

Portland State University
Disability Resource Center

Student Handbook

2007

Guide for students with Disabilities:
In view of the Americans with Disabilities Act

The Disability Resource Center

at Portland State University

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Table of Contents

Introduction	4
Eligibility	4
Student Responsibilities and the Americans with Disabilities Act	5
Services for Students with Disabilities	6
Undergraduate Advising and Support Center (UASC)	9
Skills Enhancement & Tutoring Center	10
Additional Campus Resources	11
Appendices	
Appendix I	
Interpreting/Captioning Services: Student Responsibilities	14
Appendix II	
Note-taking Policy: Student Responsibilities	17
Appendix III	
Alternative Format Services: Student Responsibilities	18
Appendix IV	
Testing Accommodations Policy: Student Responsibilities	20

INTRODUCTION

Portland State University (PSU) is committed to providing each student the opportunity to obtain a quality education and develop into a well-integrated and self-reliant graduate. The Disability Resource Center (DRC) was created to assist students in reducing barriers of attitude and physical access that might otherwise impede success. To accomplish this goal, the DRC provides support services and information to help our students develop skills in self-advocacy and independence, the ability to identify and use resources on and off campus, the appropriate use of problem-solving techniques, and acceptance of responsibility for one's actions.

As a student at PSU, it is very important that you become informed about the services available to you through the Disability Resource Center. These services can help assist you in the pursuit of your academic goals. PSU is committed to the development of a proactive and responsive environment for all academically qualified students. We strive to provide an environment where students may work to reach their maximum potential academically, professionally, and socially.

Having a disability may impact various areas of your academic experience at PSU. This booklet was created to answer some of the most commonly asked questions by students with disabilities. It gives an overview of services available and contains a resource list of various campus support offices and programs.

The DRC Student Handbook is a supplement to other publications from PSU. We encourage all students to refer to the General Bulletin and other official publications for more information about the University.

ELIGIBILITY

The DRC serves students with temporary as well as permanent disabilities. Eligibility is determined by the documentation presented and in discussion with the students. Students who want to use the services offered through the DRC must identify themselves to the DRC office. This is a requirement of the Americans with Disabilities Act (ADA). Students must make an intake/accommodation assessment appointment and provide appropriate documentation of their disability from a qualified medical or mental health professional.

Assessment process: Provide appropriate documentation to the DRC (see Documentation Guidelines, Appendix E). After documentation has been approved make an appointment for an intake assessment. In most situations documentation should be no more than 3 years old.

For a learning disability, you must submit a written report by a professional who has credentials to evaluate adults. If you are transferring from high school, you need to make sure your documentation is current and follows PSU guidelines. Documentation of a learning disability must include the names of tests used for assessment, test scores which indicate the discrepancies and a written summary of results which states the official diagnosis. For information identifying specific requirements for documentation of a learning disability see Appendix F.

If you have been diagnosed with a temporary disability, you must submit medical documentation for each term in which you require accommodations.

Accommodations are determined through a dialogue between the student and the DRC professional and are based on the documentation provided to the DRC.

STUDENT RESPONSIBILITIES AND THE AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act of 1990 is a law which requires responsibility from all parties. The ADA not only requires compliance of entities regarding access and accommodation, it requires that you, as a student, and the faculty member participate in the process of accommodation. The ADA specifies a two-step process.

As the first step of the process of accommodation and access, the ADA requires that you self-identify if you require academic accommodation or assistance in any class. In order to meet eligibility requirements for support services, you need to let your instructor know that you need an accommodation. This does not mean you have to tell the instructor what your disability is - just that you need an academic accommodation for your disability in his/her class.

According to the ADA, every term you must inform your instructor in each class in which you wish to have accommodations.

The second step in the process of accommodation is that you must give timely notice to your instructor and the DRC. This means that you need to identify your needs for accommodation to the instructor/DRC at the beginning of each term so that they may have time to adjust, accommodate, or consult prior to the class or test.

