

Student Grievance Rights

- When a student requests disability-related services, the student's disability is verified by the Student Accessibility Services (SAS) professional, according to state-mandated criteria. If the student is deemed not eligible for services and wishes to appeal this decision, he/she may file a complaint through the [District's Harassment and Discrimination Complaint Procedures](#). Concurrently, the College 504/ADA Coordinator will review the case and make an interim decision pending resolution through the [District procedure](#). (AP 5140)
- If a student is denied academic accommodations or the use of auxiliary aids by an instructor and wishes to appeal, she/he should contact the SAS professional who will schedule a meeting with the instructor to discuss and resolve the issue. The student may invite the SAS professional (i.e., a SAS Coordinator, Counselor, Instructor, Learning Disability (LD) Specialist etc.) to attend this meeting. In the case where an unresolved issue becomes a dispute (i.e., an issue that is not resolved informally between the student and the instructor with the assistance of the DSP&S professional), the student may file a complaint through the District's Harassment and Discrimination Complaint Procedures. Pending the resolution of any dispute regarding an accommodation, the accommodation will be provided. (AP 5140)
- In the case where an unresolved issue becomes a dispute (i.e., an issue that is not resolved informally between the student and the instructor with the assistance of the SAS professional), the student may file a complaint through the [District's Harassment and Discrimination Complaint Procedures](#). Concurrently, the College 504/ADA Coordinator or designee will review the case and make an interim decision pending resolution through the [District procedure](#). Until a decision is made, the accommodation must be provided. (AP 5140)
- Any person who has suffered harassment, discrimination, or retaliation may file a formal or informal complaint of harassment, discrimination, or retaliation. A formal complaint is a written and signed statement filed with the District or the State Chancellor's office that alleges harassment, discrimination, or retaliation in violation of the District's Board Policies, Administrative Procedures or in violation of state or federal law. An informal complaint is any of the following: (1) An unwritten allegation of harassment, discrimination, or retaliation; (2) A written allegation of harassment, discrimination, or retaliation that falls outside the timelines for a formal complaint; or (3) A written complaint alleging harassment, discrimination, or retaliation filed by an individual who expressly indicates that he/she does not want to file a formal complaint.(AP 3435)

Contact for more information:

Frances Moy

SAS Coordinator/Counselor

fmoy@peralta.edu 510 434-3974 R 109B



Student Accessibility Services

12500 Campus Drive • Oakland, California 94619 • (510) 436-2429 • Fax (510) 434-3888

Quick Reference Guide Using Your Accommodations

Here is the "Quick" version of the Accommodations Instructions for your reference and use at Merritt.

Please note that the full explanation of our policies and procedures can be found on the Merritt College SAS Website at <http://www.merritt.edu/wp/dsp/>

By your signature below, please acknowledge receipt of this information and acknowledge that you are aware of where to find more detailed information on the above website.

Student Name _____

Signed _____ Date _____

SAS File Copy

Top copy: Signed by student, given to DSP counselor
Second copy: For student information/cover sheet
10 5 2017 mc



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Contact Information:

Appointments: (510) 436-2429 or 510-436-2519
Fax Number: (510) 434-3888

Student Accessibility Services Staff Assistant
Reagan Pruitt, Staff Assistant
(510) 439-2519 R109A
rpruitt@peralta.edu

Frances Moy, Coordinator/ Counselor (510) 434-3974 R-109B fmoy@peralta.edu	Mary Ciddio, Counselor (510) 434-3948 R-109C mciddio@peralta.edu
Ron Nelson, Counselor (510) 436-2516 R-109D ronelson@peralta.edu	Jack Smith, Counselor (510) 434-3818 R-109-D Jackiesmith@peralta.edu
Barbara Dimopoulos Learning Disabilities Specialist (510) 436-2579 P-305A bdimopoulos@peralta.edu	Mitra Mofidi, High Tech Specialist (Computer Lab and Class) (510) 436-2592 P306 mitramofidi@peralta.edu
Mitra Mofidi, Testing Proctor (510) 434-3953 mitramofidi@peralta.edu	Lee Peavy, Alternate Media Specialist (510) 434-3910 P-304 lpeevey@peralta.edu

STUDENT COPY

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Please see our Student Accessibility Services Program Handbook on the Merritt College Website. Please refer to the SAS Handbook or speak to your SAS counselor for any other questions or concerns.

