

Accessibility Services Guide

Office Information.....	2
Accessibility Services Staff.....	2
Purpose of this Guide	3
Confirmation of Accommodations Letter	3
How to Request Letters of Accommodation Each Semester.....	4
Requests for Additional Accommodations or Revisions in Accommodations.....	4
Exam Accommodations and Proctoring Information	5
Note Taking Accommodation	5
Alternative Format Accommodations	5
Student Tips for Professional Communication with Faculty Members	7
Disputes Over Accommodations	8
General Resources.....	10

Office Information

Accessibility Services is located on the 3rd Floor of Scott Hall. The entrance to Scott Hall facing the quad is equipped with a ramp.

During the academic year, Accessibility Services is open Monday through Friday from 9:00 am to 5:00 pm. Students are welcome to stop by with brief questions or make an appointment.

Accessibility Services Staff

Martha L. Sullivan
Director, Academic Resource Hub
sullivma@lafayette.edu

Jill Heilman
Associate Director of the Academic Resource Hub
heilmanj@lafayette.edu

Dennise Carrazco
Accommodations Coordinator
carrazcd@lafayette.edu

Nicki Newton
Office Assistant
newtonh@lafayette.edu

Conni McDermott
Tutoring Coordinator
mcdermoc@lafayette.edu

Mike Morsch
Exam Proctor
morschm@lafayette.edu

Purpose of this Guide

This guide is provided to all students with approved accommodations. It will answer many of your questions about the processes followed by Accessibility Services in implementing approved accommodations and provides an explanation of common accommodations. This Guide duplicates some of the information on the Accessibility Services website, <https://hub.lafayette.edu/disability-services/>

Confirmation of Accommodation Letter

The Confirmation of Accommodation Letter is a document provided by Accessibility Services (AS) which outlines the reasonable accommodations that are to be provided to the student. This letter describes the approved academic and housing accommodations as recommended by AS based on an individualized review of the student's documentation and intake meeting.

A Confirmation of Accommodation Letter is provided directly to the student when he/she has met all of the following criteria:

- Submitted an application and appropriate documentation to AS;
- Met with a staff member from AS and engaged in the interactive process;
- Have been determined by AS to have a disability as defined by the Americans with Disabilities Act, as amended, and Section 504 of the Rehabilitation Act; and
- AS has made a determination that there are accommodations that the student may need, and that it may be reasonable for Lafayette College to provide.

Letter of Accommodation

The Letter of Accommodation is a document provided by AS which outlines the reasonable academic accommodations that are to be provided to the student within the academic setting.

Students must request their Letters of Accommodation each term they require academic accommodations. Students should request their Letters of Accommodation as early as possible, but no sooner than two weeks prior to the start of the semester. There may be individual circumstances, however, where students receive their letters later in the semester, such as a student who is first diagnosed with a disability or approved for accommodations later in the semester.

Once requested by a student, AS will send the student's Letter of Accommodation to each faculty member for each course identified by the student. The student is then responsible for communicating directly with each faculty member regarding their accommodations and how the accommodations apply to the course. The student and faculty member should also discuss any issues on how the accommodations will be implemented in that course. If a student fails to meet in a timely fashion with the faculty member, accommodations may be delayed. For certain accommodations, including alternative format accommodations, AS will provide the student with a list of specific implementation issues to discuss with the faculty member to assist with creating an Implementation Plan for the student.

Accommodations are not retroactive. Accommodations begin on the date of the Letter of Accommodation. Any changes to accommodations implemented as a result of discussions among the student, his/her faculty member(s) and AS begin on the date of the revised Letter of Accommodation. Students with questions regarding this process should contact AS.

How to Request Letters of Accommodation Each Semester

1. Gather your course information including course CRN (i.e. ART 101 01), Faculty First and Last Name, and have the information ready to reference.
2. Go to [My Academic Accommodations](#) and complete the Letter of Accommodation Request Form.
3. Please allow at least five business days to process your request. If you need assistance to complete the request form, contact Accessibility Services at resourcehub@lafayette.edu.
4. Once processed, you will receive a copy of your Letter of Accommodation to your Lafayette email. The faculty you have requested to receive your Letter of Accommodation will receive the letter via Google Drive from Accessibility Services.

