

# DISABILITY SERVICES

## A GUIDE FOR STUDENTS



MANCHESTER  
COMMUNITY  
COLLEGE

### DISABILITY SERVICES

[www.manchestercc.edu/disability](http://www.manchestercc.edu/disability)

Student Services Center (SSC) L131

Great Path, M.S. #8

P.O. Box 1046

Manchester, CT 06045-1046

860-512-3590 Fax: 860-512-3591

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## **WELCOME**

Manchester Community College aims to provide an inclusive campus that is welcoming to all students, including those with disabilities. Disability Services is committed to serving the diverse student population at MCC by promoting full participation and equal opportunity for students with disabilities to pursue higher education.

This guide is intended to familiarize you with the procedures for requesting and using accommodations at Manchester Community College.

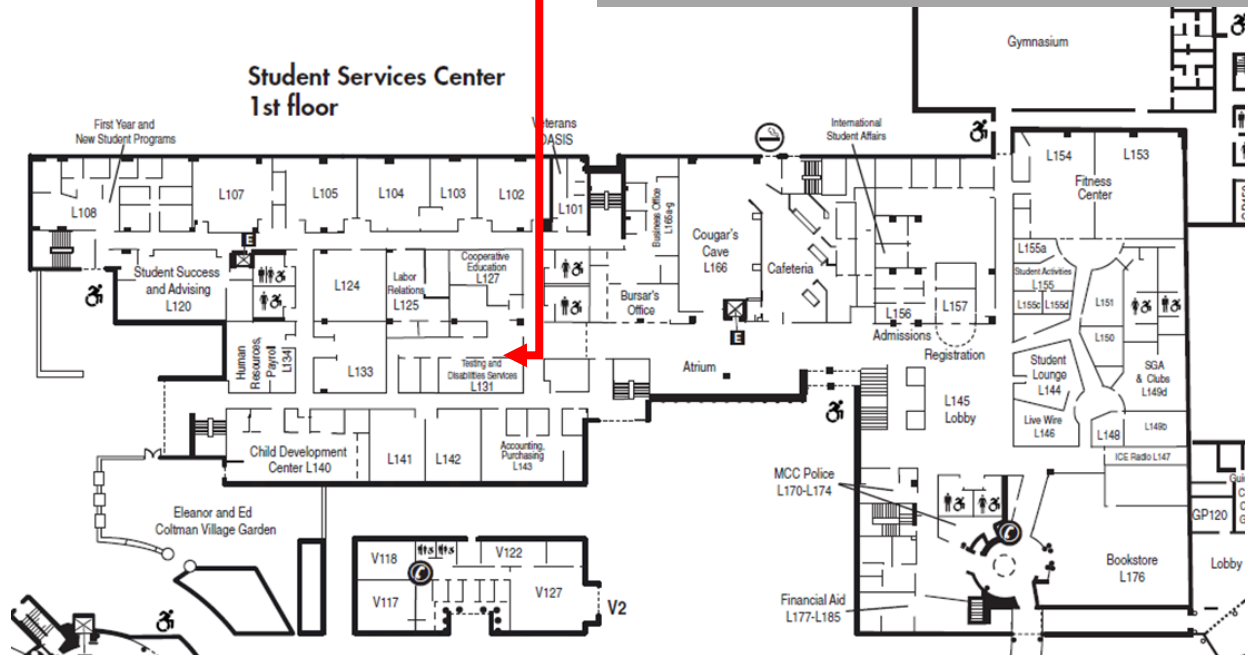
## **MISSION STATEMENT**

Disability Services works with you to provide equal access in all aspects of your learning and engagement at Manchester Community College. Our goal is to remove barriers to learning while promoting your independence and self-advocacy within the academic setting.

