

# Guidelines and Procedures for Students with Disabilities

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*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 217.786.2599 or 217.786.2869 to schedule an appointment. The Accessibility Services office is located in the lower level of Sangamon Hall in the Center for Academic Success.

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# Legal Mandates

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## **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

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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

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## **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.

<b>Type of Service</b>	<b>Time Required</b>
<b>Interpreting Services</b>	6 weeks
<b>Alternative classroom furniture or other facility requests</b>	6 weeks
<b>Alternative course materials or formats</b>	4 weeks
<b>Electronic Format of Textbooks</b>	4 weeks
<b>Note Provider Services</b>	4 weeks from beginning of semester
<b>Extended Testing Time</b>	1 day prior to test date
<b>Proctored Exam Services (Reader, Scribe, Separate Testing Location)</b>	3 days prior to test date

## **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

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## **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

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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 discrimination toward students on the basis of race, age, handicap, creed, religion, marital status, national origin or gender should be reported to the appropriate college officials in accordance with the college's non-discrimination policy (in the front of the catalog) and are not subject to this Student Grievance and Appeal procedure.

Complaints of sexual harassment toward students should be reported to the appropriate college officials in accordance with the College's Sexual Harassment 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).

A "grievance" is defined for the application of this policy to be a complaint alleging that a student's rights have been abridged through any of the allegations listed in Policy 5.40. 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 approved by the Board of Trustees.

### **Informal Grievance Process**

1. Where possible, it is expected that a grievant's first attempt is to resolve his/her complaint informally through direct conversation with the other party.
2. If the grievant cannot obtain satisfactory results from such a conference, he/she should then discuss the complaint with the appropriate supervisor. The supervisor is expected to investigate the complaint(s) and try to achieve a resolution.
3. If the grievant is dissatisfied with these results, he/she may then discuss the complaint with the appropriate vice president. The vice president's decision is final for the informal process. If the grievant is dissatisfied with the outcome, he/she may then proceed to the formal grievance process.

### **Formal Grievance Process**

1. If satisfactory resolution cannot be reached through the informal grievance process, and if the grievant wishes to pursue a formal complaint, the grievant

should write a letter (petition of grievance) to the supervisor of the college employee charged in the grievance. This letter should be as detailed as possible in explaining the reason(s) for the grievance.

2. The supervisor shall review the case, consulting with the persons directly involved, and shall respond to the grievant in writing within 10 business days of receipt of the letter.
3. If the grievant is not satisfied with the outcome of Step 2, he/she may request a hearing before the Student Grievance and Appeal Committee. Such request must be submitted in writing to the vice president who supervises the organizational unit of the employee who is charged in the grievance. The request must be submitted within 10 business days of receipt of the supervisor's response in Step 2. The vice president shall then notify the Student Grievance and Appeal Committee chairperson of the request for a hearing, and the chairperson shall then convene the 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 and issue a recommendation to the vice president, who may accept or reject it and implement an alternative course of action. The student will be notified of the committee's recommendation and the vice president's decision.
4. A student may appeal the vice president's decision to the college president within 10 business days of receiving notice of the committee's decision.
5. The president's decision shall be final in the grievance and appeal process.

### **Student Grievance and Appeal Committee Structure**

The Student Grievance and Appeal Committee shall be drawn from a pool constituted by the Governance Council and appointed annually by the president. Prospective student members shall be recommended by the Student Senate, instructional faculty members by the Faculty Senate, and administrators by the vice president of Student

Services. For any given hearing, members of the committee shall be drawn from the pool so as to achieve the following representation:

- three students
- three full-time instructional faculty members; and
- three administrators.

None of the voting committee members shall be part of the chain of command involved in the grievance/appeal. The vice president of Student Services shall serve as the non-voting chair/facilitator of the committee.

### **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 is 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, administrators, faculty, or staff against any student bringing a complaint or participating in a grievance.
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.

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.

## Confidentiality

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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

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## Accessibility Services

Lincoln Land Community College

Center for Academic Success

Sangamon Hall, Lower Level

Kim Eddings, Accessibility Services Coordinator

217.786.2599 or [kim.eddings@llcc.edu](mailto:kim.eddings@llcc.edu)

Elaine Higgason, Accessibility Services Program Assistant

217.786.2869 or [elaine.higgason@llcc.edu](mailto:elaine.higgason@llcc.edu)

Kim Alexander, Accessibility Services Specialist

217.786.2396 or [Kimberly.alexander@llcc.edu](mailto:Kimberly.alexander@llcc.edu)

## Center for Academic Success

Sangamon Hall, Lower Level

217.786.2396

Testing Center

217.786.2376