

FREQUENTLY ASKED QUESTIONS

General

What should I do if I think a student has a disability?

Encourage them to go to the Student Accessibility Office in Dillon Hall room 117. There they will be encouraged to fill out an [Intake Form](#) which will lead to having an appointment with a SAS advisor.

One of my students has disclosed their disability to me. What do I do with this information?

If a student discloses their disability/medical condition to you, this suggests that the student is experiencing enough challenges that they feel they need to seek help. It's reasonable for you to ask the student if they've accessed any of the on-campus services for support.

If the student doesn't mention SAS, you can encourage them to visit the SAS office to find out if they may be eligible for specific supports or accommodation, to find solutions for present issues and, if appropriate, receive a referral to on-campus supports or

community professionals.

If the student indicates that they're already registered with SAS, encourage the student to contact their Accessibility Advisor. If appropriate, you can also offer to contact the Advisor directly in order to address an ongoing situation in the classroom.

The student, instructor and Accessibility Advisor may then collaborate on finding reasonable solutions.

If the student isn't interested in working with SAS (not all students with disabilities are registered with accessibility services) then it's reasonable to encourage them to access other campus services, such as the Wellness Centre on campus to discuss their concerns. Disability-related accommodations are not provided unless the student registers with SAS and provides the necessary medical documentation.

What should I do if a student brings an animal to class?

Refer to the [Policy of Presences of Service Animals on Campus](#)

General

How are academic accommodations determined?

Students provide documentation from a Registered Medical Professional that confirms they have a disability that requires academic accommodations. The Accessibility Advisor reviews this documentation, meets with the student to determine their academic strengths and considers best practices. When academic programs have specialized accommodation requirements, the Accessibility Advisor will consult with the academic program.

Am I required to accommodate a student's request?

When SAS has determined a need for academic accommodation, the student is accommodated unless there is undue hardship. Undue hardship consists of safety to self or others, the preservation of essential degree requirements and the cost of the accommodation to the institution. Academic accommodations should reasonably reflect (but

not extend beyond) what is specified in the official Letter of Accommodation. It's not appropriate for a student to negotiate accommodations beyond those outlined in the letter. If a student requests an academic accommodation that isn't previously identified, refer them to their Accessibility Advisor to discuss the request.

What do I do if I disagree with the recommended accommodations?

SAS supports both instructors and students in negotiating the accommodation process. If you have questions about the accommodations recommended for a student, contact their Accessibility Advisor. These discussions can be very useful for clarifying misunderstandings and reaching mutually acceptable solutions.

Design & planning

How can I create a more accessible learning environment?

Create a section in your syllabus about accommodations and accessibility ([Syllabus statement](#)), and clearly state the knowledge and skills students need to know and demonstrate in your course/program. A statement in your syllabus can signal your openness and invite students to contact you. You might say something along the lines of: “Students with diverse learning styles and needs are welcome in this course. If you have a disability that may require accommodations, please feel free to approach me and/or the Student Accessibility Services Office.

Why might instructors be asked for course materials so far in advance of the start of each term?

Course textbooks and readers are requested in advance to allow for the lengthy production time it takes to reproduce print and graphical materials into an alternate format. [Link to Alt Format](#) For example,

reproduction time for braille and tactile images can take as long as three months. This creates a disadvantage to the student who is then unable to access the course material alongside their peers. Please be in touch with the Accessibility Advisor as soon as you receive this request to discuss options.

How do I modify a lab or practicum for a student with a disability?

Students with disabilities may require accommodation in clinical placements, internships, cooperative placements, practicum placements and other experiential-learning courses. Supports that have been suited to the classroom environment don't necessarily transfer to the placement environment. Contact the Accessibility Advisor to find a solution if what is being suggested won't work within your practicum/lab setting or could compromise the health and safety of clients, essential requirements or requisite licensing processes.

Delivery

What is a Letter of Accommodation?

The Letter of Accommodation informs an instructor that the student has registered with SAS. It lists Classroom accommodations to help you support the student in the classroom (e.g. request a volunteer note-taker, respond to requests for extensions and questions about course material and expectations.) It also lays out the Exam Accommodations that will be facilitated through the Exam Team. Feel free to contact the Accessibility Advisor listed at the bottom of the letter if you have any questions or concerns about implementing the recommended accommodations.

Why don't students provide their Letter of Accommodation at the beginning of the term?

Students can be diagnosed with a disability at any time, so registration with SAS continues throughout the academic year.

Some students try to complete their academic work without accommodations until they realize that they're unable to do so. Other students fear the stigma of being known as a student with a disability.

What is a VOI/Medical Certificate and what should I do if I get one?

A Verification of Illness or Injury (VOI) or Medical Certificate is used for any University of Windsor student experiencing a time- limited medical condition. If the student is experiencing an illness unrelated to their disability (e.g. the flu), then a VOI/Medical Certificate is appropriate. Each academic area has its own policies and processes regarding accommodation for illness or injury. Please consult your faculty/ graduate coordinator for detailed information.

