



# ACCOMMODATIONS BULLETIN

What every instructor needs to know about ONLINE accommodations!

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## *AEC Office:*

### **Location**

Online / LI 117

### **Hours**

8am - 5pm

### **Phone**

408-848-4865

### **Fax**

408-846-4914

### **Email**

**[aec@gavilan.edu](mailto:aec@gavilan.edu)**

## **Dear Faculty,**

Welcome to the online Fall 2022 semester. The Accessible Education Center (AEC) has created this bulletin to inform you of our online procedures. The purpose of accommodations is to equalize the learning environment. This means the difference between a student in your class succeeding or failing. Without accommodations, the student is at a severe disadvantage. Providing reasonable accommodations for students with disabilities is a college responsibility and mandated by Federal legislation. The AEC is committed to improving the delivery of its services; towards this end, we encourage you to share your suggestions with us. For the most current AEC information, visit [www.gavilan.edu/student/aec/](http://www.gavilan.edu/student/aec/).

## **Test Accommodations**

AEC will continue to offer the extended time on test accommodations for students who qualify for the service. There are two types of online services this semester:

### **1. Students taking exams directly within Canvas:**

The student notifies our Assessment Specialist, Irma Lopez, that they would like to receive the extended time on test accommodation, and then Irma sends a notification email to the instructor. When the instructor receives the email, they need to reply with an **email confirmation**.

**Please note:** Once the request is sent to the instructor, it is the instructor's responsibility to ensure that the extended time (double-time) is provided in Canvas for all quizzes and exams that are scheduled in your course. *Please do not ask your AEC student to remind you!*

The instructions are provided by the Teaching Learning Center (TLC) on the following webpage:

[http://www.gavilan.edu/staff/tlc/canvas\\_help/extra-time.php](http://www.gavilan.edu/staff/tlc/canvas_help/extra-time.php).

### **2. Students taking Math or hard copy exams with Zoom:**

Once the instructor is notified, the student will make an appointment with Irma and schedule the exam. Irma will provide the student with her Zoom ID meeting link with the day/time confirmed by instructor. The instructor will send Irma the exam and instructions along with an access code for the exam (*if applicable*). The student will enter Irma's Zoom meeting room at the scheduled day/time. Irma will ensure that the student's workspace is free of any books or notes and that the camera is set up to provide a good view of the student and their workspace. The student will access the exam and do the work on a separate sheet of paper. When the student has completed the exam, they will scan and upload it directly into Canvas or send the file to

Irma. Irma will send the scanned completed exam to the instructor (*if applicable*). If the student misses their scheduled exam time, the instructor must give permission to the student and Irma to reschedule the exam.

Special arrangements can be made for students who are blind or have low vision. If the AEC has to produce exams in an alternate format such as: Braille, audio, digital for text-to-speech, tactile graphics, etc., please work directly with our Adaptive Services Specialist, Marina Lares. Electronic submission of your exams further allows the AEC to quickly produce the exams in alternate formats without delay for the student. It would be very helpful if you can send Marina your exam via email at [proctoring@gavilan.edu](mailto:proctoring@gavilan.edu) or [mlares@gavilan.edu](mailto:mlares@gavilan.edu) at least 3-5 days before the test is scheduled.

If a student does not qualify through AEC or chooses not to participate in the AEC services, and they ask for extended time on tests, you as their instructor can always make the choice to give them the extra time.

For more information, please contact Irma Lopez ([ilopez@gavilan.edu](mailto:ilopez@gavilan.edu)) at 408-713-1805 or Marina Lares ([mlares@gavilan.edu](mailto:mlares@gavilan.edu)) at 408-848-4891.

### Note Taking Services

Note-taking is an essential accommodation for some students with disabilities and a critical component of student success. We will be offering the note-taking accommodation for online **scheduled synchronous lectures** only and in-person lectures.

