

## **Student Handbook Chapter 2 - Center for Accessible Resources Overview**

The Center for Accessible Resources (CAR) is a resource for students, faculty, and staff, with the goal of improving access to the learning environment.

Lane Community College and CAR promotes and supports admissions and participation in all college programs/majors, and makes available accommodations to provide equal access to all qualified (meets the academic and technical standards requisite to admission) students. CAR removes barriers to participation and provides provision of auxiliary aides and services unless doing so would result in a substantial change in an essential element of the curriculum/learning outcome.

CAR works with students to set up academic accommodations for classes, brainstorm learning strategies, and provide disability-related advising. There are a variety of academic accommodations that students might use, including extra time on tests, reduced distraction testing, note-taking assistance, use of alternate format textbooks, etc.

CAR collaborates with each student to tailor the process of receiving accommodations and identify which accommodations will be most useful in response to their individual needs. Reasonable and appropriate accommodations are provided for all areas of the learning environment including (but not limited to) credit and noncredit classes, Cooperative Education placements, and clinicals.

It is a student's right not to disclose if they have a disability or use accommodations. Accommodations will not be given retroactively. This means accommodations do not apply to assignments or exams that took place prior to the accommodation request.

All students are encouraged to take steps to ensure accommodations are in place for future assignments or activities by completing the following [process to become eligible for academic accommodations](#).

## **Student Handbook Chapter 3 - Confidentiality**

### **Rules governing disability services**

**Confidentiality laws prohibit the Center for Accessible Resources (CAR) staff from discussing students' information with anyone, including parents, without written consent. CAR recognizes the constructive role parents and advocates play in encouraging their student to apply for necessary accommodations and allowing the student to take on that responsibility him/herself. Choosing whether or not to obtain disability accommodations is one of the valuable experiences students will gain in college.**

**Rules governing disability services are different in college than in K-12. Here at Lane Community College (LCC), the entire accommodation process must be student-initiated. The student is responsible for his or her own accommodation requests and disability-related decisions. CAR cannot honor requests from parents or advocates.**

**CAR encourages students to have an open dialogue with their parents/advocates. CAR suggests parents and advocates meet with their student beforehand to:**

- 1. Assist the student in becoming a competent self-advocate.**
- 2. Ensure the student knows his/her diagnosis and can communicate needs, strengths, interests, and challenges.**

3. Allow the student to practice stating his/her needs.

#### **Management of Student Disability Information**

CAR considers all information regarding a student's disability diagnosis confidential. Any information CAR receives is used to verify the disability and plan for appropriate accommodations.

Maintaining student disability diagnosis information as confidential does not guarantee a student's anonymity when receiving accommodations. This means that CAR will only share information with faculty, staff, or in-class service providers on a need to know basis. This information may include a student's name and accommodations being used.

The following are the policies used by CAR regarding the handling of disability related information:

- All disability verification information for students at LCC is managed by CAR.
- Only authorized personnel working at CAR has access to this information.
- Submitting an online request for accommodations authorizes CAR to notify faculty of the approved accommodations the student will be using in their class.
- Disability Verification will be stored within CAR secure database. This information will be purged seven years after a student graduates from or stops attending Lane Community College.
- The functional impact of a student's disability may be disclosed to faculty on an educational need to know basis.
- CAR may engage in discussions or consultations with faculty and staff, as needed, in order to effectively implement approved accommodations.

#### **What is FERPA?**

FERPA is a federal law that protects the privacy of a student's educational records. The law applies to all schools that receive funds under an applicable program of the U.S Department of Education. Here is what FERPA means for parents/advocates:

- All student information will be given directly to the student and not to parents/advocates.
- College representatives are prohibited from discussing information about a student's academic records with parents/advocates.

A college student can sign a release (FERPA) giving staff permission to share information with parents/advocates with the student present. However, they should know that even if a student signs a release, staff generally only communicate with parents/advocates in the presence of the student. Also, students are required to handle any matters related to the CAR office, including requesting accommodations and reporting issues. We do not work with the parent in place of the student.

FERPA in college can be a big adjustment for students and families. College students are working toward increased independence and responsibility and allowing them to determine who receives their academic information is a part of that growing independence. As with many aspects of the college experience, increased communication between the parent and the student often yields a smoother experience.

Learn more about how FERPA works at LCC on the [Release of Student Records webpage](#).

Here is a [PDF explanation of frequently asked questions about FERPA](#) from the Family Policy Compliance Office

What does FERPA mean for college parents/advocates?

Generally, FERPA rules mean at the post-secondary level:

- Student academic information will be given to the student and not to the parents/advocates.
- College representatives are prohibited from discussing information about the student's academic record with parents/advocates.
- Parents and advocates do not have access to disability-related records unless the student provides express written consent.
- The only exception is in cases where a student is considered a threat to himself or others.

College parents/advocates often feel frustrated by FERPA regulations. They feel they need access to student information. College students are working toward increased independence and responsibility; allowing them to determine who receives their academic information is a part of that growing independence. As with many aspects of the college experience, increased communication between college parents and college students often yield a smoother experience.

Please refer to [College Online Policy and Procedure System COPPS](#) for additional information about Access to and Release of Records.

#### Audio Recording Meetings and Conversations

Meetings and conversations with staff at the Center for Accessible Resources (CAR) are confidential. For this reason it is not permitted to audio record these meetings and/or conversations.

#### Student Handbook Chapter 4 - Applying for Center for Accessible Resources Services

##### 1. Submit a Center for Accessible Resources (CAR) application.

- [Application process video](#)
- [PDF: Step-by-step instructions on submitting a CAR application](#)

\*This process takes about 10 minutes.

Note: No accommodation or affiliation with CAR is required for the use of a Service Animal. Find more information on Lane's [Service Animal Procedures Page](#).

##### 2. Submit Disability Verification

Before submitting any disability verification, make copies for personal record. CAR only takes a copy of your disability verification. Documents submitted to CAR will not be re-released. Send, fax, email, or bring the forms to the CAR office. Disability verification will be reviewed within ten business days of when it was received and confidentially shredded after review. Disability Verification submitted will be

stored within CAR's secure database. This information will be purged seven years after a student graduates from or stops attending Lane Community College.

### **What is Disability Verification?**

Disability documentation must adequately verify the nature and extent of the disability in accordance with current professional standards and it must clearly show the need for each of your requested accommodations. All documentation should be recent enough (last 3 years or 6 months for psych evals) to reflect the student's current level of functioning.

### **Disability Verification may come in any of these forms:**

- Copies of Medical Records
- Evaluations or diagnostic reports
- [PDF: Disability Verification Information form](#) - CAR has created this form as a guideline for providers. Students are welcome to submit any documentation they have, but often find this form helpful for providers.
  - Click on the PDF link above for copies of the form or pick up a printed copy at CAR.
  - Please have the appropriate, qualified medical professional complete the form.
  - Your medical provider can fax this form back to CAR or you can mail or bring it into the office.

### **Disability verification should include the following:**

- A specific diagnostic statement identifying the disability including severity and date of current diagnostic evaluation.
- Specific findings which support this diagnosis including relevant history, tests administered, test results, and interpretation of those test results.
- Length of condition(s) and expected duration
- Information concerning the impact of the disability on the educational setting including a description of the physical and/or cognitive functional limitations due to the disability.
- Medication(s) being used and side effects.
- Any other helpful information for working with this student.