A student registered with SAS isn't usually asked to provide a VOI/Medical Certificate because registration at SAS already requires students to provide health-related documentation.

If a student registered with SAS does provide you with a VOI/Medical Certificate, it's likely for a time- limited illness, unrelated to their disability. You may check with their Accessibility Advisor.

[Link: Senate Medical Certificate](#)

Delivery

What information can I share about a student's needs with other students or a TA/GA?

Be careful in classrooms and casual conversations to maintain the confidentiality of a student's registration with SAS. There will be times when you need to communicate information about a student's accommodations to other staff involved in teaching the course, such as a TA/GA. Share information on a need-to-know basis and make efforts to preserve the student's private information. When it comes to making decisions and following procedures in the accommodation process, outline the responsibilities for yourself and your TA/GA.

Evaluation & assessment

What's my role in the test and exam process for students with accommodations?

Test and exam accommodations are frequently required, and students must register with SNAP to write in the accessibility office. If you receive email notifications about test and exam accommodations, please respond to these requests. Most frequently, you'll be asked to send a copy of the test or exam to SAS where the student will write with access to their accommodations.

48-hour notice

is strongly recommended and greatly appreciated that instructors deliver or email their exams to the exam team in SAS at least 48 hours in advance of a scheduled exam. On any given day SAS is required to deliver 150+ exams. Organizing and preparing exams takes time.

If a student has approved Memory Aid, this will need to be sent by you for use on the exam when you email or drop off your exams.

SAS Exams follows university guidelines for invigilation. Tests and exams are stored securely in a safe. This room can only be accessed by professional staff members in the Student Accessibility Office.

- A) Once provided with a change of exam form, negotiate a new exam time with your student
- B) Should you have questions about an exam change request or if you are having difficulties negotiating a new date with your student, please contact the student's accessibility advisor

If exams are delivered hours or minutes before a scheduled exam it could mean your students won't start on time and/or it can lead to other challenges.

What do I do when a student asks for an extension on an assignment or other work to be submitted for evaluation in my course?

Ask your student for the Letter of Accommodation to ensure that they require additional time.

Learn about the procedure for extension requests from SAS.

Negotiate with the student to find an appropriate date to complete the work, being mindful of the University's deadlines and policies. Usually, students are granted up to a seven-day extension beyond the deadline. Extensions longer than seven days require the student to consult with the Accessibility Advisor who will then verify the need for the request. If there are questions or concerns about an extension request, contact the Accessibility Advisor for consultation.

Evaluation & assessment

How do I handle requests for alternatives from class participation?

Clarify how participation may be an essential academic requirement of your course (e.g. language learning courses) and negotiate viable alternatives early in the course to prevent misunderstandings at the end of term. Contact the accessibility advisor to discuss options if needed.

What does “may miss class for disability-related reasons” mean?

Although there is an expectation that students will attend most classes, this statement informs you that the student may need to miss class because of their medical condition. Contact the Accessibility Advisor if you need assistance in establishing reasonable expectations for attendance.

Why do students living with disabilities need extra time?

Students with disabilities often need more time to process the information required for learning or communicating knowledge due to: neurological differences, chronic health issues that limit focus and concentration or physical disabilities that require the use of adaptive technology.

How do I handle a Change of Exam Request?

Check the Accommodation Letter for “May need to reschedule”, “only one exam per calendar day”, “write in the AM/PM”, “one exam per 24-hour period”. When these accommodations apply the student will present you with a change of exam form.

- A) The form should be negotiated with you to come up with a new date/time for the student to write.
- B)
- C) The form needs to be given back to SAS within 5 days to ensure there will be a seat for the student on the decided new date and time.

Anything you have questions about, please contact the advisor on the bottom of the letter for clarification.

Evaluation & assessment

What do I do if a student makes a request for a Memory Aid?

These requests will be outlined in the student's Letter of Accommodation and follow stringent criteria. Students requesting a [Memory Aid](#) must have it approved by the instructor at least 5 days before the test/exam. Review the aid sheet and either approve it or ask for revisions from the student. If there are issues or concerns, you or the student can contact the Accessibility Advisor for assistance. Once a decision has been reached about the use or content of a Memory Aid, send it to SAS via email, or in person, when providing the test or exam material. Any Memory Aid used during a test or exam is returned along with exam materials upon completion.

What happens if a student registered with SAS isn't meeting academic expectations?

Appropriate accommodations shouldn't lead to diminished academic expectations. Contact the student's Accessibility Advisor if the student is in academic jeopardy, as this may indicate that the accommodation needs to be renegotiated or the student may benefit from other campus supports and resources.

What security features are in SAS to ensure my exam will remain safe?

SAS takes exam security very seriously. Among other security features and processes employed by SAS, it has:

- 2 security cameras (maintained 24/7 by campus police)
- A locked exam storage room accessible only to professional staff
- The presence of a professional staff member to access all exams
- Cameras to monitor all group exam rooms
- Computer without internet access