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Accessible Education Center

Student Handbook 2017-2018

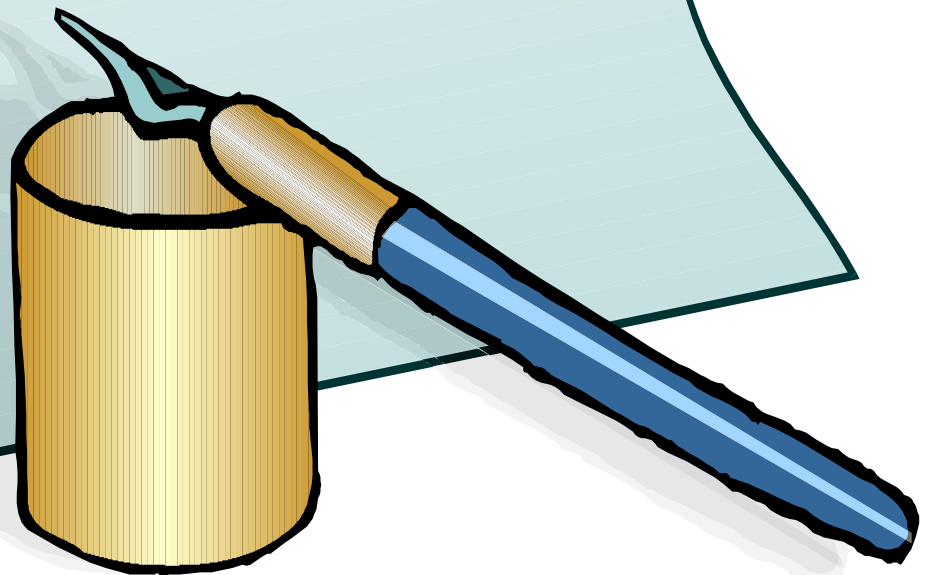


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1 Academic Advisement

The Accessible Education Center (AEC) has one full-time Academic Advisor offering General Education and academic advising. Students may also use the Academic Advising & Retention Services in the Student Services Center. Students registered with the Accessible Education Center wishing academic advisement for general education, change of major, probation and disqualification status, or admission requirements must observe the following procedure:

- If you are a prospective applicant or newly admitted to SJSU, please bring in copies of transcripts, grade reports, and placement test results. In order to do accurate advisement, it is necessary to have copies of academic records. If you have at least one semester of grades from SJSU, your transfer credit will appear on your MySJSU account online degree audit.
- All major advisement must be provided by advisors in the major department. See your major department for the contact information for your department advisor.

Information you may need to know

- All undergraduate students, not otherwise exempt, must take the English Placement Test (EPT) and Entry Level Math (ELM) placement exams prior to enrollment in ENGL 1A and Math courses. Freshmen students must clear any remedial deficiencies in English and/or Math by the end of their first year. Remember clearing remediation should be your first priority. Please refer to this website for general information <https://sites.google.com/site/developmentalstudiesatsjsu>.
- Students are expected to take the Writing Skills Test (WST) as soon as possible after completing ENGL 1B and required once you have 75 units completed. Students postponing this test and the required courses they represent will not be able to graduate in a timely fashion. AEC staff will assist in facilitating appropriate accommodations for required exams such as the WST, ELM, EPT, etc..
- Assistance in choosing classes before semester registration will be furnished; however, appointments must be made well in advance and records must be available to the advisor. Remember, major course selection is best done with your major advisor
- Graduation applications should be submitted in the year before anticipated graduation and required once you have reached 105 units completed. Appointments for graduation advisement should be made with this time frame in mind..
- Students requesting memos to financial aid or faculty must allow at least one week (5 working days) for the advisor to write them, and must present requests in person during an advisement meeting.
- Requesting to drop a course after the semester drop deadline is taken very seriously at SJSU. To ensure you are not caught in this difficulty, review each course syllabus carefully as soon as you receive it. If you are unable to commit to completing a course, it is recommended you drop the course(s) no later than the semester drop deadline. The AEC follows established SJSU policy guidelines when advising students regarding late drops. For information regarding Late Drop click here: <http://www.sjsu.edu/aars/policies/latedrops>.
- Find out the facts now. Ignoring the facts won't change them.