Accommodation Policies and Procedures

Welcome! Please take a moment to read the helpful accommodation policies and procedures below, especially the ones that are listed on your accommodations letter. If you have any questions please contact one of our helpful SAS staff under our Faculty and Staff link on our website at:

<http://www.merritt.edu/wp/dsp/> or call (510) 436-2429

Student Accessibility Services Program is here to help you with classroom accommodations based on the disability documentation you provided us, and the individualized effects of your disability. We want to assist you in taking charge of your own success!

To take charge of your success and your individualized accommodations - you must read and follow the policies and procedures in this quick reference guide and the online SAS handbook. If you do not follow these policies and procedures, we cannot promise that your accommodations will be provided as you need them.

Inappropriate Use of Services

Inappropriate use of services is defined as a failure to comply with the policies and procedures of individual services that students are using. Failure to comply with the terms stated within each specific service area may result in suspension of

that service. See further details enclosed in this reference guide.

Testing Accommodations Procedures

Disability Services Program (DSP) – Merritt College

1. Meet with your Disability Services Program (DSP) Counselor to document your disability and verify your need for testing accommodations.
2. Get your Services & Accommodations Form from your DSP counselor to give to your instructor. Meet and discuss your needs in private.

At least three (3) school days in advance of an upcoming test meet with Mitra Mofidi in room P303 (510) 434-3953 to:

- a) Make an appointment for test proctoring.
- b) Get the testing envelope and the attached Exam Proctoring Request/Routing Form
- c) Take it to your instructor.
- d) See your class syllabus to schedule the entire semester of testing.

3. **Stay with instructors** while they complete their “check off” portion of the Exam Proctoring Request/Routing Form. Discuss when you will take the test, for example - if you have a class immediately following, as you may not have the extra time you need.

4. The instructor will use this envelope to either deliver the test to Disability Test Accommodation Services in P 303 **or** email it to **both**: Mitra Mofidi at mitramofidi@peralta.edu **and** Frances Moy at fmoy@peralta.edu

Rules: **Bring all your testing supplies! We do not provide supplies.**

Tardiness: 15 minutes late must reschedule with instructor

Rescheduling: Must redo Exam Proctoring Form with instructor

No Show: Exam will be returned to the instructor

Cheating: Exam will be stopped and instructor notified

ANY use of cell phone will be considered cheating

All your belongings (including phones) will be placed in a locker during the test

Kurzweil and Dragon users are **only** allowed use of school computers. These school computers must be set up in advance with your profile.

Unless allowed by instructor and written on the form, you may NOT use:

Notes, Books, Calculators, Backpacks or Purses or Cell Phones (even if you forgot your allowed calculator).



Student Accessibility Services

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Testing Monitoring Agreement **Merritt College Student Accessibility Services Program**

In order to continue to provide your testing accommodations, Student Accessibility Services needs to maintain the trust of the instructors in how we carefully monitor their tests taken with Student Accessibility Services. We often have several students testing at one time, therefore we will be using cameras to monitor your test.

1. Your testing room is equipped with a camera that feeds to a remote monitor. We will be monitoring the testing activity while it is occurring.
2. We may also review the video at a later time to confirm that the testing activity was consistent with the integrity and honesty we expect of our students.
3. We will maintain your privacy by not allowing anyone other than Student Accessibility Services Staff to view this video.
4. By signing for this packet you understand that we will be monitoring your testing session, only to preserve the validity of the testing.