### **Can I Use My Individualized Educational Plan?**

Individualized Educational Plans are helpful when discussing accommodations, but may not be sufficient documentation unless included as part of a more comprehensive evaluative report or completed with a licensed provider.

### **Release of Information**

Some medical providers have expressed inability or reluctance to complete the CAR Disability Verification Form. In some cases, your provider may ask that you sign a release of information in order to send records directly to CAR in lieu of the Disability Verification Form. You are encouraged to review these releases carefully and be sure to only select what information and documentation from your health record pertaining to your disability(ies) that you would like divulged or released to CAR.

### **How do I Get Tested?**

CAR has put together a list of possible providers for testing/assessments. These are only a few of many options and are not the only providers from whom we will accept documentation.

[PDF: Testing/Assessment Resource Information](#)

### **Documentation for Academic Accommodations**

- Click [here](#) for a copy of the form or pick up a printed copy at CAR.
- Please have the appropriate, qualified medical professional complete the form.
- Your medical provider can fax this form back to CAR or you can mail or bring it into the office.
- Documentation must be from a qualified professional who is licensed or certified to diagnose the disability in question.
- If students have questions on what documents are needed, please make an appointment to meet with a CAR Accommodation Specialist.
- Occasionally, CAR will need more information from the student or the student's medical provider to determine student eligibility. To ensure CAR can process disability verification as quickly as possible, please respond promptly.
- Once disability verification is received a student will either be called in for a student interview or a 30-minute consult. A consult will be scheduled if disability verification received is incomplete and additional information is needed.

### **3. New CAR Student Orientation**

Before students are able to book an initial student appointment to determine accommodations, they must complete an online orientation. CAR staff will contact you via email and phone to set up the appointment to complete this orientation in our CAR Technology Lab. Staff will be there to assist you if needed. See the tutorials below for detailed instructions on how to complete the orientation.

[PDF: Moodle Orientation Tutorial](#)

[Video: Moodle Orientation Tutorial](#)

### **4. Attend a student interview**

Once CAR has reviewed the student's application and disability verification, CAR will contact the student and set up an interview appointment. Appointments can normally be made within one week and last about one hour.

The purpose of the student interview is to gather additional information from the student's perspective about their challenges in the classroom and impact of symptoms on function in the classroom.

During the student interview the student and their CAR Accommodation Specialist will identify what academic accommodations the student is eligible for and the CAR Accommodation Specialist will provide information on how to use accommodations. Accommodations are determined based upon disability verification and student narrative about challenges in the academic setting and the ways that their disability is impacting them in the academic setting. The student will also learn about CAR procedures and have an opportunity to ask questions.

CAR requests parents and advocates do not sit in on this initial meeting between student and CAR Accommodation Specialist. Accommodation specialists are trying to assess the impact of a student's disability(ies) in the academic environment and want to hear how the student is able to talk about their disability(ies).

## 5. Accommodation Determination

In reviewing accommodations, the College will engage in an interactive process with the student, will conduct an individualized assessment of the student's need, and may use the following analysis:

- Does the student have a documented disability?
- Has the student provided adequate documentation regarding his or her functional limitations?
- Is the student "otherwise qualified?" (Meaning a student who is able to meet all of the program's requirements regardless of disability.)
- Is the request reasonable?
  - Would the requested accommodation fundamentally alter the essential requirements of the course, activity, or program?
  - Would the accommodation be an undue hardship on the college?
  - Would the accommodation pose a threat to the safety of others or the public?

The college is not obligated to provide the requested accommodation but is obligated to provide a reasonable accommodation.

If the college determines that additional disability verification is needed to support a request for academic adjustments or auxiliary aides the college will notify the student within ten (10) business days.

Students will receive written communication of their accommodation determination including an explanation of the factors considered and determinations made in support of the decision at their @my.lanecc.edu email address within ten (10) business days.

If students would like to appeal the determination made by the Center for Accessible Resources (CAR), they can visit our [grievances page](#).

**What next?**

- Each term, students will need to request accommodations online for each class. Please [see Chapter 5](#) for more information on requesting accommodations.
- Students, parents, and advocates may also want to review information on our [Transition Planning for High School Students Page](#) and [Placement Testing Page](#).
- Information about a student's disability is considered a highly confidential part of the student's educational records and is protected by the federal law FERPA (Federal Family Education Rights and Privacy Act of 1974).

Questions or concerns? Students should immediately [contact their CAR Accommodation Specialist](#). If needed, visit CAR's [Grievance Procedures](#) for information on informal and formal complaint processes.

### Student Handbook Chapter 5 - Requesting Accommodations

If you came here looking for instructions on how to request accommodations, you can find that here: [PDF: Step-by-Step Guide to Requesting Accommodations](#)

#### How to request accommodations

1. New to the Center for Accessible Resources (CAR)? Go to the [Application Process Page](#).
2. Already a CAR student? Each term, students will need to request accommodations through [CAR's AIM Portal](#) for each class the student wishes to utilize accommodations in. Students must specify which accommodations they want to use for each class. A customized Letter of Accommodation (LOA) will be emailed to each of the student's instructors.
3. Students will need to meet with each instructor privately to discuss details of the accommodations the student will use for that particular class before the student plans to use them.
4. If after initially requesting accommodations a student is made eligible for an additional eligibility(ies), the student must then request the new accommodation(s) through [CAR's AIM Portal](#).

[PDF: Step-by-Step Guide to Requesting Accommodations](#)

#### Timelines

Accommodations will not be available until requested according to the above process. To ensure sufficient time to provide accommodations, it is suggested that students submit their accommodation requests as soon as possible or within the timelines listed below.

- **Service providers (in-class aides/readers/scribes), interpreters, notetakers, TypeWell services:** As soon as possible or 30 business days before start of the term.
- **Furniture:** 10 business days before start of the term.
- **Test accommodations:** 5 business days before each test/quiz/exam/midterm/final.
- **Alternate format:** Prior to start of the term. Alternate Format textbooks may take up to 20 business days to be sent to you.

- **Modified Attendance and Assignment Due Dates:** 2 weeks prior to start of the term.
- **Disability verification review:** may take up to 10 business days.

If a request is submitted after the due date, reasonable efforts will be made by CAR to accommodate the request. However, CAR cannot guarantee such a request can be met if there is insufficient time to gather the appropriate documentation, information, or to implement an unusual request. Untimely requests may result in delay, substitutions, or denial of accommodation.

### **Retroactive accommodations**

It is a student's right not to disclose if they have a disability or uses accommodations. Accommodations will not be given retroactively.

All students are encouraged to take steps to ensure accommodations are in place for future assignments or activities by completing the above process to become eligible for academic accommodations.

Questions or concerns? Students should immediately [contact their CAR Accommodation Specialist](#). If needed, visit CAR's [Grievance Procedures](#) for information on informal and formal complaint processes.

### **Student Handbook Chapter 6 - Accessible Technology**

The Center for Accessible Resources (CAR) offers accessible technology designed to provide greater independence and equal access to technology and information resources, such as the internet. These technologies include: lab equipment, microphones, magnifiers, FM Systems, CCTV, speech-to-text software, alternate mice, computer keyboards, and more for those with documented disabilities.

#### **Accessible technology for computers**

Students with qualifying disabilities may request accessible technology for computers in labs and classrooms.