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Deaf and Hard of Hearing (DHOH) Service Program

In conjunction with the Accessible Education Center's mission to provide comprehensive services in support of the educational development and success of students with disabilities, the DHOH Services Program has the following services available:

- Educational Sign-Language Interpreters
- Educational Real-Time Captioners
- Assistive Listening Device (ALD) Loaner Program
- Priority registration for matriculated students.
- Notetakers

DHOH Students

To obtain these services students must meet with the DHOH Program Coordinator, , initially and each semester thereafter to maintain services. Students must bring a copy of their audiogram administered by a licensed audiologist or medical doctor as required by California State Law. Matriculated students registered with the DHOH Program receive priority registration once service requests forms are submitted. Accommodations are provided for curriculum related requests. If a student is in need of services for any other reason outside of the standard schedule they must submit their request at least two weeks prior to the date of service. Late requests will be considered but cannot be guaranteed. Academic advising is also available..

DHOH Office Location

DHOH is located in the Industrial Studies, room 222. Contact us at: (408) 924-6542 voice or aec-dhoh@sjsu.edu. Office hours are available on our website www.sjsu.edu/aec.

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Emma E. Legg Center for Accessible Technology (CAT)

CAT is located on the second floor of the Martin Luther King Jr. Library, Rm. # 230, at the northeast corner of the San Jose State University campus.

- After a short orientation, offered on a drop-in basis, you will have access to a large, quiet, state-of-the-art computer lab with your own private lab account and a personalized desktop.
- Visit our website at www.sjsu.edu/aec/services-at-a-glance/center-for-accessible-technology/ for open lab hours.
- There are approximately 28 workstations equipped with adaptive hardware and software available for open lab use.
- 9 workstations are available for one-to-one and small-group training on specific assistive hardware and software in a separate training area.
- Training goals are determined by the student and the AEC counselor.
- A typical workstation is equipped with Internet access, Microsoft Office Suite, scanning and writing software, document reader(s), screen reader and magnification software.
- Four private audio rooms equipped with voice recognition software, screen magnification, and document reading software are available by sign-up.
- CAT is staffed during all open lab hours and trained staff members are available on a drop-in basis to answer questions on computer usage and adaptive hardware and software applications.
- CAT has printing available at a Pay for Print release station in the open lab and utilizes the same printing procedures as the MLK Library. Printing is .20 cents per page, black and white only and MUST be purchased with Gold Points.
- CAT has a check-in system that requires your SJSU tower card to be laser scanned at the front desk upon entering and leaving the center.

CAT - Alternative Media

Alternative media is produced in Braille, e-text (electronic text), Mp3, and large print. Specific alternative format is determined by individual student need and the ability to provide the curriculum material in the desired format. Alternative format is produced for curriculum requirements only.

Qualifying for Alternative Media:

- Students must be currently enrolled through regular session or enrolled through Open University at SJSU.
- Students must be registered with the AEC.
- Disability documentation demonstrating a verified print disability must be current and on file with the AEC.
- Students must meet with a AEC counselor initially and each semester thereafter to maintain service.

Alternative Media - Student Requirements and Responsibilities

- Once approved for service, students must meet with the CAT Staff to discuss and determine appropriate format and receive training in accordance with the prescribed adaptive technology.
- Students must own a physical copy of the textbook and/or possess other curriculum handouts, course readers, etc.
- Once students are enrolled in their courses the student is responsible for obtaining a list of books (ISBN numbers for each book must be provided) for each class. Students must submit their book list to CAT in a timely fashion prior to the up-coming semester. Students adding classes during the beginning of the semester must obtain a list of books for each class and submit to CAT immediately. Late requests will be honored provided the student making the request understands that CAT will set the timeline for completion of the work accordingly. Late submissions are those requests received after the semester begins
- Text books are initially requested from the publisher; if publisher files are not available, students must provide their textbook for production.

Students will be provided with one alternative format copy for each material required for academic use. This electronic file is copyrighted and may not be reproduced or distributed in a format other than a specialized format exclusively for CAT users.

Any further reproduction or distribution in a format other than a specialized format is an infringement of the laws governing the production and distribution of alternative media. CAT personnel will notify the student by e-mail when the alternative media is ready for pick-up. Students are responsible for providing a CURRENT email address for correspondence.

Students wanting to retain alternative media provided by the AMC must provide the AMC with a NEW CD-ROM comparable to CDs supplied by the AMC.

Curriculum Course Readers, Lab Manuals, Articles, handouts and syllabi requiring alternative media

- Ask instructor if the material(s) is in electronic format.
- If yes, the instructor should e-mail the electronic copy to the student or to CAT directly at: matthew.gonzalez@sjsu.edu.
- If the information is available on a web site (i.e., New York Times, San Jose Mercury News, etc.) e-mail the file to CAT.
- If the material is not available in electronic format submit the material to CAT.

