

# **DISABILITY RESOURCES**

# **STUDENT HANDBOOK**



## TABLE OF CONTENTS

1. Mission Statement	Page 3
2. Eligibility Process	Page 4
A. Self-Identification	
B. Information/Documentation	
C. Intake Interview	
D. Evaluation of Eligibility	
3. Registration	Page 6
4. Accommodations	Page 7
A. Alternative Testing	
B. Alternative Formatting Program	
C. Assistive Technology Loan Program	
D. Service Animals	
5. Disability Resources Complaint Process	Page 9
6. Contact Information	Page 10
7. Appendices	
A. Request for Services Form	Page 11-12
B. Documentation Guidelines	Page 13-14
C. Student Responsibilities	Page 15
D. Accommodation Timelines	Page 16

## **MISSION STATEMENT**

Disability Resources facilitates an accessible community where students with disabilities have an equal opportunity to fully participate in all aspects of the educational environment. This occurs through partnerships with students, faculty, staff and the community to promote student's independence and inclusion to ensure recognition of their abilities, not their disabilities.

We provide services and accommodations at no cost to all Coconino Community College students who identify themselves as a student with a disability and requesting accommodations.

## ELIGIBILITY PROCESS

Requesting accommodations from Disability Resources (DR) is a three-part process:

### SELF-IDENTIFICATION

#### Step 1: Request for Support

The first part of this process is to self-identify as a student with a disability requesting accommodations. Self-identify means the student recognizes they have a disability and would like to request accommodations. Student's attending a post-secondary institution are responsible for identifying themselves to DR, as a person with a disability.

The form for Request for Support can be located in *Appendix A* of this handbook, on the DR website ([www.coconino.edu](http://www.coconino.edu)), or you can pick one up at the DR office located in Student Services, room 103 or 115.

Complete the Request for Support form along with documentation of your disability and turn it in to Disability Resources (Lone Tree Campus RM 115 or 103). This form can also be mailed, or faxed to our office at:

Coconino Community College  
Disability Resources  
2800 S. Lone Tree  
Flagstaff, AZ 86005-2701

Or

Fax it to: 928-226-4130

Or

You can deliver the form in person to our office.

Please attach your information/documentation to the Request for Support form when submitting.

**\*IMPORTANT:** It may take up to four weeks to review and/or process your information/documentation. New students are strongly encouraged to request accommodations from Disability Resources as early as possible prior to attending Coconino Community College. Current students may request accommodations at any time but are encouraged to make their requests for accommodations as soon as they become aware of a need for one.

#### Step 2: General Guidance for Disability Information/Documentation

In order to evaluate accommodation and service requests, Disability Resources will need information on how your disability is likely to impact you here at Coconino Community College. We want to understand the relevant impacts of your disability on tasks like communication, reading, writing, technology, the physical environment, classroom and laboratory and online learning, etc. Information on the impacts of physical (mobility, dexterity, endurance, etc.), perceptual, cognitive (attention, distractibility, communication, etc.), and behavioral abilities may be helpful as well.

*What tools or strategies facilitate your access? What barriers can you anticipate?*

Together we will consider your answers to these questions to identify potential accommodations and services (such as extended time on tests, books in a digital format, interpreters). When providing information it may be useful to provide descriptions of treatments, medications, accommodations, auxiliary aids, assistive

technology, services currently in use, and their general effectiveness as tools for access. You can also identify additional accommodations or tools with a description of how you feel they will be helpful.

Any information/documentation students can readily share during or prior to the first meeting (Intake 1) is helpful and can save the need for follow up meetings with DR.

DR may ask for additional documentation concerning your disability and/or the need for accommodations. If such documentation is necessary, it will be limited to the need for the accommodation requested. We will consider any information, including but not limited to your description of your needs; records of past accommodations and services from high school, another college, formal psychological or medical evaluations, and letters from past health, education or service providers.

These general guidelines (found in *Appendix B*) were developed to assist you and those in your support network to prepare this information so we can evaluate your request and make recommendations. If you have questions, please contact us at 928-226-4243 or 928-226-4323.

### **Step 3: Intake Interview**

The Intake Interview (Intake 1) is a critical step toward determining eligibility. Once a student has completed and submitted their **Request for Support** form, the DR Coordinator will call or email them to complete this interview. The purpose of the interview is to learn first-hand, from the student, what functional limitations students are experiencing and what accommodations they will need. This interactive process allows both student and DR Coordinator to work together to determine the most appropriate accommodations for that student.

