Office of Disability Services (ODS) Policy Handbook

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All yellow, highlighted, bold material refers to accommodations and procedures for remote learning. Please review and follow carefully.

Disability Services and Academic Access Staff

Disability Services

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General Information

What is Disability Services?

In compliance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act, Marymount Manhattan College provides support for students with learning, physical, medical and psychological disabilities. The office's mission is to serve this community within MMC to ensure academic success while providing an equal and fair college experience. Please note: All accommodations must be approved through the online portal, Accommodate. Only approved accommodations will be visible on Accommodate.

Please visit our How to Register with Disability Services Guide for more information on submitting an accommodation request.

What is the Academic Access Program?

Academic Access is a cost-above-tuition program for students with learning disabilities that is specifically designed to foster academic success. Through accommodations and multifaceted support, students with learning difficulties will be able to handle the Marymount Manhattan curriculum along with their peers and classmates.

In addition to basic accommodations such as extended testing time and notetakers, the program provides:

- 2 hours a week with a learning specialist
- Academic coaching for executive functioning skill building (by appointment)
- Personalized academic counseling for academic programs
- Priority registration
- Monthly parent meetings during the academic year

What is the difference?

All students who register with ODS receive Disability Services accommodations. Those enrolled in Academic Access are provided enhanced services through this program. A fee is required for the enhanced services.

Where are we?

The Office of Disability Services and the Academic Access Program are located in Nugent Hall 353.

When are we open?

Monday-Friday, 9am-5pm

Disability Services Contact Information

Email: disabilityservices@mmm.edu

Accommodate

Accommodate is the portal that MMC uses for all Disability Services requests. Accommodate is in compliance with the Family Educational Rights and Privacy Act (FERPA) and is managed by the ODS team. Before the start of each semester, accommodations must be requested and renewed. This is done by submitting a semester request on Accommodate. If a semester request is not submitted for the semester, the student will not receive accommodations until the request is submitted and approved. Please use the below links to access Accommodate and its respective guides on how to use the portal.

Student Portal   Faculty Portal
Student Guide/ Student Mobile Guide   Faculty Guide: Please contact ODS

Do you wish to receive your notifications in a text message?

See the Text Message Guide to learn how to add your phone number to your profile.

If you see a message about "Contact Administrator" or "Bad Gateway" please clear your history, cache, and cookies and try again. If you have any questions about Accommodate, please contact Lauren Kilian (lkilian@mmm.edu).

Instructor Notification

Each semester instructors are notified by a CONFIDENTIAL email from the Director of Disability Services of approved accommodations for any student in their class with documented disabilities. Please note that no diagnoses are revealed. This email is sent at the start of the semester and again as needed after the add period ends to reflect schedule changes. If a student changes their program after the add period ends, students must alert ODS so that the instructor of an added class receives the notification about accommodations. Please note that **it is the responsibility of the student to request each specific accommodation within a timely manner as stated in this policy, in order for the accommodation to be effectively allocated**. The student and ODS staff are the only parties who can speak to instructors about accommodations. Parents or outside tutors are not to contact instructors regarding their academic work.

Testing Accommodations

ODS provides testing accommodations for extended time, use of a separate testing location, and reading and / or scribing services to eligible students. Please note that these accommodations apply only to timed exams and timed quizzes. **Students who wish to make use of approved testing accommodations must submit a request at least a week in advance of the exam or quiz.** The Office of Disability

Services will then notify instructor and student of approved testing requests and next steps. Once a student submits a testing request, ODS can either approve or deny the request. If denied, the student will be emailed with the reason and asked to submit another request that follows the policy and protocol. If approved, both the student and instructor will receive an email explaining the testing appointment details. The instructor will be instructed to send ODS the exam or quiz, the length of time the exam will be administered in class, and any other necessary instructions. Students must arrive to the office promptly and be prepared to begin the exam or quiz. All testing appointments will begin concurrently with class exams or quizzes unless otherwise approved. When students request a testing appointment at a different time due to class conflict or when class occurs outside of ODS office hours, they must explain this in the testing request notes. ODS will then consult the instructor to make different arrangements if feasible, and will notify the student of the approved time.