Alternative media turn-a-time

Every effort will be made to provide alternative media in a timely manner. Production time for alternative format requests is determined on a case-by-case basis upon review of material to be formatted and converted.

Approximations:

- E-books ordered direct from publisher: 3 to 6 weeks.
- CAT produced e-files: 5 working days; production time could be extended depending on the format of the textbook and the time of semester the request is placed.
- Course notes, syllabi, articles: 48 to 72 hours.
- Braille request submitted in electronic format: 48 hours; hard copy request contingent upon text structure.

AMC Location

Martin Luther King Library, room 230

Visit us on-line at <http://www.sjsu.edu/aec/services-at-a-glance/center-for-accessible-technology/>

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Library Disability Services

The Library provides a variety of services for SJSU students with disabilities. Here are the services the library provides:

General Help

General Questions about the library: 408-808-2000 or 408-808-2130 (TTY). California Relay Service: 1-800-735-2929.

Reference Questions (Questions about how to find books, how to do research, etc.):

- Telephone: 408-808-2100 or 408-808-2083 (TTY)
- Live Chat: <http://www.sjlibrary.org/services/reference/> (Go to AskNow Live)
- Email: Email & receive an answer within 24 hours <http://www.sjlibrary.org/forms/refemail.htm>
- Individual Reference Assistance with Disabilities Librarian:

DRC Librarian Liaison Toby Matoush is available to provide:

- Research help via phone at 408-808-2096
- Research help via email at toby.matoush@sjsu.edu
- Research help in person at the library. Students may meet with the librarian in her office where there is a computer terminal with Magic and JAWS.

Paging Help

Library materials will be paged upon request. Patrons may request paging at any service desk (LL-3). Number of items paged will be based on staff availability and workload.

Check Out Services

Proxy circulation privileges to have someone check out or renew library materials are available by request. Library materials can be renewed by phone 408-808-2665 or online at <http://mill1.sjlibrary.org/patroninfo/>.

Printing & Photocopying

Library staff will copy or print a reasonable amount of copies. Patrons may leave selections for later copying when there is no time for extended individual attention.

Collections in Alternative Formats

Books in Different Formats:

The library has a collection of fiction and nonfiction books recorded on cassettes and compact disks, available to all patrons. In addition, the library has selected fiction and nonfiction large print book titles.

Books Aloud:

Library patrons may also wish to check out Books Aloud, a private, nonprofit corporation that records and provides unabridged books on standard cassette tapes for customers with visual, physical or learning disabilities free of charge.

Sign Language Videos:

The Library has videos with simultaneous signing of dialogue. Included is a selection of children's videos and teaching videos for those interested in learning American Sign Language.

Sound Descriptive Videos:

The Library also has videos with narrative tracks that describe what is happening throughout the tape, including when there is no dialogue. No special equipment is required other than a VCR.

Adaptive Equipment and Services

In addition to the adaptive equipment in the Adaptive Technology Center, the library provides the following equipment for use:

Chroma CCD (Text Enlarger): 3rd Floor

Kurzweil 1000™ Software & Scanner (Screen Reader): 3rd Floor

JAWS (Screen Reader): Floors LL-5

Magic (Screen Enlarger): Floors LL-5

Rollator (4-Wheel Walking Aid): Ground Floor at Fourth Street Entrance across from Security Kiosk

** Please be advised above stated software versions may not be the most current or match those in the ATC.*

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Faculty & Student Test Accommodations Regulations

Eligibility for test accommodation services is determined by the Accessible Education Center (AEC) and is based in part on the disability documentation provided by the student. Test Accommodations are provided only in courses where functional limitation(s) indicate need. Test accommodations must be requested each semester.

- Attend first day of class for all registered courses.
- Obtain syllabus for each course.
- Meet with a AEC counselor to request accommodations: Bring **printed** copies of **ALL** syllabi with you, including course syllabi available **only** online. Accommodations will **NOT** be prescribed without syllabi.

Returning Students: Schedule an appointment with a AEC counselor OR attend the DROP-IN hours. DROP-IN hours are available in the AEC office and posted online at www.sjsu.edu/aec. Arrive early; a waiting period of up to two hours could be expected.

