

## Student Access Services for Students at ACC

- Who is eligible for services?  
Any registered ACC student with a disability seeking accommodations.
- Does Student Access Services provide homework and tutoring support?  
ACC provides equal access to the educational environment and information. However, ACC is not responsible for providing support outside the College for the completion of homework assignments. All students have access to tutoring services. For more information, contact the Student Success Center at 303.797.5669.
- Are medical services provided by Student Access Services?  
Medical services are not provided for students, staff, or employees. In the event of a medical emergency, employees are required to do the following:
  1. Call Campus Police at extension 5911. If necessary, appropriate medical personnel will be notified.
  2. Make every effort to aid an injured person. In some cases, it may be advisable for students and/or their families to share emergency information with Campus Police at 303.797.5800.
- Does Student Access Services provide transportation?  
ACC will ensure that classrooms, buildings, programs, and parking are accessible. However, transportation to and from the College and locations within the College is the responsibility of the student.
- What are the Student's Rights and Responsibilities?  
In addition to discussing the need for and providing documentation for accommodation, students with disabilities also have the following rights and responsibilities:
  - equal access to all programs at all of Arapahoe Community College campuses;
  - disability related records will be used to determine appropriate services and will be maintained separately from academic records;
  - students initiate all requests for services and/or accommodations through the Student Access Services;
  - except in emergency situations, students need to give ACC advance notice of needed accommodation;
  - students will need to meet with a Student Access Services Specialist for an intake appointment and discussion about the nature and impact of their disabilities;
  - submission of documentation is not the same as the request for services; these are two different steps in the process of determination and provision of appropriate accommodations

- ACC and Student Access Services Specialists have the following rights and responsibilities:
  - ACC reserves the right to determine the appropriateness of the requested accommodation(s) on a case by case basis, utilizing the professional judgment of the Student Access Services Specialist.
  - Additional information may be requested to determine eligibility for services.
  - Relevant information regarding the student's disability may be shared with those who have a legitimate educational interest.
  
- What is the purpose of Student Access Services?  
 The Student Access Services Office recognizes that some students have a disability that impacts their academic or campus experience. The Student Access Services Office advocates for an accessible educational environment by working collaboratively with students and ACC faculty, staff, and administration to coordinate reasonable accommodations that allow equal access and opportunity to our courses, programs, and services. Ultimately, this can improve a student's ability to learn, study, and participate in campus activities.
  
- What is a disability? What disability is required to use the office's resources?  
 An individual with a disability is defined as anyone with a physical or mental impairment that substantially limits one or more major life activities, such as walking, seeing, hearing, speaking, working, or learning. The ADAAA further defines "disability" as broadly covering people in three categories:
  - people who currently have a disability;
  - people who have a history of a disability; and
  - those who are regarded\* as having a disability are protected from discriminatory treatment but are entitled to reasonable accommodations.
  
- What is a temporary disability? What if I need temporary accommodations?  
 Temporary disability is defined as a physical or mental disability which limits one or more major life activities, such as walking, seeing, hearing, speaking, working, or learning for a short period of time. Examples: concussion, broken bone, surgery or pregnancy. To receive temporary accommodations, make an intake appointment with Student Access Services Specialist; you will need to provide documentation, such as: doctor's note or any documentation from a licensed professional.
  
- How do I get connected with the Student Access Services Office?  
 Students may inquire about resources without need for commitment to anything. Interested students need to meet/speak with a Student Access Services Specialist about their situation and the potential need for accommodations and other resources. Resources will not be coordinated otherwise. It is important that the student take the initiative in this conversation.