Examples of potential accessible technology accommodations include:

- Large computer monitor and text enlarging software
- Trackball, handshake mouse, and other pointing devices
- Ergonomic or Mini Keyboard
- Assistive listening devices
- Video magnifiers (CCTV)
- Closed caption decoders
- Alternative input devices
- Talking calculators
- Screen reader programs

[Video on PDF Accessibility Tagging](#)

### **And specific software, such as:**

[Dragon Speech Recognition Software Page](#)—Allows the user to enter text using voice commands instead of typing on the keyboard. Visit the [Dragon Naturally Speaking Demos Page](#) to watch instructional videos.

[JAWS Screen Reading Software Page](#)—Job Access with Speech reads aloud what is on screen. Includes commands to move within tables and between links or headings. Jaws will also output Braille. For more information on using JAWS to navigate Windows, see the pdf below.

[PDF: JAWS for Windows](#)

[ZoomText Page](#)—Magnifies a portion of the screen.

[WYNN Page](#)—Reads text aloud while highlighting the spoken words.

### **Livescribe Smartpens**

Smartpens are ballpoint pens with an embedded computer and digital audio recorder. If used with the paper in the smartpen notebook, the smartpen will record what it writes and later upload it to a computer. For more information, please see [Livescribe's Smartpen Instruction webpage](#) and the [Smartpen Youtube Playlist](#), and read CAR's Smartpen Instructions below.

[Echo Desktop for Smartpens webpage](#)—Echo Desktop is computer software that allows people to view and listen to content created using a Smartpen.

When a student uses a Smartpen provided by the Center for Accessible Resources (CAR) they will be given instructions for how to upload this software on to their computer; students can also find the instructions below.

IBM Watson—IBM Watson is a free online speech-to-text tool for transcribing audio recordings into typed text, which can be read from the screen or printed out. For complete instructions, please see the PDF below.

**Note for students using pens with the Livescribe + App: The CAR Tech Center has cords available to help you put audio from the Livescribe + app directly into IBM Watson. Come drop into room 263-B of building 19! Check the [CAR Announcements page](#) for up-to-date Tech Center hours. You can also play the audio on your phone and hold it up to a microphone for IBM Watson to record.**

[PDF: SmartPen/Echo Desktop Instructions](#)

[PDF: Aegir Smartpen Instructions](#)

[PDF: Livescribe 3 Pen User Guide](#)

[PDF: Step-by-Step IBM Watson Instructions](#)

Note: Do not register the Smartpen when prompted. The pen is property of Lane Community College's Center for Accessible Resources (CAR).

### **Speech-to-Text and Text-to-Speech**

IBM Watson is a free online speech-to-text tool for transcribing audio recordings into typed text which can be read from the screen or printed out. For complete instructions, please see our [PDF: IBM Watson Tutorial](#).

Google Docs has a Voice Typing option that can be very helpful for dictation, or for transcribing audio recorded on the Livescribe+ app. See instructions in our [PDF: Google Voice Tutorial](#).

Google Read and Write is a Chrome extension that reads text on websites, pdfs, and google documents aloud. Find instructions for download and use in our [PDF: Google Read and Write Tutorial](#).

## **Windows Speech Recognition**

This software is similar to Dragon Naturally Speaking and is free on every Windows operating system. You can type, click, navigate through the computer, and dictate speech. It is available on all Windows computers in Programs.

## **Google Voice**

Google Voice is a dictation tool for use in either Google Docs or Google Slides. The software works with Google Chrome. Students can dictate text, add punctuation, and navigate through the text with voice commands.

[Google Voice Download](#)

## **AppFinder**

This database helps you find the app you need for notetaking, dictation, audiobooks, or any other task you have! Search by app subject or use, device type, and price.

[AppFinder Database](#)

## **Apps**

Listed are various resources for apps. Many of these are useful for specific types of disabilities, others are useful for note-taking, dictation, or many other tasks.

[PDF: iPad/iPhone Apps List](#)

[PDF: List of Android Apps](#)

[PDF: Notetaking Software and Apps](#)

## **Technology Evaluation**

Contains research on and evaluation of accessible technology so that students can find the most beneficial option before buying any technology for the home.

[Accessible Technology Evaluation Page](#)

[PDF: Accessible Technology Information Handout](#)—This document contains further information about specific software.

Visit the [Microsoft accessibility webpage](#) to learn how to make your PC easier to use!

## Accommodations provided

Video Magnifiers for enlarging and viewing text. The device can be used with individual pages or books. The printed material is placed under a camera and the enlarged printed copy is transmitted to a viewing screen/monitor.

Questions or concerns? Students should immediately contact their CAR Accommodation Specialist from [CAR's Contact page](#). If needed, visit [CAR's Grievances Page](#) for information on informal and formal complaint processes.

## Student Handbook Chapter 7 - AIM Portal

If you came here looking for an AIM Tutorial, you can find that here: [PDF: AIM Database Tour and Explanation](#)

The AIM portal is the online system where students...

- Submit their Center for Accessible Resources (CAR) application.
- Review accommodations student is eligible for.
- Request appropriate accommodations each term.

Students will obtain a username and password for the AIM portal after the student interview. If students have problems accessing their information on AIM, contact CAR from the [CAR Contact Page](#).

### [AIM Portal](#)

- [PDF: AIM Database Tour and Explanation](#)

AIM Database instruction video: [AIM Tour](#)

If part of your equipment involves SmartPens, learn how to use them at A CAR Tech Training or during CAR Tech Lab drop-in hours. You can find current drop-in hours here.)

### Requesting Accommodations:

Learn how to request accommodations for your classes through the AIM Database. Learn more and find pdf versions of instructions on our [requesting accommodations page](#).

### Alternate Format:

Learn how to request Alternate Formats for your class materials and know your responsibilities. Learn more and find pdf versions of these videos on our [Alternate Format Chapter](#) and [Student Agreements Page!](#)

### Testing Accommodations:

Learn how to request Testing Accommodations and know your responsibilities! Learn more and find pdf versions of instructions on our [Testing Accommodations Chapter](#). [View the Requesting Accommodations Video](#)

## Student Handbook Chapter 8 - Alternate Format

**If you are looking for instructions on how to request alternate format in AIM you can find that here:**  
[PDF: Requesting Alternate Format Materials in AIM.](#)

### **Accommodations provided**

The Center for Accessible Resources (CAR) provides textbooks, class materials, and tests in various alternate formats including digital text, enlargements, Braille, and audio that can be played on a computer. This process typically takes up to 20 business days to complete. Alternate format requests need to be submitted prior to the start of the term. We encourage students to submit these as soon as possible.

### **How to use this accommodation**

**All students using an alternate format accommodation are responsible for the following:**

- Students must obtain copies of textbooks or other materials for which an alternate format is needed and must abide by copyright laws and agreements.
- Students may be asked to provide proof of purchase before reformatted materials will be released.
- If requested for scanning, textbooks and other materials need to be in good condition. Book bindings will be removed, then re-bound and returned.
- CAR is not responsible for any damage to the original material during the reformatting process.
- Students agree not to copy, distribute, or sell any reformatted material provided by CAR.
- Students are responsible for deleting all electronic files when finished with the course.
- Original materials will be recycled if not claimed by the last day of the term.
- If requesting Braille, tactile graphics, or ongoing production (example weekly handouts), a syllabus must be provided to CAR by the student.

