



## Faculty Guide to Student Accessibility Services

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Welcome!

This handbook is designed as a guide for the policies and procedures of Student Accessibility Services as well as a tool to help SUNY Canton faculty understand and utilize the principles of accessibility in their work. Disability is an essential component of diversity and SUNY Canton strives to create a learning environment that supports our diverse population.

### Why Accessibility?

The Americans with Disability Act (1990; ADA) was modeled after the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, religion, sex, or national origin – and Section 504 of the Rehabilitation Act of 1973 -- the ADA is an "equal opportunity" law for people with disabilities.

Section 504 of the Rehabilitation Act of 1973 states that:

"No otherwise qualified person with a disability in the United States...shall, solely by reason of...disability, be denied the benefits of, be excluded from participating in, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)) requires federal agencies to ensure that information is made accessible to people with disabilities. In 1998, Congress amended the Rehabilitation Act of 1973 to require Federal agencies to make their electronic and information Technology (EIT) accessible to people with disabilities.

### Beyond the Law

As an institution, we should aspire to do better than just meet compliance standards. We strive to educate everyone, regardless of their disability status. Using the principles of Universal Design for Learning, we can make our web sites and instructional material accessible for everybody.

The three principles of UDL are:

1. Provide multiple means of engagement
2. Provide multiple means of representation
3. Provide multiple means of action and expression

Start with accessibility in mind! It's much harder to "retrofit" something that's already been done.

Please refer to this guide as you make decisions regarding the delivery of instructional materials, homework assignments, and assessments such as exams. Creating accessible courses means that every student will have the opportunity to learn!

Sincerely,

Megan Riedl, Director of Student Accessibility Services

## Basics and Introduction to Student Accessibility Services

### What is a disability?

A disability is: a physical or mental impairment that substantially limits one or more major life activities of an individual; a record of such an impairment; being regarded as having such an impairment.

Major life activities include, but are not limited to: caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, working, the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

### What is “accommodation” and what makes it “reasonable”?

Accommodation is a modification of typical processes, procedures, or rules. It is also known as an academic adjustment. The purpose of accommodations and academic adjustments is to provide equal access to students with disabilities. In higher education, these modifications are usually made to mitigate the impact of a student’s disability on their ability to access content and demonstrate their learning of the content.

Accommodation is meant to provide equal access to education. Anything that would fundamentally alter an academic requirement is unreasonable. Reasonable accommodation does not change learning objectives, performance requirements, course expectations, or educational goals. Furthermore, anything that would impose an undue financial burden or administrative burden would not be considered reasonable, as well as anything that would pose a direct threat to health or safety.

Student Accessibility Services (SAS) meets with every student who discloses a disability. Students need to submit disability documentation to support their access/accommodation plan. After engaging in the interactive process, the Director of Student Accessibility Services collaborates with the student to create an appropriate access/accommodation plan. The Director will discuss certain accommodation requests with the faculty, Program Chair, or Dean to determine if the request is reasonable. Faculty are encouraged to reach out to SAS if they have questions or concerns regarding an approved accommodation. If any changes are to be made, SAS will collaborate with the faculty in an interactive process. It is **never** appropriate for faculty to change or modify a student’s accommodation.

### Referring a Student to SAS

There may be students who you believe may benefit from academic accommodation. While SAS wants all students with disabilities to receive necessary accommodations, it is the responsibility of the student to initiate the process with SAS. Please remember that disclosing a disability is a choice and not a requirement. However, if you choose to approach a student to discuss a possible need for services, please be aware that the student may be reluctant to talk about their disability. Privacy and sensitivity are essential. Feel free to call SAS to consult on the best possible approach.

If a student has asked for disability-related accommodation, referring them to SAS is appropriate and necessary. Faculty should always refrain from providing their own disability-related accommodation. When instructors provide their own accommodations, they are disregarding institutional policies that outline how accommodations are evaluated and communicated, and ultimately putting themselves and the institution at risk.