Please remember that in order to receive accommodations:

- The accommodation must be determined during the intake process.
- It is your responsibility to inform the instructor of your need for accommodation.
- You must inform the instructor/DRC in a timely manner of your need to be accommodated.
- You must fill out a DRC Service Request Form each term.

SERVICES FOR STUDENTS WITH DISABILITIES

You may qualify for one or more of the following accommodations if your documentation supports this service:

Referral and Adaptation

The DRC assists students in obtaining needed services on campus through referral and direct assistance. This assistance may include tables in classrooms for students using wheelchairs, access to adapted computer equipment, or direct referral to a specific counselor, faculty or staff person to assist with problem solving.

To receive accommodations, you must be registered with the DRC and complete a Service Request form at the beginning of each term listing every course in which you are requesting adjustments/accommodations.

You may request a DRC Faculty Letter which will verify that you have a documented disability and lists your accommodations. To receive this letter, it must be requested.

Priority Registration

Note: The DRC notifies you of the dates for priority registration. It is your responsibility to notify the DRC of mailing address and/or e-mail address changes.

If you qualify, due to the nature of your disability, you may receive priority registration through the DRC. This service allows you to pre-register in order to get into the classes that meet at the times that are appropriate for you and to allow the DRC to make changes to classrooms as needed. An e-mail is sent out by the DRC every term reminding you of the priority registration deadlines.

The priority registration process is done on paper and has strict deadlines mandated through the Registrar's Office. If you miss the deadline for priority registration, you will not be able to use this service. If you are a student with a visual impairment, the DRC will assist you in your class registration.

Alternative Formats

The organization, Recordings for the Blind and Dyslexic (RFB&D), is an excellent resource for students who need academic textbooks in alternative format. RFB&D scans and maintains an extensive library, specializing in textbooks and books for professionals. Some of your texts may be provided through this organization.

The Oregon State Library for the Blind and Physically Disabled (OSL) may also be a resource for courses that use literature and non-fiction books.

For those who qualify, the DRC scans required textbooks for classes if the texts are not available from the publisher in alternative format. If the textbooks are to be scanned, they are guillotined and rebound with a spiral binding.

Students must purchase textbooks and provide them to the DRC.

Please refer to Appendix III.

Note-Taking

In-class note-taking assistance is available to students who qualify for this service. Please Refer to Appendix II.

Test-taking Assistance

Accommodation for testing is designed to lessen the impact of the disability when being assessed for knowledge and skills. Test-taking assistance may include extended time on tests, enlarged tests, a reader or writer, use of a CCTV, adapted computer equipment, or a tape recorder.

Due to space and proctor/reader constraints, it is necessary to make arrangements for testing by signing up at the DRC as soon as possible after you receive your syllabus for the classes in which you need testing accommodations. If test dates are not listed on the syllabus, meet with the instructor to determine them as soon as possible. Sign up for testing at least one week prior to your test. Time and space availability for these accommodations are scheduled and strictly enforced.

Please refer to Appendix IV.

Adaptive Technology Training

When appropriate, training is available on adaptive equipment through the Assistive Technology Center (ATC.) The ATC is an adapted technology computer lab located in the PSU library for use by PSU students and community members with disabilities.

Adapted Technologies, Inc. (ATI) personnel provide information and training about adaptive technology to students as well as the general public. The equipment currently available includes a number of hardware and software applications which convert text to voice, voice to print, enlarges text, and scans text to audiotape or computer disc.

Students are encouraged to visit the ATC/ATI to find out about the adaptive technology available at PSU.

NOTE:

- PSU offers free on-line internet access to students (part of your student fee.) You will have e-mail and World Wide Web access. To obtain this access, contact the Help Desk at 503-725-HELP or go to Smith Memorial Student Union Room 18. The DRC encourages you to utilize this service. Please give the DRC your e-mail address when you have established one.
- Our e-mail address is: drc@pdx.edu.
- Please inform us of any physical access problems you come across.
- When we are notified, we will inform you by e-mail of construction projects or other activities which can hamper campus access.