For remote exams and quizzes that students take independently, once an exam is requested and approved, the instructor will be asked to allocate extended time for all timed, online exams or quizzes.
Any remote exam in need of proctoring or of a reader/scribe must be indicated in request so ODS Staff can assist with the specific exam or quiz.

Audio-Notetaking Applications

The Office of Disability Services provides audio-notetaking software for the audio-recording of in-person or synchronous virtual classes, with optional digital notetaking features. Currently, ODS supports both Sonocent Audio Notetaker and Glean for continuing students; new students will receive audio recording / note taking accommodations through Glean. Students must be in compliance with the Audio Recording Policy. During each student's training, the policy must be signed and kept on file. Students will no longer have access to the recordings once the class has been completed. For more information, please review the Audio Recording Policy

Please read and review the [Audio Recording Policy](#).

Audio-Recording Software via Glean or Sonocent Audio Note Taker may be used for Zoom class sessions. The Audio Recording Policy still applies.

Use of a Computer in the Classroom

Permission to use a computer in the classroom to type notes may be granted by the Office of Disability Services to students whose disability presents the need or to operate assistive technology. The use of a computer is not permitted for doing other work in the classroom or accessing social media during class. If an instructor reports to ODS that the computer was used for non-approved reasons the accommodation may be revoked.

This accommodation may be used in remote classes, but students must be respectful when using their computer during Zoom class sessions.

Assistive Technology Accommodation for Text-to-Speech Applications

The Office of Disability Services may provide text-to-speech software to eligible students. Such applications read aloud uploaded text, HTML, and other digital documents such as PDFs. Built-in formatting can read scanned texts and texts presented as graphics, and allow for magnification. Some applications may also provide additional notetaking and organizational features such as word prediction, translation, talking dictionaries and calculators, notetaking, bookmarking, and graphic organizers.

Assistive Technology Accommodation for Livescribe Echo Smartpen

The Livescribe Echo Smartpen is a writing instrument that allows students to take handwritten notes while audio-recording class lecture or discussion. When used in conjunction with a smart notebook, it allows students to record classroom lectures without additional hardware, therefore retaining a degree of privacy and anonymity. It also creates digital, searchable copies of handwritten notes. Because the Livescribe Echo Smartpen includes an audio-recording feature, each student must be in compliance with the Audio Recording Policy. During each student's training, the policy must be signed and kept on file. Students will no longer have access to the recordings once the class has been completed. For more information, please review the Audio Recording Policy.

Alternative Format

The Office of Disability Services may provide course materials, such as a textbook, course pack, or additional readings, in an alternative format to eligible students. Alternative formats can include but are not limited to audiobooks, EPUB, HTML, or electronic Braille. Alternatively-formatted material can be used with assistive technology provided by ODS or with a student's own preferred technologies.

Disability Absence Consideration

Students' disabilities may prevent them from being able to uphold the attendance policy of a course. These students are eligible for an accommodation for disability absence consideration. When a student has an approved disability absence consideration, instructors may excuse disability-related absences without an impact on the student's grade in the course. When the accommodation is approved before the start of the semester, a decision about the number of absences allowed will be made on a case-by-case basis by the Office of Disability Services, with input from the instructor and the

student, taking into account course requirements, the instructor's specific attendance policy, and the nature of the disability. If the accommodation is approved after the semester has begun, this decision will also take into consideration the number of prior absences. The instructor and student must decide on an agreement that outlines strategies for making up work. In such cases where an agreement cannot be reached or where it may not be feasible to complete classwork independently, the student may consider selecting a different course before the add / drop deadline. Students are encouraged to alert the Office of Disability Services within one day of an absence, so that ODS can communicate to instructors that the absence is disability related.