Read the following important sections to familiarize yourself with:

- Test Accommodation Forms
- Testing Regulations
- Student Conduct Code

Test Accommodation Forms

Upon approval, a Test Accommodation Form will be electronically signed and embossed for each course requested. The Test Accommodation Form is a single sheet. Students will receive a Test Accommodation Form for each test. All Test Accommodation Forms submitted to the AEC require an original signature from the professor. Syllabi will be reviewed for the number of exams for the semester, this includes: quizzes, midterms, finals, in class essays, and online exams. Should additional accommodation forms be required, the student must request the Test Accommodation Form from the AEC

Accommodation Forms have five sections:

- Section 1: AEC counselor fills in student and course information.
- Section 2 (Part 1): AEC prescribed accommodations based on disability-related educational limitation within the context of each specific course.
- Section 3 (Part 2): **Faculty** approves additional exam aids, if appropriate. **Faculty** indicates the method by which the exam will be delivered to the AEC and the method by which the exam will be returned to the faculty.
- Section 4 (see reverse side): Detailed description of purpose and use of Test Accommodation Form.
- Section 5 (see reverse side): AEC office use only.

Student Responsibility

- Meet with professors as soon as possible (preferably during their office hours or by appointment) to discuss test accommodations.
- Present Test Accommodation Form to professor at least five school days prior to the actual exam date.
 - » *If the accommodation is not requested in a timely manner, and the form is not signed in a timely manner, the professor and the AEC are not responsible to accommodate the exam.*
 - » *Test Accommodation Hold Form can be submitted to reserve a seat, but will not replace official signed Test Accommodation Form. To submit a Hold Form visit AEC in person or online.*
- Before you have your professor sign Part II of the form, the date and time you will be taking the exam **MUST** be filled in. Any changes to the Test Accommodation Form must be initialed by your professor (Testing hours available at <http://www.sjsu.edu/aec>).
- Return the signed Test Accommodation Form to AEC. **Do not** have your professor return the Form for you.

Faculty Responsibility

- Agree to a confidential meeting with student to discuss test accommodations.
- Sign Test Accommodation Form presented by student at least five school days prior to the actual exam date.
 - » *Faculty are encouraged to call the AEC to discuss prescribed accommodations they believe would fundamentally alter testing outcomes.*
- Before you sign Part II of the form verify that you agree with the date and time the student has requested. Any changes to the Test Accommodation Form require professor initials (Testing hours available at <http://www.sjsu.edu/aec>).
- Student is responsible for returning the signed Test Accommodation Form to AEC.

Testing Regulations

1. Administration of exams are as follow:

- Fall & Spring: Exams are administered Monday through Friday; available testing hours are posted on our website at <http://www.sjsu.edu/aec>. Test Accommodation Forms must be received 5 business days prior to each exam. All exams are administered in Industrial Studies (IS) 223 *unless otherwise arranged*.

2. Students are expected to arrive on time; PUNCTUALITY is essential! Deviation from the schedule may cause disruption to other students using accommodations. Instructors would not allow late arrivals for an exam or quiz in class; the same courtesy applies to AEC Testing. AEC schedules proctors and exams based on need, no shows and late arrivals upset this process.

Student's exam time begins promptly as scheduled. If the student has not arrived at the testing location within 30 minutes of the scheduled time (according to the clock in the testing location) he/she may no longer be able to test on that day, to protect the integrity of the test. If it is determined that the student needs to reschedule, it is then the **student's responsibility to speak with their instructor to reschedule the exam**. Make-up exams follow the policy as indicated on the individual course syllabus.

3. Rescheduling an exam is only done with the **professor's approval**. The professor may contact the AEC by phone for a verbal approval, memo, or email.

Faculty have two options to reschedule exams:

- a. Contact AEC in person, by phone, memo, or email to request a make-up exam. Once the request is received, it may take between 3-5 days to schedule exams requiring extended time only. Exams requiring additional accommodations such as: a reader, scribe, private room and/or other individualized prescriptions may be delayed in scheduling until the required accommodation support can be secured. Students should verify date and time with AEC.

OR

- b. Contact University Testing Office to schedule a make-up exam only requiring extended time and/or a computer.