# CONTACT INFORMATION

	SPECIALIZATION	TELEPHONE	E-MAIL
<b>Joseph Navarra</b>	Physical Disabilities Medical Disabilities Mental Health Disabilities	860-512-3592	<a href="mailto:jnavarra@manchestercc.edu">jnavarra@manchestercc.edu</a>
<b>Gail Stanton</b>	Learning Disabilities ADHD Autism Spectrum Disorders	860-512-3597	<a href="mailto:gstanton@manchestercc.edu">gstanton@manchestercc.edu</a>
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<b>Amy Anderson</b>	All Disabilities	860-512-3599	<a href="mailto:aanderson@manchestercc.edu">aanderson@manchestercc.edu</a>
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**DISABILITY SERVICES**  
**LOCATION:** L-131 Student Services Center (SSC)  
**FRONT DESK:** 860-512-3590  
**FAX:** 860-512-3591



# GETTING STARTED: PROCEDURES TO RECEIVE ACCOMMODATIONS

There are **three steps** to access accommodations at MCC:

- Step 1:** Submit required documentation
- Step 2:** Meet with a disability specialist
- Step 3:** Each semester, let instructors know about your accommodation(s) via the Academic Adjustment Notification

***\*\*Each step must be completed to access accommodations\*\****

*You are responsible for making sure you receive your accommodations **each semester!** In addition to giving your instructors your Academic Adjustment Notification, you also need to familiarize yourself with the **Accommodation-Specific Instructions** (page 10).*

## Step 1: Submit Required Documentation

### How to Submit Your Documentation

You can submit **copies** of your documentation using any of the following methods:

- **Drop off** at Disability Services located in Room L-131 in the Student Services Center (SSC)
- **E-mail** to Joseph Navarra, Disability Services Coordinator, at [jnavarra@manchestercc.edu](mailto:jnavarra@manchestercc.edu)
- **Fax to** 860-512-3591
- **Mail to** Disability Services  
Great Path, M.S. #8  
P.O. Box 1046  
Manchester, CT 06045-1046

Once your documentation has been received and reviewed, you will be contacted by our staff to schedule your intake appointment with one of our disability specialists. If you do not hear from us after one week, please contact our office to ensure that we have received your documentation.

## Documentation Requirements for All Diagnoses

Documentation for all diagnoses must include the following:

- Identification of a specific diagnosis; vague descriptions such as “learning issues” or “anxiety problems” are not sufficient
- Explanation of diagnosis from an authorized agency, individual, or medical source
- Description of how your disability may affect you in an academic setting
- Names, titles, and professional credentials of the evaluators included on official letterhead
- *Summary of Performance (SOP)* and most recent *IEP* or *504 Plan*, if available

## Documentation Requirements for Specific Diagnoses

**In addition to the documentation required for all diagnoses** (see above), here is a list of additional documentation requirements for specific diagnoses.

### Learning Disabilities

- Full, comprehensive diagnostic report, including subtest scores and interpretation of results
- Testing should include both:
  - Standardized Cognitive Testing
    - Examples: Wechsler Adult Intelligence Scale (WAIS), Wechsler Intelligence Scale for Children (WISC), Woodcock-Johnson Tests of Cognitive Abilities, Stanford-Binet Intelligence Scale
  - Standardized Achievement Testing
    - Examples: Wechsler Individual Achievement Test (WIAT), Woodcock-Johnson Tests of Achievement

### ADHD

- Documentation must come from a clinical psychologist, licensed counselor, psychiatrist, neurologist, or certified school-based evaluator; we do not accept documentation from pediatricians or family physicians
- Documentation should include:
  - History of attention deficit symptoms, including how it affected you in an educational setting
  - List of evaluation methods, such as rating scales, interviews, and observations, used to diagnose the ADHD and rule out other diagnoses
  - Specific diagnosis based on DSM-V diagnostic criteria
  - Interpretive report that summarizes results and makes specific recommendations based on these results

### Autism Spectrum Disorder

- A diagnostic report from either a neurologist, a psychologist, or a psychiatrist
- Standardized cognitive testing, such as the WAIS (Wechsler Adult Intelligence Scale) or Wechsler Intelligence Scale for Children (WISC)
- Achievement testing, if available

### Low Vision or Blindness

- An ocular evaluation from an ophthalmologist with:
  - Supporting numerical description including visual acuity with and without correction
  - Description of any visual aids currently used
  - Description of educational impact of your visual impairment
  - Specific recommendations for accommodations

### Deaf or Hard of Hearing

- An audiological evaluation or audiogram documenting:
  - The type, degree, and configuration of hearing loss
  - Description of any audiological technologies currently used, including hearing function with these technologies
  - Description of educational impact of your hearing impairment
  - Specific recommendations for accommodations

