



*Creating Opportunities. Changing Lives.*

# ***Accessibility Services***

## ***Policies and Procedures For Students with Disabilities***

***Office of Student Success  
Randolph Community College  
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# **Disability Services Introduction and Overview:**

## **What is a disability?**

A Disability under Section 504 of the Rehabilitation Act and the Americans with Disabilities Act is described as a mental or physical impairment substantially limiting a significant life activity. Examples of impairments that can significantly impact a significant life function are visual impairments and blindness, hearing impairment, and deafness, mobility impairment, learning disabilities, or systemic medical conditions. Major life activities include caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, learning, and working. Disabilities can be temporary or permanent.

The definition of a disability and criteria for establishing eligibility for accommodations services under 504 and ADA for post-secondary institutions may differ from those implemented in the public school, rehabilitation programs, Social Security, Veterans Administration, or as covered under insurance policies.

## **Purpose of this Guide**

This guide has been created for students with diagnosed disabilities. Accessibility Services: Policies and Procedures for Students includes policies and procedures on how and where to declare a disability, what documentation to submit, and how to request reasonable accommodations as a Randolph Community College student. Students are responsible for knowing and abiding by the procedures and timelines stated in this guide. This document will continue to evolve as Randolph Community College and Disability Services identify and address changing needs.

The Office of Disability Services is here to help you along your academic journey at Randolph Community College. To speak with our Disability Services Coordinator, please use the following contact information:

Assistant Director of Student Success Counseling  
336 633 0200

Office location: Student Services Welcome Center, Asheboro Campus

## **Mission**

The mission of Accessibility Services is to respond to the specialized, individual needs of otherwise qualified students with disabilities to provide equal access to all programs and facilities.

## **Policy of Nondiscrimination**

The Americans with Disabilities Act (ADA) gives individuals with disabilities civil rights protection against discrimination, similar to that provided to all individuals based on race, sex, national origin, and religion. The act guarantees equal employment opportunities, public accommodations, transportation, state and local government services, and telecommunications. In addition, Section 504 of the Rehabilitation Act of 1973 states:

“No otherwise qualified individual with a disability in the United States...shall, solely because of their disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance...A disability is a physical or mental impairment substantially limiting one or more major life activities. Major life activities include caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, learning, and working.”

Consistent with the ADA and Section 504, Randolph Community College is committed to equality of educational opportunity and ensures that no qualified person shall, because of a disability, be denied access to, participation in, or the benefits of any program or activity operated by the college. Each qualified person shall receive reasonable accommodations to ensure equal access to educational opportunities, programs, and activities in the most integrated setting appropriate. The ADA emphasizes accessibility for those who wish to pursue education at the postsecondary level. Randolph Community College is not obligated to make fundamental changes in its courses or curriculum for students with disabilities.

The Disability Services policy is not intended and shall not supersede the ADA law and separate college policy and procedures for addressing violations of ADA and Section 504 issues of concern. Students, faculty, and staff are encouraged to consult with the Disability Services Coordinator regarding the most appropriate policy or procedure to address a particular problem.

## **Rights and Responsibilities of the College**

Randolph Community College has the right to:

- ❖ Identify and establish essential functions, abilities, skills, knowledge, and standards for courses, programs, services, jobs, and activities to evaluate on this basis.
- ❖ Request and receive documentation verifying a student’s disability and limitations from a qualified professional in a timely manner.
- ❖ Request clarification and further documentation of a student’s disability.
- ❖ Deny a request for accommodations, academic adjustments, and auxiliary aids and services if the documentation does not demonstrate that the request is warranted or if the individual fails to provide the appropriate documentation.
- ❖ Determine appropriate accommodations by selecting among equally effective accommodations, adjustments, and auxiliary aids and services.
- ❖ Refuse to provide an accommodation, adjustment, and auxiliary aid and service that imposes a fundamental alteration on a program or activity of the college.
- ❖ Select from equally effective options for accommodations considering cost and availability.

Randolph Community College has the responsibility to:

- ❖ Provide accessible educational programs and services that offer the opportunity for student success.

