



Office of Disabilities Student Handbook

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Welcome to the Office of Disabilities!

Central Lakes College values diversity in our college community and is committed to ensuring equal access and opportunity to qualified students with physical, learning, or psychological disabilities. This handbook has been developed to provide information about Disability Services to prospective students, current students and parents, as well as, faculty and staff and any other individuals who wish to inquire about our services.

HOW TO ACCESS Office of Disabilities

Students need to make an appointment with the Disabilities Coordinator located in the Counseling Center, room C 111, 218-855-8175 at the Brainerd Campus. At the Staples Campus, The Office of Disabilities is located in the ACE Center, call 218-894-5182 for an appointment. At the initial meeting, students are required to complete an intake form and to present current documentation of their disability. This will assist in the determination of eligibility for specific services.

Office of Disabilities RESPONSIBILITY

The Office of Disabilities is a campus resource that assists the faculty and Central Lakes College in meeting academic accommodations mandated by Federal and State law and CLC policy. When you initiate a request for academic support services, it is our responsibility to evaluate your documentation to determine how the disability impairs your academic performance. Services and accommodations are then provided to compensate for the limitation that is described in the documentation. Services, which are free of charge, will then be arranged in the timeliest manner possible.

It is the responsibility of The Office of Disabilities to maintain the confidentiality of students registered with our office. Should faculty, university staff or service providers (e.g. note takers) inquire about the nature of your disability, we will only respond with your permission.

The Disability Coordinator will also assist students to advocate to their Instructors, and academic and campus departments. In some cases, this might mean interfacing with faculty and departments (e.g. financial aid, academic counselors) on behalf of students.

STUDENT RESPONSIBILITY

It is a student's responsibility to meet with a program or service coordinator so that eligibility for services can be determined. Being eligible for services is the first step in getting the accommodations that you need to be successful at Central Lakes College. To initiate your service delivery each semester, you must complete the appropriate service request form (e.g. testing accommodation, note-taking, readers, etc.) in a timely manner. You can obtain the necessary form from the Disability Coordinator.

The Office of Disabilities recommends that all students meet with their Instructors. It is important to be able to explain to your instructors what you need, why you need it and how your needs will be met. Therefore, it is essential that you be both knowledgeable and comfortable in discussing your disability. The disabilities coordinator will be happy to meet with you and make suggestions on your approach.

FACULTY RESPONSIBILITY

You will find that most, if not all, instructors will be very helpful and responsive to your needs. They are also legally responsible to provide you with equal access to an education. If, however, you find that you are not receiving appropriate accommodations, you should immediately contact your service coordinator.

WHY ACCOMMODATIONS MAY BE NEEDED

Students with Learning Disabilities have processing disorders which affect the manner in which they take in information, organize it, retain it and express the knowledge and understanding which they have. Although students with learning disabilities at Central Lakes College have intellectual abilities comparable to all other students, they may have serious deficits in reading, spelling, written expression, and/or quantitative reasoning.

Students with attention deficit/hyperactivity disorder (ADHD) may have difficulty with concentration and attention, while students with acquired brain injuries (TBI) may have difficulties with long and short term memory and conceptualization in specific areas.

Students with Psychiatric Disabilities may have symptoms such as heightened anxiety, fears, blaming others, personality changes, mood disorders, confused or disorganized thinking that interfere with their academic goals and may have difficulty concentrating, making decisions or remembering things.

A student with Systemic Disability is a student who may have limited strength, vitality, or alertness due to acute health problems such as heart condition, tuberculosis, asthma, epilepsy, leukemia, diabetes or AIDS.

Accommodations are based on each student's documentation. This is a written report describing the results of psycho-educational testing, or, in some cases, a medical report. Students must make an appointment with the disabilities coordinator as early as possible in the semester (or before the semester starts) to determine appropriate accommodations and to prepare letters to instructors. The coordinator, upon request, meet with students individually to help them develop a plan to learn specific learning strategies, such as time management or reading improvement through the ACE Center, or with individual Tutors.

Mobility Assistance Program

Students may need assistance in getting to and from campus locations. Students with permanent and temporary mobility impairments can arrange for on-campus medical mobility chair or scooters to assist them in traveling around campus and to adjacent parking areas. Proximate parking, when appropriate, can be arranged. Students with visual impairments can request orientation and mobility assistance.

Deaf and Hard of Hearing Program

In order to have access to classroom information, deaf students, typically, receive real-time sign language interpreters and note takers. Students who are hard of hearing may receive assistive listening devices and note takers. Deaf and hard of hearing students may qualify to have extended time for exams. The coordinator works closely with faculty to orient them about how these services function.