4. Students must notify the AEC if they will be more than 15 minutes late for an exam. Continual tardiness will be documented in the students' AEC file and dealt with case-by-case.
5. Students needing to reschedule or cancel an exam due to illness or an emergency, contact the Accommodations Support Specialist at (408) 924-6234 or email aec-exams@sjsu.edu as soon as possible. Students will also need to notify the professor to negotiate an alternate time to take the exam.
6. Students will receive the full allotted time if the professor is late dropping off the exam or if the AEC is late in obtaining the exam. Depending on the amount of time lapsed, students may need to reschedule the exam.
7. Students will NOT be permitted to make use of any aids (i.e., open notes, calculator, formula sheets, etc.) should the professor neglect to fill out Part II of the Test Accommodation Form. Student may choose to reschedule the exam.
8. In case of an emergency all exams in progress will be stopped. After the building receives clearance, exams will resume. However, depending on the amount time lapsed, students may have to reschedule.

FINAL EXAMS

- Test Accommodation Forms must be submitted no later than the **date indicated** on the Test Accommodation Form (approximately one month prior to the start of finals).
- Students submitting late Test Accommodation Forms will be placed on a "Wait List." Students on the "Wait List" will be scheduled on the first available date and time; the AEC cannot guarantee the date and time originally requested.

- Finals schedule will be posted one week prior to the first day of finals. A finals “hot” link will be posted on the AEC website at <http://www.sjsu.edu/aec>.
- Final exam are administered in various locations please visit the AEC’s finals website for exact test location.
- AEC does not provide accommodations on “MAKE UP” day.

POP QUIZ

- Pop quizzes will be administered based on space availability during the scheduled testing hours. Testing hours are available at <http://www.sjsu.edu/aec>. Due to limited testing hours and space, pop quizzes may be rescheduled to the next available date and time supporting the prescribed accommodation(s).

Other options: 1) Faculty may be able to provide the prescribed accommodations and/or enlist the help of his/her department. 2) For accommodations requiring extended time and/or a computer only, the University’s Testing Office may be able to meet the specific times needed. Please contact the Testing Office at 408.924.5980 to make testing arrangements. *Accommodations provided independent of the AEC must be administered as prescribed by the AEC.*

Faculty steps to follow for pop quizzes:

#1: Deliver/Return Pop quiz

Please deliver all pop quiz exams to AEC by 9AM on quiz day (24 hour notice preferred). The following information should be provided for each quiz:

1. Student Name and/or student ID
2. Course Number
3. Standard time allowed
4. Date & Time of quiz
5. Any aids allowed.
6. Return method preferred
 - » Email
 - » Fax
 - » Professor pick up

2: Notify class of pop quiz

When the announcement is made that a pop quiz will be administered, the student(s) registered with AEC will leave class to complete the quiz in the AEC Testing Suite, IS 223. AEC will return the completed quiz based on the method of return indicated by the faculty when the pop quiz was delivered to AEC.

STUDENTS – INSTRUCTIONS FOR THE DAY OF EXAM:

- MUST have a university issued tower card ID. ID will be held by AEC staff for the duration of the exam.
- AEC staff will assign students to specific seats.
- The use of books, rulers, compasses, calculator, dictionaries, notes, and/or highlighter etc. are prohibited during exam; unless otherwise written on the Test Accommodation Form. While taking the exam, the students should have nothing on their desks except the test, essay booklet, answer sheets, and pen/pencil.

Gather yourself and belongings prior to entering the exam room. There are others testing and noise and distraction need to be kept to a minimum. For example: if your exam only allows the use of a calculator, walk into the exam room holding an ID, a pen/pencil and a calculator. Everything else should be packed and ready to be placed in an assigned locker.

- Smoking, eating, and drinking are not permitted in the AEC Testing Suite; unless approved by the Test Accommodation Form.
- Breaks for smoking or feeding the meters are not permitted.
- All electronic and/or recording devices are to be turned off and put away. This includes cell phones, alarm clocks, personal digital assistants, pager, hand held computers, and ipods/mp3 players.

*Be prepared to leave all personal belongings in an assigned locker: purses, bookbags, laptops, hats/caps, jackets/sweaters, coffee mugs, **cell phones**, and any other items the proctor deems inappropriate for the exam. If you do not want to part with such items then please do not bring them.*

- AEC staff will collect all testing materials prior to dismissal: exam, essay booklets, scantrons, and/or scratch paper.
- Know the location of your exam site in advance. Be advised during finals, the exam locations will change.

- Arrive to your scheduled exam **on time**.

STUDENT CONDUCT CODE

The AEC adheres to the University's Conduct Code. Subsequently, the following behaviors are is subject to disciplinary sanctions, including suspension of AEC test taking services.