Self-Advocacy

The DRC offers advocacy assistance. One of the most beneficial skills for anyone to develop is self-advocacy. It is important for you to become your own best advocate to make sure you have the accommodations you need in school and in your work environment. For more information or problem-solving support you should contact a DRC professional.

A number of PSU offices offer different types of support services which may assist you in improving academic skills. Some of these services are listed on the following pages.

UNDERGRADUATE ADVISING AND SUPPORT CENTER (UASC)

425 Smith Memorial Student Union
503-725-4005
www.askuask@pdx.edu

Besides the DRC, UASC houses several programs which may provide services helpful to your academic success. These include:

Academic Advising and Referral

503-725-4005
www.askuask@pdx.edu

The UASC provides general education and degree (BS, BA) requirements advising, referrals to academic departments for major advising, advising for students who are undeclared/undecided, and assistance for students encountering academic difficulty. Referrals and general advising are done on a drop-in basis. All new students, both freshmen and transfers, should first attend a New Student Orientation where they will learn about the PSU curriculum and meet with academic advisers. Following orientation (during their first 24 credit hours at PSU) all students should plan to see a UASC adviser to assure they understand their specific graduation requirements. The UASC maintains an up-to-date advising guide to assist students in contacting appropriate departmental advisers. For the drop-in schedule, please contact the UASC office.

Academic Support Program (ASP)

Coordinator: Liane Gough
503-725-9549
www.goughl@pdx.edu

The ASP provides identified PSU students with additional support, mentoring, and advising to promote their academic success. Services may include access to a "College Success - University Survival" course, study skills workshops, mentoring, and referrals to other campus resources. Students having academic difficulty and/or on academic warning, probation or dismissal are encouraged to discuss their situation with any UASC academic advisor to determine eligibility for the program.

Community College Relations (CCR)

Assistant Director: Joan Jagodnik

503-725-8387

www.jagj@pdx.edu

The CCR provides advising and transition assistance to students transferring to PSU from a community college. The CCR also coordinates advising and support for students participating in PSU co-admissions programs. Additionally, the CCR staff act as liaisons for college personnel in order to develop collaborative educational opportunities that will enhance transfer student success.

Student-Athlete Advising

Coordinator: Kim Hottel

503-725-2387

www.khottel@pdx.edu

Student-Athlete Advising provides academic advising, support and information to student athletes and monitor academic performance, progress, and athletic eligibility. Located in the Peter Stott Center, room 224.

Veterans' Services

Coordinator: Chris Goodrich

503-725-3876

www.goodrichc@pdx.edu

Veterans using, or considering using, their college benefits are provided with advising and referral services. Veterans may have their military course work assessed for applicability to university programs.

SKILLS ENHANCEMENT & TUTORING CENTER (SETC)

425 Smith Memorial Student Union

503-725-4457

www.setc.pdx.edu

The Skills Enhancement and Tutoring Center offers free drop-in tutoring, group tutoring, and workshops.

Free peer tutoring, free group tutoring, free workshops, online tutoring through WebCT.

ADDITIONAL CAMPUS RESOURCES

Office of Information Technologies (OIT)

18 Smith Memorial Student Union
503-725-4357

As a PSU student, you should apply for a free student computer access account. This account enables you to use the Internet to check the Library of Congress listings of taped books and the Recordings for the Blind and Dyslexic server from any computer equipped with a modem. In addition, OIT will provide you with an e-mail address for your use on and off campus. If needed, you may access these services with adapted computer equipment in the Assistive Technology Center in the Millar Library.

Assistive Technology Center (ATC)

110 Branford P. Millar Library
503-725-8395

The ATC is a computer center with adapted technology which serves PSU students, faculty, staff, and community members. The center offers technical assessment and expertise for those needing help in deciding which equipment (hardware and/or software) would be most adaptive for their needs. The ATC is open to students and the community from 9 am to 5 pm Monday through Friday (It is open to students all other times the library is open as well.) Appointments are necessary for equipment assessment and training. Once trained, students may access the equipment whenever the library computer lab is open.