- ❖ Provide reasonable accommodations for students with disabilities.
- ❖ Maintain confidentiality of students' records and communications.
- ❖ Ensure continual collaboration between administrators, faculty, and staff on disability issues.
- ❖ Offer in-service training for college employees to develop their awareness and understanding of the needs and rights of students with disabilities.
- ❖ To maintain academic standards by providing accommodations without compromising the content, quality, or level of instruction.

## **Eligibility for Disability Services from Randolph Community College**

If you think that you have a disability that requires accommodations, you can ask yourself these questions:

- ❖ Are there documents on file at my school, with my psychologist, or at my medical doctor's office that indicates I have a disability?
- ❖ Did I receive accommodations on testing in school, such as extra time, reading help, or a scribe? Did I access classroom communication using a sign language interpreter or textbooks using audio technical assistance?
- ❖ Do I have a condition that limits my ability to learn or otherwise participate in any aspect of the college programs or activities?

In addition to providing documentation of a disabling condition, students must provide evidence of how the disability impacts participation in classes and other college programs to qualify for reasonable accommodations. An accommodation is determined to be reasonable by verifying that the accommodation supports the identified disability and that the modification does not fundamentally alter the course or program.

## **Procedure for Qualifying/Requesting Accommodations**

Students requesting disability accommodations from the college must contact the Assistant Director of Student Success Counseling. Students must submit current documentation of their disability to the coordinator to determine eligibility before the implementation of services. Students requesting accommodations from the college must have a disability as defined by the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Self-identification and providing documentation can be initiated at any time; however, the student must allow reasonable time for processing to provide accommodations.

## Communication with the Disability Services Coordinator.

During the accommodation process, the student will be asked to provide their perspective on their medical condition or disability in the following areas:

- ❖ How do you describe your condition, and how have you described it to others?
- ❖ Describe in as much detail as possible how the diagnosed condition has or has not impacted and substantially limited your performance.
- ❖ What accommodation, auxiliary aids, adaptive equipment, modifications, and services have been provided in the past?
- ❖ The student must also follow the following procedure to receive academic accommodations.

### How to Receive Academic Accommodations

Students are encouraged to complete the FERPA Consent Form.

<https://www.randolph.edu/student-success/student-forms.aspx>.

1. Students must self-identify as having a disability by completing the ADA Student Request for Accommodations Form; the form may be completed electronically by clicking on this link or downloading the pdf format on the website.

<https://powerforms.docuSign.net/a3e9e565-9e70-4158-9053-f217e6fbf782?env=na2&acct=83137fc2-e493-46bc-82f4-4b4c7c63e1ee>

**Accommodations are not retroactive. The Student Request Form must be completed each semester.**

2. Students must provide medical documentation that supports the need for accommodations. The documentation may come from any medical professional; however, it must specify the diagnosis and any impact the disability may have.

If needed, students may click on the link to download the Professional Medical Documentation form to take to a medical provider to complete.

<https://www.randolph.edu/student-resources/forms.html?id=740#disability-services-forms>.

**Unless the disability/condition changes, this documentation is not required each semester.**

**IEP cannot be used to determine eligibility but may be attached to additional supporting disability documentation.** Acceptable documentation of disability may include a medical report, psycho-educational evaluation (s), records from a Licensed Professional Counselor, Psychologist, the Division of Services for the Blind, Services for the Deaf and Hard of Hearing, Vocational Rehabilitation, and in some cases a physician's statement on letterhead and signed. While this list is not inclusive, it should serve to set the parameters for acceptable documentation.

Documentation must be provided a **month** before the semester begins; doing so may ensure processing and services provided.