#### Research has shown that:

- Students with physical or visual disabilities do not have the dexterity or the speed necessary for accurate note-taking.
- Students with learning disabilities may have problems processing language and may not see or hear things in the same way that other students do. For this reason, they may be unable to take comprehensive, understandable notes during your synchronous lectures.
- Students who are deaf or hard of hearing must watch their interpreter and the instructor, which prevents the student from taking notes.

#### What you can do:

- Post your recordings with captions, include the transcript of your lectures or instructor notes.
- Encourage your students to check out the many online software programs through the High Tech Center that can help students with reading, writing and study skills.
- Encourage your students to visit the many online student support services such as the AEC, Learning Commons, etc. for assistance.
- If you have an embedded tutor, please ask them to take notes, and then post them for all students to use.

The AEC is requesting your help to recruit a volunteer note-taker for students who qualify for the note-taking accommodation. Should you be presented with a Note-taker Request email from our Adaptive Services Specialist, Marina Lares, please make an announcement to your class when you receive the request. Student confidentiality is respected, so we cannot disclose the name of the AEC student who has requested the service. Sometimes the student will advocate for themselves. AEC will provide you with a Tips for a Successful Recruitment handout. Volunteer note-takers should contact Marina Lares via email at [mlares@gavilan.edu](mailto:mlares@gavilan.edu) or phone at 408-848-4891. If you have difficulty getting a volunteer, please contact Marina immediately, and the AEC will find a note-taker outside of your class that will need to be given permission to attend your lectures as a guest.

### Alternate Media Services for Students Who Are Blind or have Low Vision

The High Tech Center provides students instructional access through its production of alternate formats (Braille, e-text, audio, large print, tactile graphics) for curriculum related material. If a student enrolled in your course needs materials produced in an alternate format, you will receive an email notification from Marina Lares. When eligible, the AEC student will need all course materials such as: syllabus, handouts, PowerPoints, quizzes and tests, in an alternate format that is appropriate for each student. When course materials are already in an accessible electronic format, then they can be altered quickly. If they are not accessible, then we have to produce the alternate media from the original documents. Since our goal is to provide immediate access to all learning, please send your materials in advance, so they can be produced in a timely manner. Options for delivery of the course materials include sending the files via e-mail to [mlares@gavilan.edu](mailto:mlares@gavilan.edu) or adding Marina to your Canvas shell to have direct access.

### Deaf and Hard of Hearing

AEC provides educational sign-language interpreting and real-time captioning services to students who are deaf or hard-of-hearing. If requested, assist the student receiving interpreting services in finding a volunteer note-taker since they will be busy watching the interpreters. Remember all instructional and informational video media must be closed captioned. If you are going to use any web videos, streaming videos or pod-casts in your online class, you must have them captioned before they are used. We currently have funding for captioning online materials only, but it usually takes 4 weeks to apply for the grant. Contact Marina Lares and Jane Maringer-Cantu from the AEC or Sabrina Lawrence through the Teaching & Learning Center to start the Distance Education Captioning and Transcription (DECT) grant process. See Tips for Working with Deaf Students.

### Creating Accessible Curriculum Materials

Gavilan has a college-wide Section 508 policy to ensure access to District programs and services to individuals with disabilities, as guaranteed by Section 508 of the Rehabilitation Act and the ADA. Section 508 requires that all information and communication technology developed, used, maintained, or procured by public agencies receiving federal funds be accessible to people with disabilities. According to the ADA, some access examples include: curb cuts, accessible restrooms, electric doors and elevators. According to Section 508, areas of access include: closed captioned videos, accessible web pages, accessible online documents and course materials, access to software programs, and access to phones w/TTY capability, etc. For review of these accessibility guidelines, see our Information and Communications Technology (ICT) Accessibility & Acceptable Use website at <http://www.gavilan.edu/student/aec/accessibility.php>.

### Faculty Training Modules

The UCSF Medical Student Disability Services and UCSF Student Disability Services have created a Disability Training Series for Faculty/Staff. The link to the modules is located on our AEC website at: <http://www.gavilan.edu/student/aec/training.php>.