### Physical, Mobility, or Chronic Medical Conditions

- A letter from your treating physician documenting:
  - A specific diagnosis using ICD-10 criteria
  - A description of how your diagnosis affects you in an educational setting
  - Specific recommendations for accommodations

### Mental Health Conditions

- A letter from your treating mental health professional (e.g., licensed clinical psychologist, psychiatrist, neurologist, marriage and family therapist, licensed clinical social worker, licensed professional counselor) which contains:
  - A specific psychiatric diagnosis using DSM-V criteria
  - A description of how your diagnosis affects you in an educational setting
  - Specific recommendations for accommodations
  - Date of last clinical contact (should have been within the last year)
- “Emotional Disturbance” (ED) or “Serious Emotional Disturbance” (SED) are not acceptable diagnoses at the post-secondary level

## Step 2: Meet with a Disability Specialist

**After receiving and reviewing all required documentation**, the MCC Disability Services staff will contact you to schedule an intake appointment. Processing of documentation takes **at least one week**. If you do not hear from us after one week, please contact our office to ensure that we have received your documentation.

The method of determining accommodations is an interactive process. During your intake appointment, you will have an opportunity to discuss your disability with a disability specialist. Your disability specialist will work with you to determine whether any reasonable accommodations would be appropriate to assist in giving you equal access to learning. The type of accommodations you receive depends on your specific diagnosis and needs. Please note that Disability Services cannot approve any accommodation that would fundamentally alter the nature of a program or activity or would undermine an academic or licensing requirement deemed essential to an instructional program; more information can be found under “Reasonable Accommodations” on page 17 of this guide.

If your disability specialist identifies accommodations appropriate for your needs, he or she will fill out an *Academic Adjustment Notification*, which identifies your approved accommodations (see “Step 3: Let Instructors Know about your Accommodation(s) Via the Academic Adjustment Notification” – page 9).

Examples of possible accommodations at MCC include the following:

- Extra time to take tests and quizzes
- Distraction-reduced environment for taking tests and quizzes
- E-books
- Use of audio recording technology in class, such as Smart Pens
- Sign language interpreters
- Alternative seating or specialized furniture

Accommodations and services not provided at MCC include:

- Paraprofessionals, personal aides, or other helpers to work with you in class
- Changes to what is being taught or tested
- Specialized LD tutoring
- Testing for a suspected disability



### **Step 3: Each Semester, Let Instructors Know about Your Accommodation(s) Via the Academic Adjustment Notification**

As explained in “Step 2: Meet with a Disability Specialist”, your disability specialist identifies accommodations appropriate for your needs and fills out an *Academic Adjustment Notification*, which identifies your approved accommodations. Your instructors do NOT receive information about the nature of your disability.

The purpose of the *Academic Adjustment Notification* is to let your instructors know that you plan to use one or more accommodations. Each semester, you will have different courses, taught by different instructors; you will therefore need to contact our office and request your letters prior to, or at the start of, each semester. If you do not give this letter to your instructor, he/she will not be able to honor your approved accommodations.

From semester-to-semester, you are responsible for doing the following:

- Meeting with your disability specialist
- Selecting your courses (your disability specialist can serve as your academic advisor)
- Registering for your courses
- Delivering to each of your instructors a copy of your *Academic Adjustment Notification*

## ACCOMMODATION-SPECIFIC INSTRUCTIONS

### Extra Time to Take Tests and Quizzes

- The amount of extra time you receive is typically **time and a half** (i.e., 90 minutes for a 60-minute test)
- The location for taking tests with extra time is **Disability Services (SSC L-131)**
- Please see “Using Your Accommodations For Tests and Quizzes” (page 12) for additional instructions

### Distraction-Reduced Environment for Taking Tests and Quizzes

- The location for receiving a distraction-reduced environment is **Disability Services (SSC L-131)**
- Please see “Using Your Accommodations For Tests and Quizzes” (page 12) for additional instructions

### E-Books

- Fill out an *E-Book Request Form* as soon as you know which textbooks you will need. The request form can be found in **Disability Services (SSC L-131)**. You must fill out a separate form for each book you are requesting.
- Purchase a copy of the textbook from the MCC Bookstore or another bookseller and save your receipt. You must show proof that you have purchased a print copy of the textbook before your e-book can be released to you.
- You must log in to your MCC Google account and have Google Read&Write Gold open to access your e-books. See Jackie Dannaher if you do not know how to do this.

