

DISABILITY SERVICES MANUAL

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Content subject to change. For the most current and accurate information, visit <u>trcc.edu</u>.

Three Rivers College is an equal opportunity institution that commits itself to the policy that there will be no unlawful discrimination against any person because of race, color, gender, sexual orientation, religion, age, disability, or national origin.

SECTION I: GENERAL INFORMATION

COLLEGE VISION

Three Rivers College will be the preeminent, cutting-edge community of learners with a student-first focus, and will operate as a vibrant, dynamic catalyst for the creation of opportunities that foster learning and student success.

MISSION STATEMENT

Three Rivers College inspires, prepares, and empowers students to succeed through open access to high-quality learning opportunities that meet the needs of the communities we serve.

Commitments that inform the mission:

- Open access to educational programs to prepare students for transfer to a four-year baccalaureate institution, as well as programs of career and technical education to prepare students for entry or advancement in the global workforce.
- Comprehensive academic services, learning resources, basic skills development, and educational opportunities for students of diverse cultural, socioeconomic, and academic backgrounds.
- Support services and student activities to enhance individual growth and academic potential.
- Collaborative partnerships to develop specialized programs that meet the changing needs of business and industry, government, secondary schools, and other colleges and universities.
- Lifelong learning opportunities for individuals who wish to improve job performance, develop new skills, or pursue personal interests.
- Community services that support and encourage the economic, civic, and cultural vitality of the region.

ABOUT THREE RIVERS

Three Rivers College was founded April 5, 1966, when citizens of Butler, Carter, Ripley, and Wayne counties voted into existence the College District. The College opened in storefront facilities in downtown Poplar Bluff, Missouri, with 138 students in 1967. Today, Three Rivers enrolls thousands of students at locations throughout Southeast Missouri, including an 80-acre campus in Poplar Bluff; full-service locations in Dexter, Kennett, and Sikeston; and other locations, including Doniphan, Piedmont, Portageville, and Van Buren. Programs include college transfer, career-technical, transitional, continuing education, and workforce training. For more information about the College, visit the About Us section (trcc.edu/about/) of our website.

Three Rivers is accredited by the Higher Learning Commission (hlcommission.org) and by the Missouri Department of Higher Education and Workforce Development (dhewd.mo.gov). This recognition and accreditation assure students that work satisfactorily completed at Three Rivers will be recognized at full value by other colleges, universities, and professional schools.

BOARD OF TRUSTEES

- Gary Featherston Ripley County
- Darren Garrison Wayne County
- Dr. Tim Hager Carter County
- Dr. Amber Richardson Butler County
- Eric Schalk Butler County
- Chris Williams Butler County

COLLEGE CABINET

- Wesley A. Payne, Ph.D., President
- Charlotte Eubank, Chief Financial Officer
- Vacant, Dean of Instruction
- Ann Matthews, Dean of Student Services
- Dr. Maribeth Payne, Chief Institutional Effectiveness Officer
- Steve Atwood, Chief Technology Officer
- Kristina McDaniel, Director of Human Resources

STUDENT RESOURCES

Welcome Center

The Welcome Center is the place to start when you have questions about Three Rivers College, including information on registration, student email issues, activities, transcripts, etc.

Phone: 573-840-9605 or 877-TRY-TRCC (877-879-8722)

Email: welcomecenter@trcc.edu

Location: 1st floor, Westover Administration Building

Career Services

The Career Services Office provides services and programs to help students with career development and employment needs and provides transfer and articulation information for students planning on transferring after graduation.

Phone: 573-840-9682

Web page: trcc.edu/student-services/career-services **Location:** 2nd floor, Westover Administration Building

The College Store

Textbooks and other course materials are available through The College Store. Most physical and digital course materials are included in tuition and fees, and free shipping is available for online orders. The College Store also offers Meal Plan Cards, laptop rental and purchase, school supplies, and TRC branded merchandise. Many of these items can be paid for with financial aid funds.

Phone: 573-840-9610 Email: bookstore @trcc.edu

Web page: bookstore.trcc.edu Location: Bess Activity Center

Disability Services

Three Rivers College is committed to providing equal opportunity for qualified students with disabilities while maintaining the academic integrity and quality of College programs in accordance with the Americans with Disabilities Act, the Rehabilitation Act of 1973, and Missouri State Law. For more information, refer to policy SP2115 Disability Services for Students (https://trcc.edu/wp-content/uploads/SP2115.pdf).