### Please Note:

Accommodations for students with disabilities are vital to the student's success. In order for a student to receive services through AEC, they must provide a verification of disability. If a student does not qualify through AEC or chooses not to participate in the AEC program, ***the college is still responsible for providing those services***. Please contact your Dean to assist you in providing those accommodations. AEC can act as a resource only.

Visit us on the web at [www.gavilan.edu/student/aec/](http://www.gavilan.edu/student/aec/).



**ACCESSIBLE EDUCATION CENTER (AEC)  
INSTRUCTOR GUIDELINES  
ONLINE TEST PROCTORING CENTER  
FALL 2022**

*We are trying to keep the same steps for the online exam process as our previous in-house Test Proctoring Center, but some of the steps have changed. Please see below.*

***For students taking exams directly within Canvas:***

1. The student notifies Irma that they would like to receive the test proctoring accommodations with Gavilan ID and Course CRN, and then Irma will notify the instructor. *(Or the instructor notifies Irma that the student has asked for the service, so Irma contacts the student to confirm, and then she sends the testing accommodation confirmation email back to both the student and instructor).*
2. The instructor extends the time (double-time) directly in Canvas for the student. Here are the instructions: [http://www.gavilan.edu/staff/tlc/canvas\\_help/extra-time.php](http://www.gavilan.edu/staff/tlc/canvas_help/extra-time.php)

***For Math or hard copy exams to be proctored in-person with Zoom:***

1. The student will make an appointment with Irma and schedule the exam.
2. Irma will provide the student with her Zoom ID meeting room link with the day/time confirmed.
3. The instructor will send Irma the exam and instructions along with an access code for the exam *(if applicable)*.
4. The student will enter Irma's Zoom meeting room at the scheduled day/time.
5. Irma will ensure that the student's workspace is free of any books or notes and that the camera is set up to provide a good view of the student and their workspace.
6. At the beginning of the exam, Irma will give the student the access code for Canvas protected exams and the clock begins when the student starts reading the exam.
7. The student will access the exam and do the work on a separate sheet of paper.
8. When the student has completed the exam, they will scan and upload it directly into Canvas or send the file to Irma. Irma will send the scanned completed exam to the instructor *(if applicable)*.

*Please contact Irma Lopez at [ilopez@gavilan.edu](mailto:ilopez@gavilan.edu) directly, call her at 408-713-1805 or you can email [proctoring@gavilan.edu](mailto:proctoring@gavilan.edu) if any questions.*

To: \_\_\_\_\_  
From: Marina Lares  
Accessible Education Center  
Date: 8/11/22

***Your help is urgently needed!***

A student in your \_\_\_\_\_ class on \_\_\_\_\_ from \_\_\_\_\_, has requested a Note-taker. Student confidentiality is respected, so we cannot disclose their name. Note-taking is an essential accommodation for qualified students with disabilities. Providing *reasonable* accommodations for students with disabilities is a college responsibility and mandated by Federal legislation. The purpose of accommodations is to *equalize* the learning environment. This means the difference between a student in your class succeeding or failing. Without accommodations, the student is at a severe disadvantage.

*Research has shown that:*

- *Students with disabilities who receive notes from a note-taker have more success in school.*
- *Some students with physical or visual disabilities do not have the dexterity or the speed necessary for accurate note-taking.*
- *Students with learning disabilities may have problems processing language and may not see or hear things in the same way that other students do. For this reason, they may be unable to take comprehensive, understandable notes during a class lecture.*
- *A student who is deaf or hard of hearing must watch their interpreter and the instructor, which prevents the student from taking notes.*

In order to provide this critical service, we would appreciate your cooperation in recruiting a note-taker ASAP. We have listed several incentives that you can offer your students below; however, any additional ones that you are willing to offer will be greatly appreciated.