### Reader Software (Google Read&Write Gold)

- You must be using Google Chrome as your browser to use Google Read&Write Gold. You must also have pop-ups enabled.
- Your MCC Google account will be set up for you by Jackie Dannaher. Please see Jackie to initiate this process.

### Use of a Calculator

- You will need to provide your own calculator for use in class and on tests and quizzes

### Use of Audio Recording Technology, such as Smart Pens

- *Non-Disclosure Agreements* must be signed and submitted back to Disability Services for each class in which audio-recording will be done

- Smart Pens are available to borrow each semester through Disability Services. Compatible notebooks may also be obtained from Disability Services. Smart Pens must be returned at the end of each semester to the MCC library.
- Digital recorders are also available to borrow each semester through Disability Services
- Some students choose to audio-record using an app on their smartphones
- Audio recording is approved by Disability Services to assist with in-class note taking only

## USING YOUR ACCOMMODATIONS FOR TESTS AND QUIZZES

Some accommodations that support your access to learning can also be used when you are taking a test or quiz. For example, students who are approved to use a calculator in the classroom may also use it during a test. Your disability specialist will tell you if you have accommodations that can be used for tests. You may only use accommodations for which you have been approved. You must submit a *Testing Adjustment Request Form* online in order to schedule a time to take a test with accommodations.

### Procedure for Scheduling

To schedule a test with accommodations, including extra time, you will need to do the following:

1. **At least one week in advance**, submit a *Testing Adjustment Request Form*. Student who do not submit this form at least one week in advance may be unable to take their test with accommodations. The *Testing Adjustment Request Form* is located online at the MCC Disability Services webpage:
  - a. Go to Manchester Community College's homepage: [www.manchestercc.edu](http://www.manchestercc.edu)
  - b. Hover over "Resources", then from the drop down click "Disability Services"
  - c. Scroll down to "If you are seeking testing accommodations" and click on "Testing Adjustment Request Form"
  - d. Complete one form for each test you are requesting accommodations. Don't forget to click "Submit" at the end.

**OR** go to this direct link:

[www.manchestercc.edu/offices/student-affairs/disability-services/testing-adjustment-request](http://www.manchestercc.edu/offices/student-affairs/disability-services/testing-adjustment-request)

2. Notify your instructor **before** the test date and confirm with your instructor that he/she has given a copy of the test to Disability Services.
3. The location for taking tests is **Disability Services (SSC L-131)**
4. The date/time for taking tests is **during your regularly scheduled class time**. If you have a class immediately following, you can request to start your test at an earlier time.

**If you miss a scheduled test in our office, your instructor determines whether you can take it at another time.**

During your test, the test proctor is NOT allowed to do the following:

- Interpret or rephrase questions
- Answer questions about the test
- Define words whose meanings are part of the information being tested

## **Inclement Weather**

When MCC closes due to inclement weather, Disability Services will close at the time designated by MCC. If you are scheduled to take a test in Disability Services during or after the closing time, you should contact your instructor or check your class's Blackboard page to determine when the test will be rescheduled. You should then submit a new *Testing Adjustment Request Form* for the rescheduled date and time with a note in the Comments section saying that this is a rescheduled test due to an inclement weather closure; the one week notice requirement is waived in these circumstances.

## **FAQs: Test and Quiz Accommodations**

### **Can I take my test in class and still use my accommodations?**

We advise all students to take any test on which they plan to use accommodations in the Testing Center in Disability Services, as this is the only way to guarantee that you will have full access to your testing accommodations.

### **Do I need to take all of my tests in the Testing Center?**

No. You can decide which tests you wish to take in the Testing Center. However, if you plan to use your accommodations during your test, you will need to make appropriate arrangements to take your test in the Testing Center.

### **Why do *Testing Adjustment Request Forms* need to be submitted one week in advance?**

When you submit a *Testing Adjustment Request Form*, our testing coordinator gets to work scheduling a test proctor, ensuring there will be adequate space for you to complete your test, and requesting a copy of the test from your instructor. These steps take about a week to complete. If you do not submit a *Testing Adjustment Request Form* at least one week in advance, it is unlikely that all these steps will be able to be completed in time for your test.

