, any newly requested accommodations are not provided retroactively.

# **ARO Services**



### Who is eligible

The Accessibility Resource Office provides services for any Jefferson College student with a diagnosed disability, including but not limited to visual, hearing, psychiatric, physical, and learning disabilities.

Current and appropriate documentation of a disability must be provided to the Accessibility Resource Office and must show how the disability substantially limits one or more major life activities before accommodations can be received.

For information regarding required documentation, go to [www.jeffco.edu](http://www.jeffco.edu) [ Academic Tab > Academic Services > Accessibility Resource Office], or contact the Accessibility Resource Office in Room 101 of the Technology Center at Jefferson College Hillsboro or call (636) 481-3158 or (636) 797-3000, ext. 3158.

### Getting Started

To ensure appropriate accommodations are in place before the semester begins, the following steps must be taken:

1. Contact Accessibility Resource Office at (636) 481-3158 or (636) 797-3000, ext. 3158 to discuss potential eligibility and the process for accessing disability services or refer to our website: [Accessibility Resource Office](#).
2. Complete an [Application for Services](#).
3. Provide Accessibility Resource Office with all requested and appropriate documentation.  
\*
4. Complete an intake meeting with the ARO Coordinator to discuss approved accommodations.
5. Meet with an advisor and register for classes.
6. Check-in with the ARO each semester, or when updated documentation needs to be presented, to ensure access to all approved accommodations and services in a timely manner.
7. Discuss approved accommodations with assigned faculty at the beginning of each semester. **Failure to discuss accommodations with your instructor can delay or prevent use of academic accommodations.**

(\* If accommodations are needed for placement testing, the student needs to schedule an appointment with the ARO coordinator before meeting with an advisor and registering for classes.)

### Continuing Services

Services are not automatically provided each semester. Students with disabilities must notify the Accessibility Resource Office of their course selections soon after receiving their new schedules. Requests for interpreters, real time captioning (RTC), FM systems, or Books in Alternate Format (BKTP) services must be made well in advance of the beginning of the new semester to allow the staff time to obtain the best services. Students need to submit their requests for services in a timely manner to ensure that appropriate accommodations will be in place for the start of the next semester.

In cases where services are contractual, timely requests are necessary to avoid delays in service delivery. For example, requests for interpreting services or closed captioning services require additional time to process.

### Requested Documentation

In order to be eligible for services and accommodations through Jefferson College Accessibility Resource Office, students with a disability or chronic medical condition must provide appropriate documentation to the Accessibility Resource Office. The evaluation must be on letterhead and signed by a licensed educational, mental health, or medical professional who is not related to the student, and licensed/certified in the area for which the diagnosis is made.

All documentation must provide the following information:

- Date of the evaluation.
- Specific Diagnosis.
- Method of evaluation/examination.
- Specific limitation with respect to the disability's current impact in the college and related educational environments as it relates to the accommodations requested.

(For documentation requirements related to specific disabilities refer to the Policies section of this manual.)

## Commencement

### Guests with Disabilities

Jefferson College welcomes family members and guests with disabilities on Commencement Day. Graduating Students and Certificate Candidates are strongly encouraged to obtain accessible seating tickets for guest(s) with disabilities as soon as possible by contacting the Accessibility Resource Office, located in Room 101 inside the Technology Center, (636) 797-3000 ext. 3158 or (636) 481-3158 or by email to: [aro@jeffco.edu](mailto:aro@jeffco.edu).

Accessible seating is available for guests with disabilities in the Field House. Accessible seating tickets are available on a first-come, first-served basis and will be distributed until tickets are gone. Jefferson College will make every effort to accommodate guests with disabilities without accessible seating tickets the day of Commencement, however accessible seating is limited and advanced planning is strongly encouraged.

In order to accommodate as many individuals with disabilities as possible in the reserved seating area, individuals with an accessible seating ticket will be permitted to have no more than **three** companions accompany them into accessible seating. Graduates will be issued a ticket for the guest with a disability and their companions; **not to exceed four tickets**.

Additional questions regarding accessible seating needs for Commencement events should be directed to [aro@jeffco.edu](mailto:aro@jeffco.edu).

### Students with Disabilities

Graduating Students and Certificate Candidates participating in Commencement ceremonies needing accommodations should contact the Accessibility Resource Office, located in Room 101 inside the Technology Center, (636) 797-3000 ext. 3158 or (636) 481-3158 or by email to: [aro@jeffco.edu](mailto:aro@jeffco.edu).

### Parking

Parking tickets are not necessary. Please inform a parking attendant if you need assistance to and from the event.

**Requests for an ASL interpreter must be made two weeks before commencement ceremonies  
@[aro@jeffco.edu](mailto:aro@jeffco.edu).**

### Reasonable Accommodations

A reasonable accommodation is a modification or adjustment to a course, program, service, activity or facility that enables a qualified student with a disability to have an equal opportunity.

An equal opportunity means an opportunity to attain the same level of performance or to attain equal benefits and privileges as are available to similarly-situated students without a disability.

To determine reasonable accommodations, the Accessibility Resource Office may seek information from appropriate college personnel regarding the essential standards for courses, programs, services, activities and facilities. Students themselves and the practitioners directly involved in assessing the individual student's disability may provide recommendations for accommodations. However, final determinations of reasonable accommodations that will provide the student equal access will be made by the Accessibility Resource Office Coordinator.

## Accommodations Review and Appeal Subcommittee

### **Voting Members**

- Advising Representative
- ARO Coordinator
- Faculty Representative(s)
- Project SUCCESS Representative

### **Ex-Officio**

- Director of Enrollment and Retention  
(Votes only in a case of a split decision to approve or deny accommodations)

### **Role**

- Serve as an active, voting committee engaged in the process of accommodation appeals approval for eligible students.
- Approve or deny accommodations based on information and interpretation provided in appropriate and professional evaluations.
- Establish and maintain Jefferson College's disability-related policies and procedures. (subject to administrative approval)

## College Placement Testing

All students are required to take a placement test. Students' skills will be evaluated in Reading, Writing and Math. Test results will determine class placement for the student.

Accommodations can be requested for the college placement test through the Accessibility Resource Office. Students will need to present appropriate disability documentation and meet with the ARO Coordinator in order to request accommodations.

Types of Accommodations that can be used for Placement Testing:

- Reader
- Scribe
- Other (as determined by coordinator and supported by documentation)

**NOTE: Extended Testing Time is not an approved accommodation for College Placement Testing. This particular placement test is not timed.**

How to schedule Placement Testing:

- If accommodations are needed students should contact the Accessibility Resource Office to discuss Placement Testing.
- If accommodations are not needed students should contact the Testing Center directly.

## Temporary Disabilities/ Courtesy Services

The Accessibility Resource Office provides limited assistance to students in need of temporary services (i.e. inability to write because of broken bone or inability to sit comfortably in classroom because of recent surgery).

### **Types of Assistance**

The type of assistance is determined on a case-by-case basis and may be dependent on documentation.

Services may include the following:

- Reader
- Scribe
- Note taker
- Recorder (to be provided by student)
- Alternate Seating
- Test Taking Adaptations
- Access Map of Campus
- Other (as determined by the ARO Coordinator)
- Temporary Accessible Parking

### **How to receive services**

Students must contact the Accessibility Resource Office in order to request temporary services. An application for services must be completed and students must meet with a member of the ARO Staff. Jefferson College Accessibility Resource Office has a right to request documentation of the need for temporary assistance from the student's medical provider prior to the implementation of services.

### Faculty Notification of Student Accommodations Letter

Students are responsible for contacting the Accessibility Resource Office at the beginning of **each semester** to ensure a current schedule is on file to initiate the creation of a Faculty Notification of Student Accommodations Letter (Appendix A) for each course the student is enrolled.

This letter:

- Will list a student's accommodations.
- Will be electronically provided from the Accessibility Resource Office to each instructor and Testing Center; students enrolled in classes must e-mail their instructors for verification of receipt of the Faculty Notification Letter before accommodations can be implemented.

### **Student Responsibilities**

Students will receive their Faculty Notification Letter via Jefferson College e-mail. Students requesting that the College provide them with accommodations are required to:

- Check their Jefferson College e-mail for receipt of their Faculty Notification of Student Accommodations Letter(s) from the Accessibility Resource Office. E-mail and/ or make an appointment with each instructor(s) to discuss accommodations.
- Discuss the implementation of each accommodation with instructors at the beginning of each semester. This should be done privately or via email. **Failure to discuss accommodations with your instructor can delay or prevent use of academic accommodations.**

**If a student chooses not to use accommodations for classes, instructor notification is not required.**

### *Student Meeting with an Instructor(s)*

1. The student and instructor should begin with introductions and specify the class and section for which the student is enrolled.
2. The student will ensure the instructor has received their copy of the Faculty Notification of Student Accommodations Letter.
3. The student and instructor will discuss necessary accommodations and how they are to be implemented.

**Any questions regarding accommodations should be referred to the Accessibility Resource Office.**

### Role of Faculty in the Accommodation Process

Faculty have the following responsibilities:

- To make an announcement at the beginning of each class regarding the willingness to discuss accommodations with students.
- To include a statement in all syllabi regarding a willingness to accommodate students with disabilities.
- To meet as quickly as possible with students who provide a Faculty Notification of Student Accommodations Letter from the Accessibility Resource Office. (Students are encouraged to initiate this meeting, **however, if a student does not come forward in a timely manner the faculty member should attempt to discuss the implementation of the student's accommodations**).
- To hold students with disabilities to the same academic and behavior standards as all students.
- To ensure that proposed accommodations do not substantially alter curriculum standards.
- To provide the accommodation listed on the Faculty Notification of Student Accommodations Letter.
- To contact the Accessibility Resource Office for questions about the appropriateness of a required accommodation.
- To uphold the confidentiality of a student's disability related issues.
- To assist the student in contacting the Accessibility Resource Office when a student requests an accommodation without a Faculty Notification of Student Accommodations Letter.



