Guidelines and Procedures for Students with Disabilities

Accessibility Services at Lincoln Land Community College

Lincoln Land Community College, committed to ensuring excellence in teaching and learning, provides reasonable accommodations for students with a documented disability. The faculty and staff at LLCC work to address learning barriers in order to help students reach their educational goals.

Please contact the Accessibility Services office at 217.786.2869 to schedule an appointment. The Accessibility Services office is located in the first floor of the Millennium Center, Room 1120.
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Legal Mandates

Section 504 of the Rehabilitation Act
Section 504 of the Rehabilitation Act of 1973 is a federal civil rights law which protects the rights of persons with disabilities in any program or activity receiving federal funds.

“No otherwise qualified individual with a disability in the United States . . . shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance . . . .”

Americans with Disabilities Act of 1990
The Americans with Disabilities Act of 1990 also protects qualified persons with disabilities from discrimination in many areas of postsecondary education including, services, programs, or activities.

The law defines a person with a disability as someone who has a physical or mental impairment that substantially limits one or more major life activities. The definition further indicates that you are a “person with a disability” and entitled to protection from discrimination if you have a disability, if you have a history of a disability, or if you are regarded as having a disability.

An “otherwise qualified” disabled individual is defined as one who, with an auxiliary aid or reasonable accommodation, can meet the academic requirements that an institution can demonstrate essential to its education program.
Documentation

Acceptable sources of documentation for substantiating a student’s disability and request for accommodations must be provided by an appropriately credentialed professional. Documentation from external sources may include educational or medical records and should be current and relevant in determining accommodations that assure equal access to programs. The student is responsible for obtaining the required documentation.

Documentation must include:

1. Verification of diagnosis and severity of disabling condition from a qualified treating professional (medical doctor, psychologist, psychiatrist)
2. Detailed description of how this impairment significantly limits a major life activity in an educational setting
3. Contain information supportive of the student’s request for specific academic support, auxiliary aids, and accommodations
4. The diagnostic evaluation must be submitted on letterhead of the qualified professional.

Accessibility Services at Lincoln Land Community College strives to align with the principles and recommendations of the Association on Higher Education and Disability, Guidance on Documentation Practices.
Accommodations

Policy
Accessibility Services responds to each student with a disability on an individual basis. Once the student self-identifies and the disability is supported, reasonable accommodations are determined based on the current impact of the disability on academic performance.

Procedure
Once the Accessibility Services Coordinator has approved a student’s submitted documentation, the student and Coordinator will, through an interactive process, develop an Accommodation Plan. Accessibility Services does not retroactively provide accommodations, they will be implemented from the date noted on the Accommodation Plan, during the Semester of Request only. Accessibility Services will then issue an Accommodation Memo to appropriate faculty member(s). Students will then follow the procedures for implementing accommodations.

Types of Accommodations
The following are examples of potential accommodations. Again, accommodations are determined based on supporting documentation and on an individual student-need basis.

Academic Supports
1. Use of Computer or other adaptive equipment for written, in-class responses
2. Use of Calculator—only when this does not fundamentally alter course objectives and/or expectations.
3. Note Provider—Accessibility Services will secure a fellow classmate to provide notes in your course.
4. Textbooks in Alternative Format—Accessibility Services will secure a pdf format of PURCHASED textbooks in order to allow for enlarged print or text-to-speech reading.
5. Sign Language Interpreter—Accessibility Services will secure Interpreting services.

6. Digital Audio Recording of Lectures—There are a variety of apps and devices that can be utilized to record class lectures. Students are responsible for providing their own recording device or format. Contact Accessibility Services to learn more about the different apps or devices available.

7. Enlarged Print/Digital Course Materials—Course materials can be provided in either in digital format or enlarged.

8. Allow short break/leave classroom—the nature of the break will depend on the individual student’s needs.

9. Attendance Adjustments—Generally, students must follow the established course/instructor attendance policies. Neither LLCC, Accessibility Services nor an individual faculty member is required to waive an essential or fundamental academic requirement of a course, regardless of the nature of the student’s disability. Disability-related absences as an academic accommodation require communication and facilitation between student, instructor, and Accessibility Services to determine how absences/attendance impact essential requirements.