### **I have another class right after a scheduled test. I am approved for extended time on tests.**

#### **Can I take my test at a different time so I'm not late to my next class?**

Disability Services requires that students take tests at the scheduled class time unless their instructor approves an alternate time. If you have back-to-back classes and are concerned about missing part or all of your next class due to a test in the first class, you should talk with the instructor in your first class about taking your test at an alternate (typically earlier) time. Once an alternate time is approved, you will need to follow the procedure to submit a *Testing Adjustment Request Form* for the approved time.

### **I have a test in my 7 PM class. I am approved for extended time on tests. Can I take this test in the testing room?**

Tests are generally scheduled to start as early as 8 AM, and must be completed by 8 PM. In the event of a test in a 7 PM class, contact your instructor to request permission to begin the test prior to the class start time. Once an alternate time is approved, you will need to follow the procedure to submit a *Testing Adjustment Request Form* for the approved time.

**I am approved to take my tests in a distraction-reduced environment. Does this mean I will have a private room?**

A distraction-reduced environment does not always mean a private room. You may be in a testing room with up to five other students depending on the test schedule that day. There are disposable earplugs and noise-cancelling headphones available to students to help further minimize distractions.

**What am I allowed to bring into the testing room?**

You may bring your belongings in with you but they must be packed up and stowed away. Cell phones and smart watches must be turned over to the proctor for the duration of your test.

**What if I have to use the restroom during my test?**

There is a sign out sheet in the testing room for bathroom breaks. You must leave your belongings in the testing room when signing out to use the restroom.

**My instructor gives a short quiz at the start of every class and then teaches for the remaining time. I am approved for extended time on tests. How will I receive this accommodation without missing any instruction in class?**

You can speak with your instructor about arranging to get started on your quiz in the Testing Center shortly before your class start time and with your allotted extended time. This will enable you to complete the quiz and still get to class for instruction. You must still follow the procedure to submit a *Testing Adjustment Request Form* in order to take your quiz in the Testing Center.

**I have more than one test on the same day. Can I reschedule my tests so I only have one per day?**

The Academic Dean states that a test may be taken at a different time when a student has three or more tests scheduled on the same day. If this occurs, you should discuss an alternate time to complete the test with your instructor, and then submit the *Testing Adjustment Request Form* for the agreed-upon time.

**I submitted a Testing Adjustment Request Form but need to make a change. What can I do?**

You may email testing coordinator Georgette Hyman (GHyman@manchestercc.edu) to notify her of the change or submit a new *Testing Adjustment Request Form* with a note in the comments section stating that you are updating your request.

**How do I receive extended time for online tests given through Blackboard?**

Accommodations apply to tests taken both in-person and online. Your instructor will be able to adjust your time for any Blackboard test.

**What happens if I have a question about my test while I am taking it at Disability Services?**

Disability Services staff and proctors are not permitted to answer any questions about test content or wording of test questions. We will make every effort to contact your instructor during the test to relay your question. If we are unable to contact your instructor, we will notify him/her of your question when your test is returned.

**What if my accommodations require a reader and/or a scribe?**

Readers are only allowed to read exactly what is printed on the test and cannot define or answer any questions. You may ask your reader to repeat material whenever necessary. Scribes are only allowed to write down what you have instructed them to write. You can review and edit anything written by the scribe at any time.

**My instructor gives pop quizzes/surprise quizzes in class. Can I use my testing accommodations for these types of quizzes?**

Testing accommodations may be used for surprise or pop quizzes. Your instructor typically will announce at the start of the semester or will indicate on your course syllabus whether pop quizzes are a part of the course. If this is the case, notify your disability specialist ASAP; he/she will work with your instructor to make the necessary arrangements for you. You will need to check in with the Testing Center before going to class each day to see if you have a quiz waiting for you.

## SERVICE ANIMALS

Service animals, under the Americans with Disabilities Act, are dogs that have been trained to perform a specific task, and are able to go wherever their owner goes, with very few exceptions. Service animals perform many functions, like guiding someone who is blind, helping a person with physical limitations to walk or press automatic door openers, or helping an owner to short-circuit psychiatric symptoms associated with PTSD or Panic Disorder.

There are only 2 questions that can be asked of the owner of a service animal to determine its legitimacy:

1. Do you have the animal because of a disability?
2. What is the animal trained to do?

If it is readily apparent that the dog is providing a service, as in the case of helping to guide a blind person, these questions are considered inappropriate and should not be asked.