Accommodations List

ADTR	Additional Peer Tutoring
ALLR	Academic Success Center Referral
ASTC	Assistive Technology provides a variety of adaptive technological equipment and programs for students with physical and/or learning disabilities. Jefferson College's Assistive Technology includes: CCTV (magnifier), portable CCTV, JAWS (text to speech), Kurzweil (text to speech), Dragon (speech to text), ZoomText (magnifier), and TDD.
ATCO	Personal Attendant [Refer to ARO Personal Attendant Policy.]
BKTP	Books in Alternate Format (electronic/ audio version of textbooks)
CALC	Calculator - basic 4 or 6 function [Refer to ARO Calculator Policy.]
CLOS	Closed Captioning
CMOD	Classroom modification (Modified table or chair)
EMSA	Assistance Animal/Emotional Support Animal
ESSY	Essay on computer
EXAB	Excused Absence [Refer to ARO Excused Absence Policy.]
EXAS	Extended Assignment Time of One Class Period
EXTD	Excused Tardy
EXTS	Extended Test taking time (requires TSTC)
FACE	Face-to -Face instructions provided by the instructor to the student in a one-on-one setting, so the student can fully understand the instructions and expectations presented to the class.
FMSY	This system uses a transmitter and receiver combination to broadcast audio. The system allows a hearing-impaired student the ability to amplify the voice of the speaker (who wears the transmitter) with a simple volume knob on the receiver. This unit is also compatible with an amplified neck loop for hearing aids that supports T-coil.
INTR	Sign Language Interpreter/ Captionist [Refer to ARO Sign Language Interpreter/ Captionist Policy.]

NOTE	Note Taker is a scribe who takes notes on behalf of a student with a disability. Refer to Note Taker Procedure.
NSRD	No Services Requested
OFCI	Off-Campus Instruction
OTHR	Various Accommodations (which are specified by student)
PHYS	Physical Restrictions
PVTR	Private Testing Room
RCDR	Audio Recording Device
RCLD	Reduced Course Load [Refer to ARO Reduced Course Load Policy.]
READ	Test Reader (requires ASTC). This accommodation can be delivered using text to speech technology, or when necessary, it can be delivered using a ARO staff member or a reader approved by the ARO Coordinator.
SEAT	Preferential Seating
SERV	Service Animal [Refer to ARO Service Animal Policy.]
SPEL	Spell Check
TMOD	Test Modifications (enlarged, darkened, etc.)
TPPA	Temporary Accessible Parking
TSTC	Testing in the Testing Center
WHEL	Wheelchair Accessible Classroom
WRIT	Scribe for Tests (requires ASTC). This accommodation can be delivered using speech to text technology, or when necessary, it can be delivered using ARO staff.

## ARO Assistive Technology

The following is a list of the ARO Assistive Technology available to students with documented disabilities:

### Hardware

- CCTV - Closed Circuit Television

A CCTV is used to enlarge print material by capturing the image with a video camera and having it displayed on a large screen monitor. The image can be increased or decreased in size based on the student's needs. The CCTV unit also has the capability of different contrasts such as yellow text on a black background and other variations. There are two CCTV units available: One is in the ARO Computer Lab at JCH. There is also a portable CCTV available for checkout which can be used at other sites or in the Testing Centers.

- Portable Daisy Players

Victor Reader Streams and Victor Reader Vibes can be checked out through ARO on a semester basis. These units play Daisy formatted audio books. The players are also capable of playing mp3 and wma formats.

- Digital Audio Recorder

The digital audio recorder is a portable unit that records in mp3, wav and wma formats. Recordings made on the digital recorder can be played back on the unit or downloaded to a computer for playback. These units are available for checkout; contact ARO to make arrangements.

- Personal FM System

This system uses a transmitter and receiver combination to broadcast audio. The system allows a hearing-impaired student the ability to amplify the voice of the speaker (who wears the transmitter) with a simple volume knob on the receiver. This unit is also compatible with an amplified neck loop for hearing aids that supports T-coil.

- Portable MP3 Players

These MP3 players have an internal memory capable of holding 4 gigabytes of data. They interface with a computer to load files on for portable playback later. These units are available for checkout; contact ARO to make arrangements.

- Portable CD Players

The CD players can playback MP3 and Audio files. These units are available for checkout; contact ARO to make arrangements.

- Wide Screen Monitors

The ARO Computer Lab at JCH has 4 desktop computers with 22” display monitors for ease of viewing.

## Software

- Dragon Naturally Speaking

Dragon is a speech to text software program that allows words spoken into a microphone to be translated into text on a computer. Dragon works with Microsoft Word, email and Notepad. A user of Dragon must work with the program in order to train the system to work with his or her individual voice.

- JAWS

JAWS is a text to speech software program that allows a visually impaired student to navigate the computer by reading aloud what is on the screen. JAWS can be used to navigate the internet, and is also compatible with many programs, such as Microsoft Office.

- Kurzweil

Kurzweil is an easy to use text to speech software program that converts text on a computer screen into speech with natural sounding voices. This program can be used by students with the READ accommodation.

- Verbit

Verbit software provides Communication Access Real-time Translation (CART) through a combination of real-time transcription and artificial intelligence. The student’s instructor wears a microphone and the lecture is transcribed in real-time through Verbit’s web-based software.

- ZoomText

This is a software program that allows the display image on the computer to be magnified for visually impaired students. The program also allows the student to change color contrasts on the display to meet his or her specific needs.

*A copy of the Assistive Technology Use agreement can be found as Appendix B.*

# **Rights and Responsibilities**

## Rights and Responsibilities of the Accommodations Review and Appeal Subcommittee

### Rights

- To establish and maintain Jefferson College’s disability-related policies and procedures. (subject to administrative approval)
- To establish and maintain standards. (subject to administrative approval)
- In the case of an appeal, selecting “equally appropriate’ accommodations, services, or auxiliary aids when approving accommodations, or services, or auxiliary aids for a student.
- In the case of an appeal, requesting additional documentation if the presented documentation does not clearly indicate how the student is impacted by the condition.
- In the case of an appeal, recommending different accommodations, services, or auxiliary aids if previously approved or requested accommodations, services, or auxiliary aids do not provide equal access.

### Responsibilities

- Review all documentation prior to appeal meetings to discuss accommodation recommendations.
- Meet as required to process a student appeal regarding accommodations:
  - Receiving a summary of student with disability status as presented by the ARO Coordinator
  - Noting requested accommodations
  - Reviewing evaluations of disabilities
  - Determining appropriateness of documentation
  - Specifying provisional acceptance or approval status of disability documentation
  - Identifying and approving accommodations in regard to documentation during the appeal process
- Clearly communicate to the faculty the committee’s roles and responsibilities in the ARO process annually.
- Review and update, annually, the Accessibility Resource Office Policies and Procedures Manual.

## Rights and Responsibilities of Students with Disabilities

### Rights

- To be evaluated based on one's ability, not disability. If the disability affects the outcome of an evaluation method, the student is entitled to evaluation by alternative means.
- Entitled to an equal opportunity to learn. If the location, delivery system, or instructional methodology limits access, participation, or ability to benefit from, the student has a right to reasonable accommodation in those aspects for the course or program.
- Entitled to an equal opportunity to participate in and benefit from the academic community. This includes access to services, extracurricular activities, housing, and transportation at a comparable level as that provided to any student.
- Has the right to appeal the institution's decisions concerning accommodations, by filing a petition with the appropriate person. (See appeals process)

### Responsibilities

- To identify oneself to the Accessibility Resource Office as a student with a disability prior to the beginning of each semester.
- To request accommodations supported by official disability documentation.
- To provide the Accessibility Resource Office with all supporting disability documentation.
- To demonstrate and/or document how the disability affects a particular delivery system, instructional method, or evaluation criteria when requesting accommodations.
- To meet and maintain the institution's academic and technical standards, as well as abide by the Student Conduct Code.
- To follow Accessibility Resource Office policies and procedures.

## Rights and Responsibilities of Faculty Members

### Rights

- To identify and establish the essential elements to an academic program or course and to evaluate each student's performance on this basis.
- To ensure that these essential elements are not subjected to accommodation or modification.
- To question an approved accommodation if it interferes with the essential elements of a course.
- To suggest an accommodation that does not fundamentally alter the essential elements of a course, but does provide the access necessary for the student with a disability.

### Responsibilities

- To make reasonable adjustments to the instructional and evaluation method(s) for a course when these have a negative impact on the educational access to the course for a student with a disability.
- To assist a student in contacting the Accessibility Resource Office as necessary, such as when an accommodation is requested by a student but official notification of the accommodation approval has not been received.
- To provide the accommodation(s) approved by the College's Accommodations Review and Appeal Subcommittee or when notified by the Accessibility Resource Office, such as in cases where the student has an obvious disability or when temporary services have been approved.
- To discuss with the Accessibility Resource Office any concerns related to the accommodation(s) that have been approved for the student with a disability.
- To ensure the student's confidentiality by treating any disability related information with the highest regard for privacy.
- To ensure the student's confidentiality by conducting any conversations regarding accommodations or disability related information in a private setting.
- To respect the student's right to self-disclose any disability related information by not inquiring of the student his or her status regarding a disability.
- To refer a student to the Accessibility Resource Office to request academic support in cases where the faculty members has reason to think, based on the student's



performance in the course, that the student has a disability and to notify the ARO Coordinator that such a referral has been made.