**Technology Supports**

1. Personal Amplification System

2. Document Enlarger/Electronic Magnifier

3. Ubi-Duo

**Testing Supports**

1. Extended Time-Students will be allowed extended time on exams. The amount and extent of this time will be determined during the development of the Accommodation Plan

2. Reader Services—Students will be provided a reading for exams. It is the student’s responsibility to arrange this service by contacting the Center for Academic Success.
3. Scribe Services—Students will be allowed to dictate responses to exams. It is the student's responsibility to arrange this service by contacting the Center for Academic Success.

4. Use of computer for written responses—A computer may be utilized to complete a short answer or essay response to exam questions. This will need to be completed in a secure and proctored environment.

5. Separate Testing Location—Students will be allowed to take exams in a distraction-free environment. It is the student’s responsibility to arrange this service by contacting the Center for Academic Success.

6. Enlarged Print/Digital Enlarger—Students will be provided exams in the font size/contrasting colors that suits individual needs.

**Timelines for Accommodations**
Many students request accommodations and addressing those needs requires time. The following list indicates how long it MAY take to arrange specific accommodations. Please inform Accessibility Services immediately upon registering for courses in order to secure accommodations in the timeliest manner.

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Time Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpreting Services</td>
<td>6 weeks</td>
</tr>
<tr>
<td>Alternative classroom furniture or other facility requests</td>
<td>6 weeks</td>
</tr>
<tr>
<td>Alternative course materials or formats</td>
<td>4 weeks</td>
</tr>
<tr>
<td>Electronic Format of Textbooks</td>
<td>4 weeks</td>
</tr>
<tr>
<td>Note Provider Services</td>
<td>4 weeks from beginning of semester</td>
</tr>
<tr>
<td>Extended Testing Time</td>
<td>1 day prior to test date</td>
</tr>
<tr>
<td>Proctored Exam Services (Reader, Scribe, Separate Testing Location)</td>
<td>3 days prior to test date</td>
</tr>
</tbody>
</table>
**Personal Services**
 Colleges are not required to provide “personal services” to students with disabilities.

Below are some common personal services:

- Personal Care Attendant
- Personally prescribed medical devices (eyeglasses, wheelchairs, hearing aids, etc.)
- Personal transportation
- Personal assistance to transport books or other personal items

**Commitment to Success**
Lincoln Land Community College is committed to student success; however, we do not require students to use accommodations nor will we provide them unless they are requested by the student. The student is responsible for requesting appropriate accommodations.
Student Rights and Responsibilities

Rights
- Students have the right to equal access of educational programs, services, activities, and facilities
- Students have the right to reasonable and effective accommodations, adjustments or auxiliary aids unless they cause an undue burden
- Students have the right to be an active participant in the development of an Accommodation Plan
- Students have the right to confidentiality regarding information pertaining to disability, including choice of disability disclosure
- Students have the right to accommodations that do not fundamentally alter course expectations or course standards

Responsibilities
- Students have the responsibility to meet with an Academic Advisor to determine courses and progress towards degree, certificate and/or coursework goals.
- Students must meet qualification criteria and maintain essential institutional conduct for services, programs, courses, activities and facilities.
- Students have the responsibility to request accommodations before the beginning of each semester through Accessibility Services.
- Students have the responsibility to supply relevant and recent documentation supporting a disability.
- Students have the responsibility to inform Accessibility Services of changes in course schedule, instructor, or location.
- Students have the responsibility to follow the procedures and guidelines for implementing accommodations
- Students have the responsibility to seek academic supports or assistance when struggling to meet course expectations
Student Grievances and Appeals

The college shall ensure that students be served equitably and appropriately at all times. Any student who feels unfairly or inappropriately treated is encouraged to pursue resolution through this policy. Every effort should be made to resolve the issues informally before pursuing formal petition and hearing mechanisms.