3. The Assistant Director of Student Success Counseling will send each instructor accommodation form (s) after receiving the Student Request for Accommodation form and medical documentation. The student will receive a copy of the accommodation form to keep for their records after the instructor has signed the accommodation form.
4. Requests for separate testing in the Assessment Center must be submitted two business days before the test date and time. The instructor must complete the Testing Room Request Form in Etrieve; the form is also located on the website in student forms under Disability Support Services: <https://www.randolph.edu/student-resources/forms.html?id=740#disability-services-forms>.
5. Tutoring is free for RCC students; if a tutor is needed, students must complete the tutor request form. This form is found in Etrieve under the Student Success tab or on the website in student forms: <https://www.randolph.edu/student-success/student-forms.aspx>. If students have any questions concerning tutoring, please contact Mr. Dean Beck at 336-633-0265 or [gdbeck@randolph.edu](mailto:gdbeck@randolph.edu).

## **Self-Advocacy**

Students with disabilities must meet the qualifications and maintain the essential institutional standards for courses, programs, activities, and facilities. Self-advocacy is important for students. Students are encouraged to be independent thinkers who know their learning strengths and weaknesses and subsequently develop appropriate coping strategies for academic success, including approaching instructors and discussing any disability services that they are eligible to receive. This philosophy promotes independence and develops the skills needed to function successfully in the workplace. Students must follow the above overview and procedures to establish eligibility for accommodations.

## **Record Maintenance**

Records for students with disabilities are maintained and secured in the Disability Service Coordinator's office. Documentation that relates to a student's disability is not a part of the academic record in the Registrar's Office. Information shall be considered confidential and shall be shared with others within the institution on a need-to-know basis only. Information in files will not be released except by federal and state laws. If a student wishes to have records expunged, they must make a written request to the Vice President of Student Services, who will decide whether the office must retain a record. Five years after the student's last day of enrollment, documents about any disability will be destroyed.

# **Accessibility Services**

## **Communication Access for Deaf**

The college can arrange and provide interpretation and transliteration of the English language for qualifying deaf students for scheduled classes, labs, and appointments. Other forms of English





- ❖ If a student has three (3) unreported absences in a given class, they will be notified, in writing, that interpreting services for that class have been suspended.
- ❖ Before interpreting services may be reinstated, the student must schedule an appointment with the Assistant Director of Student Success Counseling.
- ❖ Any student with a problem or concern regarding an interpreter should report that problem or concern to the Assistant Director of Student Success Counseling. Every reasonable effort will be made to resolve the situation fairly and expeditiously.

## **Classroom Notes**

Students with legitimate functional limitations, whose disability makes it impossible to take notes independently, require an alternative method of obtaining classroom notes comparable to those of non-disabled students. Determination of the method recommended for getting classroom notes is based on disability documentation, class format, and the Assistant Director of Student Success Counseling interview with the student. It is the student's responsibility to be proactive in acquiring acceptable classroom notes. The Assistant Director of Student Success Counseling is available to discuss issues related to receiving messages.

Note-takers or access to a shared copy of class notes may be used for students who are visually impaired, deaf and hard of hearing, mobility-impaired, and students with learning disabilities. Suppose a student has a note-taker as part of their accommodation plan. In that case, the Assistant Director of Student Success Counseling will contact the instructor to discuss the easiest way to meet this accommodation, understanding that various class formats will determine the best method. Sometimes copies of power points from the instructor are sufficient. Other times, the instructor may need to ask for a volunteer student to take notes for the student with the accommodation.

The following methods are suggestions for volunteer note-takers:

- ❖ The student receiving the note-taking accommodation can copy the notes on a copier if there is one nearby and convenient or bring them to Student Success Services and arrange for them to be copied.
- ❖ If the note-taker has a laptop and can type the notes, the notes can be emailed to the student.

The notes that the note-taker provides are meant to be a supplement to the student's notes. The student using a note taker should come to class prepared and participate in class activities. The note-taker is not responsible for providing notes for an absent student unless the student is sick or has other extenuating circumstances and notifies the note-taker in advance.

## **Tape Recording/Use of Personal Laptop in Class**

Students can have disabilities that limit their ability to take adequate notes. Sometimes, they will have accommodations to tape-record classes or use their personal laptop computer. Students may purchase their tape recorders or use personal cell phones. Battery-operated recorders with counters are recommended. If a tape recorder is unavailable upon request, arrangements will be made to meet the need as soon as possible. If a student requests to use a laptop in their classes, they are responsible for purchasing the computer.