- Do I need to bring documentation to an initial meeting?  
Because each individual is unique, the office asks that any interested student meet with us. Documentation requirements vary. The Student Access Services Specialist will talk to the student about documentation during the initial conversation. No student should delay meeting with the office out of concern for not having appropriate paperwork.
- Is communication with the office confidential?  
Students can inquire about resources with assurance that conversations will remain confidential. When students decide to use campus resources, the Student Access Services Specialist will explain how communication with others on campus works. Students may be asked to sign a Consent to Release of Information form if additional information from outside agencies is needed.
- What resources are available?  
Common resources include academic accommodations, such as collaboration with other departments on campus to make programs, policies, and procedures accessible, as dictated by individual approved request(s).
- What are the most common academic accommodations?  
Including, but not limited to:
  - Preferential seating
  - American Sign Language Interpreter/CART service
  - Extended time on exams
  - Distraction free testing
  - Volunteer note taker or note taking services
  - Reader/scribe for exams
  - Use of assistive equipment or software
  - Books in alternative format and alternative format handouts
  - Ergonomic furniture
 Other accommodations can be discussed with a Student Access Services Specialist.
- How does the academic accommodation process work? What happens after meeting with the Student Access Services Specialist?  
For academic accommodations that will be used in the classroom, the student will receive an accommodation letter from our office and the student will be expected to give it to the course instructor. Student Access Services Specialist will email a copy of the letter, with the student's approval, to any on-campus resources that is identified as necessary accommodation. The student and the course instructor are responsible for discussing ways in which the accommodations will be coordinated in each specific classroom. Instructors handle accommodations differently based on a number of factors. To use academic accommodations successfully, the student should be a good self-advocate and manage the details necessary to arrange accommodations with each instructor. The student can discuss this process with a Student Access Services Specialist

who can assist in this process.

The Student Access Services Office determines accommodations on a case by case basis. When evaluating a request for accommodations, the following are considered through an interactive process with the student:

- barriers resulting from the interaction between the disability and campus courses, programs, services, and activities;
  - possible accommodations that may remove the barriers;
  - whether or not the individual has equal access without accommodations;
  - whether or not the essential elements of the program or course are fundamentally altered by the accommodations;
  - reasonable and unreasonable accommodation guidelines.
- What are reasonable accommodations?  
Providing accommodations do not compromise the essential elements of a course or curriculum; nor do they weaken the academic standards or integrity of a course. Accommodations simply provide an alternative way to accomplish the course requirements by eliminating or reducing disability-related barriers. They provide a level playing field, not an unfair advantage.
  - What is considered an unreasonable accommodation?  
Arapahoe Community College is not required to offer or provide an accommodation, to admit or continue to admit an individual with a disability to any course, program, service or activity, or to provide educational opportunities and other services when:
    - the educational standards or mission of Arapahoe Community College would be substantially altered;
    - the nature of the course, program, service or activity would be fundamentally altered;
    - the student is not otherwise qualified (with or without accommodations) to meet the academic and technical standards required for admission or participation in an education course, program, service or activity;
    - an undue financial or administrative hardship (college-wide) would be caused by the accommodation; and
    - if the individual would pose a significant risk to the health or safety of others that cannot be eliminated by a modification of policies, practices or procedures, or by the provision of auxiliary aids or services.Additionally, ACC is not required to provide accommodations of a personal nature, such as a personal care attendant or equipment for personal use.
  - I have a support/service animal; what steps do I need to take?  
ACC follows the [procedure](#) of the Colorado Community College System. Hard copies of this procedure are available in the Student Access Services Office.

- What are the grievance procedures?

Students who have questions or concerns regarding the denial of accommodations or possible discriminatory action may request a review by contacting Student Access Services. This review will include consultation with the Director of Student Access Services and any other relevant parties. If, after this review, the student continues to believe he or she has been discriminated against due to disability, he or she may contact the Associate Dean of Equity and Compliance in a timely manner to file a civil rights complaint (SP4-31a). Forms are available [online](#) or at the Student Engagement Office.

Arapahoe Community College recognizes its responsibility to help facilitate a campus-wide climate that does not discriminate against anyone on the basis of disability. The responsibility of upholding a climate that allows for equal access to all campus opportunities is shared equally among all faculty, staff, and students.