**Please announce to your students:**

- 1. This volunteer service will look great on your resume and college applications. At the end of the semester, you will receive a verification of service letter along with a certificate.**
- 2. You will experience the satisfaction of knowing that you are doing something of great benefit for a fellow student.**
- 3. Volunteers can receive a \$50 voucher from the Gavilan bookstore for their service.**

Volunteer note-takers should contact Marina Lares via email [mlares@gavilan.edu](mailto:mlares@gavilan.edu) or phone (408) 848-4891. If you have difficulty getting a volunteer, please contact Marina immediately, and the AEC will find a note-taker outside of your class that will need to be given permission to attend your lectures as a guest.

Thank you for your cooperation and prompt attention to this matter.



## **NOTE-TAKER TIPS FOR SUCCESSFUL RECRUITMENT**

In the past, instructors and students have had a difficult time in finding a volunteer note-taker in the classroom. Here are some incentives that might make finding a volunteer easier:

- ✍ Students will be able to get educational and professional references.
- ✍ Students can receive a \$50 voucher from the Gavilan Bookstore for their service.
- ✍ If recruitment on your first attempt at making the announcement fails, contact Marina Lares at (408) 848-4891.
- ✍ Students also receive a certificate at the end of the semester signed by the College President for volunteering their time.
- ✍ Some students have shared the responsibility month by month.

Volunteer note-takers should contact Marina Lares via email at [mlares@gavilan.edu](mailto:mlares@gavilan.edu) or phone at 408-848-4891. If you have difficulty getting a volunteer, please contact Marina immediately, and the AEC will find a note-taker outside of your class that will need to be given permission to attend your lectures as a guest.

**Thank you for your time and support  
with this critical service!**

## Tips for Working with Deaf Students

- It is okay to feel some anxiety with a deaf or hard of hearing student who uses ASL (American Sign Language) to communicate. This should not cause you to make drastic changes in your teaching style, unless it interferes with the ASL user's ability to get information from the interpreter or real time captioners (RTC's) (e.g., turning off the lights completely during movies, using power point, or overhead projectors). In this case, allow the interpreter or real time captioner to bring a small lamp or dim the room lights enough to allow the student to still see the interpreter or RTC.
- **REMEMBER: try to get a closed caption version of any movies shown in class. For additional questions or concerns regarding captioning please contact the AEC office at 408-848-4891 or 408-848-4865.**
- **REMEMBER: When using an interpreter or RTC, speak directly to the Deaf or Hard of Hearing student.** Look directly at the student with whom you are communicating, not the interpreter or RTC. Use of third-party phrases such as, "Ask her" or "Tell him" can compromise the relationship between the instructor and student(s).
- The interpreter or real time captioner's primary responsibility is to facilitate communication and interpret **EVERYTHING** said in class. Instructors should refrain from asking the interpreter or RTC to function as a teacher's aide, to participate in class activities, to censor any information, or to perform other tasks. Doing so may interfere with the quality of communication provided, compromises the role of the interpreter or RTC and prevents full communication access for the Deaf or Hard of Hearing student(s).
- Speak clearly and naturally. Write or spell out difficult or new vocabulary. This is helpful for the student as well as the interpreter or real time captioner.
- The interpreter or real time captioner is there to interpret/caption **EVERYTHING** that is said in class. Please do not ask the interpreter or real time captioner to censor any information.
- Avoid talking while students are focused on written class work. Students who are Deaf, require time to process visual aids and materials before returning their attention to the interpreter or real time captioner.
- Notice or ask students which label they prefer to use to identify themselves either Deaf or Hard of Hearing.
- If requested, assist the student in finding a volunteer note-taker. The student will miss parts of the lecture if he/she is trying to watch the interpreter and write notes simultaneously. Students interested in volunteering their services may sign up for one unit of credit through the AEC office. For further information please contact the Accessible Education Center, ext. 4823.
- Expect the same from culturally Deaf students as you would from Hard of Hearing or hearing students. They all need to be able to handle the same course load. **Deaf and Hard of Hearing students are just like any other students - they like to be included in class discussions and feel equal to their peers.**
- For further information regarding interpreting or real time captioning or for information related to Deaf and Hard of Hearing students please feel free to contact the Adaptive Services Specialist at ext. 4891.