### **Receiving alternate format materials:**

- All materials will be delivered electronically unless otherwise notified.
- Materials will be sent to the student's email of record in departmental systems.
- Students are responsible for keeping all contact information updated in MyLane.
- Once sent to the student, materials will be available to download until the end of the term.
- Students are responsible for checking email and downloading materials in a prompt manner.

[PDF: Downloading Adobe Reader and Alternate Format Textbooks](#)

[PDF: Adobe Read-Out-Loud Tutorial](#)

### **How to request this service**

Please see [CAR's Requesting Accommodations Page](#) for step-by-step instructions on requesting accommodations like use of alternate formats.

Also take a look at this detailed [PDF: Requesting Alternate Format Materials in AIM](#).

View the video on [Alternate Format Requests](#).

### **Important Note:**

Pearson Education is now partnered with VitalSource - an online ebook company. Most of the alternate format requests that have been made to Pearson this term have been denied, the company stating that students can purchase the book online in an accessible format. If you have already purchased a physical copy, there is an option to send Pearson a receipt to get a free digital version.

Come to the CAR Tech Center if you have any questions! We are located in building 19, room 263B. See the announcements page for updated Tech Center hours of operation.

## **Student Handbook Chapter 9 - Consideration of Modified Attendance/Assignment Due Dates**

### **Consideration for Modification of Attendance/Assignment Due Dates**

Students are expected and encouraged to adhere to course requirements regarding attendance. Faculty members have the right to establish attendance policies that relate to the learning outcomes of their course. However, if a student has a documented disability that may occasionally affect their ability to attend class, attendance accommodations may be appropriate. Federal law requires colleges to consider reasonable modification of attendance policies if needed to accommodate a student's disability.

### **How is this Accommodation Determined?**

If a student is eligible for this accommodation, they will work with the Center for Accessible Resources (CAR) and their instructor to gain an understanding of the role attendance and due dates plays in their course. The accommodation should be provided unless it threatens the integrity of the course as offered.

### **If the accommodation is determined to be reasonable faculty and the student will work together to clearly specify:**

- The maximum number of disability-related absences allowed for the student in the course.
- How and when the student will notify the instructor of a disability-related absence.
- The procedure for turning in homework/assignments/projects due the day of a disability-related absence.
- The procedure for making up a missed quiz, examination, or in-class graded assignment given on the day of a disability-related absence.
- There can be a point in which disability-related absences cannot be reasonably accommodated. This will be the case if it is determined that attendance can be justified as an integral part of how the course is taught and/or how learning is to be demonstrated and measured. If this is the case, conversations will take place between the student, the instructor, and the student's CAR

Accommodation Specialist so that the student can then make an informed decision regarding the alternatives.

### **What is the Process?**

1. CAR determines that a student is eligible for the accommodation. In a meeting, it is explained to the student what the responsibilities are for using the accommodation (e.g. they cannot miss as many classes as they want, they are responsible for completing all course work).
2. CAR will reach out to faculty members and facilitate a conversation regarding the accommodation and their course.
3. CAR will send a Consideration for Modification of Attendance/Assignment Due Dates Agreement with guidance to faculty to fill out with the student. This agreement should be returned by the date stated and should only be implemented for the term stated. The instructor should keep a copy of this agreement.
4. If the student or faculty member has questions or concerns regarding the process or agreement, they should contact CAR.
5. Ongoing conversations will occur between the faculty, student, and CAR Accommodation Specialist regarding this accommodation.

### **Important Information:**

- This accommodation does not allow students to miss as many classes as they want.
- Some students register late in the term and some wait to request appropriate accommodations. In these cases, faculty are not expected to provide retroactive accommodations.
- This accommodation cannot be used for non-disability related absences (e.g. absences due to car trouble, common illnesses, children, etc.). Non-disability related absences should be addressed using the syllabus and the faculty member's absence policy.
- Faculty are not required to re-teach course instruction missed due to not attending class.
- Students with this accommodation should be held to the same grading standards as the rest of the class, and are still required to complete all course work within the term.
- If a student does not follow the modifications outlined in this agreement or does not meet other course expectations, the instructor has all grading options available to them (including assigning a non-passing grade, granting an incomplete, or requesting students to consult with their academic advisor for the impact of grading options on their academic standing).
- International students need to consult with the International Department before changing grading options.
- This accommodation cannot be used for non-disability related assignment extensions (e.g. assignments missed due to common illnesses, children, etc.). Non-disability related missed assignments should be addressed using the syllabus and the faculty member's assignment policy.

There can be a point in which disability-related assignment extensions cannot be reasonably accommodated. This will be the case if it is determined that assignment due dates can be justified as an integral part of how the course is taught, the assignment, and/or how learning is to be demonstrated and measured. If this is the case, conversations will take place between the student, the instructor, and the student's CAR Accommodation Specialist so that the student can then make an informed decision regarding the alternatives.

### **Student Handbook Chapter 10 - Audio Recording**

Audio recording is an appropriate accommodation for many classes. Students can use their own recorders or check one out from the Center for Accessible Resources (CAR).

#### **Accommodations provided**

Audio recorders are available on loan to record lectures and class discussions.

#### **How to request this service**

Please see our [Requesting Accommodations Page](#) for step-by-step instructions on requesting accommodations like audio recorders.

#### **Guidelines**

- Recordings need to be for the private educational use of the student and cannot be shared.
- Students shall not release recordings to others, post on the internet, or disseminate any part of the recordings or course materials to others, or in any other way prevent the instructor's ability to copyright the lecture.
- This accommodation is specifically mentioned on the [OCR \(Office of Civil Rights\) website](#) as an appropriate student accommodation. (See the question: what academic adjustments must a postsecondary institution provide?)
- A free trial of a speech-to-text transcription service, IBM Watson, is available for students to transcribe and print audio recordings. After plugging the audio recorder into the computer, visit the [IBM Watson website](#), click "select audio file," and navigate to the audio recording. Watson will transcribe the entire audio file in the space below. For help using this service please contact CAR or stop into the CAR Tech Center.

For more information, please see our [PDF: Audio Recorder Instructions](#) and [PDF: IBM Watson Instructions](#).

#### **Smartpens**

[Echo Desktop for Smartpens webpage](#)—Echo Desktop is computer software allowing people to view and listen to content created using a Smartpen. When a student uses a Smartpen provided by the Center for Accessible Resources (CAR) they will be given instructions for how to upload this software on to their computer; students can also find the instructions below.

[PDF: SmartPen/Echo Desktop Instructions](#)

[PDF: IBM Watson Instructions](#)

Note: Do not register the Smartpen when prompted. The pen is property of Lane Community College's Center for Accessible Resources (CAR).

Note: This accommodation is not appropriate for all classes, especially those where a lot of personal information is shared. In this case, discuss the accommodations you will be using with the instructor, and consider specifically what you need to have recorded. Some instructors will allow recording of lectures, if the recorder is turned off when requested, for example when someone is about to share something private that they would prefer not be recorded.

Please see the student agreement for handling audio recordings and checking out equipment on [CAR's Student Agreement Page](#).

Questions or concerns? Students should immediately contact their CAR Accommodation Specialist from [CAR's Contact page](#). If needed, visit [CAR's Grievances Page](#) for information on informal and formal complaint processes.