It is not appropriate to directly ask if a student has a disability. However, a referral to SAS or other campus supports may be appropriate if a student mentions the following:

- They have received a new diagnosis/they need medical absences
- They have received accommodations in high school/other college
- They have difficulty with reading or comprehending coursework
- They have difficulty managing the demand of the coursework
- They have trouble paying attention in class or taking notes
- They are the last to finish exams, do not complete them, or are performing badly compared to overall knowledge of the material
- They are seeing a therapist but still have trouble academically

Please remember that there are many factors that may affect a student's performance. Not all struggles indicate disability. Be familiar with other campus resources to offer students a range of support to ensure that you are not discriminating based on a perceived disability.

#### Campus Resources

##### [Davis Health Center](#)

Campus Center 004

Phone: 315-386-7333

Fax: 315-386-7932

[healthcenter@canton.edu](mailto:healthcenter@canton.edu)

Regular Hours: Monday – Friday: 8:00 am - 4:30 pm

##### [Counseling Center](#)

Campus Center 225

Phone: 315-386-7314

Fax: 315-386-7004

[millerm@canton.edu](mailto:millerm@canton.edu)

Regular Hours: Monday – Friday: 8:00 am - 4:30 pm

##### [Betty J. Evans Tutoring Center](#)

Learning Commons

Phone: 315-386-7228

[tutoring@canton.edu](mailto:tutoring@canton.edu)

##### [Advising & First Year Programs](#)

Miller Campus Center 224

Phone: 315-379-3954

Fax: 315-386-7980

[advising@canton.edu](mailto:advising@canton.edu)

Regular Hours: Monday – Friday: 8:00am - 4:30pm

## Overview of Faculty Roles and Responsibilities

The role of faculty is to educate our students. This includes complying with the ADA and ensuring that all student accommodation is granted. It is the responsibility of the faculty to check that their materials are accessible from the beginning of the semester. Creating and maintaining an inclusive environment is essential for a positive educational environment for all our students.

## Syllabus Statement

Every syllabus should contain a statement on equity and inclusion. Please copy and paste the below statement to add to the approved syllabus:

DISABILITY ACCESS AND INCLUSION: SUNY Canton makes reasonable academic adjustments for qualified students with documented disabilities. If you have a learning disability, a chronic illness, physical or mental health disability that may have some impact on your work for this class and for which you may need accommodations, please notify Student Accessibility Services in Miller Campus Center 235, by email at [sas@canton.edu](mailto:sas@canton.edu), or by telephone at 315-386-7392.

## Confidentiality

It is essential that all disability information be kept confidential to comply with federal law and avoid creating uncomfortable situations for students with disabilities. All disability-related information is protected by Family Educational Rights and Privacy Act (FERPA) including:

- Disability-related records and documentation, including the notification of accommodations email
- A student's affiliation with Student Accessibility Services
- A student's disability status
- A student's accommodations

All the information that faculty receive from a student or SAS regarding their disability is to be used for arranging appropriate academic accommodations only. At no time should the class be informed that the student has a disability, unless by student request or personal self-disclosure. Please be mindful of any unintentional announcements or actions that could single out a disabled student in class and violate FERPA.

## Rights and Responsibilities

### *Student's Right and Responsibilities*

- Access to programs, activities, services, advantages, and benefits
- No outcome expectations
- No benefit expectations
- Reasonable accommodation
- No unlawful discrimination
- Must be otherwise qualified to enroll as a student at SUNY Canton
- Student must request specific accommodations
- Student must designate what they need; we must engage in an interactive process
- Problem with accommodation? Student must let us know
- Institution may not implement accommodations that student refuses

- Students are expected to advocate for themselves

#### *Faculty Rights and Responsibilities*

- Maintain academic standards for courses
- Determine course content and how it will be taught
- Confirm a student's request for accommodations and ask for clarification about a specific accommodation with Student Accessibility Services
- Award grades appropriate to the level of the student's demonstration of mastery of material
- Fail a student who does not perform to passing standards
- Refer students to Student Accessibility Services when necessary
- Provide requested accommodations and academic adjustments to students who have documented disabilities in a timely manner
- Maintain appropriate confidentiality of records concerning students with disabilities except when disclosure is required by law or authorized by the student
- Provide handouts, videos and other course materials in accessible formats upon request
- Evaluate students based on their abilities rather than their disabilities
- Provide exams and quizzes to SAS (email preferred [exams@canton.edu](mailto:exams@canton.edu) )

Faculty do not have the right to:

- Refuse to provide an approved accommodation for a documented disability
- Challenge the legitimacy of a student's disability
- Review a student's documentation, including diagnostic data