Under federal law, there is no requirement that service animals be “certified”, “registered”, or wear a vest. Owners will sometimes use these devices to alert or educate the public.

The owner of a service animal is responsible for cleaning up after it. A service animal can be banned if it is not housebroken or if the animal is out of control and the handler does not take effective action to control it.

A service animal cannot be excluded from a class merely because another student has a dog allergy. Our staff would work with an instructor to make sure the service animal and the student with a dog allergy keep a safe distance in the classroom.

With the owner’s permission, others may interact with a service animal.

If you have a service animal, you are under no obligation to connect with Disability Services. However, we invite you to meet with a disability specialist with your dog if you have any questions or concerns.

## UNISEX BATHROOMS

Unisex bathrooms on campus may be used by students with mobility restrictions who have a personal aide of a different gender, and therefore would be unable to receive assistance in a standard restroom. Designated unisex bathrooms can be found in the Village, GPA, SSC, and AST and are marked by this symbol:





## TUTORING

Tutoring in college is not considered to be an accommodation because it is available to all students regardless of the presence of a disability. Tutoring at MCC is provided by the **Academic Support Center (SSC L-282)**. The Academic Support Center offers individual and small group academic tutoring in a variety of subject areas, a walk-in writing center, walk-in math help, online tutoring, and an ESL conversation/grammar lab. Tutoring is offered for any class in which you are currently enrolled. There is no cost for you to receive tutoring as long as you are a currently enrolled MCC student. An appointment is required for individual and small group academic tutoring. Please call 860-512-2610 or stop by the Academic Support Center front desk to schedule an appointment.

## REASONABLE ACCOMMODATIONS

A reasonable accommodation is a modification or adjustment to a course, program, service, job activity, or facility that ensures an equal opportunity for qualified students with disabilities to participate in, and enjoy the benefits of, a service, program, or activity. Aids, benefits, or services need not produce equal results, but must afford an equal opportunity to achieve equal results. When necessary, Disability Services staff will consult with faculty regarding whether an accommodation would fundamentally alter the nature of the service, program, or activity or whether an academic requirement is essential to the instruction being pursued or to any directly related licensing requirement. In doing so, Disability Services will examine the following:

- Barriers between individuals with disabilities and the campus environment in accessing courses, programs, services, jobs, activities or facilities without accommodations;
- Requested modifications, accommodations, and auxiliary aids;
- Whether the proposed accommodations would fundamentally alter the nature of the course, program, service, job, activity, or facility;
- Whether an academic requirement is essential to the instruction or to any directly related licensing requirement;
- Whether effective alternatives exist that would allow the individual with a disability to participate without lowering essential requirements or fundamentally altering the nature of the program.

When the college determines that a modification related to facilities or communication would result in a fundamental alteration or undue burden, Disability Services shall acquire the written opinion of the proper authority, i.e. department chair of impacted discipline, providing the reasoning supporting the decision.

## **PROVISIONAL ACCOMMODATIONS**

Students whose documentation does not yet completely meet documentation requirements may be considered eligible for provisional accommodations for no more than one semester. Any students receiving provisional accommodations must agree to submit complete documentation and meet with a Disability Specialist before the end of the semester in which they are receiving provisional accommodations.

## **TEMPORARY INJURIES OR CONDITIONS**

Temporary accommodations may be available for students experiencing a functional limitation due to a short-term injury or condition such as broken bones, recovery following surgery, or an acute illness. Approved accommodations would be provided for the duration of the functional limitation resulting from the temporary injury or condition.

## **RETENTION OF STUDENT RECORDS**

Disability Services maintains student records containing documentation submitted in support of requested accommodations. For students who have completed the intake process, all documentation and Disability Services student records are kept on file for five years from the last semester during which students were last registered at MCC. For students who have submitted documentation but not yet completed the intake process, Disability Services will keep documentation on file for TWO YEARS from the date of last submission; after that time, documentation is confidentially discarded.

## **GRIEVANCE PROCEDURE**

A grievance is an allegation by a student that an agent of the college has violated board or college policies relating to students other than assignment of grades or other academic evaluation.

The process for grieving decisions made by the Disability Services staff is the same as the general Grievance Procedure at the college. Please refer to the *MCC Student Handbook* for more information.