1. (§1) Dishonesty, including:
 - a. Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage.
 - b. Furnishing false information to a University official, faculty member, or campus office.
 - c. Forgery, alteration, or misuse of a University document, key, or identification instrument.
2. (§2) Unauthorized entry into, presence in, use of, or misuse of University property.
3. (§3) Willful, material and substantial disruption or obstruction of a University-related activity, or any on-campus activity.
4. (§4) Participating in an activity that substantially and materially disrupts the normal operations of the University, or infringes on the rights of members of the University community.
5. (§6) Disorderly, lewd, indecent, or obscene behavior at a University related activity, or directed toward a member of the University community.
6. (§7) Conduct that threatens or endangers the health or safety of any person within or related to the University community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.
7. (§11) Theft of property or services from the University community, or misappropriation of University resources.
8. (§12) Unauthorized destruction, or damage to University property or other property in the University community.
9. (§13) Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, other weapons, or dangerous chemicals (without the prior authorization of the campus president) on campus or at a University related activity.
10. (§14) Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose.
11. (§15) Misuse of computer facilities or resources, including:
 - a. Unauthorized entry into a file, for any purpose.
 - b. Unauthorized transfer of a file.
 - c. Use of another's identification or password.
 - d. Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University community.
 - e. Use of computing facilities and resources to send obscene or intimidating and abusive messages.
 - f. Use of computing facilities and resources to interfere with normal University operations.
 - g. Use of computing facilities and resources in violation of copyright laws.
 - h. Violation of a campus computer use policy.
12. (§16) Violation of any published University policy, rule, regulation or presidential order.
13. (§17) Failure to comply with directions or, or interference with, any University official or any public safety officer while acting in the performance of his/her duties.

TTHE AEC RESERVES THE RIGHT TO EXAMINE ANY AND ALL MATERIALS BROUGHT INTO THE TESTING ROOM.

STUDENTS ARE EXPECTED TO UPHOLD THE INTEGRITY OF THE EXAMINATION PROCESS AND ARE SUBJECT TO PROCEDURES FOR ACADEMIC AND ADMINISTRATIVE SANCTIONS AS OUTLINED IN SECTION 4.0 OF THE ACADEMIC INTERGRITY POLICY.

STUDENTS ARE EXPECTED TO UNDERSTAND AND FOLLOW THE ABOVE GUIDELINES. STUDENTS WHO VIOLATE THESE GUIDELINES MAY HAVE SERVICES SUSPENDED AND FORMAL DISCIPLINARY ACTION BROUGHT AGAINST THEM

For more information visit:
Office of Student Conduct & Ethical Development
www.sjsu.edu/studentconduct/

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Notetaking

The purpose of providing notetaking support services to students with disabilities is to eliminate the competitive disadvantage under which they function. It is impossible to fully compensate for a disability; however, a notetaker may begin to eliminate some of the disadvantages experienced by students with disabilities. The notetaker is a vital link in providing support services for students with disabilities.

CLASS ATTENDANCE

1. AEC students are responsible for attending each class session until the completion of the course. If the AEC student is absent from class, he/she must contact the notetaker regarding notetaking. Notetakers should continue to take notes until otherwise notified by the student or the AEC.
2. Notetakers must attend each class session until the completion of the course. If the notetaker is unable to attend a class due to an illness or an emergency, the notetaker must inform their student prior to the class time so the student can make alternate arrangements. Should your student miss more than two consecutive weeks, contact the AEC.
3. AEC students should contact the AEC to discuss any concerns regarding AEC notetaking services.

FACULTY RESPONSIBILITY

The Confidential Notetaking Memorandum will provide faculty with two different options for assisting and securing a notetaker to meet the different student confidentially needs:

- Please make a general announcement in class requesting a volunteer. Students with disabilities appreciate their name not be mentioned when making the announcement. Additionally, students with disabilities are not generally comfortable making the announcement themselves. Please speak with the student first. You may wish to use the following model:
“A student in this class is in need of a notetaker. If you take clear, legible notes and are interested in being a notetaker, come up after class to meet the student. Notetakers are eligible for priority registration for the following semester. Notetaking paper will be provided for you.”
- The student has requested confidentiality. Please meet with the student to discuss how you both can arrange to meet the prospective notetaker privately without making an announcement.