Taped lectures may be used for personal studies only. They may not be reproduced or distributed. Students can only tape-record the courses they attend. Students must inform instructors that the class is being recorded. Students will be asked to sign a statement that outlines the appropriate use of any tape-recorded material. Likewise, students are expected to use laptops for academic purposes, not to disturb the learning environment. Questions or concerns about tape recording must be addressed with the Assistant Director of Student Success Counseling.

## **Accessible Materials**

In converting printed text to another medium, the Assistant Director of Student Success Counseling will try to honor the student's preference. However, depending on the date the material is presented to the department, the quality of the printed material, the volume, and the expected time for return. The Assistant Director of Student Success Counseling must decide the most appropriate medium. The student must agree not to copy and distribute alternative format materials to others, which may infringe copyright laws.

## **Assistive Technology**

Special requests for assistive technology should be discussed with the Assistant Director of Student Success Counseling. A reasonable time must be allowed for the implementation of accommodations. Examples of Assistive technology are read-aloud books, braille materials, and scribe pens.

## **Alternative Testing**

1. Testing accommodations based on documentation of disability may include extended time, breaks, isolated distraction-reduced environment, scribe, reader, computer for written exams, or enlarged print. Alternative testing may be provided by the instructor, the Disability Services Coordinator, or other school personnel approved by the Assistant Director of Student Success Counseling should discuss the particulars of alternative testing with the Assistant Director of Student Success Counseling.

### Extended Time

Extended time for exams and in-class written assignments is the most recommended testing accommodation because of its relevance to many disabilities. Ample time does not mean "unlimited time" or "untimed tests." Extended time is allowed in increments of time and one-half or double time. Increments are based on functional limitations described in the documentation. Most students who are allowed extra time will receive time and one-half. Additional time may be allotted for class assignments, essays, or quizzes.

### Separate Testing:

A separate testing location effectively accommodates students with neurological, psychological, or attention deficit disorders. A separate testing location should be free of ringing telephones, conversation, and traffic. If an area near the classroom provides a distraction-free and convenient environment, the student and instructor can arrange for the student to take the tests/exams there. The student can also request the use of the Assessment Center. This procedure will be used only

when students wish to use the Assessment Center for testing. The student is responsible for talking to their instructor, and the instructor will complete the Testing Room Request form in Etrieve.

## **Service Animals**

Following the Americans with Disabilities Act, service animals assisting students with disabilities are permitted in all college facilities. The service animal must assist the student in overcoming difficulties related to their disability. The student is responsible for maintaining, upkeep, and controlling the service animal. The Americans with Disabilities Act (ADA) defines a service animal as “any guide dog, signal dog, or other animal individually trained to assist an individual with a disability. For additional information regarding service animals, please visit [www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm).

**See Appendix**

## **Personal Devices and Care**

The Assistant Director of Student Success Counseling does not provide prescriptive devices, devices of a personal nature, community-based workers, or personal attendant care; however, the Assistant Director of Student Success Counseling may determine the appropriateness of using personal devices or care on campus. Any community-based worker or personal attendant attending class with a student must sign a Personal Attendant Agreement, which the Assistant Director of Student Success Counseling will provide.

## **Class Attendance/Tardiness**

The Assistant Director of Student Success Counseling does not have a role in determining course attendance/tardiness policies. Students are expected to punctually attend all lectures, laboratory sessions, and field experiences in courses for which they are registered. Students anticipating absences/late arrival should notify their instructors in advance. Refer to the Student Handbook’s attendance policy or each class syllabus. The Assistant Director of Student Success Counseling does not issue official written excuses for absences/tardiness. The Assistant Director of Student Success Counseling can provide written verification of a disability based on appropriate documentation. This verification may address the legitimacy of, but not necessarily excuse an absence/late arrival. It is a curriculum decision to determine a course’s essential functions and if absences/late arrivals beyond the attendance policy alter those functions of the program. The Office for Civil Rights has stated that each request should be evaluated individually. The class format must be considered in determining if absences/tardiness beyond the attendance policy are acceptable. The format relates to how the course material is presented. For example, a science lab requires the student’s presence for hands-on participation; a lecture may afford other opportunities to access missed course material.