#### *Student Accessibility Services Rights and Responsibilities*

- Determine SAS policies based on ADA and Amendments Act (ADAAA) mandates and case law
- Develop procedures to facilitate accommodations in a timely manner
- Ask student for additional documentation if alteration of accommodations is requested
- Evaluate documentation of student's disability
- Authorize and coordinate student accommodations
- Address student and instructor concerns
- Coordinate an interactive process between students and instructors to mediate questions and concerns
- Provide education regarding the parameters of the ADA/AA to the SUNY Canton community
- Maintain the college's academic standards and integrity
- Provide information regarding policies and procedures to students with disabilities
- Maintain confidentiality of records and communication concerning students with disabilities

## Approved Accommodations

Below are commonly requested accommodations, however this list is not exhaustive:

**Extended time on tests and quizzes:** Additional time is required for all timed assessments, indicated by 1.5x, 2x, etc. This includes online timed assessments.

**Separate testing location:** A location outside of the classroom is required. Typically, this will be in the SAS office.

**Tests read aloud:** The student requires text-to-speech technology. SUNY Canton currently uses ReadSpeak/TextAid as our designated software, but there are other tools available for free.

**Speech-to-text/dictation software:** The student will use dictation software for exams that are typically written or typed. This is different than a scribe.

**Scribe:** The student needs someone to write what they dictate.

**Recording lecture:** The student needs to record the lecture. \*Please note that New York has a one-party consent law for audio recording, so anyone can be recording at any time.

**Glean note taking software:** Students need note taking support. Glean records audio and allows students to import PowerPoints and PDFs while inputting typed notes. This can be used on a laptop or a mobile device.

**Priority Seating:** Student requires a specific seat in the classroom (front, rear, near door, etc.).

**Textbooks in Alternate Format:** Student requires accessible textbooks.

**Flexibility with due dates/attendance:** Student requires leniency when absent from class or turning in late work. This is not a blanket extension or forgiveness for all absences.

**Interpreter:** Student requires an American Sign Language (ASL) interpreter.

**Captions on all media:** The student requires captions of all media.

**Personal Care Attendant:** The student requires a personal aide to assist with medical or behavioral needs. The aide is an employee of the student, not the college.



## Providing Accommodations

Faculty are notified of students' accommodations at the beginning of every semester via email. When a student registers for accommodation during the semester, the faculty will receive notification the next day via email. This notification serves as the only legally required communication regarding the student's accommodation. As soon as a faculty is alerted to the need for accommodation, they must begin implementing the accommodation.

\_\_\_\_\_ is a student registered with the Office of Student Accessibility Services. This student is authorized to receive the following disability-related accommodations as mandated by the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. Faculty may not deny any approved accommodation.

**APPROVED ADJUSTMENTS:**

Textbook  
See Com  
Extended  
Flexibility

**COMME**  
Student n  
student's

**SUNY CANTON**

**Student Accessibility Services List**

**Faculty & Advisors Menu**

- Term Selection
- CRN Selection
- Raise a Flag in RooSuccess
- Engaged/Not Engaged Progress Survey
- Faculty Schedule (Week at a Glance)
- Faculty Detail Schedule
- Office Hours
- Advisor Menu
- Student Information Menu**
- Add or Drop Classes
- Look Up Classes
- Assignment History
- Syllabus Information
- Active Assignments
- Registration Overrides
- Electronic Gradebook by Component
- Registration Compliance Results

**Student Information**

- Term Selection
- ID Selection
- Student Information
- Student Address and Phones
- Student E-mail Address
- Student Detail Schedule
- Academic Transcript
- View Holds
- Active Registrations
- Registration History
- Change Class Options
- Electronic Gradebook for a Student
- Test Scores
- Degree Evaluation
- DegreeWorks
- Concise Student Schedule
- Student Week at a Glance
- Proxy Authorizations
- Student Accessibility Services List**
- Reports all students in your classes that receive Accessibility Services
- UCanWeb 9 - Class List (TUTORIAL)
- UCanWeb 9 - Faculty Grade Entry (TUTORIAL)

**22023: INTERMEDIATE ALGEBRA - - - ONLINE**

804 \_\_\_\_\_@cantan.edu  
Extended Testing Time - 1 1/2 (EX)

805 \_\_\_\_\_@cantan.edu  
Use of Calculator (CA)  
Extended Testing Time - Double (ET)  
Reduced Distraction Exam Space (RD)

805 \_\_\_\_\_@cantan.edu  
Use of Calculator (CA)  
Extended Testing Time - 1 1/2 (EX)  
Reduced Distraction Exam Space (RD)

Please note that students may opt not to use their accommodation. They are not required to justify their choice to their instructors. Forcing a student to use their accommodation (i.e., testing in SAS) is inappropriate.