NOTETAKER RESPONSIBILITIES

1. Notetakers and students should introduce themselves and exchange phone numbers and/or email addresses. If you are taking notes for a student who is deaf or hard of hearing, you may contact the student by email or through the California Relay Service (CRS). Should you choose to contact your student through CRS, simply call 1-800-735-2922 (v) and the Relay Service Agent will assist you.
2. Notetakers must maintain confidentiality as it relates to working with students with disabilities. Please refer to the Confidentiality Policy and Contract form in the notetaking packs.
3. For those students whose Notetakers use a computer to take notes, AEC encourages that notes be exchanged by email.
4. Students requiring copies of the notes will work with AEC to discuss options.
5. At times, the AEC student will take some notes; continue to take notes unless otherwise directed by the AEC student.
6. Notetakers are encouraged to solicit feedback on the quality of their notes from the student(s) they are servicing; however, you are not expected to reformat your style.
7. Any additional service needs other than notetaking must be requested by the student through the AEC. Please refer your student to the AEC.
8. If a notetaker is not secured after two class announcements the professor or AEC student should contact the AEC at (408) 924-6000. Information can also be accessed on the AEC website: <http://www.sjsu.edu/aec>.

PRIORITY REGISTRATION

The AEC extends the privilege of allowing notetakers to pre-register in their college courses, pending the following:

- Notetakers must be matriculated students.
- Notetaking is a semester-long service and be provided until the last class session. Although the deadline date for priority registration is required mid-semester, failure to provide notes until the last day of class will result in the notetaker's name being withdrawn from the priority registration list.
- Submission of completed paperwork (Memorandum of Understanding/Confidentiality Policy and Contract and Notetaker Verification Form) on the day of the deadline date indicated.

7

Tips for Communicating with Professors

HOW DO I TELL PROFESSORS ABOUT MY ACCOMMODATIONS & DISABILITY-RELATED ISSUES?

First, good communication begins with yourself! Understand *what* you are wishing to communicate to the professor. Go on an exploration to know yourself and the AEC!

1. Familiarize yourself with the AEC program (e.g. test accommodation forms).
2. Discover your areas of learning strength and weakness (e.g. how do I learn the best?). Make a list. Communicate any relevant strong or weak areas to your professor to allow him/her to help you learn better.
3. Identify the functional limitations of your disability (e.g. how does my disability impact me in the day to day academic setting?). Think of how you best learn in the classroom and what interferes with your learning as well as what enhances it!
4. Role play with a AEC counselor. This way, you will feel more comfortable talking with your professor.

Once you have completed the four steps above, you are ready to do the following:

1. Schedule an appointment to discuss accommodations during professors' office hours or at some mutually convenient time.
 - Professors' office hours are usually listed on course syllabi. Meeting in a more relaxed, one on one setting with your professor, rather than right before or after class, helps eliminate the feeling of being rushed, or being caught by surprise. It also increases privacy, minimizes distractions, and sets the stage for building a comfortable, working rapport between you and your professor.
2. When your accommodations include testing or note taking services, it is best to talk with your professors about logistical arrangements (e.g., exam method of delivery and return) that must be worked out between you and your professors. In other words, avoid simply handing your professors the forms and leaving before developing a plan. Think of how you best learn in the classroom and what interferes with your learning as well as what enhances it!
3. Make sure that the professor is familiar with the test accommodation form, confidential memos, and prescribed accommodations. If you detect that a professor has not used the form before, explain the form in detail.
4. If you are using assistive technology, alternative media, or testing services you are encouraged to invite your professors to set up a time to tour the AEC's Testing Suite in IS 223 or Center for Accessible Technology in the MLK Library.
5. For those students who are Deaf or Hard of Hearing, your professor is provided a copy of the "Very Important Guidelines" from the Interpreter/Captioner. If these accommodations are not utilized then you can go to the Deaf and Hard of Hearing Program Office for alternate support options.

WHEN SHOULD I TELL PROFESSORS ABOUT MY ACCOMMODATIONS & DISABILITY-RELATED ISSUES?

Timing can be important. Often it is best to approach your professors either before, or within the first few days of, the semester.

- However, students who disclose their accommodation needs later in the semester are encouraged to give professors ample notice.

HOW OFTEN SHOULD I TALK WITH MY PROFESSOR ABOUT MY ACCOMMODATIONS OR NEEDS?

Talk with your professors periodically throughout the semester to inform them about any challenges you are facing in the class and present any test accommodation forms requiring the professors' signatures.

Frequent communication between professor and student helps accommodations work well. For many students, well-executed accommodations mean the difference between success and failure. Try to react positively and communicate openly!

- Ask questions to clarify statements from the professor. Repeat what you heard back to the professor to make sure both parties are on the same page. Take notes during the conversation to capture all that is communicated.
- E-mails - Avoid sending e-mails that you would not feel comfortable saying in person. Do not send e-mails in ALL CAPS.

