

NOTE: The DSS Office is located at Hazy Library, Room 109, First Floor, end of the hall on the right

Students or faculty with questions about accommodations, please contact Marcee at X6750 or by email at marcee.keller@erau.edu, or Access Coordinator Kelsey Ziem at X6749 or by email at meekk@erau.edu

INSTRUCTOR PROCEDURE, RESPONSIBILITIES AND RIGHTS

(Revised August 9, 2016)

- **Announces to entire class** (along with other announcements), “Students with an accommodation letter, please bring it by during my office hours this week.” Do this a couple times within the first two to three weeks of classes. Announce and note your office location, days and hours.
 - **Practices the highest level of confidentiality and discretion** around others (even other instructors) regarding students with disabilities. Keep all communication in total privacy. It is inappropriate (and a federal violation) to ask the student to identify a “disability” or to allude to their affiliation with DSS publically. While some students will openly disclose their disability, it is the student’s personal right to not disclose.
 - **Reads student’s accommodations and takes the lead in a private**, two-way dialogue with the student to ask about issues or challenges that may impact the attainment of learning outcomes and to learn *how* the instructor can help the student best accesses his/her learning.
 - **Discusses and summarizes for the student *how exactly*** the assigned academic accommodations will be provided by instructor, including the scheduling and location of testing accommodations (if applicable).
 - **Signs and dates the Accommodation Letter (AL)** during this initial meeting with the student. Instructors will receive (from DSS) an electronic copy with all signatures once the student returns it to DSS. Upon receiving the AL, we recommend that you: open a sub-file in Outlook under each class and label it “DSS”; store names and emails of students with accommodations here; be very careful to *never* send group emails unless by “BCC” (blind copy); and set up reminders for a week ahead of *each* upcoming test in your Outlook calendar.
 - **Arranges and provides accommodations throughout the entire semester** for *each* test and quiz. For example, fills out the Testing Center Request form for *each* exam and quiz at least two days in advance and submits the test to the Testing Center at least 24 business hours prior to scheduled test. (See Testing Center instructions from URI on page four or at their web site.) Students may choose not to use accommodations, or to complete tests, for example, prior to their maximum allotted time.
 - Instructors receiving notice of testing accommodations for the first time that semester only a day or two before an upcoming test, for example, **are NOT obligated** to make test accommodations for *that* test/quiz and may use reasonable discretion to determine to what extent, if any, the *first* accommodation can be arranged with short notice. Note: this does not apply to subsequent exams, mid-terms or finals.
 - **Contacts the DSS Director** for accommodations clarification or concerns: for example, unique design facets of the classroom environment that may warrant further discussion about access, or concerns regarding the student’s success marcee.keller@erau.edu or x6750.
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- These accommodations give students with disabilities equal access. Having an inclusive curriculum – one that implements a variety of instructional strategies and materials -- benefits all learners with varying levels of preparation, life experiences, cultural backgrounds, English language mastery, and learning styles.
 - **Examples of discrimination regarding includes:** requiring the student to sign additional contracts, stipulations, or agreements; intentionally *not* making test arrangements or taking a “Let’s wait and see if you need them” approach to a student’s test accommodation; or making the student take an earlier or harder exam

than the rest of the class. Discriminating acts, including failure to accommodate and publically identifying the student with DSS, puts the institution at risk for legal action. Students may file a grievance based on real or perceived acts of discrimination. Establishing goodwill with all students can help improve student engagement and reduce stress for everyone.

- **If a student *not* registered with DSS exhibits learning challenges that the instructor thinks *may be related to a disability***, you could engage in a private discussion with the student and, for example, ask: “I can tell that you are having a hard time in my class. Can you share with me what’s happening?” The student may or may not tell you about: a) a learning disability; b) a personal issue; or c) the need for tutoring. If the “obstacle” is not revealed to you, never assume a disability, but if you want you could instead say, for example, “Here are three resources on campus that you may find helpful: The Wellness Center for personal counseling; Disability Support Services; and our online list of tutors.”

STUDENT PROCEDURE, RESPONSIBILITIES AND RIGHTS

(Revised August 9, 2016)

It is important to check your ERAU email daily so that you don't miss crucial communicate from our office and your professors. Contact DSS as soon as possible should any problems with the accommodation process arise, as delays in contacting us can limit resolutions possible.

- **Obtains a paper Accommodation Letter** from the DSS Office each semester and signs it.
- **Takes the Accommodation Letter** to each instructor during their office hours within 48 hours of picking up the Accommodation Letter from DSS. Emails or calls instructors to arrange a meeting time if your schedules conflict.
- Must give instructors this Accommodation Letter **at least three days before your next quiz or test** in order to get testing accommodations. It is the student’s right to *not* disclose their affiliation with DSS to one or more professors. Students do not receive accommodations from instructors to whom they do not disclose.
- Privately discusses the student’s optimum learning environment and how barriers to learning are being addressed by the accommodations listed. **It is important for student and instructor to discuss specific logistics involving the accommodations**, for example, **test-taking arrangements at this time**.