## **Student Handbook Chapter 11 - Center for Accessible Resources Technology Center**

### **What is the CAR Technology Center?**

**Building 19, Room 263B**

Check the [CAR Announcements page](#) for up-to-date Tech Center hours.

For upcoming closures, check [the main CAR webpage](#).

The CAR Technology Center is a space available for CAR students to use for support and resources regarding their accessible technology, as well as access to specific accessible software. In the Center, staff are available to work with students to provide support regarding this accessible technology equipment and software. Computers and desks are also available for CAR students who need a quiet space to work with their accessible technology or do homework.

### **Accessible Technology Drop In**

CAR students are welcome to come to CAR's Technology Center. Accessible Technology Staff are available at all times during drop-in hours to help you with any questions you have about your accessible technology, no appointment necessary! Computers and desk space are also available if you need to work with your technology for a while or if you need a quiet space to do some homework.

### **Technology Orientations**

Any student who is made eligible for an accommodation that utilizes accessible technology must attend a mandatory technology orientation before they can check out their equipment. In this orientation, students will learn about their technology and how to use it.

Technology trainings are offered during drop-in hours or during other office hours by appointment. The technology staff offer trainings on:

- [Adobe Read-Out-Loud](#)

- [IBM Watson](#)
- [Smart Pen](#)
- [Echo Desktop](#)
- [Audio Recorders](#)
- [Dragon Naturally Speaking](#)
- [Accessible Ipad Apps](#)

Staff can also answer questions or help troubleshoot any other software available in the Technology Center or that students own.

### **Software and Equipment:**

The CAR Technology Center computers come with many different options that students can utilize during drop in hours. Computers in the CAR Technology Center are equipped with:

- [Adobe Reader and Pro](#)
- [Natural Reader](#)
- [Echo Desktop](#)
- [Dragon Naturally Speaking](#)
- [NVDA](#)
- [JAWS](#)
- [ZoomText](#)
- [High Contrast Keyboards](#)

### **Accessible Technology and PDF Tutorials**

Livescribe Smartpens—Smartpens are ballpoint pens with an embedded computer and digital audio recorder. If used with the paper in the Smartpen notebook the Smartpen will record what it writes and later upload it to a computer. For more information, read CAR's Smartpen Instructions below.

Echo Desktop for Smartpens—Echo Desktop is computer software allowing people to view and listen to content created using a Smartpen. When a student uses a Smartpen provided by the Center for Accessible Resources (CAR) they will be given instructions for how to upload this software on to their computer; students can also find the instructions below.

- [PDF: SmartPen/Echo Desktop Instructions](#)

Audio Recorders are available to students to record lectures to play back later. These are great for any student who has trouble taking quick, thorough notes or would benefit from repetition of lectures at home.

- [PDF: Audio Recorder Instructions](#)

IBM Watson, our speech-to-text service, is available for students to transcribe and print audio recordings. IBM Watson will take audio recordings of full-length lectures and turn them into printable text. This is a great program for students who wish to read along with their lectures.

- [PDF: IBM Watson Instructions](#)

## **Student Handbook Chapter 12 - Equipment and Locker Check Out**

### **Accommodations provided**

Center for Accessible Resources (CAR) offers:

Locker services in these areas: on the sky bridge between Buildings 1 and 19, in the Center Building in the stairwell inside (on the 1<sup>st</sup> floor), in Building 16 on the 1st floor, and in Building 10.

Various equipment, including but not limited to audio recorders, smart pens, and visual magnifiers.

### **How to request this service**

Please see our [Requesting Accommodations Page](#) for step-by-step instructions on requesting accommodations like equipment rental or locker check out.

### **Guidelines**

The student is responsible for renewing equipment or a locker each term or requesting a new accommodation, equipment, or locker check out. Although renewals and requests are taken at any time during the academic year, the student is encouraged to do so prior to the beginning of the new term.

Please see the student agreement for checking out equipment on [CAR's Student Agreement Page](#).

Questions or concerns? Students should immediately contact their CAR Accommodation Specialist from [CAR's Contact page](#). If needed, visit [CAR's Grievances Page](#) for information on informal and formal complaint processes.

## **Student Handbook Chapter 13 - Furniture**

### **Accommodations provided**

The Center for Accessible Resources (CAR) provides alternate chairs, standing workstations, and other furniture accommodations to qualified students.

### **How to request furniture accommodations**

Please see [CAR's Requesting Accommodations Page](#) for additional information.

### **Guidelines and information**

- Any communications with students regarding furniture placements happens via email.
- Students are responsible for keeping contact information up to date in myLane.
- It may take up to TEN (10) business days for furniture to be placed.
- Students must inform the CAR office if furniture has not been placed in their classroom in accordance with the 10 business day timeline or if there are issues/defects with furniture.
- Students must notify CAR if their class location is moved.
- LCC has different kinds of furniture to meet similar needs. Furniture may vary slightly between placements.
- Alternate chairs used for accommodations are marked at the base with faint gold paint (see picture below). Furniture is marked discreetly to protect privacy. For assistance identifying alternate chairs contact the CAR office.
  - Other students may inadvertently use an alternate chair without realizing its intended purpose.
  - For tips on how to discuss this and ensure accommodation, students should contact their CAR Accommodation Specialist.
- There may be multiple ADA chairs in a classroom as the number of students with accommodations may vary by class section.
- Please don't move or relocate these chairs.
- Arms on alternate chairs are not to be used as physical assistance to get in or out of the chair.
- If a student is requesting a furniture accommodation for a Co-op Education (Co-Op) placement, clinical, or another non-classroom location, it must first be requested in the AIM portal. Then, the student must inform CAR of the address of their Co-Op placement, clinical, or non-classroom location, as the online system will simply send CAR the address for the advisor of the program.

Please find the student agreement for using furniture accommodations on [CAR's Student Agreements Page](#).

Questions or concerns? Students should immediately contact their CAR Accommodation Specialist from [CAR's Contact page](#). If needed, visit [CAR's Grievances Page](#) for information on informal and formal complaint processes.

### **Student Handbook Chapter 14 - Service Animals**

No accommodation or affiliation with the Center for Accessible Resources (CAR) is required for the use of a Service Animal.

Please refer to [Lane's College Policies and Procedures](#) for additional information regarding Service Animals.

For helpful information on the use of service animals and their role in the school environment, please visit this [guide on service animals](#).

Questions or concerns? Students should immediately contact their CAR Accommodation Specialist from [CAR's Contact page](#). If needed, visit [CAR's Grievances Page](#) for information on informal and formal complaint processes.

### **Emotional Support Animals**

Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals either. The work or tasks performed by a service animal must be directly related to the individual's disability. It does not matter if a person has a note from a doctor that states that the person has a disability and needs to have the animal for emotional support. A doctor's letter does not qualify an animal as a service animal.

While Emotional Support Animals or Comfort Animals are often used as part of a medical treatment plan as therapy animals, **they are not considered service animals under the ADA**. These support animals provide companionship, relieve loneliness, and sometimes help with depression, anxiety, and certain phobias, but do not have special training to perform tasks that assist people with disabilities. Even though some states have laws defining therapy animals, these animals are not limited to working with people with disabilities and therefore are not covered by federal laws protecting the use of service animals. Therapy animals provide people with therapeutic contact, usually in a clinical setting, to improve their physical, social, emotional, and/or cognitive functioning.