Grievances are appropriately claimed with regard to, but are not limited to, allegations of the following nature:

- a violation of rules and/or procedures of the college;
- arbitrary or capricious action by a college employee;
- improper removal from the college or a program of the college for academic reasons;
- improper denial of admission or re-admission to the college or a program of the college;
- inaccurate or inappropriate information contained in the student’s record
- improper suspension from the college for disciplinary reasons.

Complaints regarding the assignment of course grades should be made in accordance with the college’s Grade Review policy and are not subject to this Student Grievance and Appeal Procedure.

Complaints of sexual harassment, other harassment or discrimination on the basis of actual or perceived race, color, national origin, ancestry, religion, sex, gender, age, physical or mental disability, marital status, pregnancy, order of protection status, military status, unfavorable discharge from military service, political affiliation, sexual orientation, or any other such status protected by the provisions of the Illinois Human Rights Act or other applicable laws should be reported to the appropriate college officials in accordance with the college’s non-discrimination policy and are not subject to this Student Grievance and Appeal procedure.
This policy is not intended for reviewing the professional judgment of faculty regarding the assessment of the quality of work of their students and shall not abridge, circumvent nor diminish academic freedom in any way (Board Policy 5.40).

As defined for the application of this policy, a “complaint” is a statement of dissatisfaction with a decision, action or inaction by LLCC or someone acting on behalf of the college. A complaint only seeks to notify and does not require any further action. A complaint form is available online. A “complainant” can be anyone who is dissatisfied with a decision, action or inaction by LLCC or someone acting on behalf of LLCC. A "grievance" is when a student believes their rights have been abridged through any of the allegations listed in Policy 5.40. A grievance seeks a remedy. A "grievant" must be a student of the college and is the person making the complaint, except in the case of a prospective or former student grieving admission, re-admission or suspension decisions. "Other party" is the college person(s) or condition against whom the complaint is filed. "Person directly involved" means the grievant(s), the other party, and those who make the decision regarding the grievance. "The committee" refers in this section to the Student Grievance and Appeal Committee. "Business days" shall exclude Saturdays, Sundays and holidays and official college closures approved by the LLCC cabinet. “Student Grievance Officer” refers to the individual facilitating the grievance procedures. The Student Grievance Officer will assist the student in identifying their next steps, providing feedback on what information to include in their grievance statements, and respond to any questions or concerns of any party involved in the grievance process. The Student Grievance Officer is not involved in the decision-making functions of these procedures.

**Due Process Rights**

Lincoln Land Community College believes completely in ensuring the due process rights of students in addressing complaints about college actions and decisions. Due process guidelines are as follows:

1. All complaints should be resolved as quickly as feasible, while ensuring due deliberation.
2. All conferences or hearings conducted as a part of the process should be held at a time and place that affords all involved a fair and equitable opportunity for representation.

3. All relevant records and pertinent information will be made available to all parties, with due regard for legal constraints on disclosure of personal records of parties not directly involved in the case. Any request for records and information must allow time for processing.

4. All proceedings will be held confidential.

5. A complaint may be withdrawn at any time by the grievant.

6. No reprisals shall be taken by trustees or college employees against any student participating in the grievance process.

7. Participants in a conference or hearing shall be limited to involved parties.

8. The student shall have the opportunity to present witnesses who are knowledgeable of the situation in question. The Student Grievance and Appeal Committee shall determine the appropriateness of the witness. Witness participation must be requested two business days in advance of any procedural step.

9. The student has the right to have a personal advisor present during the hearing. The student may confer with the advisor; however, the advisor shall not be permitted to speak or ask questions during the hearing.

**Grievance Process**

**Step 1: Informal**

Where possible, it is expected that a complainant or grievant attempt to resolve their grievance informally through one-on-one conversation with the other party. The complainant or grievant should address the incident leading to the complaint/grievance as soon as possible after the incident occurred but no later than the end of the following semester. This step should only be skipped if the other party is unavailable or unwilling to meet or due to extenuating circumstances.
**Step 2: Document**

If satisfactory resolution cannot be reached through one-on-one conversation with the other party and if the complainant or grievant wishes to pursue the matter further, the complainant or grievant will document the complaint/grievance in writing by completing the online complaint/grievance form or by meeting with the Student Grievance Officer.