Directions and Policies for Note Takers

Instructor:

- **Note taking services will only be provided to those students whose disability clearly warrants the need for such service.**
- **There may be one or more students in class that have been approved for note taking services.**
- **Eligible students MUST attend class regularly.**
- **Please do not make reference to the specific student requesting this assistance. This is a confidential matter.**
- **Please check the prospective note taker's notes for thoroughness and legibility. If you feel they might be a good candidate please direct them to DSP Reagan Pruitt in R109 or call 510-436-2519.**

At your earliest convenience we would appreciate your making the following announcement:

“Currently Merritt College serves approximately 600 students with disabilities. One or more of those students require note taking services to succeed in this class. As an incentive to help these students, note takers will receive a \$100 bookstore voucher per course per semester. There would be one (1) Note Taker per class for all the students needing this service. Thus for one course note takers could earn a \$100 bookstore voucher just for sharing their notes. Note takers can also choose to volunteer their services to assist the college community.

The Student Accessibility Services and Program (SAS) can provide note takers with a letter confirming their volunteer services which can be used as documentation on their resume for work, community service or for applications to four (4) year Universities upon request.

If you are interested in being a note taker for this class please see me after class.”

Students:

- **Read** the information on this page and the previous page about notetaking services.
- **Ask a fellow student** if they might be interested in providing this service to you or **ask the instructor** to make an announcement. A suggested script for the instructor to announce to the class is on the prior page (Page 6).
- After **several unsuccessful attempts** to identify a note taker by the instructor and the student, a SAS staff member will personally attend class to recruit a note taker.
- If a note-taker is found, the student must contact Reagan Pruitt (436-2519) R-109 with their name, the class, and the name of the note taker.
- **The note taker must see Reagan at the beginning of the semester to earn the \$100 voucher. If the note taker doesn't see Reagan by mid semester they will not get a voucher.**
- The note taker is **not** your personal note taker. They may be taking notes for other students in class.

Alternate Media Agreement

Student Accessibility Services (SAS) – Merritt College

1. Meet with a Student Accessibility Services Counselor and get approval for Alternate Media based on disability documentation.
2. Register for your classes during Priority Registration.
3. Call 510-436-2429 or go to R-109 to make an appointment with the Alternate Media Specialist ASAP. Bring your full class schedule and Accommodation Form to set up your Kurzweil, audio books, large print, Braille, or other alternate format.
4. You must own a copy of the textbook in order to be allowed to pick up the Kurzweil or audio version. Otherwise, this is violation of Copyright Law. It is also against Copyright Law to give this audio book or electronic text to anyone else.
5. If the Alternate Media Specialist cannot locate your book in an alternate format in a timely manner, you may need to have the binding chopped (\$1.49 at Kinkos/Fedex), so it can be scanned. It can also be rebound (spiral by Kinkos/Fedex for \$5.00). It will not be able to be sold back to the bookstore. You may also scan your own book (page by page) in the High-Tech Center P-306.
6. If you do not have a computer or laptop you can access your books on Kurzweil with headphones in the High-Tech Center (P-306 Monday, Tuesday and Thursday) or in the Learning Center Computer Lab L-122 (Monday - Thursday 8 AM to 7 PM and Friday 8 AM to 3 PM).

Important: I have read the above agreement. I own a copy of each textbook which I receive in alternate format, and I understand that I am the only person who can use these resources.

Print Your Name: _____

Sign Your Name: _____ Phone: _____

Email: _____ Date: _____

Equipment Loan Agreement

Student Accessibility Services (SAS) – Merritt College

You must have the recommendation of a SAS Counselor to qualify for certain equipment based on your documented disability.

You are responsible if the equipment is damaged, lost, or stolen, even if it is not your fault.

If the equipment is not returned, or is damaged, you are responsible for **full replacement value.**

If you do not return the equipment in working order, or pay for it, a **HOLD** will be placed on your registration, transcript, and all transactions.

Equipment Loaned: _____ Date: _____

Replacement Value: \$ _____ Deadline for Return: _____

Condition on check out: _____

I: _____ agree to the above terms.