If there is a breakdown in communication, take a deep breath. Then, contact a AEC counselor.

WHAT ABOUT CONFIDENTIALITY?

Under legal mandates and University policy governing confidentiality, faculty are committed to confidentiality regarding information you disclose to them personally, on the test accommodation form, or by other means of written communication. Confidentiality protection also applies to information professors gain through contacts with the AEC.

HOW MUCH DISABILITY-SPECIFIC INFORMATION SHOULD I SHARE WITH MY PROFESSORS?

- Your professors may ask for more information from you than is written on the AEC accommodation form or memo and try to make you feel comfortable to provide helpful information related to your academic success and curriculum access. You should feel comfortable answering questions related to the accommodations requested.
- You are not obligated to give any information you feel is personal or does not relate to the accommodations requested. Legally you are not required to disclose the nature of your disability or to submit copies of disability documentation to other University departments or personnel once you have become a registered student with the AEC.
- You are invited to meet with a AEC counselor when deliberating about how much disability-related information to share.

WHAT ARE MY OPTIONS AND RIGHTS IF I HAVE BEEN REFUSED A DRC-ISSUED ACCOMMODATION?

If it appears that the professor has some questions about the accommodation or uncertainty about the process, contact AEC right away and schedule an appointment with a counselor; you may also suggest the professor contact the AEC directly by calling 924.6000.

When you work as a team (you, faculty, AEC) a solution is usually not difficult to find.

Adapted from <http://www.ualr.edu/~dssdept/sh/process.html>

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FAQ

Q I am registered with the AEC. Who else besides the AEC has access to my file?

A Student files are protected in accordance with FERPA regulations (Family Educational Rights & Privacy Act) and legal mandates governing disability records. The AEC will not release any information regarding a student's disability without his or her informed written consent or under compulsion of legal process.

Q Am I eligible to use drop-in hours? Where can I find the drop-in hour schedule?

A Drop-in hours are reserved for returning AEC students. Students are required to present the entire course syllabi during drop-ins. Online syllabi must be presented in a hard copy format. There may be an extended wait time, please plan accordingly.

Q What is the difference between Drop-In Hours and Scheduled Appointments?

A Drop-In Hours: 15 minute session to review course syllabi and prescribe accommodations accordingly. No academic advising during drop-ins.

Scheduled Appointments: 30 to 60 minute open discussion sessions regarding academic and disability related concerns.

Q Where can I find the drop-in hour schedule?

A Drop-in hours are posted on the AEC website at <http://www.sjsu.edu/aec>. Please be advised that the scheduled hours are subject to change without notice.

Q How long will my records remain on file at the AEC?

A Student records will remain on file for 5 years once the student exits the University either by way of graduation, transfer, or the student is no longer registered in University courses.

Q Will my transcripts be “flagged” if I register with the AEC?

A No, information regarding student's disability is confidential and is used only on a need-to-know basis by appropriate individuals working with the student.

Q I have a disabled placard from the Department of Motor Vehicles. Do I still need an SJSU permit to park on campus?

A Yes, students will need to purchase an SJSU parking permit from Traffic & Parking.

Q Do all students with disabilities receive priority registration?

A No. Priority registration is granted to students with disabilities in the following categories: Visual Impairments, Blindness, Mobility Impairments, Deaf, Hard of Hearing, or students requiring alternative media. Priority registration for all other disabilities is determined on a case by case basis.

Q Where do I locate information pertaining to my Final Exams?

A Visit the AEC website at <http://www.sjsu.edu/aec>. The final schedule including exam date, time, and location will be posted approximately one week prior to the start of finals.

Q Once I have my book list, how do I obtain the ISBN numbers for each title?

A Call or visit the “help” desk in the bookstore or contact each professor directly using voicemail or email.

Q I have not passed the EPT and/or ELM (EO 665), where do I find information?

A Visit <http://www.math.sjsu.edu/%7Emcclory/> for comprehensive information outlining Executive Order (EO) 665 requirements & policies, including:

- Remediation class attendance requirements
- Acceptable course lists for registration
- Steps and process for satisfying remediation.

Q Due to limitations presented by my disability I am unable to access a building/classroom/elevator because of physical barriers; what should I do?

A When scheduling your classes, it is recommended that you visit the classroom locations prior to the beginning of each semester to determine potential access issues. Should you encounter any physical barriers, contact the AEC immediately.