Documented complaints will be reviewed by the Student Grievance Officer or designee and, when appropriate, shared with the appropriate supervisor or College employee for review. The complainant may be contacted if further information is sought. This is the last step for a complainant since they are not seeking further action.

**Step 3: Response**

Within 3 business days of a grievant documenting their grievance, the Student Grievance Officer, or designee, will send a copy of the grievance to the other party, copying the other party’s supervisor, for the other party’s review.

Within 5 business days of receiving the grievance, the other party will provide a written statement in response to the grievance to their supervisor and the Student Grievance Officer. The Student Grievance Officer will share the written statement with the grievant.

**Step 4: Supervisor**

Within 3 business days, the other party’s supervisor will contact the student to schedule a meeting to discuss the grievance. This step is skipped if the supervisor of the other party is a Vice President. The supervisor will document in writing their decision and rationale and send to the student within 5 business days of the meeting.

**Step 5: Vice President**

If the grievant is dissatisfied with the supervisor’s decision, they may then discuss the grievance with the appropriate Vice President. The grievant shall contact the appropriate Vice President’s office and Student Grievance Officer within 5 business days of the supervisor’s decision to notify them of the grievant’s decision to continue.

The Vice President will review documentation and meet with the persons directly involved, i.e., grievant, other party, and supervisor, if needed. After meeting with the persons directly involved, the Vice President will notify the student of their decision within 10 business days.

**Step 6: Grievance Committee**
If the grievant is not satisfied with the Vice President’s decision, they may request a hearing before the Student Grievance and Appeal Committee. Such request must be submitted in writing to the Student Grievance Officer, or designee. The request must be submitted within ten business days of receipt of the Vice President’s decision.

The Student Grievance Officer shall convene the Student Grievance and Appeal Committee as soon as possible, but with due consideration for making the time as convenient as possible for the parties involved. The committee shall review the case, meet with involved parties, and issue a decision to the other party and their supervisor.

The student will be notified of the committee’s decision.

The decision of the Student Grievance and Appeal Committee is final.

**Student Grievance and Appeal Committee Structure**

The Student Grievance and Appeal Committee shall be drawn from a pool constituted as described below and appointed on an as needed basis by the AVP - Student Success. Prospective student members shall be recommended by the Student Government Association, instructional faculty members by the Academic Senate, and administrators by the Vice Presidents of Academic, Administrative, and Student Services. For any given hearing, members of the committee shall be drawn from the pool so as to achieve the following representation:

- 2 students
- 1 full-time instructional faculty member
- 1 full-time staff member
- 1 administrator

None of the voting committee members shall be part of the chain of command involved in the grievance/appeal. The Vice President from Step 4 will serve in an advisory role but shall not have a vote. The Student Grievance Officer, or designee, shall serve as the nonvoting chair/facilitator of the committee. The Student Grievance Officer will schedule and facilitate the hearing, as well as document and communicate the committee’s decision to the grievant, and the other party and their supervisor.
Confidentiality

The Family Education Records Privacy Act (FERPA) governs the release of information pertaining to a student’s disability. Information about a student’s condition is released only to those college employees with an educational need to know in order to perform the duties of their jobs. The college does not need the student’s permission to release information about his or her need for accommodations to those college employees with an educational need to know in order to perform essential elements of his or her job.

The student will need to complete a Release of Information if he or she would like Accessibility Services to discuss his or her disability and need for accommodations with an individual who does not work for the college.
Important Contact Information

Accessibility Services
Lincoln Land Community College
Millennium Center, first floor

Kim Eddings, Accessibility Services Coordinator
217.786.2599
kim.eddings@llcc.edu

Kim Alexander, Accessibility Services Specialist
217.786.3695
kimberly.alexander@llcc.edu

Elaine Higgason, Accessibility Services Program Assistant
217.786.2869
elaine.higgason@llcc.edu