Phone: 573-840-9608

Web page: trcc.edu/student-services/disability-services **Location:** 1st floor, Westover Administration Building

Distance Learning Services

Distance Learning Services provides assistance to students and faculty for online courses in Blackboard and distance learning courses, such as Zoom classrooms. Technical support is provided via phone, email, remote desktop, and face-to-face communication.

Phone: 573-840-9544 Email: blackboard@trcc.edu

Blackboard Web page: mytrcc.trcc.edu/

Location: 2nd floor, E.K. Porter Distance Learning Center

Financial Aid

To learn about the many types of financial aid available to Three Rivers students, visit the Financial Aid section on the College website or go to the Financial Aid Office.

Phone: 573-840-9606

Email: financialaid@trcc.edu

Web page: trcc.edu/pay-for-college/financial-aid/ **Location:** 1st floor, Westover Administration Building

Myrtle Rutland Library

The Myrtle Rutland Library is the information center at Three Rivers College. The library offers a wide range of resources to help in your academic pursuits, including books, periodicals, databases, study guides, a computer lab, and friendly staff ready to help.

Phone: 573-840-9654 Email: library@trcc.edu

Web page: trcc.edu/academics/library/welcome-to-the-library/

Text: 573-298-6105

Location: 1st floor, Academic Resource Commons

Testing Services

TRC Testing Services administers a number of exams to meet the growing needs of our students, including high school equivalency tests, college-equivalent credit tests, program entrance exams, and certification exams, and placement tests. Details on the testing services offered and test scheduling information can be found on the Testing Services webpage.

Phone: 573-840-9667 Email: testing@trcc.edu

Web page: trcc.edu/academics/testing-services **Location:** 1st floor, Westover Administration Building

Title IX Co-Coordinators

Three Rivers College is subject to the provisions of a federal civil rights law known as Title IX. This law prohibits sexual harassment in education. The College has several policies that pertain to Title IX. Links to these policies, training and information, resources, and the Title IX Reporting Form can be found on the Consumer Information page (trcc.edu/about/consumer-information/title-ix) of the College website.

Title IX Co-Coordinators are:

Ann Matthews, Dean of Student Services

Phone: 573-840-9669

Email: amatthews@trcc.edu

Location: 1st floor, Westover Administration Building

Kristina McDaniel, Director of Human Resources

Phone: 573-840-9695

Email: kristinamcdaniel@trcc.edu

Location: 1st floor, Westover Administration Building

Tutoring & Learning Center

The Tutoring & Learning Center (TLC) has trained professional and student tutors who can help students in person, online through Blackboard, and by phone. They offer assistance in English, Writing, Math, Science, and Accounting. The TLC provides a convenient setting for students to work individually or in groups. Students may also access the Brainfuse online tutoring service for 24/7 assistance on the Internet through computer or mobile device.

Phone: 573-840-9638 Email: tlc@trcc.edu

Web page: trcc.edu/academics/library/tutoring Location: 2nd floor, Academic Resource Commons

COLLEGE POLICIES AND REGULATIONS

For the most up-to-date information on Three Rivers College policies and regulations, visit the Policies and Regulation web page (trcc.edu/about/policies-and-regulations).

COLLEGE COMMUNICATIONS

Class Cancellations

Should an instructor cancel class, the class cancellation will be posted on the Class Cancellations card on myTRCC.

Closing of the College

Three Rivers College communicates College closings related to weather and other emergencies through a variety of methods, including email, text messages, the College website, social media, and the greeting on the College's main number (573-840-9600). The College also notifies area radio and television stations about closings. Details about these methods are outlined on the Cancellations and Closings page (trcc.edu/about/cancellations-and-closings) of the Three Rivers website.

Employee Email

TRC employee email can be accessed via Microsoft Outlook on College computers or go to the myMail Card on myTRCC.

Student Email

TRC Student *my*Mail Webmail is Three Rivers College's student-only email service and uses Microsoft's Office 365. To access, go to the *my*Mail card on myTRCC.