Educational Opportunity Program (EOP)

458 Smith Memorial Student Union
503-725-3815

The EOP is a federally funded program designed to provide special assistance and services to traditionally under-represented student populations, which may include students with disabilities. Students accepted into the program may receive services to assist them in adjusting to the university. Support may include academic or personal counseling, tutoring, and other valuable academic assistance.

Center for Student Health and Counseling (SHAC)

200 University Center Building (UCB)
503-725-2800

The SHAC provides a wide range of services to students (undergraduate and graduate) who are registered for at least 9 credit hours. Counselors can be of great assistance for psychological assessment, brief or crisis counseling, vocational and aptitude testing, life skills, adjustment to college, and various other areas. Some of the most useful workshops for students have been those

concerning overcoming anxiety about math, speech, sciences, and tests, and/or managing stress.

The SHAC provides learning disability screening, testing assessment and interpretation. If further testing is recommended, you may choose to have the testing completed at the SHAC for a fee or be referred to off-campus resources. There is no PSU funding source to assist you in paying for a learning disability assessment on or off campus. Some insurance companies, however, do pay for learning disability assessments.

At the end of the assessment procedure, you will need to submit the test results, including the test scores and final report of assessment, to the DRC and meet with a DRC professional to determine appropriate accommodations.

Disability Advocacy Cultural Association (DACA)

114 Smith Memorial Student Union
503-725-5664

Students have joined together to promote advocacy and support for students within the academic community who have disabilities. Members of the DACA are active on various university committees working with students, faculty, and staff to overcome barriers created by stereotypes and miscommunication. The DACA sponsors a newsletter and various social and informal activities.

Program for Returning Women Students

503-725-5672

This program serves women returning to college after an interruption in their formal education. Women students returning to PSU, transferring from community colleges, or who are new to college qualify for the program. Students may participate in support groups and workshops.

Career Center

402 Urban Services Building (USB)
503-725-4613 Career Center
503-725-4958 Student Employment

The Career Center provides services to students and alumni who seek assistance in career planning and job search strategies. The Center offers a full range of seminars including career decisions, resume' preparation, interviewing, and job search techniques. Individual counseling is available to assist in career choice and job search planning.

An on-campus recruiting program provides students and alumni an opportunity to interview with a wide range of employers. The Center operates a complete career library with information on career fields, employers, and related topics.

Student Employment provides referral information to a wide variety of part-time off-campus jobs. The job listings are available to all currently enrolled students.

PSU Residence Life and
College Housing Northwest (CHN)
1802 SW 10th (Montgomery Hall)
503-725-4333 voice
503-725-6305 TDD

PSU Residence Life and CHN manage a number of buildings on and off campus for students attending PSU. There are several apartments in the on-campus buildings that have been modified for students with disabilities, ADA accessible units. These buildings are Montgomery Court, St. Helen's Court, West Hall, West Hall, Stephen E. Epler Hall, and the new Broadway Building. There is also an off-campus building, Goose Hollow Plaza, which has some accessible two-bedroom apartments.

There is no guarantee of availability because of the considerable demand for accessible units. CHN recommends that you apply for housing and fill out a "Request for reasonable accommodation" form 6 to 12 months in advance of your expected entering term.

The Writing Center
Cramer Hall, room 188F
503-725-3570
www.writingcenter@pdx.edu

The Writing Center offers one-to-one feedback on any writing project: class assignments, theses applications, technical reports.

APPENDIX I

Interpreting Services: Student Responsibilities

Requesting an interpreter/real time captioner

Students new to PSU who are deaf and need the assistance of a sign language interpreter/real time captioner: Give the Disability Resource Center office at least two weeks advance notice so that the DRC has time to arrange for classroom interpreters. Provide documentation of your disability to the DRC (see Appendix I). Then schedule an intake appointment with a DRC professional. If you give less than two weeks notice, there is a possibility that the DRC will not be able to arrange for an interpreter or real time captioner for your first class session.

Returning PSU students: Use the Priority Registration service each term in order to ensure that interpreters/captioners will be available by the first day of class.