Requests for Additional Accommodations or Revisions in Accommodations

A student may contact AS at any time to discuss possible changes to approved accommodations. This may include additional accommodations or revisions to current approved accommodations. Students should submit requests for changes to their accommodations using the [Student Intake Form](#), and check the applicable box indicating whether the student is requesting revision(s) to current approved accommodations, or requesting additional accommodation(s) to current approved accommodations. AS will then engage in an interactive process with the student and review requests for changes on an individualized, case-by-case basis. If changes are approved, AS will provide a revised Confirmation of Accommodation Letter to the student, who should then request that AS send a revised Letter of Accommodation to applicable faculty members.

Exam Accommodations and Proctoring Information

Ensure that you request the Letter of Accommodation and discuss the approved exam accommodations with each faculty member.

If you would like to access your approved exam accommodations; 5 to 7 days prior to each exam, discuss the exam with course faculty and determine whether the faculty can provide your approved accommodations. Accessibility Services is available to consult.

If the student is taking the exam with class/proctored by faculty, the instructor and student will determine the process for the student to access accommodations.

If the student is requesting exam proctoring at the Hub, the student is responsible for submitting a Hub Exam Proctor Request Form at least 3 business days in advance of the scheduled exam.

Once the student and faculty complete their respective portions of the form, an email containing the Exam Date, Start and End Time, and Equipment Permitted will be forwarded to the student and faculty. If the Hub is unable to proctor this exam, the student and instructor will be contacted directly.

Note Taking Accommodation

If approved for this accommodation, select “Note Taking Services” on your Letter of Accommodation Request Form. This will act as your request for this accommodation.

Accessibility Services utilizes the Note Taking Express platform to create and distribute notes. Following your request, Accessibility Services will create your account in Note Taking Express. You will be receiving a separate email from Note Taking Express that provides instructions regarding how to access your individual account and a list of Frequently Asked Questions.

Alternative Format Accommodations

Alternate format materials provide individuals access to print materials (such as textbooks) through different kinds of media. Such materials may be provided via electronic PDF files, audio files, Braille, or in a format compatible with screen-reader technology. Students who are approved for alternate media texts receive the accommodation at no cost. Students approved for this accommodation must request alternative format materials *each term*.

The College is responsible for providing materials in alternative formats as an accommodation when that is necessary for effective communication. During the process of approving accommodations, the College will give significant consideration to the format(s) and method(s) requested by the student. The College has the discretion to choose among alternate formats if they provide equally effective communication, and is not required to provide a particular format if it would impose an undue financial or administrative burden.

Procedure for Requesting Alternative Format Textbooks

Students may request alternative format textbooks if they have been approved for this accommodation. Due to copyright laws, students must show proof that they have registered for a course and have purchased their books before they can receive alternate format materials. All alternative format materials are intended for a student's individual use and must not be shared with others. Any duplication of materials is prohibited.

No alternative text will be distributed until students have signed the Student Alternative Text Contract. Requests should only be made after checking that the book is not available electronically, on course moodle or in Bookshare. Students must have purchased a print copy of the book and upload the receipt when submitting the book request. Requests should be made within 2 weeks of registering for courses so that enough time is given for delivery of the text.

Students must use the Request for [Alternative Format Text Form](#) and supply the following when submitting their requests:

1. Title, ISBN# (13 digits preferred). Author, Publisher/Copyright Date, Course CRN
2. Receipts may be uploaded with the request, emailed or shown in person for proof of purchase.

Procedure for Requesting Alternative Format Course Materials and Developing an Implementation Plan

For certain courses, course content other than textbooks may be needed in an alternative format. Once the alternative format accommodation is approved, AS will provide the student with a Faculty Survey for Alternative Format Materials, which has a list of questions and issues for each faculty member regarding the types of materials that are used in his/her course. The student must meet with each faculty member to complete this survey, then return the survey(s) to AS.

AS will then engage with the student and faculty member(s) through the interactive process to work out the details of an Implementation Plan. The Implementation Plan would typically include: the types of materials in a course where alternative formats are needed; the alternate format that is necessary for different types of materials, based upon the student's disability and technology; how much advance notice is needed to implement the accommodation, such as the time frame for providing course materials to AS to convert to an approved alternative format; the procedures for communicating changes in materials or new materials; and who is responsible for providing the alternate format materials to the student. AS will send a copy of the final Implementation Plan to the student and faculty member, and the Implementation Plan will become a supplement to the student's Letter of Accommodation.