Disability Absence Consideration for remote classes is applicable to synchronous remote classes. All procedures for requesting consideration still apply.

Peer Notetaker *Separate Approval is Necessary*

An accommodation for a peer notetaker may be approved when notetaking via assistive technology is deemed inappropriate for an individual student. In such cases, the Office of Disability Services will hire a classmate to take and submit typed notes to the Accommodate portal, within 24 hours of a class meeting. Please note that students may not share these notes with others, and that the process is fully anonymous; neither notetaker nor the student with the accommodation will be notified of the identity of the other

The accommodation for a peer notetaker is applicable to synchronous remote classes. All procedures for requesting the accommodation still apply.

Housing Accommodations

Accommodations given in the Residence Halls require registration with our office. Once accommodations are approved by ODS, Residence Life is notified to allocate said housing accommodation. These accommodation must be renewed each academic year. Requesting Housing Accommodations after housing placements have been assigned are subject to delays and might result in delays or the accommodation not being allocated appropriately.

Appeal for Modification of the Dining Dollars Plan

Every student living in MMC housing is required to have a Dining Dollars account. If a student has complex dietary restrictions or a medical condition that will impact their ability to eat the food provided in the dining hall, the student can submit a request to modify their Dining Dollars. Each student is required to meet with the head of Dining Services to see if there is a reasonable solution for the student to be accommodated. If it

is deemed that Dining Services cannot provide adequate services for the student, the dining plan may be reduced. Medical documentation of restrictions or conditions is required.

Assistance Animals

It is the intent of MMC to provide an environment that fosters respect and dignity toward all students. For students with documented disabilities, MMC strives to provide reasonable accommodations, including an Emotional Support Animal (ESA) and Service Animals. Eligible students should review the policy and request this accommodation through the Office of Disability Services.

Assistance Animal: This is the umbrella term that encompasses service animals and emotional support animals. Service animals and emotional support animals are not pets; they are animals that provide assistance, perform tasks for the benefit of a person with a disability, or provide emotional support that alleviates one or more identified symptom or effects of a person's disability.

Service Animal: An animal that is individually trained (or in the process of being trained) to do work or perform specific tasks for the benefit of a person with a disability. The work or tasks performed by the service animal must be directly related to the person's disability.
Service Animal Policy and Agreement

Emotional Support Animal (ESA): An animal that provides emotional support to alleviate one or more identified symptoms or effects of a person's disability. Some, but not all, animals that assist persons with disabilities are professionally trained.
Emotional Support Animal Policy and Housing Agreement.

Please review the CDC Guidelines for Service Animals in regards to COVID-19

MMC will also follow these guidelines for Emotional Support Animals.

- Service Animals may need to be around other people and animals while working. When possible, both the handler and the animal should stay at least 6 feet away from others.
- If a service animal is sick, call a veterinarian, and do not go out in public with the animal.
- When possible, do not take a service animal into settings in which people are infected with COVID-19 or facilities where you cannot prevent interactions with people who may have COVID-19.
- Avoid contact between sick people and the service animal as much as possible. If contact cannot be avoided, the sick person should wear a cloth face covering when around the animal.
- CDC recommends that people wear cloth face coverings in public settings and when around people who don't live in your household, especially when other social distancing measures are difficult to maintain.
- Clean and disinfect service animal collars, vests, leashes or harnesses, and other supplies frequently.

- Do not wipe or bathe service animals with chemical disinfectants, alcohol, hydrogen peroxide, or any other products not approved for animal use. There is no evidence that the virus can spread to people from the skin, fur, or hair of pets.
- **Do not put face coverings on service animals. Covering an animal's face could harm them.**

All Students registered with the Office of Disability Services are required to comply with these policies and protocols. If you have any questions about the above policies, please email Lauren Kilian (lkilian@mmm.edu) or Disability Services (disabilityservices@mmm.edu).