Continuing Student Responsibilities

Each term:

- Use Priority Registration to establish your class schedule in advance.
- Fill out the DRC Services Request Form.
- Get the required reading list and the course syllabus for each class from your instructor before the term begins. You can contact the professor by voice mail or e-mail. (Contact the department secretary as she/he may know how to reach the professor more easily.) Identify yourself as a student with a disability who needs the accommodation of having the syllabus early. If, after repeated tries, you are still unable to get the book list and syllabus, contact the Interpreter Services Coordinator for assistance.

Using an Interpreter/Real Time Captioner in Class

- The interpreter/captioner will introduce him/herself to your instructor on the first day of class. He or she will explain about the role of an interpreter/captioner in class.
- The interpreter will try to locate the best position in class which will give you the best view of both the interpreter and the instructor. If you prefer other arrangements, please inform the interpreter.

- Discuss with the interpreter your preferred mode or sign choice preferences. Discuss all concerns regarding communication and interpreting as soon as they come up. Continual communication is critical to a good ongoing interpreting relationship.
- The interpreter will interpret the lecture and discussions as accurately as possible. You are responsible for preparing yourself for class so that you will understand the information being presented.
- Do not socialize with the interpreter during class. Communication is a two way process; the instructor has the right to request the interpreter to voice all of your comments.
- It is your responsibility to arrive at classes on time. Interpreters are held to this same standard. If you do not come to class, the interpreter will fill out a No-Show Report Form. Please see the Excused and Unexcused Absences sections below.
- If you need to arrange time before or after class to discuss items with the interpreter, make an appointment in advance. You are allowed 30 minutes per week to meet with the interpreter to smooth the interpreting process. You may also use some of this time to meet with the instructor. Inform the Interpreter Program Coordinator of any extra out of class arrangements prior to the meeting.
- If you have a class that lasts longer than one and one-half hours, you will have two interpreters. These "team interpreters" will take turns signing throughout class. If you have concerns about one of the interpreters, please talk with the interpreter you are having difficulty with, not with the other interpreter.

The Working Relationship with an Interpreter.

- Communication that is clear and ongoing between you and the interpreter is essential for a good interpreting relationship. A feedback form is available for your use at any time.
- Mutual courtesy and respect are important factors in every good working relationship.
- If you have concerns about the services being provided first approach your interpreter. If further discussion or information is needed make an appointment with the DRC Interpreting Services Coordinator or the Assistant Director of the DRC.

Excused Absences

If you know you are going to miss a class you must contact the Interpreting/ Captioning coordinator 24 hours in advance so that we may inform the interpreter(s) for your class. DRC TDD message phone number: 725-6504, or e-mail drc@pdx.edu or drcterp@pdx.edu.

Unexcused Absences

- A. If you miss a class and do not notify your interpreter before the class, it will be logged as a No Show.
- B. If you miss a 3rd class in a row and did not call the DRC 24 hours in advance of the class meetings, the interpreter will stop going to your class. You must make an appointment with the DRC Interpreting/ Captioning Coordinator or the Assistant Director of the DRC before the interpreter can return to that class.

Late to class

Interpreters will not enter class until the student arrives. A student who arrives late for class will find the interpreter waiting in the hall. Interpreters will wait 15 - 20 minutes. (The wait-time is determined by the length of the class.) After the designated time, the interpreter will leave.

APPENDIX IX

Note-taking Policy: Student Responsibilities

You must be registered through the DRC and have documentation on file before accommodations begin.

Each term you will need to turn in a Service Request Form listing all classes for which you use note-takers. At this time you should request the faculty and/or testing accommodation letters for your classes.

The DRC provides the use of a copy machine or carbonless (NCR) paper for your note-taker. Check with the DRC for more information, especially if you are an evening student.

To be paid through the DRC your note-taker must be an admitted PSU student and registered for 9 or more hours as an undergraduate or at least 6 hours as a graduate student.

You must pick up notes at least once per week. Notes left longer than two weeks are discarded. Note-taking service may be suspended if you do not consistently pick up notes.

You must notify the DRC if you drop a class for which you have a note-taker.

If you are unable to complete the term for medical reasons, please notify the DRC as soon as possible.