- Three Rivers corresponds with students via TRC Student myMail Webmail.
- Personal email accounts will not be used to help ensure the confidentiality of your records.
- All students are required to use their TRC Student myMail Webmail accounts to conduct business or correspond with College offices and employees.
- New students will obtain access within two weeks of having their identity verified.

Text Messages

Three Rivers College students and employees can receive text messages from the College that include emergency and College closing information. All students and employees are part of the alert messaging system. If you do not want to be part of the alert messaging system, reply to the text message with STOP. For more information, call the Welcome Center, 573-840-9605.

SAFETY AND SECURITY REPORT

In accordance with the Jeanne Clery Act (Clery Act), Three Rivers College publishes an annual Safety and Security Report for all locations disclosing campus security procedures for reporting crimes and three years of selected crime statistics. The report also provides information about crimes that might pose a threat to the community; basic rights that must be given to victims of sexual assault, relationship violence, and stalking; and the College policy regarding alcoholic beverages and substance abuse. Included in the report is the annual Fire Safety Report for the Rivers Ridge Housing facility at the Poplar Bluff campus for the prior three years. The entire report may be found on the Campus Safety page (trcc.edu/student-services/campus-safety/) of the College website. A printed copy of the report is also available upon request and at no cost from the Office of Public Safety.

SECTION II: DISABILITY SERVICES INFORMATION

INTRODUCTION

Three Rivers College is a two-year public college committed to providing reasonable accommodations and services to students with disabilities. The Office of Disability Services (ODS) collaborates with students, faculty, and staff to provide equal access to educational opportunities, programs, and activities offered through the College.

Accommodations allow students to demonstrate their abilities and knowledge in their academic endeavors. All disability related information used to determine accommodations and appropriate services shall remain private.

ODS CONTACT INFORMATION

Phone: 573-840-9608, x3738

Cell: 573-727-3318

Email: disabilityservices@trcc.edu

Office Location: 1st floor, Westover Administration Building, Room 115

TO GET STARTED

To assist in appropriate accommodations being in place when the semester begins, the following steps should be followed:

- Application for Admission If help is needed, call the Office of Disability Services.
- Contact the Office of Disability Services (ODS) to discuss potential eligibility and to learn about the process for receiving disability services.
- Complete the Request for Accommodations.
- Provide the ODS with requested documentation.
- Meet with the ODS Coordinator after documentation is reviewed to discuss eligibility for accommodations or if further information is needed.
- Discuss approved accommodations with assigned instructor at the beginning of each semester. Failure to discuss accommodations with your instructor can delay or prevent the use of academic accommodations.
- Accommodations are not automatically provided each semester. Students must meet
 with the Disability Services Coordinator each semester with your completed course
 schedule to continue receiving accommodations.

If accommodations are needed for the placement test, schedule an appointment with the ODS Coordinator to provide documentation of disability and discuss potential eligibility for accommodations prior to testing.

SELF DISCLOSURE

A student must self-disclose a disability to the Office of Disability Services (ODS) to be eligible receive reasonable accommodations.

Many students received special education services under the Individuals with Disabilities Act (IDEA) guidelines in high school. These services were facilitated by parents and teachers but are now the responsibility of the student.

Any eligible student who requests accommodations will need to meet with the ODS Coordinator prior to the first week of classes. This allows time to ensure the student has provided appropriate documentation related to his or her disability and time to set-up needed accommodations in advance. If a student chooses not to disclose his/her disability to the Office of Disability Services, the student is not eligible and cannot receive accommodations.

STUDENT ELIGIBILITY

To be eligible for reasonable accommodations, students must provide the ODS with the following:

- Current documentation from a licensed or certified professional verifying a disability in the areas of health, visual, hearing, physical, psychiatric, and/or learning demonstrating substantial limitation of one or more major life activities. The documentation must include a diagnosis and reasonable assessment of the accommodations needed.
- When requested, verification from a state agency indicating whether the student is a client and whether the agency will be responsible for providing the student with services and/or equipment.

The documentation required by the College will vary according to the nature of the disability. If a student has questions regarding required documentation, please contact the Office of Disability Services (ODS).