- To make reasonable efforts to deliver a course that is fully accessible to all students.

# Policies

## Adaptive Furniture

This accommodation is denoted as: OTHR (need to be determined by the ARO Coordinator)

Students who request adaptive furniture as an accommodation must be registered with Accessibility Resource Office and present necessary documentation verifying the need for such.

Types of Adaptive Furniture:

- Adjustable Table
- Chair with/without Arms
- Chair with padding
- Chair with supported back
- Stool
- Rolling Table

To ensure furniture is placed when needed, students must submit a detailed copy of their class schedule along with specific requests. If furniture needs to be purchased, Jefferson College will make every effort to assure prompt delivery. However, due to purchasing procedures, there may be delays. Therefore, it is best to make requests early.

Students who have the need for adaptive furniture should present the instructor with a Faculty Notification Letter. Items of a personal nature, such as, a cushion or orthopedic support, are not provided by Jefferson College nor is the College responsible for lost or stolen items. Adaptive furniture provided by the College is not prescriptive in nature. Personally-prescribed items are the responsibility of the student.

Questions regarding adaptive furniture should be addressed to the Accessibility Resource Office.

### Assistive Listening Device (ALD)

This accommodation is denoted as: FMSY

An ALD is a personal FM Listening system. Poor acoustics caused by noise, reverberation, and distance between the speaker and listener may cause additional difficulty for hearing impaired students. Some students may benefit from the use of an ALD. ALDs are designed to provide amplification assistance in the college environment. ALDs are available for loan from the Accessibility Resource Office and may be checked out each term to eligible students.

To request the use of an ALD for a term, students must:

- Provide appropriate documentation (an audiogram and audiologist's report).
- Meet with the ARO Academic Support Specialist to learn appropriate use of equipment.
- Complete the Assistive Technology Use Agreement (Appendix B) with the Accessibility Resource Office.

## Emotional Support Animal Policy

An Emotional Support Animal is an animal that provides emotional support which alleviates one or more identified symptoms or effects of a documented disability. Some, but not all, animals that assist residents with disabilities are professionally trained. Other Emotional Support Animals are trained by the owners. In some cases, no formal training is required for an Emotional Support Animal. The important consideration lies in whether or not the animal provides the benefit needed as a reasonable accommodation to the individual requesting to be a future or current resident of campus housing.

Unlike a Service Animal, an Emotional Support Animal does not assist a resident with a disability with daily tasks or activities for daily living, nor does it accompany a person with a disability at all times. Emotional Support Animals may be considered for college housing opportunities; however, they **are not permitted in other areas of the college, including but not limited to: labs, academic buildings, libraries, classrooms, snack bars and the café.**

## Requirements of Emotional Support Animals and Their Handlers

- The owner of the approved animal is responsible for assuring that the animal does not unduly interfere with the routine activities of Jefferson College. The animal may not cause undue difficulties for the residents of campus housing.
- The owner is solely responsible for the care, supervision and maintenance of the approved animal.
- The owner is required to remain in control of the animal at all times. If the approved animal becomes unruly and cannot be controlled, at all times the college reserves its right to demand the animal be removed from the campus and housing.
- The owner is financially responsible for the actions of the approved animal including bodily injury or property damage to the college and/or campus housing.
- The approved animal must be in good health. Animals to be housed in campus housing must have an annual clean bill of health from a licensed veterinarian. The approved animal must have current vaccinations and immunizations against diseases common to that type of animal. All approved animals must wear a current rabies vaccination tag.
- The approved animal must be licensed in the City of Hillsboro, see link below: <https://hillsboromo.org/wp-content/uploads/2022/03/Pet-License-Application.pdf>
- The owner/handler must abide by all campus housing policies and regulations as outlined by a campus housing authority.
- **The handler of the approved animal is ultimately responsible for the cleanup of the animal's waste and disposal as outlined by campus housing.**

## Application Process

- Requests for Emotional Support Animals must be originated in the Accessibility Resource Office located in TC101.
- Students must also make a formal request for an Emotional Animal on their housing application.

- In order to be considered for approval, appropriate documentation must be provided supporting a direct link between the animal and a documented disability.

### Calculator Policy

This accommodation is denoted as: CALC

Jefferson College has designated the Accessibility Resource Office Coordinator to certify whether a request for an accommodation, due to disability, is reasonable and necessary. The Accessibility Resource Office Coordinator's decision to approve the use of a calculator as an accommodation is based upon the student's documentation of a disability.

- Once a student is approved the use of a calculator as an accommodation, all tests and quizzes must be taken in the Testing Center with the designated, approved calculator provided by the Testing Center.
- The approval of calculator usage for courses heavy in math content is to be determined by the Accessibility Resource Office Coordinator. The Accessibility Resource Office Coordinator's decision includes the type of calculator to be used and is based solely upon the student's disability documentation.
- The student and the instructor should meet at the beginning of the semester in the instructor's office to discuss the use of a calculator. If there are concerns about the use of the calculator, the student or the instructor may ask the Accessibility Resource Office Coordinator to attend this meeting.
- If an instructor believes the use of a calculator prevents measurement of the skills a test or an in-class assignment is designed to assess, the instructor should present those concerns in writing to the Accommodations Review and Appeals Subcommittee on a case-by-case basis.
- Students may appeal Accommodations decisions through the Grievance and Appeals Process; as outlined in the Procedures section of the Accessibility Resource Office Policies and Procedures Manual. (Procedures>Grievances and Appeals>Appeal of Accommodation(s))
- As accommodations are not applied retroactively, disputes must be resolved prior to the student being assessed.

## **COVID-19 Accommodation Policy**

The Accessibility Resource Office believes in maintaining the continuity of the educational experience for its students who, for reasons related to COVID-19, are unable to engage fully in educational programs and/or services as originally designed. During this unprecedented time, we are here to support our students, faculty, staff and Jefferson College community alike. Given current CDC guidelines and the continued public health concerns associated with COVID-19, ARO acknowledges the need for accommodation requests directly linked to students and their immediate family who are sick or in self-isolation. Accommodation requests can be made by contacting the Accessibility Resource Office at (636) 481-3158 or [aro@jeffco.edu](mailto:aro@jeffco.edu).

### **Required Documentation**

As with all accommodation requests, students must provide appropriate documentation outlining the necessity of academic accommodations and their link to COVID-19. This documentation would need to be made on physician's letterhead and signed by a licensed medical professional who is not related to the student.

All documentation must provide the following information:

- Date of evaluation.
- Specific Diagnosis or Concern related to COVID-19.
- Specific limitation with respect to the current impact on the student's educational success.
- Specific end date for accommodations related to COVID-19.

Determinations regarding reasonable accommodation requests are made by the Accessibility Resource Office Coordinator and may include "alternate accommodations" (which are equally appropriate accommodations) based on individual need and provided documentation.

Possible accommodations include:

- Off-Campus Instruction
- Online Testing Options
- Online Faculty Office Hours
- Online Tutoring
- Extended Course Deadlines
- Assigning of Note Taker
- Online or Mailed Project & Homework Submissions

### **Student Responsibilities**

Students requesting accommodations in direct relation to COVID-19 are required to:

- Enroll in online or hybrid courses whenever possible.
- Access necessary technology to complete online coursework
- Discuss alternative options to assignments and due dates prior to deadlines.
- Communicate with instructors and faculty frequently and thoroughly.
- Make all necessary arrangements with the JC Testing Center for remote exams; when necessary.
- Uphold Academic Integrity standards.

## Excused Absence Policy

This accommodation is denoted as: EXAB

Upon approval of this accommodation, absences pertaining to a student's disability status must be reported to Accessibility Resource Office within 72 hours of the absence. In such cases, professors or instructors will require confirmation of the absence from the Accessibility Resource Office. The Accessibility Resource Office role is to validate/confirm medical documentation for an absence. The student will be solely responsible for making up any quizzes, exams, labs, etc. that were missed during the absence, and it is the student's responsibility to make necessary arrangements with their instructors. Each instructor handles missed classes/make-ups differently – consult the course syllabus and the instructor for details.

The student may submit the details of the absence either prior to leaving or upon return to campus. However, in all cases, the student will need to submit supporting documentation. It is in the student's best interest to have an excuse processed in advanced when knowing of an upcoming event.

Be sure to take caution in accruing and reporting an absence. Excused absences should only be due to medical emergencies. Failure to take care in accruing and reporting an absence can result in the absence not being excused.

The Excused Absence accommodation does not cover:

- Over-booking of the student's schedule
- Forgetting exams or assignments
- Poor time management
- Not being prepared
- Regularly scheduled medical appointments

The Accessibility Resource Office will only issue excuses during final exams for "extreme circumstances" (such as being hospitalized).

Documentation of an excused absence will be emailed directly to the primary instructor listed for each course the student is enrolled.

**The Excused Absence Policy does not apply to Federal Financial Aid requirements.**

**For federal financial aid recipients who stop participating in all courses, a last date of attendance based on an academically-related activity is used to determine the portion of aid earned. Excused absences may not be included as days attended.**

**For further details, review the Federal Over-payment Policy in the College Catalog and Student Handbook or the brochure about "Repaying Unearned Federal Financial Aid" shared by the Office of Student Financial Services.**



## Extra Time on Assignments (EXAS)

Extra time on assignments (EXAS) as an approved accommodation requires students to negotiate *each* and *every* deadline extension with their instructor. The reason for this is that due dates and deadlines are tied directly to the academic standards and requirements of each course. It is the instructor, *not* ARO, who is responsible for a) conveying and protecting academic standards; and b) determining what and how much academic material needs to be covered and evaluated within stated course timelines.