Note-takers are given an instruction sheet when they sign up to take notes. If necessary, provide feedback to your note-taker about whether the notes are meeting your needs in the classroom. Specific comments on legibility, organization, spelling, and completeness of information are critical for quality notes.

You are responsible for your performance in class. Your note-taker is hired only to take notes.

If you have difficulty with the note-taker's performance, first talk with the note-taker. If that does not help, contact the DRC.

You must sign a Note-taker Contract with the DRC each term for all classes in which you receive note-taking services.

APPENDIX III

Material in Alternative Formats: Student Responsibilities

The Disability Resource Center's (DRC) Alt. Formats will scan reading material after it is determined that the book is unavailable through the publisher, Recordings for the Blind & Dyslexic (RFB & D) or Talking Books and Braille Services. The DRC will scan material that is required (not recommended) for the class in which the student is enrolled. There is no cost to the DRC student for this service. However, scanned materials are the property of the DRC and must be returned to the office at the end of each term.

New and Continuing Student Responsibilities

Each term before classes start:

Use Priority Registration to establish your class schedule in advance.

You must fill out and submit a DRC Service Request Form.

Read the 'Student Responsibility Contract' on the back of the E text Request Form very carefully.

You will need to sign a contract every term which will be kept in your file.

Fill out an E-Text Request form. Alternative Formats will check to see if the requested texts are available from the publisher, RFB&D, or in our library.

You must to obtain a copy of the textbook/course packet and bring this material to the DRC. Please note that Alternative Formats does not purchase texts for you.

You also need to provide a copy of the syllabus so that we can determine what needs to be scanned and in what order. To do this, contact the instructor/department and identify yourself as a student who requires books in alternative format.

Please note that federal copyright law requires that you purchase a copy of each book you receive electronically. We request you bring in proof of purchase.

In order for you to receive your text/material by the first week of class, you must provide the material to the DRC at least two weeks before class begins.

Materials that are delivered to the DRC after the beginning of class may require between 4 to 6 weeks to process.

The DRC will be working to get materials scanned in a timely manner. Your patience is appreciated.

Materials provided to us will be returned to you. Bindings are removed from texts and texts are rebound with spiral binders.

Please notify Alternative Formats immediately if:

1. You are having difficulties with your electronic texts.
2. You drop a class.
3. The professor makes any changes on the course syllabus that will affect the scanning schedule or sequence.

Please let us know if you are not satisfied with the quality of the provided materials. If you have any questions, concerns, or problems, please contact Alternative Formats directly at 725-4153/725-4100 or Alt.Format@pdx.edu

You are encouraged to register for Recordings for the Blind so that you may use their services as a professional.

APPENDIX IV

Testing Accommodations: Student Responsibilities

- 1) Each term you must turn in a completed DRC Service Request Form to the DRC.
- 2) No matter what type of room your testing accommodations include at the beginning of each term **you must give your instructor a copy of your Faculty Letter** and the **SHAC Testing Accommodation Letter** which is prepared for you by the DRC. Discuss the testing process and your accommodations with your instructor. You must request testing accommodations at least one week before each exam.
 - A. **Your instructor** will follow the instructions on the SHAC Accommodations Letter and will deliver your exam to the SHAC testing center.
 - B. **You must** schedule testing space with SHAC at least one week before each exam. Your exam is to be taken at the same time as the class unless the instructor gives approval for you to take it at a different time. **If you do not schedule in advance** SHAC may not be able to provide you with accommodations.
 - C. **You or your instructor** can contact SHAC Testing Services at 503 725 5301.
- 3) **Arrive** at the SHAC office at least **5 minutes before** your scheduled exam time. If you arrive late, **the time** allotted for you to take the exam **may not be extended**.
- 4) **If you cannot take your exam at the scheduled time** (e.g., illness), **first:** contact your instructor and request permission to take the exam at another time and **second:** contact SHAC to cancel your reservation. **You are responsible** for rescheduling your exam.

It is essential that all parties involved in the testing system adhere to these procedures in order for the DRC to provide the services and accommodations our students require.