DISABILITY DOCUMENTATION GUIDELINES

Students enrolling at Three Rivers College seeking accommodations for a disability must submit appropriate documentation and meet with the ODS Coordinator in order to receive services. The documentation required will vary according to the type of disability and should be as current as possible. The Office of Disability Services reserves the right to request additional documentation prior to determining eligibility for services.

Documentation should include:

- A diagnostic statement identifying the disability, date of the current diagnostic evaluation, and the date of the original diagnosis.
- A description of the diagnostic criteria and/or diagnostic test(s) used, along with specific test results.
- A description of the current functional impact of the disability in the educational environment.
- Treatments, medications, assistive devices/services currently prescribed or in use.

- A description of the expected progression or stability of the disability over time.
- Recommendations for effective academic accommodations to equalize the student's educational opportunities at the postsecondary level.
- The credentials, address, phone number, and fax number of the diagnosing professional.

EXAMPLES OF ACCEPTABLE DOCUMENTATION

Learning Disability:

Complete adult intelligence and achievement test results administered by a qualified psychological examiner is recommended.

Health Disability:

Statement of diagnosis from a medical doctor.

Head Injury:

Psychological testing, neuropsychological testing, or rehabilitation reports, which usually document a head injury.

Attention Deficit Disorder, Psychiatric Disabilities, and Alcohol/Chemical Dependency: Documentation by a medical doctor, psychiatrist, or licensed professional counselor. Hard of Hearing/Deafness:

Documented by audiogram administered by an audiologist.

Low Vision/Blindness:

The result of visual acuity tests documenting visual impairment or blindness.

A responsibility of the ODS Coordinator is to assist the College and faculty in maintaining compliance with disability legislation by providing services to students with disabilities. In addition, the ODS Coordinator evaluates and coordinates reasonable academic accommodations for students with disabilities in accordance with Section 504 of the American Disabilities Act (ADA).

After the student has met with the ODS Coordinator and determined reasonable accommodations for courses, a Disability Accommodations Card will be prepared for the student. When testing accommodations include a reader or scribe for a test, the ODS coordinates and/or provides these services. The ODS Coordinator is also responsible for facilitating services requested and arranging reasonable environmental.

INFORMATION PRIVACY

Documentation may include the results of medical, psychological, or diagnostic tests that may contain sensitive information. Collecting this information is important to understand the nature and extent of a disability to assist in determining reasonable accommodations.

Documentation obtained by the Office of Disability Services regarding a student's disability is private, maintained in secure files, and may only be shared when a compelling, legal reason exists for disclosure of specific information or with the student's permission.

RELEASE OF INFORMATION

The Family Educational Rights and Privacy Act (FERPA) gives the student the right to review his or her official College records. Students will be asked to sign a Release of Information Form, giving the ODS permission to release any necessary information about the accommodations to the person or persons the student wants information released to.

ACCOMMODATIONS AND SERVICES

Continuing services are not automatically provided each semester. Students with disabilities will need to notify the ODS Coordinator of their new course schedules. Requests for alternate book formats, and other such services must be made well in advance of the beginning of the new semester to allow the ODS Coordinator time to arrange for the best services.

FACULTY NOTIFICATION OF STUDENT ACCOMMODATIONS

Students are responsible for contacting the ODS at the beginning of each semester to ensure a current schedule is on file to initiate the creation of an Instructor Notification of Disability Accommodations Card for each course the student is enrolled. This card will list the student's accommodations and will be electronically provided from the ODS to each instructor.

STUDENT RESPONSIBILITIES

Students will receive their Disability Accommodations Card via Three Rivers College e-mail. Students requesting the College provide them with accommodations are required to:

- Check their College e-mail for receipt of their Instructor Notification of Student Accommodations from the ODS.
- Discuss the implementation of each accommodation with instructors at the beginning of each semester. This should be done privately or via e-mail. Failure to discuss accommodations with your instructor can delay or prevent use of academic accommodations.

COMPLIANCE WITH THE AMERICANS WITH DISABILITY ACT (ADA)

Pursuant to the Rehabilitation Act of 1973 (Section 504) and the Title II Americans with Disabilities Act (ADA), Three Rivers College will provide reasonable and individualized accommodations for requesting students who provide the required documentation outlining their disabilities. Because each student's disability may differ in degree and impact, reasonable accommodations will be made on an individual basis. (SP 2115 Disability Services for Students)

The Disability Services Coordinator shall act as ADA Coordinator for the College to oversee compliance in the area of student accommodations. The Human Resources Director shall act as the ADA Coordinator in overseeing compliance in the area of employment practices.