### **EVALUATION OF ELIGIBILITY**

In order to be eligible for accommodations through Disability Resources, you must:

- Have a disability that substantially limits one or more major life activities, that includes but is not limited to walking, talking, learning, hearing, or seeing
- Have and provide current and appropriate information/documentation of such a disability, when necessary.

Within four weeks of receiving your information/documentation, you will receive a letter or phone regarding your eligibility status, and your next steps in the process for registering with DR.

As a service to prospective Coconino Community College students, Disability Resources will review disability related information/documentation regardless of a prospective student's admission status.

All information submitted to Coconino Community College's Disability Resources becomes part of a student's "educational record" as defined by the Family Educational Rights and Privacy Act (FERPA).

The information contained from the student's interview and in the information/documentation will be used to determine eligibility. Appropriate accommodations will be based upon a student's disability and individual needs.

## REGISTRATION

- Once a student is determined eligible for Disability Resources, they will need to register with DR. DR will schedule a second registration appointment with the student (Intake 2) where the student receives their letter of accommodation and fills out the necessary paperwork to register. The student will need to notify DR **every semester** to receive their accommodations.
- Students must be enrolled in classes for the semester in which they plan to use their accommodations.
- Ensure you are registered with Disability Resources at the beginning of **each semester** to avoid delays in receiving your accommodations. Some accommodations require more time than others to be put into place for each student. Early requests for accommodations will hasten the process of establishing these accommodations.
- Some accommodations may require students to fill out paper forms. These forms will be completed during the registration appointment with the DR Specialist. There may be required forms that do not need to be filled out with a DR Specialist. These forms can be completed in the lobby of the DR office.

## ACCOMODATIONS

Accommodations may include but are not limited to:

- Universal Access Work Stations in all DR Computer Labs
- Ergonomic seating
- Note Taking
- Assistive technology
- Print matter in an alternative format
- Test-taking accommodations
- Communication Access Real-time Translation (CART)
- Sign language interpreting or Video Remote Interpreting (VRI)
- Use of a CCC locker

\*Please remember that the list of accommodations above, are only some of the accommodations that DR can provide. Every student has individual needs and will be evaluated for their accommodations on a case by case basis.

## ALTERNATIVE TESTING

Qualified Student Responsibilities:

- Complete the Proctored Test Request Form provided on the CCC DR website for scheduling tests. Follow the steps below or consult with a Disability Resources Specialist member for further assistance on scheduling an exam.
- **\*IMPORTANT\* This process must be completed at least three days before the scheduled test or quiz**  
**\*\*\* If you are attempting to schedule a final exam, the process must be completed by Tuesday of Reading Week\*\*\***
  - ✓ Go to the CCC homepage: [www.coconino.edu](http://www.coconino.edu).
  - ✓ Click on Disability Resources on the bottom left of the page.
  - ✓ Click on Proctored Test Request midway down on the right side.
  - ✓ Fill out the form accurately and completely. Be sure to enter the date and time in the format displayed.
  - ✓ You have successfully submitted your request when you see “Your Proctored Test Request Has Been Successfully Submitted”.

- ✓ You will receive an e-mail from the DR Specialist or DR Coordinator confirming your request.

### **ALTERNATIVE FORMATTING PROGRAM (AFP)**

An accommodation of Alternative Format for print or audio materials is the translating of materials into an alternative format so that a student can access the information. A student who has an accommodation of AFP cannot access print or other visual/audio materials in the customary way. Print can be translated to formats such as audio (e-text), or Braille.

The necessary steps for this accommodation are:

At the time a student registers for accommodations with DR, they will fill out a paper form. This form is called **AFP Agreement** form. This agreement form provides information about the process for translating materials as well as an explanation of the student's responsibilities in this process. A copy of this form is available at the DR offices in room 103 or 115.

The student will complete an **Alternate Format Request** form for each text book or item requesting accessible formatting. Each form must be completed in its entirety and have attached a proof of purchase (a receipt or photocopy of the inside front cover). If the student has any questions regarding the content of the form, they are encouraged to contact DR for support.

These completed forms need to be turned in to the DR office, room 103 or 115.

\*Textbook or other item conversions may take 4 weeks to complete so it is the student's responsibility to turn in the request forms as soon as possible in order to receive their accommodation in a timely manner. Students may also opt to turn materials in prior to the beginning of the semester.

If the student has any other required reading material, such as a handouts or articles, the student needs to complete an AFP request form for each item.

Before the converted materials can be electronically delivered to the student, they must submit to DR, either a receipt showing proof of purchase, a rental agreement for the materials, or have photo copies of the front and back of the textbook.

An e-mail will be sent to the student with information on how to access your AF textbooks/materials to your preferred email address. If you have difficulty accessing the materials for any reason, you can contact the DR office within three days of receiving the email, and DR Staff can assist you.