Proctoring

Students may need alternative test-taking conditions to accommodate their disability. Examples may include extended time to complete exams, a computer for essay exam writing formats, large print, Braille, or quiet testing areas. Test arrangements can be made by The Office of Disabilities. The alternative testing arrangements allows students to perform closer to their knowledge and ability and does not, in any way, compromise the testing process. Naturally, the content of the exam is not altered.

Note taking

Students with disabilities, such as those with sensory, manual dexterity or auditory processing deficits, may require note taking assistance to compensate for their specific disability. Note takers are not a substitute for attending classes; you are still expected to attend classes on a regular basis. If you fail to attend class for a reason not related to your disability, your note taking might be interrupted or withdrawn. You will then need to meet with your service coordinator to reassess your need for the service. Students may qualify for a note taker from the class, or a classroom assistant depending upon their documented needs.

Readers

Students may need alternative access to print material. Students with learning disabilities, visual, or other print impairment may need their required reading in alternative formats, such as Braille, audiotape or as a Word or PDF document. Students are required to request books and reading materials that are already available in alternative formats, such as Recording for the Blind and Dyslexic (RFBD). Your service coordinator will facilitate your membership to RFBD or approve other alternatives that may include scan-and-read workstations (Kurzweil) and Access Text.

Transcription Assistance

Transcription assistance is available to students whose disability-based needs cannot be met by their independent use of such technology as "Dragon Speak, JAWS" or other voice activated systems. THE Office of Disabilities can provide a transcriber to students who need a scribe to take down handwritten dictation or typing for assignments or exams.

Library Research Assistance

The Central Lakes College Library is committed to providing access to library materials, programs and services. However, should a more comprehensive and individualized approach be necessary for disability-related reasons, we can arrange for a tutor to help you with your research.

Disabilities Lab

A quiet, distraction-reduced work area is provided for students with disabilities. Alternative testing and use of adaptive technology are located in the Disabilities Lab as well. A collection of up-to-date adaptive equipment and assistive computer technology is available for student use upon referral.

Adaptive Technology

In addition to the adaptive technology located in the Disabilities Lab, The Office of Disabilities evaluates students' disability-related needs, makes recommendations for appropriate technology and trains students in the use of the technology.

The Office of Disabilities also assists students by facilitating priority enrollment, registration assistance, special advising, and help with Financial Aid process and referrals to other campus resources. In addition, we provide accommodations for off-campus field experiences.

HOW TO RESOLVE SERVICE DELIVERY PROBLEMS

It is fair to say that even with the best efforts of everyone involved with your service delivery at Central Lakes College, a problem may occur. If this should happen, we strongly encourage you to let us know so that we can work together to solve the problem as quickly as possible. Experience has shown us that many times a problem arises because of a misunderstanding or miscommunication; clarification can be a quick and effective solution. We can help with suggestions on how to resolve problems you may have with your service providers, instructors, TA's or Departments. It is best to discuss the issue with the person involved first, and if you have not arrived at a satisfactory resolution, then go to the person's supervisor or department chair. If the Office of Disabilities is part of the problem, we want to know that, too. Should the Office of Disabilities be unable to assist in resolving a problem, we can refer you to other on-campus resources.

We recommend the following progression as the most efficient way of dealing with issues:

1. Start by discussing the problem with the person involved.
2. If the matter is unresolved, communicate with the person in charge of the services or program.
3. If the matter is still unresolved, call and make an appointment with Disabilities Coordinator.
4. If the matter is still unresolved, please contact the appropriate Department Dean.

Central Lakes College is available to assist you in resolving conflicts by informal means. Throughout any of these procedures you may expect to be treated with respect, receive a timely response, and have your issues dealt with in a confidential manner (if so requested). Retaliation in any form against persons who file complaints is prohibited by disability-related law and CLC policy. Central Lakes College expects from you that you bring up any problems early, give clear and detailed information and be respectful of those people who are working with you. If you wish to know more about your rights as a disabled person under Federal and State law and MNSCU policy, The Office of Disabilities can refer you to the appropriate entity.

The Americans with Disabilities Act (ADA) requires Central Lakes College to adopt and publish procedures to resolve problems regarding access to the educational program for persons with disabilities. An individual who believes he or she has been discriminated against on the basis of disability should contact the ADA/504 Compliance Office at 218-855-8175

CLC is committed to a policy of nondiscrimination in employment and education opportunity. No person shall be discriminated against in the terms and conditions of employment, personnel practices, or access to and participation in, programs, services, and activities with regard to race, sex, color, creed, religion, age, national origin, disability, marital status, status with regard to public assistance, sexual orientation, or membership or activity in a local commission as defined by law. This information is available in alternative format upon a 48-hour advance request by contacting Paula Huss, Disability Coordinator Office C111c at 800-933-0346 ext 8175.
TTY users call Minnesota Relay Service: 7-1-1 or 800-627-3529