The Assistant Director of Student Success Counseling is available to discuss this decision case by case. Please note the following:

- ❖ In the event of an absence related to the student’s disability, the student must contact the instructor and the Assistant Director of Student Success Counseling as soon as possible.
- ❖ With the instructor’s permission, the student must make up any assignments missed during an absence related to the disability.

- ❖ The student must discuss any alterations to the test as stated on the course syllabus with the instructor.
- ❖ Extra travel time between classes—Instructors are expected to work with students should disabilities require a little extra time between classes. This is especially important for students who use wheelchairs, walkers, or crutches and have scheduled back-to-back courses. Students should attempt to schedule classes accordingly to avoid missing classroom materials.

## Facilities

Qualified persons may not be denied the benefits of, or be excluded from participation in, any program or activity because the facilities are inaccessible to or unusable by persons with disabilities. Otherwise, qualified students with disabilities may not be excluded from a specifically requested course offering, program, or other activity because it is not offered in an accessible location. Priority will be given to methods that offer programs and activities to persons with disabilities in the most integrated setting appropriate. It is not required that every outside entrance be accessible and structural changes in existing facilities are not required where other methods provide program accessibility. New construction will be planned by the Americans with Disabilities Act Accessibility Guidelines and the Uniform Federal Accessibility Standards.

## Handicapped Parking

Due to the ease of unauthorized use of state-issued handicap parking tags, an RCC handicap tag will also be required. Hangtags shall be attached to the rear-view mirror as designed. Parking in an accessible parking space will be ticketed under the provision of North Carolina Laws and is subject to fines by the city, county, and state. Any student wishing to address issues regarding physical barriers should meet with the Assistant Director of Student Success Counseling.

## The Appeal of Student Accommodation Decisions

Randolph Community College is committed to providing equal access to educational opportunities to qualified students with disabilities. Should a student wish to appeal a student accommodation decision, the appeal should be initiated within five business days and should be directed as follows:

1. Meet with the Assistant Director of Student Success Counseling by contacting the Welcome Center in person, emailing at [twcheek@randolph.edu](mailto:twcheek@randolph.edu), or calling (336) 633-0246.
2. If not resolved, appeal in writing to the Director of Student Success Counseling by contacting the Welcome Center in person, emailing at [rbkingston@randolph.edu](mailto:rbkingston@randolph.edu), or calling (336) 633-0376.
3. If not resolved, appeal in writing to the Vice President for Student Services by contacting the Welcome Center in person, emailing at [cdaikens@randolph.edu](mailto:cdaikens@randolph.edu), or calling (336) 633-0394.
4. If unresolved, Additional steps are available as outlined in the College Catalog.

## **Campus and Community Resources for Help**

Please visit the Campus and Community Resources page of the Office of Student Success at:  
<https://www.randolph.edu/student-success/campus-and-community-resources.html>

Always communicate with your instructor if you are experiencing difficulties in a class. They are great resources as well!

## **ADA Contact Information**

The Department of Justice operates a toll-free ADA Information Line to provide information and materials to the public about the requirements of the ADA.

ADA Specialists, who assist callers in understanding how the ADA applies to their situation, are available Monday, Tuesday, Wednesday, and Friday from 9:30 a.m. until 5:30 p.m. (Eastern Time) and Thursday from 12:30 p.m. until 5:30 p.m. (Eastern Time). Calls are confidential.

To get answers to technical questions, obtain general ADA information, order free ADA materials, or ask about filing a complaint, please call:

800-514-0301 (voice);  
800-514-0383 (TTY)

You may also visit: [www.ADA.gov](http://www.ADA.gov)

ADA Information Line at [www.ada.gov/infoline.htm](http://www.ada.gov/infoline.htm)