In responding to each and every request for an assignment deadline extension, instructors are expected to consider the student's need for reasonable accommodation within the context of ensuring that academic expectations are being met.

Extra time on assignments as an accommodation does ***not*** mean:

- open ended deadlines
- elimination of all in-course deadlines or permission to submit interval-scheduled work all at the same at the end of the course
- permission to submit assignments at the student's convenience
- automatic re-weighting of grades to compensate for assignments not submitted
- submitting assignments after answers have been posted or other students have received feedback on their work

## Additional Guidelines for Instructors about Extra Time on Assignments

- Instructors should receive and respond to initial requests for extensions by students with disabilities in *good faith*. This means assuming that the student is making an honest request for accommodation based on their disability.
- When a student presents a valid **Faculty Notification Letter** from the ARO listing "Extra time on assignments (EXAS)" as an approved accommodation, instructors should not request that the student supply any medical or private documentation verifying their need for the extension.
- The ARO strongly advises students to negotiate extended deadlines *before* the original due date. However, some students do encounter disability-related issues that makes this impossible. Wherever and whenever possible, instructors ought to receive and respond to requests for extensions after original due dates in good faith, giving careful consideration to the student's request and stated academic standards. Instructors can take into consideration the student's perspective on how much extra time is needed for a specific assignment.
- Instructors will have met the College's obligation to accommodate when they:
  - can demonstrate they received the student's request for an extension in good faith
  - granted a reasonable response to initial requests - e.g., 1-2 days on weekly assignments, up to 5 days on middle- mid-term assignments or 1-2 weeks on term papers
  - appropriately linked the granting or denial of an extension to the protection and preservation of academic standards and course requirements.

## Accessibility Resource Office

- Once an instructor has granted reasonable extensions upon request, he or she is within their right to refuse additional extensions if doing so is in contradiction to the stated course requirements.
- When students make subsequent requests for extensions for reasons of a disability either on the same assignment or for several assignments in the same course, they should be referred to the Accessibility Resource Office for support.
- When granted reasonable accommodation, students with disabilities are expected to meet stated course requirements.

## Facemask Accommodation Policy

The Accessibility Resource Office believes in maintaining the integrity of the educational experience for its students who are unable to engage fully in educational programs and/or services as originally designed due to Jefferson College's facemask policy. Safety measures such as social distancing stay at home orders and the wearing of facemasks or cloth face coverings have become necessary to ensure comfort and safety for all campus participants.

Given current CDC guidelines and the continued public health concerns associated with COVID-19, the ARO acknowledges the need for accommodation requests to the college's mask mandate. Accommodation requests can be made by contacting the Accessibility Resource Office at (636) 481-3158 or [aro@jeffco.edu](mailto:aro@jeffco.edu).

### **Examples of reasonable modifications to the face mask policy\***

- The wearing of a scarf, loose face covering, or full-face shield instead of a face mask;
- Alternate course requirements and assignments.
- Remote Learning Options
- Online Testing Options
- Online Faculty Office Hours
- Online Tutoring
- Extended Course Deadlines
- Assigning of Note Taker
- Online or Mailed Project & Homework Submissions

### **Required Documentation**

As with all accommodation requests, students must provide appropriate documentation outlining the necessity of academic accommodations and their link to COVID-19. This documentation would need to be on physician's letterhead and **signed** by a licensed medical professional who is not related to the student.

All documentation must provide the following information:

- Date of evaluation.
- Specific Diagnosis or Concern related to inability to wear a facemask.
- Specific limitation with respect to the current impact on the student's educational success.

Determinations regarding reasonable accommodation requests are made by the Accessibility Resource Office Coordinator and may include "alternate accommodations" (which are equally appropriate accommodations) based on reasonableness of requested accommodations.

### **Student Responsibilities**

Students requesting accommodations for the facemask policy are required to:

- Identify and comply with the ARO policies and procedures regarding disability accommodations.
- Access necessary technology and equipment to complete coursework.
- Discuss alternative options to assignments and due dates prior to deadlines.
- Communicate with instructors and faculty frequently and thoroughly.
- Make all necessary arrangements with the JC Testing Center for remote exams; when necessary.

- Uphold Academic Integrity standards.

**It is the policy of Jefferson College that no person shall, on the basis of age, ancestry, color, creed, disability, genetic information, marital status, national origin, race, religion, sex, gender identity or expression, sexual orientation, or veteran status, be subject to discrimination in employment or in admission to any educational program or activity of the College.**

\*including but not limited to:

## Note taker Policy

This accommodation is denoted as: NOTE

Jefferson College has designated the Accessibility Resource Office Coordinator to certify whether a request for an accommodation due to disability is reasonable and necessary. A decision to approve the use of a note taker as an accommodation is based upon the student's documentation of disability.

Students may choose to find a note taker on their own or with the assistance of their instructor.

### **Student selecting own note taker:**

- The ARO student picks up Note Taking Paper (NCR) in the Accessibility Resource Office or requests it to be sent to the Testing Center at the Arnold site. An alternative method to provide class notes may also be used, such as a hard copy or an electronic copy.
- The ARO student attempts to find a classmate who agrees to voluntarily provide the ARO student with a copy of the class notes.
- In the event the student cannot find a volunteer, the student will inform the course instructor. The instructor will then, without identifying the student in any way, ask for a classroom volunteer note taker.

### **Instructor assistance to select note taker:**

- The instructor will provide a copy of his or her own notes or solicit assistance from another class member.
- Faculty members can make an announcement in their course or send an email to the students at the beginning of each semester stating that there is a student in the class in need of a note taker. **SUCH ANNOUNCEMENTS MUST BE ANONYMOUS AND SHOULD NOT INCLUDE THE NAME OR IDENTIFYING INFORMATION ABOUT THE STUDENT.**

### **Either the ARO student or the course instructor will provide the volunteer with NCR paper if needed.**

- The ARO student will inform the Accessibility Resource Office the name of the volunteer note taker 1 month before the semester ends. Note: The volunteer note taker will receive a \$25 gift certificate to the Jefferson College bookstore at the end of the semester.
- If a volunteer note taker cannot be found, the student will inform the Accessibility Resource Office who will aid in finding someone to be the course note taker.

NOTE: Course notes are only provided for classes attended by the ARO student.

### Off-Campus Instruction Policy

This accommodation is denoted as: OFCI

Jefferson College has designated the Accessibility Resource Office Coordinator to certify whether a request for an accommodation due to disability is reasonable and necessary. The Accessibility Resource Office Coordinator's decision to approve the homebound policy as an accommodation is based upon the student's documentation of disability.

- In accordance with the ADA and ADAAA, accommodations must be made for students unable to physically attend on-campus instruction due to disability.
- Off-campus instruction includes, but is not limited to; instruction, submission of classroom assignments, testing, and other course assessments.
- Exceptions to the on-campus attendance requirements can be requested as an accommodation. Approval of this accommodation will be made on a case-by-case basis and may involve the cooperation of the student, the instructor, the academic department, the Registrar's Office, and/or the applicable Dean, along with any other entity required by college policy.
- If the off-campus instruction accommodation is approved, arrangements will be made to provide the student with necessary course material.
- Each instructor has the authority to set attendance regulations for his or her class. It is a student's obligation to attend class regularly, and he or she is responsible for all work, including tests, quizzes, and written work. The Accessibility Resource Office does not determine attendance policies for faculty.

**In cases where campus attendance is difficult, students are encouraged to enroll in online courses when available.**

## Recorder Accommodation

This accommodation is denoted as: RCDR

Students with documented disabilities can request the use of a recorder to tape classroom lectures. Approved students are responsible for providing their own recorder.

### Recorder Use Regulations:

- Students approved for the recorder accommodation have the right to tape record class lectures only for personal study.
- Lectures taped for personal study may not be shared with other individuals without the consent of the lecturer.
- Tape-recorded lectures may not be used in any way against the faculty member, other lecturers, or students whose classroom comments are taped as part of the class or classroom activity.
- Tape-recorded lectures may only be used for personal study. Recordings are solely intended for the use of the student, with this approved accommodation.
- Lectures taped for personal study must be properly disposed of at the end of each semester.
- Any recorded information that the student believes to be discriminatory should be presented to the Accessibility Resource Office for appropriate action.
- Students utilizing this accommodation must complete a Recorder Accommodation Agreement (Appendix C). Recorder Accommodation Agreements are valid for the term of a student's attendance at Jefferson College; not to exceed five years.

## Reduced Course Load

This accommodation is denoted as: RCLD

Students with disabilities are eligible to apply for special status, which if approved, allows them to take a reduced course load while maintaining full-time status. The approval of a reduced course load with full-time status is not a permanent status; students are not automatically eligible for this accommodation each semester. The request must be submitted and evaluated each term to determine the impact of the student's disability in terms of the demands of the proposed course schedule.