### Testing Accommodations

Typical testing accommodations include extra time on exams and quizzes, and a reduced distraction testing environment, also known as separate testing locations. Other accommodations may include having tests read aloud, use of a calculator, typing exams, or speech-to-text software.

Because we understand that it is difficult, if not impossible, to proctor tests with accommodations while simultaneously proctoring regular classroom tests, SAS assists by providing a separate testing location for students that require testing accommodations. When an exam needs to be scheduled separately from class time, such as lab practicums, the professor needs to arrange a time and place to proctor the student.

SAS will not make decisions regarding rescheduling exams or completing make-up exams, unless there is an accommodation issue. SAS has very limited space for exams and therefore discourages students from rearranging their exam times. If the faculty permits a change of time for an exam to facilitate a student's preference (leaving early for a break, sleeping in, or just "forgetting") we ask that they proctor their student themselves.

### *Testing Accommodation Procedures*

Students requiring extended time and a separate testing location will most likely take exams in the Student Accessibility Services office located in Miller Campus Center, 235. SAS is open Monday-Friday, 8:00-4:30pm. Faculty are required to provide a copy of the exam no later than 24 hours before the exam will be given. Email all exams to [exams@canton.edu](mailto:exams@canton.edu). In the email, include date and time of the exam, time limit for class, materials allowed in exam, and any additional instructions. Also include a method of contact (cell number, Teams message) for questions during the exam. If an error is discovered, please call SAS at x7392 immediately so that the information can be relayed to the students.

Faculty must retrieve their exams from SAS in a timely manner. SAS will not scan or deliver exams. Students will not be permitted to return exams to their professors. If you appoint a faculty or staff member to retrieve your exams, please let SAS know ahead of time.

### Classroom Accommodations

Accommodation may be required for equal access to in-class learning.

#### *Note Taking accommodations:*

**Glean** - Most frequently, students who require note taking accommodations use technology to gain equal access. Currently, SAS issues licenses for an assistive technology program called Glean. Glean is a cloud-based program that records the audio of a lecture and allows the user to import slides, PDFs, and other documents while adding in their own typed notes. Additionally, students can highlight important sections of the lecture to review later. This program can be used on a computer or a mobile device.

**Laptop to type notes** – Students may use their laptop, tablet, or other device to type notes

**Recording lecture** – Outside of Glean, students may need to record the lecture on a digital recorder, mobile device, or computer

**Student note taker** – A student will be hired by SAS to take notes for the student in need

*Communication accommodations:*

**Interpreter** - Students may require an American Sign Language interpreter, either virtually or in-person to interpret what is being said in the classroom.

**Remote transcription** - The instructor will wear a microphone that is connected to an off-site transcriptionist. The student will read a real-time transcript of the lecture on their laptop or other device.

**FM amplification system** – The instructor will wear a microphone directly connected to the students' hearing device.

*Preferential seating:*

**Special furniture** – Each classroom has a designated Student Accessibility Services desk at the front of the classroom. These desks are reserved for students who require it.

**Priority seating** – Students may require a specific seat in the room without needing special furniture. If a conflict arises, please assist the student in obtaining their specific seat.

**Ability to stand/move** - A student that needs to stand or move during class is encouraged to choose a seat that will cause the least distraction to the other students.

*Media:*

**Captions** – All videos should be captioned.

**Textbooks in alternate format** – The student may require the textbook in digital format in order to utilize text-to-speech technology. Additionally, Braille or large-print books may be needed. SAS will obtain the book in alternate format.

## Online Accommodations and Accessibility

[SUNY Canton's Center for Learning Design, Innovation, and Online Instruction](#) has many resources available to faculty, including guides to make online courses accessible. It is the faculty's responsibility to make sure that their online courses are fully accessible. Captioning all videos, using headings in print materials, and checking the accessibility of PowerPoints should be part of the process of building your course.