### **ASSISTIVE TECHNOLOGY LOAN PROGRAM**

DR provides short term loans of assistive technology, software, or devices, on a first come first serve basis. This is done to maintain equitable access. Some of the equipment and/or software that could be available are: digital recorders, Smart Pens, FM systems, CART microphones, Dragon Naturally Speaking software, etc. If you have any questions regarding the equipment and/or software available, please contact the DR Staff for assistance.

Students requesting equipment or software must complete an **Assistive Technology Loan Agreement** form. This form is available in Student Services room 103 or 115

Students can borrow equipment/software at no cost. About one week before the equipment/software is due to be returned to DR, the student will receive a notice that they have borrowed equipment and that a hold will be placed on their account if the equipment is not returned by the stated date on the **AFP Agreement Form**. Upon return of the equipment/software the hold will be removed from the student's account.

## **SERVICE ANIMALS**

Coconino Community College is committed to compliance with state and federal laws regarding individuals with disabilities. Individuals with disabilities may be accompanied by their service animals on all Coconino Community College campuses where members of the public or participants in services, programs or activities are allowed to go. By law, a service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals. Federal law does not require the individual to provide documentation that an animal has been trained as a service animal. Federal law does not require that the animal wear any type of vest or badge indicating that it is a service animal. Federal law does not prohibit any particular breed of dog from being a service animal.

Where it is not readily apparent that an animal is a service animal, the College may ask if the animal is required because of a disability, as well as what work or task the animal has been trained to perform. The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of such tasks include, but are not limited to: assisting an individual with low vision with navigation; alerting individuals who are hard of hearing to the presence of people or objects; pulling a person's wheelchair; or providing assistance with stability or balance to an individual with a mobility disability.

1. Questions or concerns regarding service animals should be directed to the ADA Compliance Officer, Dietrich Sauer. Coconino Community College 2800 S. Lone Tree Rd. Flagstaff, AZ 86005; E-mail: [Dietrich.Sauer@Coconino.edu](mailto:Dietrich.Sauer@Coconino.edu); Phone: (928) 226 4204.

Students registered with Disability Resources may instead direct requests, concerns and questions to:  
Coconino Community College  
Disability Resources  
2800 S. Lone Tree Rd.  
Flagstaff AZ 86005  
Phone: (928) 226-4243  
Fax: (928) 226-4103  
Email: [disability.resources@coconino.edu](mailto:disability.resources@coconino.edu)



## **DISABILITY RESOURCES COMPLAINT PROCESS**

This process was established to comply with the ADA/Section 504 mandate to “provide for prompt and equitable resolution of complaints alleging any action that would be prohibited.” If a student does not agree with a recommended accommodation, or has been denied accommodation(s), the student may file a complaint, using the Disability Resources (DR) Compliant Process. A faculty or staff member who does not agree with an accommodation recommended for a student may also utilize the Disability Resources Complaint Process. A faculty or staff-initiated complaint cannot delay the implementation of an accommodation which Disability Resources believes to be in compliance with ADA.

1. The following steps have been outlined to address complaints or grievances:
  - A. If informal discussions with College personnel have not resolved the issue, the individual shall submit a written or recorded complaint to the Director of Student Access and Success or his/her designee, within ten working days of the event(s) that triggered the complaint.
  - B. The Director of Student Access and Success or his/her designee shall meet with the individual within ten working days of the receipt of the complaint.
  - C. If this meeting does not resolve the complaint, the Director of Student Access and Success, or his/her designee, will forward the written complaint, within three working days of the meeting, to the Director of Human Resources (504/ADA Compliance Officer).
  - D. Within ten working days of receiving the official complaint, the Director of Human Resources (504/ADA Compliance Officer), or his/her designee, will appoint an ad hoc committee to investigate the complaint. This committee will be chaired by the Human Resources Director or his/her designee. The investigation will proceed promptly.
  - E. Within five working days following the conclusion of the investigation, the chair of the ad hoc committee will provide its recommendation to the College President.
  - F. Within fifteen working days of the receipt of the recommendations from the committee, the College President will make a decision regarding the complaint and provide a written notice of the decision to all parties involved.