- Requests for reduced course loads are submitted to the Accessibility Resource Office Coordinator with supporting documentation. Supporting documentation must include a diagnostic evaluation from an appropriate professional that is recent enough to evaluate the current impact of the disability.
- The Coordinator evaluates the documentation and the request in terms of the impact of the disability and the demands of the student's current or proposed schedule and any recommendations or concerns on the part of any department.
- If the request is denied, the student may address the Coordinator's decision through the standard accommodation grievance procedures.
- If approved, the Accessibility Resource Office Coordinator will submit a recommendation for accommodation of a reduced course load along with complete documentation to the Accommodations Review and Appeal Subcommittee for annual review.
- The student awarded reduced course loads with full-time status must maintain satisfactory progress toward a degree.
- The approval of a reduced course load will result in an adjusted Federal financial aid package in accordance with regulations and in an effort to preserve the student's eligibility for aid. If aid has been disbursed prior to the reduced course load approval, consultation between the Student and Student Financial Services must take place in order to determine whether or not a credit deficiency exists.
  - Federal Stafford Loan Eligibility: Eligibility will be reduced according to the total number of credit hours taken in the full academic year.
  - Federal Pell Grant Eligibility: Grants are prorated based on the number of credit hours taken.
  - An A+ Scholarship student must be enrolled full-time. Documented exceptions approved by the Accessibility Resource Office and Student Financial Services may be made for an otherwise A+ eligible student having a disability as defined by Title II of the Americans with Disabilities Act who, because of his or her disability, is unable to satisfy the statutory minimum requirements for full-time status.
- Students awarded reduced course loads with full-time status who have been awarded a scholarship may continue to receive funding with the approval of the donor or with the approval of Student Financial Services in the case of the College's general scholarship program.



- The National Junior Collegiate Athletic Association (NJCAA), bylaws states: “An NJCAA student-athlete may be granted relief from Article V, Section 4.C, 4.D, 4.E, and 4.F of the NJCAA bylaws in the instance where the following guidelines are followed. Article V, Section 4.C, 4.D, 4.E, and 4.F requirements are adjusted based on the institution’s academic authority evaluation.”

## Service Animal Policy

This accommodation is denoted as: SERV

In accordance with the Americans with Disabilities Act, service animals are permitted in all Jefferson College facilities for persons with documented disabilities. A service animal is any guide dog, signal dog or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing, providing minimal rescue or protection work, pulling a wheelchair or fetching dropped items. The service the animal is providing must be directly related to the functional limitation of the person's disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals whose behavior poses a direct threat to the health or safety of others or is disruptive to the Jefferson College community may be excluded, regardless of training or certification.

### **Requirements of Service Animals and Their Handlers**

- **Identification:** The service animal should wear a harness, identification tag or other gear that readily identifies its working status. If there is not a visible tag, college officials may ask the handler to remove the animal from the premises.
- **Control:** The handler must be in full control of the service animal at all times. The care and supervision of a service animal is solely the responsibility of its handler.
- **Leash:** The service animal must be on a leash at all times.
- **License and Tags:** All service animals must have an owner identification tag. If the service animal is a dog, it must be licensed from an approved training program or have current license and tags from local authorities.
- **Health:** The service animal must be in good health. Animals to be housed in campus housing must have an annual clean bill of health from a licensed veterinarian. The service animal must have current vaccinations and immunizations against diseases common to that type of animal. All service animals must wear a current rabies vaccination tag.

### **Handler Conditions for Having a Service Animal on Jefferson College property**

- **Disruption:** The handler of a service animal that is unruly or disruptive (e.g., barking, running around, nipping, bringing attention to itself) may be asked to remove the animal from college facilities. If the improper behavior happens repeatedly, the handler may be required to take significant steps to mitigate the behavior before bringing the animal into any Jefferson College facility. Mitigation may include muzzling a barking animal, obtaining refresher training for both the animal and the partner, or other appropriate measures.

Guests of Jefferson College must also follow the above mentioned rules and regulations regarding Service Animals.

**Students requesting Assistance Animals should refer to the Assistance Animal Policy (p.29)**

## Sign Language Interpreters/ Captionists

This accommodation is denoted as: INTR

Jefferson College has designated the Accessibility Resource Office Coordinator to certify whether a request for an accommodation due to disability is reasonable and necessary. The ARO Coordinator's decision to approve the use of a sign language interpreter or captionist as an accommodation is based upon the student's documentation of disability.

Students who have been approved to use interpreters and/or captionists (service providers) are responsible to inform the Accessibility Resource Office when they do not need the above named service provider. Approved students must submit an Interpreter/Captioning Request Form (Appendix D) each semester, in a timely manner, in order to secure services.

### **Attendance**

- Attendance is of the utmost importance when receiving services from a service provider.

### **Cancellations/Problems**

- Cancellation must be given at least 24 hours in advance whenever possible. Cancellation must be given via phone call at 636-481-3158 or email [aro@jeffco.edu](mailto:aro@jeffco.edu).
- When cancelling or describing a problem the student must provide:
  - First and last name
  - The day and time of the class
  - The interpreter's or captionists' name (if possible)
  - The problem or issue (student will be late, student will be absent, interpreter or captionist is late, student's classroom moved, etc.)
- It is also advised to contact the service provider directly when possible; contact information for service providers can be provided by the Accessibility Resource Office at the student's request.
- If a student fails to cancel interpreting services, a warning letter or phone call will be issued by the Accessibility Resource Office. The student must respond to the Accessibility Resource Office within one week of a warning or interpreting services may be suspended.

### **During Class**

- Any questions or comments from the instructor or other students should be addressed directly to the student and not the service provider.
- The service provider will voice the student's response to questions and discussion topics.

## Outside Class

Service providers may be utilized to access Jefferson College resources, such as tutoring, computer labs, support labs, the library, or for class field trips, meetings and other campus events. To request a service provider for times outside of class please contact the Accessibility Resource Office at 636-481-3158 or [aro@jeffco.edu](mailto:aro@jeffco.edu).

## Exams

Not all exams can or need to be interpreted. Please notify the Accessibility Resource Office, in advance, of exam days to determine if there is a need for a service provider.

**Service providers are not automatically assigned for final exams.** During final exam week, all services are provided by request only. To request a service provider for final exam week, students must contact the Accessibility Resource Office at 636-481-3158 or [aro@jeffco.edu](mailto:aro@jeffco.edu).

## Captioning

Captioning provides an integral link to visual media for individuals who are hearing impaired. It allows them to be part of society, without missing important visual concepts on screen, which may happen if a student only watches an interpreter. Captions also have been used to improve comprehension and fluency of English for individuals whose native language is not English as well as students with learning disabilities. In order for this accommodation to be provided, documentation of disability is required.

There are two types of captioned films:

*Closed Captioning*- can be viewed with or without captions. In order to see the captions, a decoder box must be connected to the television or media device. All televisions and media devices manufactured after 1990 should have caption ability without need of a decoder box.

*Open Captioning*- automatically show all of the time and can be run on all media devices. No special equipment is needed.

Students requesting captioned films should contact the Accessibility Resource Office along with their instructors.

## **Closed Captioning: CLOS**

Closed Captioning provides students with text versions of audio content that is synchronized with the video. Videos that are added to your course should include captioning, preferably with an interactive transcript in an accessible media player. By doing so, the videos are accessible to students who are deaf or hard of hearing, non-native English speakers, as well as any student who wants to search the content of the video or learn the spelling of technical terminology.

## **Procedure**

### **New Video/DVD/Film Releases**

It is the responsibility of the unit/department, administrators, faculty and staff to:

1. purchase and use captioned videos/DVDs/films for teaching purposes within their particular classroom and/or unit/department;
2. substitute a video/DVD/film with captioning in the place of an older version without captioning;
3. update all video/DVD/film stock to include only those with captioning; and
4. create subtitles/captions for any college-created video.

### **Non-captioned Video/DVD/Film Releases**

It is the responsibility of the unit/department, administrators, faculty and staff to:

1. transition their media materials into captioned and accessible products for all;
2. inquire in the Movie Collection Division of the Jefferson College Library to determine if the college has a captioned version;
3. seek an alternative video/DVD/film with closed-captioning;
4. make a determination if the video/DVD/film is essential to a course outline or may be deleted from a syllabus; or
5. offer an alternative assignment to a student in place of viewing a non-captioned video/DVD/film.

### **Alternative Accommodations for Non-captioned Videos/DVDs/Films in Academic Courses**

In the event the unit/department, administrators, faculty or staff determine a non-captioned media product is essential to academic course requirements, it is the responsibility of the unit/department, instructor, and/or faculty member to meet with the hard-of-hearing/deaf student to determine reasonable alternatives. A list of possible alternatives (not all inclusive) follows:

1. If the individual interpreter for that particular class agrees to interpret the video/DVD/film, the department will be responsible for additional wages incurred by the interpreter for the extra preparation time it will take to review the media transcript, if available, and/or preview the video. Interpreters must be informed one week in advance of the assignment.

2. If a captioned video/DVD/film is not available, then the hard-of-hearing/deaf student and interpreter may be given a copy of the script (if available) one class meeting prior to the showing. It is the responsibility of the instructor to contact the publisher to obtain a copy of the script.
3. The instructor may offer an alternative assignment to the student in place of viewing a non-captioned video/DVD/film to the class. Alternate assignments should be decided upon on an individual basis between the professor and hard-of-hearing/deaf student. Possible alternatives could include:
  - a) providing in-depth copies of the instructor's notes on the video/DVD/film to make certain the student is given full access to the main points of the media presentation.
  - b) allowing the hard of hearing student to view the video/DVD/film additionally on his or her personal time with a copy of instructor notes.

### **The Role of the Accessibility Resource Office (ARO)**

It is the responsibility of the ARO to determine reasonable accommodations, auxiliary aids, and services based upon documentation presented by the individual. The ARO provides the following services for eligible hard-of-hearing/deaf individuals:

- qualified Sign Language Interpreter(s); and/or
- a C-Print Typist; and/or
- assistance in locating a peer note-taker.

Additionally, the ARO will inform professors and instructors when a hard-of- hearing/deaf student using an Interpreter or C-Print typist will be present in their classroom. Notification generally will be provided within three working days of the start of semester or the receiving of a finalized schedule; timely notification is dependent upon the voluntary disclosure by the student. The ARO will also provide the college community with general information regarding:

- captioned videos;
- working with a hard-of-hearing/deaf individual & interpreter;
- interpreter responsibilities;
- C-Print information;
- accessible media; and
- requirements of the Americans with Disabilities Act and Section 504 & 508 of the Rehabilitation Act.