## Other Accommodations to Note

**Flexibility with attendance:** Students with chronic health conditions, mental or physical, may need to be absent from class. When a student with this accommodation needs to miss class due to their disability, they will alert SAS and SAS will alert the faculty. Flexibility does not mean that it is permissible for the student to miss many classes. If the student's absences begin to negatively affect their learning, the faculty should reach out to SAS to help facilitate a new plan.

**Flexibility with due dates:** Students with this accommodation may need leniency with due dates. If a student needs an extension due to their disability, they will reach out to SAS and SAS will reach out to the faculty. This accommodation may not apply to every assignment. This will be determined in collaboration by the faculty and SAS.

**Personal Care Attendant:** Personal Care Attendants may be used to address the personal needs of a student with a documented disability so that they can participate in the college's activities, services, and programs. Personal needs may include transportation to/from the classroom; administering medication; assistance with toileting, dressing, and feeding needs; and monitoring, modifying or addressing the student's behavior. The duties of the personal care attendant do NOT include taking classroom notes, proctoring exams or scribing in-class writing. SUNY Canton is NOT responsible for hiring or paying for personal care attendants. Students who require a personal care attendant must register with Student Accessibility Services and sign a Personal Care Attendant Agreement which outlines the responsibilities of both the student and the attendant. If an issue arises with the attendant, please contact SAS or University Police as the situation requires.

**Service Animals:** It is important to note that a student using a service animal is not required to register with Student Accessibility Services. Service animals are legally defined as "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability." There is no national registry for service animals, although there are many scam websites that will give a "certification". Faculty and staff are allowed to only ask two questions regarding a service animal.

1. Is the dog required because of a disability?
2. What work or task has the dog been trained to perform?

Please remember that you are not allowed to ask what the disability is, or for the dog to demonstrate its task. However, if the dog proves to be not trained or a danger to others, please contact University Police.

## Accessibility for All

Accommodation, while important, only help to make courses accessible after the fact, acting as a band-aid over educational practices that do not account for diverse learning needs. Additionally, accommodations force students to self-disclose their disability in order to receive support. ADA compliance is a low bar by which to set standards. By designing courses intentionally from the start, there are many things that you as a professor can do to make the learning environment inclusive and accessible to everyone, not just students with disabilities.

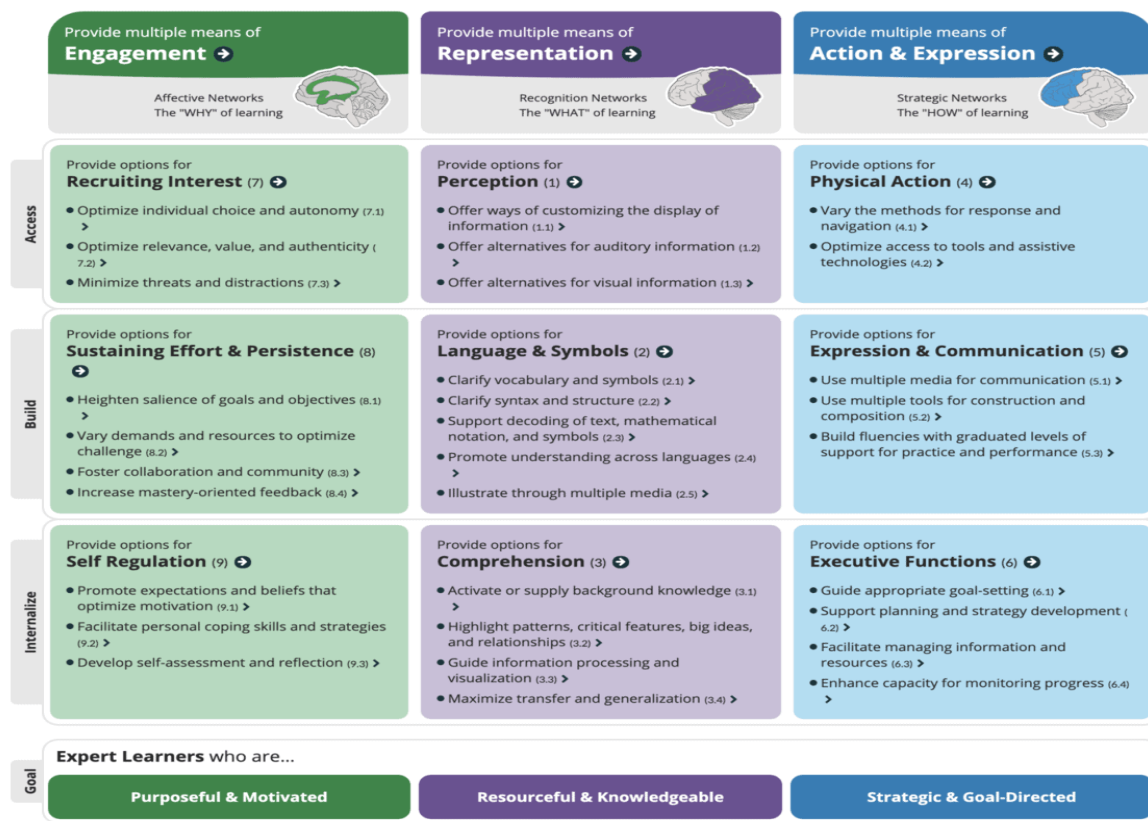
## What is Universal Design for Learning?