Implementation Plan Interactive Process

The interactive process does not end when an Implementation Plan is approved by the student, faculty member, and AS. During the semester questions or concerns may arise about the implementation of a student's approved accommodations for alternate format materials. While

students are encouraged to work directly with faculty members, students are responsible for promptly contacting AS if any issues arise regarding this accommodation (e.g., difficulty accessing their materials, or problems with the materials). Students may contact AS directly, but may be asked to complete an Accommodation Implementation Issue Form.

AS will then facilitate discussions with the student and faculty member. Any changes or clarifications will be documented through a revision to the Implementation Plan for the relevant courses. If this process results in a change to or new accommodations (and not just implementation of existing accommodations), this would be documented through a revised Confirmation of Accommodation Letter. Changes to approved accommodations are not retroactive and begin as of the date of the revised Confirmation of Accommodation Letter.

Student Tips for Professional Communication with Faculty Members

- As a student, you are not required to disclose the nature of your disability/disabilities to your faculty. At minimum, if you are requesting to utilize your academic accommodations in the classroom, the faculty member needs only to know that you are registered with Accessibility Services (AS) and the approved accommodations you may need in that course.
- If you do voluntarily share more detailed information regarding your disability/disabilities, it is recommended that the disclosed information be academically relevant. The nature of your disability will not be disclosed by AS without your consent.
- When communicating with faculty members, whether it be in person, via email, or by phone, be clear and concise.
- At the beginning of each term, once your Letter of Accommodation has been distributed for the courses that you requested, you should have a follow-up conversation with each faculty member.
- Introduce yourself to your faculty member(s) before/after class or during office hours to inform them that you are registered with AS.

Example of a Professional Conversation

“Professor (include the faculty member’s name here). My name is (include your name here) and I am registered with Accessibility Services at the Hub. You should have received my Letter of Accommodation from Accessibility Services via email. I am following up with you regarding any questions you may have about my accommodations.”

- If you prefer more privacy, schedule an appointment with the professor
- While it is recommended that you introduce yourself in person, you can also introduce yourself to your instructor via email.

Example of Professional Email

Dear Professor (include faculty member’s name here).

My name is (include your name here) and I am a student in your (include your course here) course this semester. You received my Letter of Accommodation from Accessibility Services for this term. I wanted to follow-up with you regarding this email and any question you may have about my accommodations in your classroom. I would be happy to meet with you during your office hours or set up a time outside of your office hours to discuss.

Thank you for your time,

(include your first and last name here)

- If a follow-up conversation is necessary, be sure to do so in a timely manner. (Example: If a professor asked that you touch base with them prior to an exam regarding your accommodations, do so a week before the exam unless otherwise specified.)
- If an issue does arise regarding your accommodation(s), be sure to update Accessibility Services and professors as soon as possible.

Disputes Over Accommodations

The determination of accommodations is an interactive process between the student and the College. Once a student provides AS notice of and appropriate documentation of their disability and the need for modifications due to a disability, the College must provide appropriate academic adjustments and auxiliary aids and services that are necessary to afford the student an equal opportunity to participate in the Colleges programs and services, unless doing so would result in a fundamental alteration of the applicable program or service, impose an undue financial or administrative burden, or some other protected reason.

Sometimes there may be disagreements between a student and AS or a faculty member on whether a requested accommodation is necessary, or if there are other equally effective accommodations; whether a requested accommodation would be a fundamental alteration or impose an undue burden; or other issues. The Director of the Academic Resource Hub, which oversees AS, may become involved, and others within the College may be consulted. If after this process a student disagrees with the accommodation(s) that are being offered by AS, the student may request a

review by the Provost for academic accommodation, or the Vice President for Student Life for extracurricular or non-academic accommodations, including housing.

This process applies to disputes that may arise regarding initial approved accommodations; requests for changes in approved accommodations or additional accommodations; and implementation of accommodations.

This decision of the Provost or Vice President for Student Life is the final step in the interactive process, and will be the final decision by the College on what accommodations will be provided. The student may seek further review under the College non-discrimination policy, <https://www.lafayette.edu/non-discrimination/>, by contacting the Director of Educational Equity.

General Resources

[Accessibility Services](#)

[Academic Resource Hub](#)

[Bailey Health Center](#)

[Counseling Center](#)

[Campus Life](#)

Transition Resources

[College Planning Resources](#) from The Western New York Collegiate Consortium

[Preparing for Post-secondary Education: Know Your Rights and Responsibilities](#) from the U.S. Department of Education Office of Civil Rights

[AccessCollege](#) from the University of Washington DO-IT Program

[Pennsylvania Secondary Transition Guide](#)