## **CONTACT INFORMATION**

Disability Resources  
2800 S Lone Tree Rd.  
Phone: 928-226-4323  
Fax: 928-226-4103  
E-Mail: [disability.resources@coconino.edu](mailto:disability.resources@coconino.edu)

## **STAFF**

### **Jarrett Stoll, MEd.**

Coordinator, Disability Resources  
[jarrett.stoll@coconino.edu](mailto:jarrett.stoll@coconino.edu)  
928-226-4243

### **Taylor Smith, MEd.**

Disability Resources Specialist Sr.  
[taylor.smith@coconino.edu](mailto:taylor.smith@coconino.edu)  
928-226-4377

### **Lavena Ikerd**

FWS Administrative Clerk  
[lavena.ikerd@coconino.edu](mailto:lavena.ikerd@coconino.edu)  
928-226-4391

### **Laura Rosensweet, M.Ed.**

Director of Student Access and Success  
[Laura.rosenweet@coconino.edu](mailto:Laura.rosenweet@coconino.edu)  
928-226-4195

### **Veronica Hipolito, MS.**

Dean of Student Services  
[Veronica.Hipolito@coconino.edu](mailto:Veronica.Hipolito@coconino.edu)  
928-226-4337

**APPENDIX A**

**Disability Resources (DR)**

**Request for Support**

Name (list any previous names if applicable) \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ Alternative Phone # \_\_\_\_\_

Email: \_\_\_\_\_ Emergency Contact # \_\_\_\_\_

May we contact you via email regarding this request?  YES  NO

Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ CCC ID#: \_\_\_\_\_ Comet ID # \_\_\_\_\_

Type of Disability:

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Learning Disability/ADD        | <input type="checkbox"/> Hard of Hearing | <input type="checkbox"/> Intellectual Disability |
| <input type="checkbox"/> Physical Impairment            | <input type="checkbox"/> Deaf            | <input type="checkbox"/> Autism                  |
| <input type="checkbox"/> Visual Impairment              | <input type="checkbox"/> Blind           |  |
| <input type="checkbox"/> Medical (please specify) _____ | <input type="checkbox"/> Psychological   |  |
| <input type="checkbox"/> Other _____                    |  |  |

Have you chosen a major?  YES  NO If yes, please list: \_\_\_\_\_

Have you ever attended CCC?  YES  NO

Have you ever applied for DR services?  YES  NO

When do you plan to attend CCC? FALL  SPRING  SUMMER  For what year \_\_\_\_\_

Which CCC campus/site will you attend? \_\_\_\_\_

Are you currently or have you been a client of Vocational Rehabilitation - RSA)? \_\_\_YES \_\_\_NO

V.R. Counselor: \_\_\_\_\_ Location: \_\_\_\_\_

Parent(s)/Legal Guardian: \_\_\_\_\_

**(Please print names in full)**

I understand that I must meet with the Disability Resource Coordinator and provide current documentation of my disability in order to be eligible to receive accommodations. I certify that the above information is accurate and true to the best of my knowledge.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## APPENDIX B

### Disability Resources Documentation Guidelines

All information submitted to Coconino Community College Disability Resources becomes part of a student's "educational record" as defined by the Family Educational Rights and Privacy Act (FERPA).

**To qualify for disability resources, the student should submit a current assessment(s) on letterhead, signed and dated. While relatively recent documentation is recommended in most circumstances, it is important to remember that documentation is not time-bound; the need for recent documentation depends on the facts and circumstances of the individual's condition.**

Documentation should include:

#### 1. **The credentials of the evaluator(s)**

Documentation should be provided by a licensed or otherwise properly credentialed professional who has undergone appropriate training, has relevant experience, and has no personal relationship with the individual being evaluated. A good match between the credentials of the individual making the diagnosis and the condition being reported is expected (e.g., an orthopedic limitation might be documented by a physician, but not a licensed psychologist).

#### 2. **A diagnostic statement identifying the disability**

Documentation should include a clear diagnostic statement that describes how the condition was diagnosed, provides information on the functional impact, and details the typical progression or prognosis of the condition.

#### 3. **A description of the diagnostic methodology used**

Documentation should include a description of the diagnostic criteria, evaluation methods, procedures, tests and dates of administration, as well as a clinical narrative, observation, and specific results.

Where appropriate to the nature of the disability, having both summery data and specific test scores (with the norming population identified) within the report is recommended.

#### 4. **A description of the current functional limitations**

Information on how the disabling conditions(s) currently impacts the individual provides useful information for both establishing a disability and identifying possible accommodations. A combination of the results of formal evaluation procedures, clinical narrative, and the individuals self-report is the most comprehensive approach to fully documenting impact. The best quality of

documentation provides a clear sense of the severity, frequency and pervasiveness of the condition(s).

**5. A description of the expected progression or stability of the disability**

It is helpful when documentation provides information on expected changes in the functional impact of the disability over time and context. Information on the cyclical or episodic nature of the disability and known or suspected environmental triggers to episodes provides opportunities to anticipate and plan for varying functional impacts.