### **Student Handbook Chapter 15 - Service Providers**

#### **Accommodations provided**

Service providers (such as in-class readers/scribes/aides, computer notetakers, or interpreters) will be scheduled for qualifying students upon request. Students should request services 30 business days before the start of each term (or as soon as possible) to allow the Center for Accessible Resources (CAR) staff time to locate an appropriate service provider.

#### **In-class needs**

Request accommodations as soon as possible—If need for a service provider is known prior to registration for an upcoming term, please contact CAR right away. Service providers will be scheduled to start as soon as possible, but late requests may delay services for one to two weeks.

#### **Out-of-class needs**

For meetings or activities: to request a service provider for a meeting or activity, submit a request at least one week before the activity. Contact the CAR office to make a request by voicemail, email, or fax. Be sure to include the type of meeting or activity, the date, time, and location where the service provider is needed.

## **How to request a service provider**

Please see [CAR's Requesting Accommodations Page](#) for step-by-step instructions on requesting accommodations like service providers.

If a service provider is needed outside of the classroom for an LCC event (i.e. Graduation) please contact a CAR accommodation specialist. CAR accommodation specialist information can be found on our [Contact Page](#).

## **Guidelines**

### **Late to class**

Service providers will wait for 15 minutes. After that time, the service provider will leave. If the student doesn't call in, this will be counted as a "no-show." There will be no services provided during the time missed.

### **Last minute absences**

Students should contact the CAR office as early as possible (preferably before 7:00 a.m.) to cancel their service provider for the day. Messages can be left at any time by phone, TTY, email, or fax (see contact information below).

### **Absences**

If a student knows they will miss a class (ex: doctor appointment, etc.) inform the CAR office at least 48 hours in advance of the absence so CAR may cancel or reschedule the service provider for the day.

When canceling services, the following information must be provided:

- The student's name.
- Names of the classes that will be missed (WR121, MTH60, etc.).
- Time, day of the week, and date of the classes that will be missed (ex: 8:00-8:50 a.m. Monday, September 27).
- Date student will return to classes.
- Causes for missing class (hearing from the student may affect how this absence is handled).

*CAR must be made aware of the cancellation.*

If the instructor cancels class or indicates a service provider will not be needed, it is the student's responsibility to contact CAR.

### **Service suspensions**

After excessive (two or more) service provider cancellations students will have their service provider accommodations suspended. Services may become dependent on a daily phone call confirming the need for in-class accommodations.

A no-show is when a service provider is scheduled to provide in-class services for a student who does not attend class and has not called in. One "grace" no-show is permitted each term. Every future no-show will result in a suspension of service provider accommodations.

Suspension of service provider accommodations will require a meeting with a CAR Accommodation Specialist before services will be re-started. During this meeting, the student and CAR Accommodation Specialist will discuss what caused the student to miss class. The outcome of this meeting will determine if services will be reinstated, suspended, or conditional. If services are conditional the student may be asked to call in each morning to confirm the need for a service provider.

### **Responsibilities**

Occasionally, difficulties occur because a service provider is unable to address the student's requests. If a problem arises, the student should share his/her concerns with their Accommodation Specialist. There may be a misunderstanding and a simple solution. If the problem cannot be solved through direct communication with the service provider, the student should contact CAR immediately. CAR is committed to solving any problems that arise.

### **Tips for working with a service provider in class:**

- The service provider may sit near the student during class, if necessary. Please sit in a mutually convenient location.
- If the student has a question for the instructor about the course (lecture content, reading assignments, homework assignments or other course-related concerns), ask the instructor directly. The service provider will not speak unless this is an authorized accommodation.
- Contact your CAR Accommodation Specialist if there are any problems working with a service provider.
- It is the student's responsibility to inform CAR if there are any schedule or room changes. Failure to do so could result in an absent service provider.

Note: The college does not provide personal care attendants or aides to assist students with disabilities in carrying out personal functions or physically navigating campus.

### **How to request in-class aides, readers, and scribes:**

Please see [Center for Accessible Resources \(CAR\)'s Requesting Accommodations chapter](#) for more information.

Please see the student agreement for using service providers, such as in-class aides/readers/scribes, on CAR's Student Agreement Page.

Questions or concerns? Students should immediately contact their CAR Accommodation Specialist from [CAR's Contact page](#). If needed, visit [CAR's Grievances Page](#) for information on informal and formal complaint processes.

### **Personal Aides/Support Persons**

Students may occasionally require a Personal Aide/Support Person to accompany them in the learning environment. Please be advised:

- The Center for Accessible Resources (CAR) does not provide Personal Aides.
- Personal Aides are hired, paid, and employed by the student.
- Personal Aides are not classroom or lab assistants.
- Personal Aides are required to abide by all LCC policies, including but not limited to the Student Code of Conduct.
- Personal Aides are only permissible in the classroom or lab when the student is present.
- Personal Aides are not to be enrolled in the class the student is in and will not receive academic credit for the class.

In order to bring a Personal Aide to class, a student must register with CAR prior to the Personal Aide attending class. It is the responsibility of the student to contact the instructor to ensure there is adequate space for the Personal Aide.

CAR requires that the student and the Personal Aide sign the [PDF: Support Person Agreement](#) and the [PDF: Student Support Person Agreement](#) each term prior to the Personal Aide attending class so they are aware of the guidelines.

Questions or concerns? Students should immediately contact their CAR Accommodation Specialist from [CAR's Contact page](#). If needed, visit [CAR's Grievances Page](#) for information on informal and formal complaint processes.

### **Student Handbook Chapter 16 - Sign Language Interpreters**

This chapter provides information specific to sign language interpreters; for general information see the [Service Providers Page](#).

#### **Accommodations provided**

Interpreters will be scheduled for qualifying students upon request. Students should request services 30 business days before the start of each term or as soon as possible to allow Center for Accessible Resources (CAR) staff time to locate an appropriate interpreter. CAR will make every effort to locate sign language interpreters for qualified deaf students.

#### **Video remote interpreting**

- Video remote interpreting (VRI) services may be provided when appropriate or when on-site providers are not available. In this case, equipment and technical assistance can be arranged through CAR for both the student and the instructor.
- It is important to note in most cases the microphone used by the instructor only picks up the voice of the instructor. If the student is in a discussion-based class, the student should contact CAR for proper equipment and strategies.

#### **How to request sign language interpreters**

Please visit [CAR's Requesting Accommodations Page](#) for more information.

Please see the student agreement for using service providers, such as sign language interpreters, on [CAR's Student Agreement Page](#).

Students needing interpreters for items outside of the classroom such as tutoring should request interpreters through their AIM profile. Please see the [PDF: Interpreter Requests for Events or Needs outside of the Classroom](#) for instructions regarding how to do this.

Questions or concerns? Students should immediately contact their CAR Accommodation Specialist from [CAR's Contact page](#). If needed, visit [CAR's Grievances Page](#) for information on informal and formal complaint processes.

### **Student Handbook Chapter 17 - Classroom Relocation**

In order to accommodate students with disabilities Lane Community College (LCC) may need to relocate class sections into more accessible facilities. The Center for Accessible Resources (CAR) works to provide accessible classrooms by relocating course sections that present accessibility barriers to students with disabilities. Requests to relocate a classroom should be made as soon as possible. Classroom relocation requests made less than 4 weeks prior to the beginning of the term may result in delays.