The College prohibits retaliation or reprisals against any individual because she/he has filed a complaint or report, participated in an investigation, or otherwise opposed unlawful discrimination.

ACCOMMODATIONS EXAMPLES

Volunteer Note-taker Accommodations:

The ODS encourages students with disabilities who need a note-taker to work with instructors to locate a volunteer note-taker. The request for a volunteer note-taker is to be made in the class without identifying the student needing the accommodation and then meeting with both the volunteer note-taker and student at the end of the class period. If there are difficulties in identifying a student who can serve as a volunteer note-taker, please contact the ODS Coordinator. Copies of instructor notes and PowerPoint lecture notes may serve as a reasonable accommodation in this area.

Alternate Format Books:

The ODS will work with the student(s) and faculty to obtain books in an alternate format when needed.

Audio Recording Lectures:

Students may need to audio record class lectures and discussions. Under the Department of Health, Education and Welfare regulations for Section 504 of the Rehabilitation Act of 1973, audio recording of lectures by students with disabilities must be permitted if other students are allowed to take notes.

Electronic Text Format:

Students who have visual disabilities or specific reading disabilities may need their textbooks in audio or an electronic text format. The faculty member is not responsible for arranging this support service. The ODS Coordinator contacts an outside agency, which can provide many of the textbooks in various formats.

Testing Accommodations:

If the student with a disability needs special test accommodations of extended testing time or testing in a less distractive environment, the student will test in one of the private testing rooms located in the ODS.

An instructor may hand deliver or email the test to the ODS with instructions. The test should be in ODS at least one day prior to the test. The completed test will be hand delivered back to the instructor's office.

If the student with a disability requires test accommodations such as a reader or writer, the ODS arranges to administer exams in these situations. Test taking procedures are closely monitored to ensure integrity. Three Rivers College students with disabilities are held to the

same academic honesty standards as their peers. Students will not be allowed to solicit or receive opinions from the reader/writer/proctor.

If a student takes a test in the ODS, it is the responsibility of the student to remind the instructor to send the test to the ODS. Tests will be administered exactly as the instructor directs.

All tests in the ODS must be scheduled at least two days in advance of the actual test date. It is preferable to schedule the testing session on the same test day of the class. If this is not possible due to being unable to obtain a specific testing accommodation, the test will be scheduled on a different day.

Students will need to work with his or her instructor and the ODS on a time to take the test. When taking classes at an external location, the student will need to work with the instructor and the location staff.

TEMPORARY CONDITIONS

The College recognizes that temporary conditions such as fractures, severe sprains, or recoveries from operations may have a serious impact on the student's ability to function in his or her usual manner. These conditions may create a need for temporary services. Limited services from the ODS may be available to assist these students with their needs.

Faculty and staff may refer students with temporary conditions to the ODS office where the ODS Coordinator will work individually with the student to determine if an appropriate intervention or temporary service is needed. This could include test accommodations, physical access resources, and other classroom and/or lab needs. Students are responsible for keeping faculty members informed of changes in their conditions that will affect their educational performance in courses.

The following will be needed for documenting temporary conditions:

- A clear statement of diagnosis, including pertinent history from a licensed medical professional.
- Documentation must be current (at least within the last two months).
- A description of present symptoms, fluctuating symptoms, expected duration of condition, and prognosis.

COMPLAINTS

If a student with a disability is not satisfied with the accommodations or services he or she receives from Three Rivers College, the student should contact the ODS Coordinator immediately.

Three Rivers College is committed to providing an educational climate conducive to the personal and professional development of each individual. The College is dedicated to providing

fair and impartial resolution of student complaints. It is the practice of Three Rivers College and its board of Trustees to resolve complaints at the lowest level possible. (SP 2130 Student Grievance)

When complaints rise to the level that the resolution will require formal action, each student will be given the option to file a grievance as appropriate. For more information regarding the College process, reference SR 2130 Student Grievance Regulation. This can be found at trcc.edu/about/collegepolicy.php under Students.