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- **REQUIRED!** Obtains the instructor’s signature **and returns page one of the signed Accommodation Letter to the DSS Office within one week of activating.**

FASTER. EASIER! Students may also capture the signed page image, save it as a JPEG, and email it to: Meekk@erau.edu marcee.keller@erau.edu

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- **Reminds instructor four-days before each upcoming test to ensure you get the testing accommodations you want!** (For students with a testing accommodation who want to test in the Testing Center) Reminds instructor, if applicable, to submit a Testing Center Request form. Verify date, time and any other testing accommodations with the instructor four days in advance. **TIP:** Set your Ernie/Outlook email time zone to Arizona. Use *this only* for all scheduling.
 - The instructor submits the Testing Center Request Form, but **students must reserve a day and time** for the Testing Center. To do this, **the student responds to an auto email** inquiry from the Testing Center to make a testing reservation. **TIP:** Look in Junk or Clutter for PRTests email
 - Respect and honor the privacy of other students you know by never disclosing or discussing their disability or accommodations -- including use of the testing center – in public.

Regarding Testing

(Revised June 5, 2017)

Note: Academic integrity is enforced at ERAU, and any cheating witnessed in the Testing Center or any other testing location will be reported to your instructor.

General Information

- The testing activity is ultimately between the student and the instructor. However, the instructor may not try to persuade the student to take the exam without accommodations. This “wait-and-see” approach puts the institution at legal risk. Accommodations *must be provided* at the first reasonable and practical opportunity following the initial student request and then initiated by the instructor throughout the semester for *each* test.
- Instructors may choose to proctor exams personally, within the resources of their department, or make Testing Center arrangements in advance by submitting a Testing Request Form. The student and instructor must discuss (when the student brings them their Accommodation Letter) and then agree upon an exam location and procedures (for *each* test and quiz) including the dates and times range during which a student may take the test.
- **New Option!** An online proctored testing system called **Respondus** is available in Canvas. If instructor and student agree, student can take tests remotely on their computer (lock-down browser and camera monitor) at any location. Student Respondus training link: <https://ernie.erau.edu/Departments/disability-support-prescott/students/Pages/Resources.aspx>
Instructor Respondus training link: <https://ernie.erau.edu/Departments/disability-support-prescott/faculty/Pages/Resources.aspx>
- If possible, student tests at a time when the instructor can be available should the student have questions regarding the exam. If disagreement of date and time exists, DSS can be contacted to mediate.
- As an alternate testing room some instructors use AC1, Rm 240. Reserve by noting the date and time needed, your name, and your extension on a calendar on the door.
- Instructors with **students who require a reader or scribe, or who speak out loud** during testing, (The student’s Accommodation Letter will state, “Exam must be taken at DSS”) may choose to proctor the exam personally, within the resources of their department, or may submit the Testing Request form for this student to test at the DSS office at least 4 business days in advance. In this case, at the bottom after “*Please specify what*”... write in: **“Exam must be taken at DSS”**. To assure the desired date and time option is available, and to give us time to find an appropriate proctor, contact DSS at least 4 business days in advance: Kelsey Meek, Accessibility Coordinator, Meekk@erau.edu; X6749

Testing Center Information

- The Testing Center is located in Hazy Library, upstairs in the Media Room. **To schedule an exam or quiz** the instructor fills out a short, **online *Testing Services Request Form*** at least 48 hours in advance found in Ernie by clicking *Department, Prescott Campus*, under *Faculty and Staff Resources* is *Testing Administration Center* (last one). At the lower right select “I want to: *Set up a test for a student.*”
- The Testing Request Form takes about 60-seconds to fill out. Include a “range of dates and times” previously determined with the student’s input to avoid rescheduling delays. Auto emails are immediately generated to the instructor, student, and Testing Center with all details regarding the test. **Attention STUDENT: When you receive this email, you must reply to it in order to reserve their testing date and time.**
- **Attention FACULTY: The exam must then be emailed to prtests@erau.edu or hand delivered by the instructor to the Testing Administration Center at least 24 hours ahead** of the student’s scheduled testing reservation time. All testing materials are held in a locked file cabinet. The instructor will be notified upon completion, and the completed tests and materials may be picked up or scanned back to the instructor.

Please check out the *newly updated* Testing Center website (In Ernie, search for Testing Center) **now for contact information and Center hours.**