Universal design for learning (UDL) is a teaching approach that works to accommodate the needs and abilities of all learners and eliminates unnecessary hurdles in the learning process. This means developing a flexible learning environment in which information is presented in multiple ways, students engage in learning in a variety of ways, and students are provided options when demonstrating their learning.

There are three principles of UDL. The three principles are:

1. Provide multiple means of representation
2. Provide multiple means of action and expression
3. Provide multiple means of engagement

## Universal Design for Learning Guidelines



UDL can seem intimidating, but when put into practice can make learning better and less stressful for students and faculty alike. When creating your course content, consider your materials, how you present the materials, and how you are assessing students' mastery of the materials. For example, question whether weekly multiple-choice quizzes are the best way to measure students' learning. Could the same be achieved with a project, presentation, or other assessment?

There are wonderful resources on [UDL in Higher Education](#), including course design and assessment.

### Frequently asked questions and scenarios

Q: Can I just give the whole class double time on an exam?

A: No. Extended time is determined by the amount of time given to the class at large, so by giving everyone double time, a student with an extended time accommodation would get double the "double" time. If you create an exam that should take an hour, a student with double time will get two hours.

Q. If I give extra time for an online quiz, won't the student just cheat?

A. No. Students are granted extra time accommodation based on a need. This means that they need extra time to process the question and give a thoughtful answer. If students can cheat easily on your quiz, consider the type of assessment you are giving. Could you change the method of assessment to make it more meaningful, following the guidelines of Universal Design for Learning?

Q. Can I ban audio recording of my lecture?

A. No. Under New York State law, any student has the right to record whether it's an approved accommodation.

Q. Can I ban laptop use during my class?

A. Yes, that is a policy that can be implemented. However, students that require the use of a laptop or tablet during class will now need to be accommodated. This goes against Universal Design for Learning and creates a barrier that wasn't there originally. Question whether a policy that limits accessibility is beneficial for the students in your class.

Q. I give a quick quiz at the beginning of my 8:00am lecture, how do students receive their testing accommodations?

A. Students with extra time/separate location accommodation should arrange to take it after class in SAS. However, if the student is willing and able to be proctored before the quiz, the faculty can arrange to meet them before class.

Q. A student had a medical situation and asked for an extension for some work. Do I need to wait for official accommodations?

A. Not necessarily. If the student has a temporary disability, they will want to set up an accommodation plan with SAS. However, the faculty can grant extensions on homework and exams as they see fit. Please remember that illnesses like COVID-19 or the flu are not considered disabilities, unless there are complications that impact the student's learning long-term.

Q. Are service animals allowed in labs?

A. Yes. However, if the environment is hazardous to the animal, the animal must wear protective equipment. In lab where having a service animal will fundamentally alter the lab, the service animal might need to be kept near, but not in, the laboratory.

### Special Thanks

Thank you to the SAS staff, Heather Lauzon and Patricia Endres, as well as Stacia Smith, Kristine Potter, Emily Hamilton-Honey, and Tonka Jokelova for their contributions to this guide.

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