SECTION III: APPENDIX

DISABILITY ACTS AND LAWS

The following is applicable legislation used in implementing the delivery of services and accommodations to students with disabilities.

The Rehabilitation Act of 1973:

The act addresses nondiscrimination in federal agencies. The most relevant pieces to postsecondary education are Section 503 and Section 504.

Section 503:

Section 503 mandates nondiscrimination on the basis of a disability in employment in entities that receive federal financial assistance. This section is a mandate to actively encourage application and consideration for employment of disabled candidates.

Section 504:

Section 504 is a program access statute. It requires that no otherwise qualified person with a disability be denied access to or the benefits of or be subjected to discrimination by any program or activity provided by an institution or entity receiving federal financial assistance.

Subpart E of Section 504:

Deals specifically with institutions of higher education. Subpart E requires that an institution (public or private) be prepared to make appropriate academic adjustments and reasonable modifications to policies and practices. It does not require special programming. Academic adjustments and reasonable modifications allow the full participation of students with disabilities in the same programs and activities available to non-disabled students.

Americans with Disabilities Act of 1990:

The Americans with Disabilities Act of 1990 is comprehensive civil rights legislation created to help integrate persons with disabilities into every segment of society. The definition of disability is a person who has a physical or mental impairment that substantially limits one or more major life activities. Major life activities can include, but are not limited to, mobility, vision, hearing, learning, performing manual tasks, walking, seeing, speaking, breathing, thinking, sitting, standing, interacting with others, concentrating, lifting, working, and running.

Title I of the ADA prohibits discrimination in employment practices for qualified applicants with a disability. Title II requires equal access to services and programs offered by public entities.

The College is not required to provide individuals with disabilities with personal or individually prescribed devices, such as wheelchairs, prescription eyeglasses, hearing aids, or to provide the services of a personal attendant to assist with eating, toileting, or dressing. The College is not required to provide any personal service, such as the above, for students with disabilities unless the same type of service is provided to others without disabilities.

Americans with Disabilities Amendment Act of 2008:

The ADA Amendments Act of 2008 clarified and reiterated who is covered by the law's civil rights protections. The act was signed in September 2008 and went into effect in January 2009. The amended language revises the definition of disability to more broadly encompass disabilities that substantially limit a major life activity. The act also states that mitigating measures (assistive devices, auxiliary aids, and medication) have no bearing in determining whether a disability qualifies under the law. The changes also clarify the coverage of conditions that are episodic or in remission that substantially limit a major life activity when active.

ADA Standards for Accessible Design (ADAAG) – 2010:

The Department of Justice published revised regulations for Titles II and III of the Americans with Disabilities Act of 1990 "ADA" in the Federal Register on September 15, 2010. These regulations adopted revised, enforceable accessibility standards. Standards set minimum scoping and technical requirements for newly designed and constructed or altered state and local government facilities, public accommodations, and commercial facilities to be readily accessible to and usable by individuals with disabilities. The 2010 Standards also establish a revised reference point for Title II entities that choose to make structural changes to existing facilities to meet their program accessibility requirements.

POLICIES AND REGULATIONS REGARDING DISABILITY SERVICES

For the most up-to-date information on Three Rivers College policies and regulations, visit trcc.edu/about/collegepolicy.php

Student Disability Services [SP 2115 and SR 2115]

Three Rivers College provides reasonable accommodations to qualified students with a disability according to Section 504 of the Rehabilitation Act and Title II of the American with Disabilities Act to ensure that there will be no discrimination on the basis of a disability. Accommodations are adjustments made for students with disabilities to allow the same educational experiences as their peers. The purpose of an accommodation is to attempt to level the educational learning field for students with disabilities.

Pursuant to the Rehabilitation Act of 1973 (Section 504) and the Title II Americans with Disabilities Act (ADA), Three Rivers College will provide reasonable and individualized accommodations for requesting students who provide the required documentation outlining their disabilities. Because each student's disability may differ in degree and impact, reasonable accommodations will be made on an individual basis.

ACKNOWLEDGMENT OF RECEIVING DISABILITY SERVICES HANDBOOK

I have received, read, and agree to abide by the information Disability Services Handbook.	n and policies as set forth in the
Participant signature	Date