## Parking

This accommodation is denoted as: TPPA

Students and guests with valid Missouri State Disabled Parking Permit do not need to request a parking accommodation.

Students may request temporary accessible parking permits on an as needed basis **not to exceed two consecutive semesters**. Jefferson College has designated the Accessibility Resource Office to certify whether a request for this accommodation, due to disability or a temporary injury, is reasonable and necessary.

A Jefferson College [Access Map](#) is available online at [www.jeffco.edu](http://www.jeffco.edu).

## Personal Attendants

This accommodation is denoted as: ATCO

Jefferson College is not responsible for providing or paying for personal attendants. The college recognizes that in some instances, personal attendants may be necessary. While on campus, students needing assistance getting to various buildings, toileting, dispensing of medications, etc., should make arrangements to have a personal attendant. Requesting such services, as those previously listed, from non-trained individuals on campus could pose a threat to those providing assistance and the individual with the disability; therefore, those types of request cannot be accommodated.

To ensure students with disabilities are recognized as independent class members, the following guidelines have been established for personal care attendants.

Personal attendants will:

- Attend to the needs for which hired (e.g. personal care duties such as turning pages, retrieving books, taking off coats, etc.). The Accessibility Resource Office, not the personal attendant, will ensure that all classroom accommodations are provided.
- Serve as the student's voice, when appropriate, without offering one's own perspective. Attendants should not actively participate in the class or in conversations between the student and faculty, staff or other students.
- Demonstrate appropriate classroom behavior.
- Maintain any confidential information about the student.
- Abide by Jefferson College's Student Conduct Code. Attendant will be provided a copy and will sign it acknowledging receipt along with a Accessibility Resource Office Staff Signature.
- Abide by all college parking regulations.
- Give only authorized assistance to any student.
- Avoid providing reading or scribing assistance in a testing situation—the student is responsible for scheduling such accommodations through the Accessibility Resource Office.



## Seizure Information

**It is the student's responsibility to self-disclose a seizure disorder to the ARO office.**

Students will receive a copy of the Seizure Procedures attached to their accommodation letter during the week before the start of their first semester at Jefferson College from the Accessibility Resource Office.

In the event of a seizure, faculty and staff should:

- **Contact 911**  
When dialing 911 from a campus phone you must dial "9" for an outside line. Campus Police will be dispatched upon calling 911.

### **DO**

- gently place the person on his or her side to help keep their airway clear.
- remove chairs, desks, or other nearby hazards away from the person to prevent injury AND to make room for 911 personnel.
- protect the person's head from injury (i.e.: use a sweater or jacket as a pillow).

### **DON'T**

- try to hold the person down or in place during a seizure.
- place objects between the person's teeth.
- try to revive the person with fluids, stimulants, fresh air or walking.
- panic. Usually the seizure will subside and the person will recover.

If a seizure occurs in a classroom, the instructor should ask the class to leave the room for a 15-minute break in order for security and emergency personnel to attend to the individual.

# Disability Documentation

The Jefferson College Accessibility Resource Office follows standard practices and guidelines of Higher Education institutions regarding disability documentation.

- The requested documentation must include a current description of the impact of the disability, including results of medical, psychological, or educational diagnostic tests, or other professional evaluations to verify the disability.
- The need for specific accommodations and support services must be documented and justified by the disability. The information should be as specific as possible.
- All documentation will remain secured in the Accessibility Resource Office and will be viewed by the ARO Coordinator and other members of the Accommodations Review and Appeal Subcommittee and other college employees with a compelling reason.
- Jefferson College reserves the right for the Accessibility Resource Office Coordinator to make documentation determinations based on professional experience.

Note: The Accessibility Resource Office Coordinator and/or the Accommodations Review and Appeal Subcommittee reserve the right to request additional documentation.

### Documentation Requested for ADD/ADHD

For ADHD, the documentation must be dated within the last year, on office letterhead, typed and signed by a licensed mental health or medical professional in the area for which the diagnosis is made. In addition, the documentation for ADD/ADHD must be mailed or faxed from the medical professional office directly to the Accessibility Resource Office. Hand carried copies will not be accepted.

The documentation must provide:

- Specific diagnosis of ADHD or ADD
- Date of the evaluation
- Method of evaluation or examination
- How the disability would affect the student in an academic setting
- Any possible limiting or negative effects of medication on behavior or cognitive abilities
- Recommendations and the rationale for each accommodation

### Documentation Requested for Blind or Visually Impaired

For a student who is blind or visually impaired, the documentation must be dated within the last three years, on office letterhead, typed and signed by a licensed Ophthalmologist or Optometrist. In addition, the documentation must be mailed or faxed from the medical professional office directly to the Accessibility Resource Office. Hand carried copies will not be accepted.

The documentation must provide:

- An ophthalmologic or optometric report indicating current visual acuity, including:
  - near and distant vision (left/right, both eyes)
  - visual fields, with or without corrective lenses
- Date of the evaluation
- A specific diagnosis
- Recommendations and the rationale for each accommodation

### Documentation Requested for Deaf or Hearing Impaired

For a student who is deaf or hearing impaired, the documentation must be dated within the last three years, on office letterhead, typed and signed by a professionally licensed or certified Speech Pathologist or Audiologist. In addition, the documentation must be mailed or faxed from the medical professional office directly to the Accessibility Resource Office. Hand carried copies will not be accepted.

The documentation must provide:

- An audiological report indicating current hearing levels, including:
  - Speech reception levels – with or without hearing aids and/or assistive listening devices
  - Date of the evaluation
  - A specific diagnosis
  - Recommendations and the rationale for each accommodation

### Documentation Requested for a Learning Disability and Other Cognitive Impairments

All required documentation must provide a current assessment of the student's academic abilities and functional limitations. In addition, all standardized testing must be based on an appropriate adult assessment. The Accessibility Resource Office reserves the right to refuse documentation that is hand-carried.

For a Learning Disability, the documentation must provide:

- Aptitude battery including the subtests and standard scores.

Acceptable tests include but are not limited to:

- Kaufman Adolescent and Adult Intelligence Test
- Reynolds Intellectual Assessment Scales (RIAS)
- Stanford-Binet Intelligence Scale (4th or 5th edition)
- Wechsler Adult Intelligence Scale – III or IV
- Woodcock-Johnson Psychoeducational Battery – Revised: Tests of Cognitive Ability
- Woodcock-Johnson Psychoeducational Battery – III General Intellectual Ability

- Achievement battery with the subtests and standard scores.

Acceptable tests include but are not limited to:

- Scholastic Abilities Test for Adults (SATA)
- Stanford Test of Academic Skills
- Tests of Written Language – 3 or 4 (TOWL 3 or 4)
- Woodcock-Johnson Psychoeducational Battery – Revised: Tests of Achievement
- Wechsler Individual Achievement Test II or III

- Diagnostic Summary with a specific learning disability diagnosis by a qualified professional
- An explanation of how the disability would affect the student in an academic setting
- Recommendations and the rationale for each accommodation

### Documentation Requested for Physical Disorders and Other Chronic Health Conditions

For physical disorders and other chronic health conditions, the documentation must be dated within the last year, on office letterhead, typed and signed by a licensed physician specializing in the area for which the diagnosis is made. In addition, the documentation must be mailed or faxed from the medical professional office directly to the Accessibility Resource Office. Hand carried copies will not be accepted.

The documentation must provide:

- A specific diagnosis
- Date of the evaluation
- Method of evaluation or examination
- An explanation of the current functional limitations
- An explanation of how the disability would affect the student in an academic setting
- Any possible limiting or negative effects of medication on behavior or cognitive abilities
- Recommendations and the rationale for each accommodation

### Documentation Requested for Psychological and Psychiatric Disorders

For psychological and psychiatric disorders, the documentation must be dated within the last year, on office letterhead, typed and signed by a licensed psychologist, psychiatrist, professional counselor or social worker. In addition, the documentation must be mailed or faxed from the medical professional office directly to the Accessibility Resource Office. Hand carried copies will not be accepted.

The documentation must provide:

- A specific diagnosis including the DSM-IV or DSM-V code
- Date of the evaluation
- Method of evaluation or examination
- An explanation of the current functional limitations
- An explanation of how the disability would affect the student in an academic setting
- Any possible limiting or negative effects of medication on behavior or cognitive abilities
- Recommendations and the rationale for each accommodation



# Procedures

## ADA Right-of-Way Procedure

Jefferson College is committed to providing services, programs and activities that are accessible to all members of the community, regardless of disability status. This includes the accessibility of pedestrian facilities within the public right-of-way, such as sidewalks, curb ramps, crosswalks, parking lots, and accessible entrances.

In the event of a restriction to public right-of-way due to construction or repair, emergency, campus event, or etc. the identifying employee will contact the ARO to discuss alternate accessibility options.

These options may include but are not limited to:

- Relocation of classroom, service, program, or event site.
- Implementation of signage of alternate access options.
- Campus communications of closures, alternate routes, and safety precautions.
- Alternate access to programs, activities, and services as required.