**6. A description of current and past accommodations, services and / or medications**

Documentation should include a description of both current and past accommodations, auxiliary aids, assistive devices, and support services, including how they help with the functional impacts of the disability. A discussion of any significant side effects from current medications or services that may impact physical, perceptual, behavioral or cognitive performance is helpful when included in the report. While accommodations provided in another setting are not binding on the current institution, they may provide insight in making current decisions.

**7. Recommendations for accommodations, adaptive devices, assistive services, compensatory strategies, and /or collateral support services**

Documentation should include recommendations from professionals with a history of working with the individual. It is most helpful when recommended accommodations and strategies are logically related to functional limitations; if connections are not obvious, a clear explanation of their relationship can be useful in decision-making. While the post-secondary institution has no obligation to provide or adopt recommendations made by outside entities, those that are in line with the programs, services, and benefits offered by the University may be appropriate. When recommendations go beyond equitable and inclusive services and benefits, they may still be useful in suggestion a alternative accommodations and /or services.

**PLEASE PROVIDE A COPY OF YOUR DOUMENTATION TO DISABILITY RESOURCES.**

## APPENDIX C

### DISABILITY RESOURCES STUDENT RESPONSIBILITIES

\_\_\_\_\_ You must provide the Disability Resource office (DR) with appropriate documentation (as required by ADA) in order to receive services. Students may be required to provide periodic updates of such documentation and discuss the functional limitations caused by the disability with the DR Coordinator.

\_\_\_\_\_ You are advised to meet with an academic advisor to review classes, academic progress and degree requirements. You then need to meet with the DR Coordinator or Specialist to set up accommodations for your classes every semester you wish to use your accommodations. You should contact the DR office when changes occur or class accommodations are interrupted for any reason.

\_\_\_\_\_ Take advantage of your education at CCC and obtain assistance from other student services when needed such as Tutoring Services, The Financial Aid Office and TRiO.

\_\_\_\_\_ If you are registered with the Disability Resource office you must still meet the essential requirements of a class or program, such as attendance and turning in assignments, as outlined in each class syllabus.

\_\_\_\_\_ You are expected to adhere to college policies, the Student Code of Conduct and DR procedures.

\_\_\_\_\_ In the event you are not satisfied with your disability-related accommodations or have a problem with a specific instructor, contact the DR Coordinator. If informal discussions with college personnel have not resolved the issue, you have 10 days to submit a written complaint to the Dean of Student Services or his/her designee. Copies of guidelines are available upon request.

\_\_\_\_\_ We advise you to attend scheduled appointments with DR staff and obtain training on assistive technology if needed.

\_\_\_\_\_ Maintain borrowed equipment in good condition and return it by the date outlined on the Assistive Technology Loan Program form. If borrowed equipment is not returned when agreed upon a hold can be placed on your registration and grade transcript.

\_\_\_\_\_ You are responsible for making contact with your instructor and delivering your Letter of Accommodation forms to them. **After getting the form signed, please return one of the copies to the DR office and your instructor will keep the other copy for his or her records. Please do this within one week of receiving this letter.** It is also your responsibility to make contact with your service providers when appropriate. For classes that are online, DR staff will send your Letter of Accommodations directly to the instructor, upon your request and facilitate getting the signature.

\_\_\_\_\_ If you have an in-class service provider, such as a sign interpreter and/or VRI or CART and you do not show up within 15 minutes of the start of class, your service provider will leave and report the absence to the DR. If three consecutive classes are missed (without receiving prior approval) or if there is a pattern of missing classes on a regular basis, services may be suspended until after you meet with the DR Coordinator.

**I have read the above information and understand what my responsibilities are as a student receiving DR services.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## APPENDIX D

### ACCOMODATION TIMELINES

Coconino Community College Disability Resources (DR) handles each student's request on an individual basis, given a reasonable time frame. Please refer to the chart below when requesting a service. Although the following time lines are preferred, CCC DR strives to provide the services as quickly as possible.

Type of Accommodation	Time Needed
Alternative Format: PDF's, Word Documents, Alternative Format: Braille	Four (4) weeks: student must be enrolled in the class for which the book is requested Three (3) months in advance of the first day of class
Interpreting: Ongoing classes Interpreting: Individual events	Two (2) weeks in advance of the first day of class One (1) week in advance of the event
Note Takers	Two (2) weeks: student must be enrolled in the class for which the request is made
Testing Accommodations: Readers, Scribes	One (1) week before the test
Testing Accommodations: Extended time, Private Rooms, technology, alternative format	Three (3) days before the test