If students are concerned a classroom may not meet their needs or for questions about campus accessibility please visit [CAR's Contact page or the accessible campus map](#).

### **Student Handbook Chapter 18 - Test Accommodations**

#### **Introduction**

Providing test/quiz accommodations is an interactive effort between The Center for Accessible Resources (CAR), Instructor(s), and the student. CAR provides testing accommodations and proctoring services for eligible students with documented disabilities. These services are designed to ensure that the appropriate accommodations are provided, and to assist faculty in proctoring required tests and quizzes with these accommodations. Students are not required to test in CAR facilities as long as the necessary accommodations are provided. Please be sure to read all information outlined on this page.

Need help scheduling a test in AIM? Take a look at our step-by-step guide here: [PDF: Requesting a Test in AIM: a Step-by-Step Guide](#).

#### **Steps for using testing accommodations**

- 1. [Request accommodations](#)
- 2. [Talk to Instructor\(s\) to determine how testing accommodations will be facilitated](#)
- 3. [Taking tests in the CARTesting Center](#)
- 4. [Tests proctored outside of CAR](#)

#### **1. Request Accommodations**

a. In order to use testing accommodations, students must first request their accommodations in their AIM profile. For more information about how to do this, see the [CAR video and instructions regarding requesting accommodations](#).

## **2. Talk to Instructor(s) to determine how testing accommodations will be facilitated**

Instructors will be alerted of any testing accommodations student(s) in their course have through the student's Letter of Accommodation (LOA) that is received electronically. Students must contact their Instructor(s) to initiate a meeting at the beginning of the term to discuss their testing accommodations. If this is not done, CAR cannot guarantee testing accommodations will be provided. This conversation should include specifics regarding testing such as: what your testing accommodations are, and time, location, and format of the test(s). These specifics and accommodations used may vary between types of tests (i.e. quizzes/questions, midterms, finals). Students are responsible for confirming details for each test/quiz. Of particular importance is the final exam, as times and locations are often different for final exams.

Testing accommodations may not be appropriate for all testing situations. This will be determined by the Instructor(s). Examples of these situations may include:

- i. If the accommodations would interfere with a student's demonstration of the essential learning outcomes of a test or class.
- ii. Home/take home examinations
- iii. Exams where group work is an essential component.

If students have questions or concerns about testing after talking with their Instructor(s) they should contact their primary CAR Accommodation Specialist.

## **3. Taking tests in the CARTesting Center**

### **a. General requirements:**

- i. Students must inform their primary CAR Accommodation Specialist immediately if they believe a test accommodation has not been provided.
- ii. In order to provide testing accommodations, test days and/or times may need to be adjusted (examples include: two finals that may overlap due to extended time may need to be scheduled at a different time/day). Students are responsible for adjusting personal commitments around scheduled test times.
- iii. If an Instructor(s) is able to proctor the student's test with their extended test time in class or at a location outside of CARTesting, the student should not request to take the test in the CARTesting Center.

**b. CARTesting Center is located in Building 19, room 266 (within the CAR department) and is open Monday – Friday 9:00 am – 4:00 pm**

### **c. Arranging test with CARTesting:**

- i. Scheduling: Tests must be scheduled at least FIVE (5) business days in advance (sooner if possible) through the AIM system. Tests need be scheduled at the same day and time as the class scheduled time. In some cases, test days and/or times may need to be adjusted in order to provide testing accommodations. Alternative times must be approved by the Instructor(s) prior to scheduling.

Students requiring a test outside of the CARTesting Center hours should schedule the test in AIM for the closest available time and make a note in the test request form requesting the alternate time.

CARTesting staff will review the request and schedule if possible. Students eligible for the extended test time accommodation have a variety of ways in which the accommodation can be implemented. This may include beginning the exam before/after the scheduled class or exam time. Extended test time should not overlap with any class time activities or lecture.

Specific [Universal Design elements](#) are available in CARTesting and should be requested by entering notes when scheduling. CAR can provide accommodations for pop quizzes and will work directly with the Instructor(s) to arrange these.

ii. Late Test/Quiz Requests: If a student requests to take a test after the FIVE (5) business day deadline, reasonable efforts will be made by CAR to accommodate the request. However, CAR cannot guarantee the request can be met. If CAR is unable to arrange accommodations in CARTesting as a result of late notice from the student, the student is responsible for following up with their Instructor(s) regarding next steps which may include accepting the Instructor(s)'s policy regarding late/make-up tests and taking the test with the rest of the class.

iii. Late Arrivals: Students who arrive late forfeit the time already missed. End times will not be extended. If a student fails to show up for a scheduled test within 15 minutes of the test's scheduled start time, the student is considered a "no-show" and CARTesting will notify the Instructor. The student is responsible for following up with their Instructor regarding next steps. One "grace" no-show is permitted each term. Every future no-show will result in a suspension of testing accommodations. ([See section on suspensions](#))

iv. Rescheduling: Before rescheduling a test with CARTesting, students MUST obtain the Instructor's permission. If a student needs to reschedule a test, requests must be received by CARTesting at least ONE (1) business days prior to the scheduled test.

v. Cancellations: If for any reason a scheduled test will not be taken with CARTesting, the student is responsible for notifying CARTesting at least ONE (1) business days prior to the scheduled test. This includes choosing to take the exam in class, cancellations by Instructor, or withdrawing from a course. Two (2) cancellations are permitted each term. Every future cancellation will result in a suspension of testing accommodations. ([See section on suspensions](#))

#### **d. What to expect when taking your test in the CARTesting Center:**

i. Check in: Students check in at the CAR front desk (Building 19, Room 263A). Please plan to arrive 10 minutes early. Picture identification is required. Cell phones, watches, and other electronic devices must be turned off, shown to the proctor, and stored in the provided designated lockers outside of the CARTesting Center. Guests and children are not permitted in the testing area. Testing areas are designated fragrance free, please avoid wearing scented products.

ii. Permitted items: Food and/or drink is not permitted (this includes water)\*. All personal items must be stored in the provided designated lockers outside of the CARTesting Center\*. CAR Testing is not responsible for the safety of student personal belongings or valuables. Instructor(s) will dictate on the [testing agreement](#) what items students are allowed to use on the test (i.e. notes, calculators, etc.). Students are responsible for ensuring that they bring any items permitted on a test with them to the CARTesting Center on the day of the test. Students should ensure that any permitted items are working prior to the exam as CAR cannot provide replacements for items that do not work.

\*Exceptions may apply for those with approved accommodations

iii. Proctors: A test proctor will be in the CARTesting Center at all times during a student's test. During the test a proctor may not help the student with any answers or be asked to interpret, define, explain or reword questions.

iv. In the CARTesting Center: CARTesting provides a reduced distraction test taking experience relative to the typical Lane Community College classroom. CARTesting cannot guarantee a room absolutely free of distractions or peripheral noise. Please be respectful of other students who may be testing.

Universal Design components are incorporated to minimize any remaining distractions.

a. Specific components that must be requested ([see section on requesting tests](#)) are: Standing work station, speech-to-Text software.

b. Items available to all students/no request needed and should be requested upon arrival for test: Noise-reducing headphones or ear plugs, music (Pandora on CAR provided computer only), white noise (CAR device only), and high contrast keyboard or enlarged keyboard.