## AEL Testing and Academic Accommodations

### TABE Testing and Academic Accommodations

#### AEL Responsibilities

AEL will be responsible for the following:

- Including informational flyers in student registration packets
- Posting flyers in AEL classrooms
- Making an announcement regarding accommodations on the first day of class and during open house/ orientation
- Identifying students who are “likely” unable to advocate for themselves
- Informing students who register over-the-phone that if they are a student with a disability, they will need to schedule an appointment with Accessibility Resource Office to set up academic accommodations.
- Include the following statement regarding disabilities in all AEL publications:

*Jefferson College provides reasonable accommodation to qualified students with disabilities pursuant to the Americans with Disabilities Act **Amendments Act of 2008**, the Rehabilitation Act of 1973, and other relevant laws.*

*A student with a disability must contact the **Accessibility Resource Office** Coordinator in order to begin the formal request for the accommodations process. The student must present appropriate documentation of disability that supports requested accommodations. **Appropriate documentation is defined by guidelines published in the Accessibility Resource Office Policies and Procedures manual.** The student will meet with **Accessibility Resource Office** Coordinator to discuss needs, arrangements, responsibilities, etc.*

Following Jefferson College policy, students requiring accommodations will be processed the same as Jefferson College students.

- Students requiring accommodations for quizzes, exams, and placement testing must request and schedule accommodations at least **72 hours before the exam date.** Students not able to provide necessary documentation or have an incomplete intake process will not be granted TABE accommodations.
- AEL will designate an AEL Representative to help with the application process if students are unable to advocate for themselves
- The application process must be done in a confidential manner.
  - When a student informs AEL staff that they believe they need accommodations (student had IEP/504 etc. in school), they will be directed to the designated Representative and/ or Accessibility Resource Office.

- The designated Representative will assist the student with completing the online application for the ARO. During the application process, information on the documentation needed will be listed.
- The student is then responsible for gathering the appropriate information/documentation. If students are having difficulty obtaining diagnosis documentation please contact Accessibility Resource Office.
- When the student has all of the requested documentation, he or she must schedule an appointment with Accessibility Resource Office.
- If the student is approved, the Accessibility Resource Office will notify and e-mail a copy of the Faculty Notification Letter to the student. The ARO will also supply the AEL Director with an electronic copy of the students' Faculty Notification Letter.

**Students must notify the ARO each semester of their AEL registration prior to the awarding of disability accommodations. Approval of a previous semester does not guarantee approval of accommodations for following semesters. Every semester up to date Faculty Notification Letters will be provided and out of date letters will be expired and deleted.**

### Returning AEL Students

Returning AEL Students who were previously designated as requiring academic accommodations will be awarded Faculty Notification Letters upon course registration when warranted. To ensure identification of students with disabilities, students must have a current course schedule. Accommodations cannot be awarded to students who are not enrolled in classes/ do not have a current course schedule; with the exception of the TABE entrance exam.

Returning Students needing to test prior to course registration should be reported to the Accessibility Resource Office, for placement testing, through the following actions:

- The AEL Director or designated AEL Representative will contact the ARO about a returning student prior to test creation.
- The ARO will determine appropriate provisional accommodations, on a case-by-case basis, for returning students.
- The AEL Director and the Testing Center will be provided with an electronic copy of the provisionally approved accommodations.
- Upon receipt of the approved accommodations the AEL Representative will engage in the following:
  - Creation of a test ticket
  - Scheduling of the exam at the Testing Center
  - Distribution of the testing ticket to the Testing Center.

Failure to complete any of the above, itemized steps would result in the student being unable to test. AEL representatives must ensure all efforts are made to provide testing accommodations to those students being identified as having a disability.

### **HiSet Accommodations**

Accommodations for the HiSet must be applied for independently of the Jefferson College Accessibility Resource Office. Students requesting HiSet accommodations should be directed to ETS.

- The student must apply to **ETS** for accommodations.
- The designated AEL Representative will help the student apply.
- Contact the ARO to get all the documentation used for previous accommodations (more documentation increases a student's chances of being approved).

AEL will track the number of our students that apply for accommodations through ETS and the number of students that are approved for HiSet accommodations.

## ATS/Dual Credit Testing and Academic Accommodations

### ATS Responsibilities

The ATS will be responsible for the following:

- Including informational flyers in student registration packets
- Posting flyers in ATS classrooms
- Making an announcement regarding accommodations on the first day of class and during open house/ orientation
- Identifying students who are “likely” unable to advocate for themselves
- Include the following statement regarding disabilities in all ATS publications:

*Jefferson College provides reasonable accommodation to qualified students with disabilities pursuant to the Americans with Disabilities Act **Amendments Act of 2008**, the Rehabilitation Act of 1973, and other relevant laws.*

*A student with a disability must contact the **Accessibility Resource Office** Coordinator in order to begin the formal request for the accommodations process. The student must present appropriate documentation of disability that supports requested accommodations. **Appropriate documentation is defined by guidelines published in the Accessibility Resource Office Policies and Procedures manual.** The student will meet with **the Accessibility Resource Office** Coordinator to discuss needs, arrangements, responsibilities, etc.*

Following Jefferson College policy, students requiring accommodations will be processed the same as Jefferson College students.

- Students requiring accommodations for quizzes, exams, and placement testing must request and schedule accommodations at least **72 hours before the exam date**. Students not able to provide necessary documentation or have an incomplete intake process will not be granted testing accommodations.
- ATS will designate an ATS Representative to help with the application process if students are unable to advocate for themselves.
- The application process must be done in a confidential manner.
  - When a student informs ATS staff that they believe they need accommodations (student had IEP/504 etc. in school), they will be directed to the designated representative and/ or the Accessibility Resource Office.
  - The designated Representative will assist the student with completing the online application for the ARO. During the application process, information on the documentation needed will be listed.
  - The student is then responsible for gathering the appropriate information/documentation. If students are having difficulty obtaining diagnosis documentation please contact the Accessibility Resource Office.
  - When the student obtains all of the necessary documentation, he or she must schedule an appointment with the Accessibility Resource Office.

- If the student is approved, the student will be notified and emailed a copy of the Faculty Notification Letter. The ATS Representative will be provided with an electronic copy of the Faculty Notification Letter.

### Returning ATS Students

Returning ATS Students who were previously designated as requiring academic accommodations will be awarded Faculty Notification Letters upon course registration when warranted. To ensure identification of students with disabilities, students must have a current course schedule. Accommodations cannot be awarded to students who are not enrolled in classes/ do not have a current course schedule; with the exceptions of the entrance exam.

**Approval of a previous semester does not guarantee approval of accommodations for following semesters.**

### Work Keys Accommodations

Accommodations for the Work Keys must be approved by the Jefferson College Accessibility Resource Office. Students requesting Work Keys accommodations should be directed to the Accessibility Resource Office.

- The ATS Representative will provide a list of students taking the Work Keys exam to the Accessibility Resource Office within 4 to 6 weeks prior to testing.
- If the student is approved the student will be emailed a copy of the Faculty Notification Letter. The ATS Representative and Testing Center will be provided with an electronic copy of the provisionally approved accommodations.
- An ATS Representative will communicate with students individually to discuss approved accommodations and give students the opportunity to choose for themselves if they would like to utilize or waive their accommodations for the Work Keys test.
  - Students wishing to waive an approved accommodation may do so, but we must ensure that they are choosing to do so of their own freewill and choice and should complete and sign the Waiving Use of Approved Accommodations form.
  - The ATS Representatives will present the completed forms to the Testing Center at least three days prior to the scheduled testing date.
- Arrangements for testing must be made two to four weeks prior to testing.

Failure to complete any of the above, itemized steps would result in the student being unable to test. ATS Representatives must ensure all efforts are made to provide testing accommodations to those students being identified as having a disability.

## Grievances and Appeals

Jefferson College strives to maintain the highest standards of integrity of upholding the rights of persons with disabilities provided by Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and as amended in 2008 (ADAAA) which mandates that no qualified person, by reason of disability, should be denied access to, participation in, or benefits of any program offered at the college or university of the student's choice.

Jefferson College has adopted 1) an internal appeal procedure and 2) a grievance procedure, each designed to provide an expeditious and equitable resolution of complaints to students who disagree with provision of accommodations or students/applicants who believe they have been subject to discrimination.

### Appeal of Accommodation(s)

If a student with a disability is not satisfied with the accommodations and/or services that he or she receives from Jefferson College, disagrees with the overall findings of the accommodation request process, or believes that disability discrimination has occurred, the student should contact the ARO Coordinator immediately.

A student who alleges that they have been adversely affected by the misapplication of College policy, procedure, or practice shall first informally request an informal resolution.

1. The student shall, within five class days of knowledge of the circumstance, findings, or incident, submit a written request for appeal to the Accessibility Resource Office Coordinator. The written materials should indicate that an appeal of the findings, process, or issue is being initiated; request reconsideration; explain the situation being appealed; the basis for the appeal, including the policy, procedure, practice, or rationale; and, produce any written evidence.
2. The ARO Coordinator will address the appeal with the Accommodations Appeal and Review Subcommittee within 10 business days.
3. Students wishing to address the committee formally may request to do so within their written appeal.

Accommodations Review and Appeals Subcommittee decisions are final.