Signature: _____ Student ID: _____

Email: _____ Phone# _____

Checked out by SAS Staff: _____ Date: _____

Returned: _____ Condition on return: _____

Released of responsibility: _____ or Charges Due: \$ _____

_____/_____
Student Signature / Date Received by SAS Staff / Date

Disability Related Absence Policy

Student Accessibility Services (SAS) – Merritt College

General Information

The Americans with Disabilities Amendments Act specifies that exceptions will be made to established policy on a case-by-case basis. The Student Accessibility Services (SAS) has developed the "Disability Related Absence Policy" to address this issue. In some classes, attendance is a fundamental/essential requirement in meeting course objectives; therefore, leniency in attendance may be deemed unreasonable. For example, students may be required to participate in class, to demonstrate the ability to think and discuss critically, or to interact with others in class. In other circumstances, faculty may determine that students can master course content with the accommodation of leniency in attendance.

Verification of Disability

Based on disability documentation provided by the student from a qualified professional, the Student Accessibility Services professional staff will verify that the student's disability may cause the student to miss classes. When a student qualifies for this accommodation due to impact of disability, a statement will be included on the Accommodation Plan. Students who request this accommodation or provide documentation after absences have occurred will not be eligible for retroactive accommodations.

Accommodation Plan

If this accommodation is requested by the student and approved by SAS based on impact of disability, an Accommodation Plan will be prepared. The "Other" category will be check marked on the Accommodation Plan, and it will read as follows: "Flexibility in attendance due to disability." The student should meet with the instructor at the beginning of the semester to present the Accommodation Plan and discuss how absences may impact the

completion of coursework. A SAS professional can attend this meeting upon request. Students: Do not assume that because you have received leniency in attendance in the past or from a particular instructor that you will automatically receive it in all classes. Remember that reasonable accommodations are determined on a case-by-case, course-by-course basis. Remember that approval of this accommodation is based on two criteria: (1) being eligible due to the specific impact of a disability, and (2) being determined that leniency in attendance will not alter the fundamental requirements of the class objectives.

Considerations

Consider the following questions when determining if the leniency accommodation can be provided:

- Is the absence a direct result of the disability? For example, routine medical appointments and work-related activities are not reasons to warrant the disability-related absence accommodation.
- Will the absences cause the student to miss essential components of the class? For example, in-class group work may be an essential aspect of a given class.
- Can the activities missed by the student be made up? For example, some clinical experiences may not be repeatable.

Procedures

- When the accommodation is questioned, the instructor, student, and a SAS professional should discuss whether the disability related absence accommodation is reasonable.
- If leniency in attendance is approved as an accommodation by both SAS and the instructional staff, the student is responsible for contacting the instructor as soon as possible when a disability-related absence will occur/has occurred.
- The number of allowed absences should be determined on a case-by-case, course-by-course basis.

.This accommodation potentially provides relief from established requirements for physical attendance in classes. The student is responsible for any material covered or work done during such disability-necessitated absences. Neither extension of deadlines for assignments due, nor arrangements for making up tests and exams missed during such absences are included in this assigned accommodation. Accommodations for these issues may be appropriate, but they need to be negotiated individually with the instructor as need arises

Medical Withdrawal

In cases where absences will affect the ability of the student to demonstrate skills required to pass the course, the student may consult with the instructor regarding the advisability of a medical withdrawal from the course. A SAS professional will participate in a meeting to discuss this issue upon request. In the event of a medical withdrawal, the student must follow the College's medical withdrawal procedures. Upon request, SAS will assist the student in applying for a medical withdrawal.

Possible Extended Time on Assignments Student Accessibility Services (SAS) - Merritt College

REVISED

Specific Accommodation

The purpose of this accommodation is to suggest that extended time on course assignments may be a reasonable accommodation in certain situations because one's medical or clinical situation poses challenges with completing the assignment by deadlines with short notice. Those assignments with longer notice are a time management issue and not a disability related issue. For the short notice assignment extension specifically, Student Accessibility Services recommends this accommodation when:

- An assignment was not listed on the syllabus initially and is given to students one week or less to complete and/or
- The assignment deadline is listed on the syllabus but students do not get the necessary information to complete it until there is one week or less to the deadline.
- Deadline date adjustments must be pre-arranged with the instructor. Assignments cannot be submitted whenever desired.