3. Breaks: Students are always allowed to stand up, stretch, or rest during a test. No additional time will be added for breaks. Students are not allowed to leave the room during testing. Exception: Students with the accommodation "[Medical Rest Periods.](#)" If a student leaves the testing room, all testing materials must be submitted to the test proctor and the test is considered finished.

4. Predetermined time will be strictly enforced.

5. Testing security: The CARTesting Center takes measures to ensure test security. These measures include: Screen monitoring software, security cameras, or a separate testing room. Students may need to utilize a separate testing room if they are using certain accommodations. CARTesting cannot take requests for specific testing locations.

**e. Academic honesty:**

If a student is observed utilizing unauthorized materials, an incident report will be completed by the test proctor and sent to the Instructor(s) who will determine the consequences.

**f. Services suspensions:**

If a student has excessive no-shows, [cancelations](#), or does not follow any of the above procedures, testing accommodations and CARTesting Center services may be suspended. Suspension of testing accommodations will require a meeting with the student's primary CAR Accommodation Specialist before services will be reinstated. During this meeting, the student and primary CAR Accommodation Specialist will discuss what caused the student to miss the test(s). The outcome of this meeting will determine if the student's services will be reinstated, suspended, or conditional.

**g. Additional testing accommodations upon approval:**

i. Medical Rest Periods: Formal breaks will be allowed for qualifying medical conditions. If a student leaves the testing room during this time, all personal belongings and testing materials must remain in

the testing room with the proctor. Tests will be broken up into sections to allow for breaks. Students may not look back at previous sections of the test upon returning from a break, or at the end of the test.

ii. Reader: Will only read what is on the test in a direct voice. May be asked to re-read parts of the test and state the punctuation. May be asked to adjust speed and volume. May be provided using technology through text-to-speech software programs.

iii. Scribe: Will record exactly what the student dictates. Is not responsible for organizing or paraphrasing a student's thoughts into a final "readable" draft. Is responsible for general spelling and sentence ending punctuation. Students are responsible for detailing to the scribe any specific class-related spelling, terminology, or punctuation. Will not make any corrections unless instructed to do so; otherwise, what has been dictated by the student will be turned in as is. For responses requiring equations, the student must specify where to place figures and operands. May be provided using technology through speech-to-text software programs.

#### **4. Tests proctored outside of the CARTesting Center**

##### **a. General requirements:**

Students must inform their primary CAR Accommodation Specialist immediately if they believe a test accommodation has not been provided or provided incorrectly. In order to provide testing accommodations, test days and/or times may need to be adjusted (examples include: two finals that may overlap due to extended time may need to be scheduled at a different time/day). Students are responsible for adjusting personal commitments around scheduled test times.

Due to facilitation of accommodations, there are a variety of places tests may be proctored. The Instructor(s) will inform the student of where the test will be proctored. Students that are eligible for the extended test time accommodation have a variety of ways in which the accommodation can be implemented. Examples include beginning the exam before/after the scheduled class or exam time and testing in a different location than originally identified (if applicable). Extended test time should not overlap with any class time activities or lecture.

If an Instructor(s) is able to proctor the student's test with their extended time in class or at a location outside of CARTesting, the student should not request to take the test in the CARTesting Center. The extended test time accommodation applies only to the amount of time students are given to complete an exam once started. Some exams may be available for students to complete over several days. The extended time accommodation is not able to be applied to the number of days a test is open.

##### **b. Possible testing locations:**

i. In-class

ii. Online/Moodle: Instructor(s) are able to provide extended time on Moodle tests. If eligible students would like to take a Moodle test in the CARTesting Center using their reduced distraction room accommodation, they should submit a request for the test.

iii. [Math \(MRC\)](#), [Science \(SRC\)](#), [Business \(BRC\) Resource Centers](#), and [Instructional Testing Services \(ITS\)](#). The MRC, SRC, BRC and ITS are able to proctor tests upon Instructor(s) request. Proctored tests must be taken and completed within college department hours. Hours vary based on time of term. Please see

individual center web pages. Each center has their own specific testing guidelines. Please refer to their web pages linked above for these guidelines.

Please see the student agreement for using test accommodations on [CAR's Student Agreement Page](#).

### **Student Handbook Chapter 20 - Grievance Procedures**

**If you came here looking for the Informal Complaint Form you can find that here: [PDF: CAR Informal Complaint Form](#)**

### **Grievance Process Flowchart**

### **Student Handbook Chapter 22 - Communication Tools**

**If you came here looking for a guide on communicating with faculty, you can find that here: [PDF: Communicating with Faculty](#)**

### **Communicating with your Instructors:**

As a part of using accommodations you are required to meet with each of your instructor's individually to discuss your accommodations. Here are some tips for how to start a conversation or schedule a meeting with your instructors to discuss accommodations or needs.

#### **Email Template:**

Dear [insert Professor's title and last name i.e. Prof. Jones, Dr. Smith],  
My name is [insert your full name], and I'm in your [insert your class name and CRN] class. I am contacting you to set up a meeting to discuss the accommodation letter recently sent to you from CAR. I plan to stop in to your office hours after class on [insert day, i.e. Wednesday].  
Thanks,  
[insert your name]

#### **In Person:**

"Hi, my name is [insert your full name], and I'm in your [insert your class name and CRN] class. CAR sent you my letter of accommodation, and I'd like to discuss my accommodations with you."

#### **Preparing For Your Meeting:**

Prior to the meeting with your instructor, you may wish to prepare. Here are some tips for that:

- Think about your specific accommodations so that you are prepared to express your needs. Try answering the following questions: What are my accommodations? How do I use my accommodations in the classroom? What are some problems I've run into using accommodations in the past?
- Review your accommodation list ahead of time.
- Practice writing out what you might want to say.
- Practice the conversation with someone.

#### **Requesting Extra Help From An Instructor:**

### **Email Template**

Dear [insert Professor's title and last name i.e. Prof. Jones, Dr. Smith],  
I am experiencing difficulties understanding and being able to complete the assignment for [insert your class name and number] that is due on [insert date]. Would it be possible to meet with you during your office hours on [insert date] so that I can receive some additional help?  
In the meantime, are there other resources you could recommend that might help me understand the material better?  
Thanks,  
[insert your name]

### **Frequently Asked Questions about Communicating with Instructors:**

Q: What should I do if I am unable to meet during my instructor's office hours?

A: Approach your instructor before or after class or email them. Let them know you are unable to meet during office hours. Provide some other times that you are available and ask what works for them.

Q: What should I do if my instructor isn't available during office hours?

A: Approach your instructor before or after class or email them. Let them know you have been trying to meet with them during their office hours, but they have not been available. Ask them if there is another time they could meet.

Q: What should I do if I feel nervous about talking to my instructor?

A: Talk to your Accommodation Specialist or CAR Counselor about this. They may be able to coach you on strategies for approaching your instructor or even role play a conversation starter with you.

Q: What should I do if my instructor says they have not received my letter of accommodations?

A: Talk to your Accommodation Specialist and let them know. They are able to resend this or help the instructor find the letter.

[PDF: Communicating With Faculty](#)

**To request this information in an alternate format, please contact the Center for Accessible Resources at (541) 463-5150 or [accessibleresources@lanecc.edu](mailto:accessibleresources@lanecc.edu)**

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