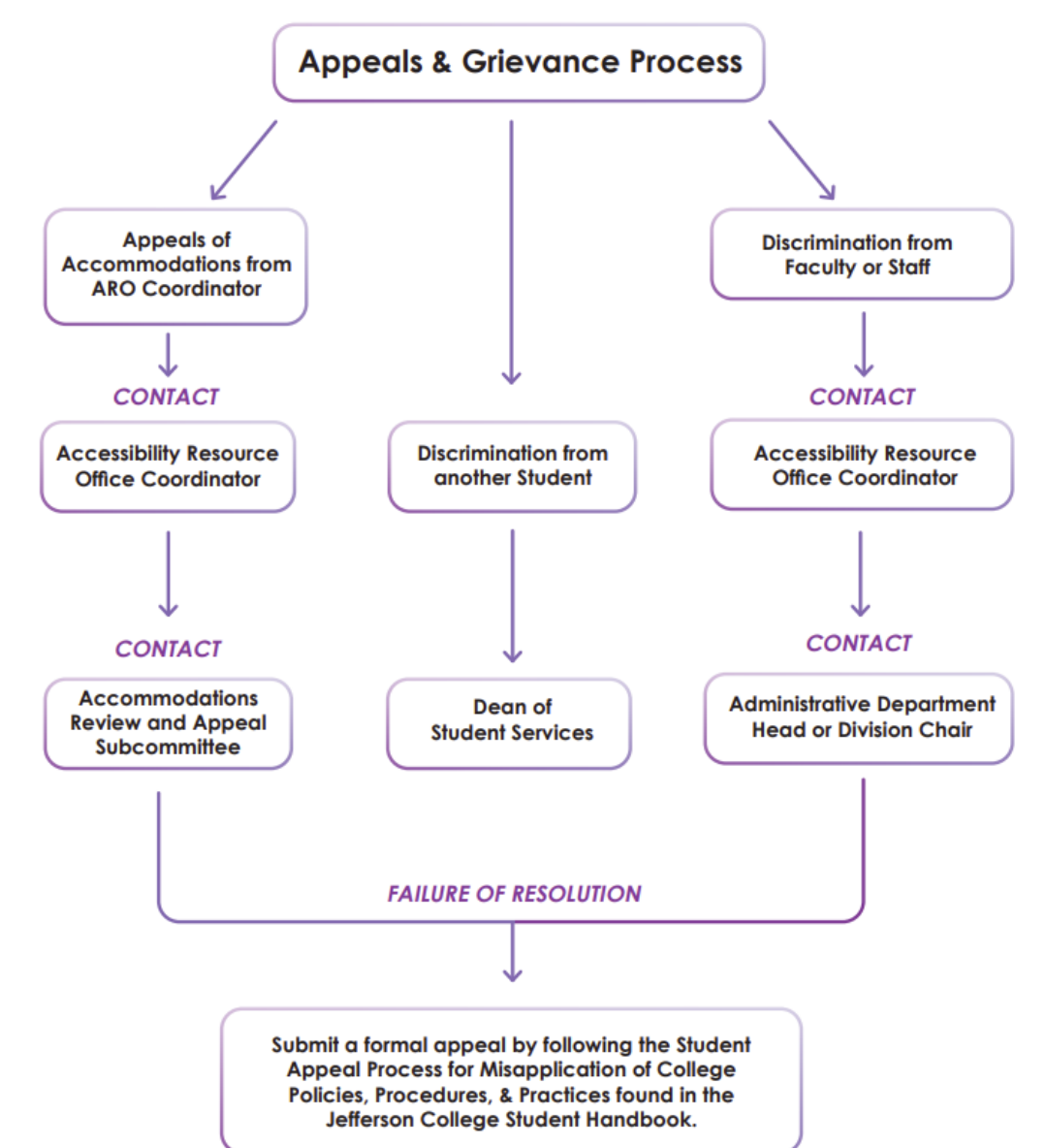
### Grievance Process

If a student experiences discrimination in any capacity the student is entitled to an attempt of resolution. Students are encouraged to maintain open, direct contact with Jefferson College faculty, staff and others who work with them in achieving educational goals. Concerns or questions are best resolved by direct, positive contact with the individual(s) concerned. The student must first discuss his or her concern directly with the other party, if feasible; however, if the student remains dissatisfied with the outcome



of the discussion, the student should proceed by following the Student Appeal Process for Misapplication of College Policies, Procedures, & Practices found in the Jefferson College Student Handbook.

**Formal administrative channels should only be used when informal processes have been exhausted. The first step for all disability related issues should be to contact the ARO Coordinator; Linda Ladendecker-Corley at (636) 797-3000 Ext. 3169, (636) 481-3169, or [lladende@jeffco.edu](mailto:lladende@jeffco.edu).**



# Appendices

Appendix A



Name:  
V#:  
STATUS

**Faculty Notification of Student Accommodations**

**Student:**

**Term:**

**Accommodations**

<a href="https://www.jeffco.edu/aro/general-information">https://www.jeffco.edu/aro/general-information</a> Online Policy and Procedures Manual	

The above-named student is currently enrolled in your class and is registered with the Jefferson College Accessibility Resource Office. The student is recognized as a person with a disability under Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and as amended in 2008 (ADAAA). The ARO Coordinator has reviewed the student's disability documentation and their request for accommodation(s) and has determined this student is eligible for the academic accommodation(s) indicated above.

The student has been instructed to contact you during the first week of classes to discuss the implementation of these accommodation(s) in your class.

In consideration of respect and confidentiality, please be discreet when discussing this or any student's disability services in order to protect the student's privacy.

Your receipt of this letter indicates that you will discuss with the student their specific needs so as to best implement the approved accommodation(s) as listed above in your class.

Please contact the ARO Office if you have any questions or concerns, need clarification of the listed accommodation(s), to discuss creative strategies in providing these accommodation(s) within your course and for any type of training.

**The ARO Office is here to assist you the faculty to help this student succeed at Jefferson College.**

Thank you for your support in providing accommodations and assistance for this student.

If you have questions or concerns, please contact the ARO Office at 636-481-3158 or ext. 3158.

*Linda Ladendecker-Corley*

Linda Ladendecker-Corley, M.A.

**ARO Coordinator Signature**

Revised 03/2023 Revised 09/2022 Revised 8/2021 Original 1/2019

## Appendix B



### Assistive Technology Use Agreement

I \_\_\_\_\_, have received the following equipment from JCDSS.  
(Name of person and vif)

Inventory	Description	Serial Number

Indicate your agreement by initialing each box below:

- The above listed equipment is in good working order, except as noted:
- The period of loan is from \_\_\_\_\_ through \_\_\_\_\_.  
 I understand any extension over the approved loan period without prior consent may cause my privilege to borrow equipment to be suspended.
- I am responsible for ensuring the equipment is secured at all times.
- Equipment is loaned for educational purposes only. If the equipment is lost, stolen, or damaged through my negligence, I may be held personally responsible for repairs and/or replacement of the equipment.
- If the equipment is lost and/or damaged, JCDSS may remove any borrowing privileges I may have.
- I understand that negligence in returning equipment on time will result in a hold being placed on my account possibly prohibiting my enrollment in future semesters and the disbursement of financial aid.

Date of Loan: \_\_\_\_\_ Telephone number of borrower: \_\_\_\_\_

Name: \_\_\_\_\_ Signature \_\_\_\_\_

Date to be Returned: \_\_\_\_\_ : ARO Staff \_\_\_\_\_

**Return**  
 Checked in by: \_\_\_\_\_ Date: \_\_\_\_\_  
 Condition Okayed by: \_\_\_\_\_  
 Return acknowledged by: \_\_\_\_\_  
 (Technology Specialist)

Print 2 Copies  
 Original/Lending Department – Copy/borrower – Copy/Equipment Loan File

## Appendix C



Student Name: \_\_\_\_\_

V#: \_\_\_\_\_

### RECORDER ACCOMMODATION AGREEMENT

- I understand that, as a student enrolled at Jefferson College, who has a disability that affects my ability to take or read notes, I have the right to record my class lectures for use in my personal studies only.
- I realize that lectures recorded for this reason may not be shared with other people without the written consent of the lecturer.
- I also understand that recorded lectures may not be used in any way against the faculty member, other lecturer, or students whose classroom comments are recorded as part of the class activity.
- I agree to abide by these guidelines with regard to any lectures I record while enrolled as a student at the institution.
- If I believe that any recorded information may contain discriminatory actions, I will produce my recording(s) to Accessibility Resource Office Staff for further actions as needed.

Initial each statement and sign below:

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of ARO Representative: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_

## Appendix D

- |  |
|--|
| <input type="checkbox"/> Initial Request<br><input type="checkbox"/> Change in Request<br><input type="checkbox"/> Cancellation of Request |
|--|



Accessibility Resource Office  
**Interpreter/Captioning Request**

Name: \_\_\_\_\_ *Form* Today's Date: \_\_\_\_\_

Student       Employee       Guest/ Visitor       Other \_\_\_\_\_

Date(s) Interpreter/Captioning is requested \_\_\_\_\_

Starting Time: \_\_\_\_\_ Ending Time: \_\_\_\_\_

Location: \_\_\_\_\_ Building: \_\_\_\_\_ Room: \_\_\_\_\_

Event:

Class (attach schedule)       Extracurricular Activity       Student/Advisor Meeting

Personnel Meeting       Tutoring       Play/Concert/Performance

Other Meeting or Event (Specify) \_\_\_\_\_

Event Contact Person: \_\_\_\_\_ Telephone # (\_\_\_\_) \_\_\_\_\_

Additional Information or Details:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**All requests must be made to the Accessibility Resource Office at least three business days prior to an event (requests submitted after that time will be filled as interpreters are available). Changes and cancellations of requests should be made at least two business days prior to an event. Failure to notify the Accessibility Resource Office of a change or cancellation may result in a delay or inability to provide interpreting services.**

I acknowledge that before requesting interpreting/captioning services I have read, understand, and agree to comply with the policies pertaining to interpreter/captioning services of Jefferson College. I agree to report immediately to Accessibility Resource Office any schedule changes, room changes or problems that arise.

\_\_\_\_\_  
 Student Signature      Date Submitted      ARO Initials/Time

**Office Use only**

Approved       Denied      Reason: \_\_\_\_\_

Interpreter/Service: \_\_\_\_\_ Phone: \_\_\_\_\_ Paid: \$ \_\_\_\_\_