First and foremost, Student Accessibility Services promotes good time and project management skills as well as effective decision-making. This accommodation does not address inefficiencies in these areas. Thus, Student Accessibility Services position is that assignments with more than one week to complete can be done successfully with proper management and planning and need not warrant an accommodation.

Student Responsibilities

Student Accessibility Services requires students to present the accommodation letter and initiate a conversation with the instructor within the first 2 weeks of the course.

- Accommodations are not meant to be retroactive. Missed assignments that occur prior to the instructor receiving the accommodation letter are not covered under the accommodation process. Student Accessibility Services recommends that those missed assignments be handled in accordance with the course assignment policy.
- Deadline date adjustments must be pre-arranged with the instructor. Assignments cannot be submitted whenever desired.
- Each outstanding assignment should be discussed individually.

Students must factor in the reality of their own personal situation and use time effectively to complete assignments. For example, if a student is prone to frequent migraine headaches and waits to the last day to complete an assignment, having a last minute migraine headache may not be an effective reason to extend a deadline. Adequate work should have been done prior to the fact in order to avoid such a situation knowing that the possibility of a migraine existed. This accommodation does not correct poor time management skills or decision-making.

Instructor Responsibilities

When listed on the accommodation letter, course instructors are asked to determine whether an assignment falls into one of two categories:

Category 1: An assignment was listed on the syllabus initially and the necessary information was given out with at least a week's notice (accommodation not applicable)

Category 2: The assignment was not listed on the syllabus initially and the deadline for completion is less than one week and/or the information necessary to complete the assignment was given less than one week prior to due date (accommodation applicable).

Inappropriate Use of Services

Student Accessibility Services (SAS) - Merritt College

Inappropriate use of services is defined as a failure to comply with the policies and procedures of individual services that students are using. Failure to comply with the terms stated within each specific service area may result in suspension of that service.

- Prior to the suspension of a service, the student will be notified in writing that, unless s/he meets with the SAS Counselor to discuss the area of concern, the service will be automatically suspended.
- At the time of the meeting with the SAS Counselor, the student will need to sign a contract which outlines the guidelines for continuing services.
- If service is suspended, it will be for the current semester only.
- Suspended services may be reinstated during the current semester only on the authorization of a SAS Counselor, and only if there are extenuating circumstances which warrant the reinstatement of the service.
- Reinstatement of services for subsequent semesters will be considered on a case-by-case basis.

Appeal Process

Students seeking to appeal the suspension of services should arrange to discuss the matter with the SAS Coordinator. If after consulting with the Coordinator the student is still not satisfied, s/he may appeal to the Vice President of Student Services.

Policy & Procedure Guidance on Service Animals

Student Accessibility Services (SAS) – Merritt College

Service Animals

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (state and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements.

Service Animal: Definition.

A service animal is a dog that does work or performs tasks for the benefit of an individual with a disability (including physical, sensory, psychiatric, intellectual/cognitive or other mental disabilities).

The service dog has been individually trained to recognize individuals' need and respond accordingly.

If it is not a dog then it is not a service animal, and, unless it qualifies under the miniature horse regulations, the ADA does not obligate you to permit it. (More on miniature horses later.)

Examples of tasks (provided by Department of Justice):

- Assist during seizure (alerting a seizure is imminent, nudging person to safer environment)
- Retrieving medicine or other items (from bags or backpacks)
- Helping individual with a psychiatric condition, such as dissociative identity disorder, to remain grounded
- Preventing/interrupting impulsive or destructive behavior
- Assisting with balance, stability
- Providing non-violent protection or rescue work (cannot qualify if behaves aggressively)

This list of tasks was added to the more traditional tasks that hearing dog and Seeing Eye dogs perform.

For further information, please see your SAS Counselor