



- ◆ Collaborating across campus.
- ◆ Facilitating independence.
- ◆ Establishing a community that ensures full participation.



University of  
New Hampshire



DISABILITY SERVICES FOR  
STUDENTS (DSS)

## **STUDENT HANDBOOK**

UNIVERSITY OF NEW HAMPSHIRE

*(REVISED DEC 2016)*



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## HANDBOOK FOR STUDENTS WITH DISABILITIES

This *Handbook for Disability Services for Students (DSS)* has been prepared for general information purposes only. No statement appearing in this *Handbook*



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### INTRODUCTION

The *Handbook for Disability Services for Students* has been developed to provide students with an outline of the services provided by DSS. Please familiarize yourself with the information outlined in this *Handbook*. If you have additional needs, which are not specifically addressed, please contact the office. Disability Services for Students (DSS) is committed to providing a community that ensures full participation for all students. DSS provides students with assistance that can facilitate their independence and academic progress. Additionally, the DSS office is a resource for faculty, staff, and members of the UNH Community.

### HOW DO STUDENTS ACCESS SERVICES?

Students with disabilities who wish to access services should contact DSS. Provision of services begins with an intake process during which the functional issues related to the disability are identified and appropriate strategies, resources, and accommodations determined.



## How do students qualify for services?

Disability Services for Students is committed to serving all students with disabilities as defined by federal regulations. Individuals with temporary disabilities are also served by DSS.

### A qualified person with a disability is:

*“an individual who meets the essential eligibility requirements for participation in a program, service or activity, **with or without**: (1) reasonable modifications to rules, policies, or procedures; (2) removal of architectural, communication or transportation barriers; and (3) provision of auxiliary aids or services for effective communications.”*

Before receiving services, students requesting academic accommodations will provide documentation of their disability and identify specific accommodation needs.

- Students diagnosed prior to graduation from an accredited high school may submit the IEP or 504 Plan (or other existing documentation) on file at the respective high school;
- Students diagnosed after the completion of high school should submit an evaluation/report performed by an appropriately qualified professional stating:
  - 1) the nature and severity of the disability,
  - 2) current functional impact,
  - 3) the evaluation process, used, and
  - 4) any recommendations for assistance.

Information obtained is confidential and is used solely for the purpose of identifying appropriate support services. Information regarding a student’s disability is only released with written permission of the student or within the guidelines allowed under FERPA.

### **The federal legal definition of a disability includes a person who:**

1. Has a physical or mental impairment which substantially limits one or more major life activity,
2. Has a record of such impairment,
3. Is regarded as having such impairment.



## How do students obtain services?

Students must request services each semester.

Once the initial *Intake* is completed and an *Accommodation Letter* is established, students send the letters to faculty via Clock-Work. This should be done prior to or at the beginning of the semester to help ensure timely provision of accommodations.

**(Letters may be sent at any time, however, accommodations are not retroactive.)** Students must also identify themselves to their instructors to facilitate implementation of the identified classroom accommodations. Consultation among the student, his/her instructor(s), and the Director of DSS may be necessary for some accommodations. Each student is encouraged to act as his/her own advocate and has the primary responsibility for securing assistance. Early and regular contact with DSS will help ensure the timely identification and provision of services and accommodations.

## WHAT SERVICES ARE AVAILABLE?

Assistance is tailored to the needs of the individual student. Services will be designed in a manner intended to remove barriers which hinder learning and which allow maximum independence. Appropriate accommodations will be based on need, not desire or convenience. Services are intended to provide equal access and equal opportunity.

### **Academic support services offered, based on individual need, include:**

- Instructor notification
- Notetaking assistance
- Alternative testing accommodations
- Assistance in obtaining print materials in alternative formats
- Interpreter services/CART
- Priority enrollment
- Reduced Courseload
- Classroom accessibility (table, chair, relocated room)
- Equipment loan
- Assistive technology
- Additional accommodations as appropriate



## Instructor Notification

To aid students in securing classroom accommodations, DSS (in conjunction with the student) creates an accommodation letter which notifies the faculty of a student's academic accommodations. Students must also identify themselves to their instructor(s) for implementation of the identified classroom accommodations.



## Notes/Notetaking Assistance

Ideally, notes are made available to the entire class. This is an example of universal design: providing access to everyone without need for "accommodation". Examples of how this might be done include:

- posting notes, outlines, material online
- using Tegrity (classroom lecture capture system)
- use of a TA/GA to take notes
- community of learning where students share notetaking responsibility and create a shared pool of notes

In situations where a notetaker is still necessary, DSS will utilize the class roster to solicit a notetaker.

## Exam Accommodations/Alternative Testing

Students with disabilities may request accommodations to the course exam requirements or formats. Identified exam accommodations are designed to assist students in demonstrating their acquired knowledge and skills, rather than the impact of the disability.

### *\* Distraction Reduced Environment*

No environment is free of distraction. This accommodation is meant to provide a testing environment that minimizes distractions from a larger classroom of other students. A distinction is made between a need for a separate room and one where other students may also be testing. Some accommodations, such as reading aloud or oral exams, require a separate space.

### \* *Extended Time*

Typically, students may receive 50% or 100% additional time in order to accommodate processing speed, reading comprehension, cognitive fluency, working with another person (scribe/reader) or use of assistive technology (see below). Extended time is specific to in class quizzes, exams, and papers. Online exams with timed elements are also included.

- *Computer (Word Processor)*

Students may use a word processor/computer to type in situations where written expression is affected. Oftentimes, proof reading features (i.e. spelling, grammar check) are part of this accommodation.

### \* *Assistive Technology (AT)*

Students may need to utilize assistive technology in our DSS AT Lab as an exam accommodation. Examples include:



- Dragon Naturally Speaking – voice-to-text (dictation software)
- Read & Write – text-to-speech software
- Zoomtext – magnification software
- Noise Cancelling Headphones – minimize noise/distraction

**Exam Proctoring:** DSS is only able to provide **limited space** for students requiring Assistive Technology. Instructors are to provide accommodations to students who have accommodation letters for extended time, separate space, and other aspects that may be managed within the College.

**Student Responsibility:** Students are expected to meet with each instructor to discuss exam accommodations, and determine the logistics of how they will be implemented.

This **discussion** needs to occur before exam accommodations can be provided. **Ample notice** is necessary to allow faculty to put accommodations in place.



## Text in Alternative Formats

When a text format other than print is necessary – audio, e-text, large print, braille – students need to make such requests to DSS. There are many options that exist to obtain alternate formats through existing resources such as VitalSource, Amazon, Cafe Scribe, and Bookshare. DSS will assist and direct students in this independent process.

When necessary, DSS will work with publishers for requested texts and scan and/or provide e-text copies of the required text materials as necessary. Students may then use a variety of assistive technologies as a means to provide access to these alternate format material. Training on AT equipment and software use is available.

Prior to the beginning of the semester, students should contact their professor to request a list of all required reading materials in order to begin the alternate format process.

Early identification of required materials and alternate format requests are important in order to ensure timely receipt of materials. ***Priority enrollment is meant to help with this process.***

Students may use available Assistive Technology and Software through DSS (or UNH).



## Interpreter/CART Services

For students who are Deaf/Hard of Hearing (HoH), an effective means of accessing lectures is provided based on communication and English language skills.



Contract interpreters/real-time captionists (CART) and local agencies are utilized to provide services. Students using interpreters/CART must notify DSS (603.862.2607 v; 800.735.2964 Relay NH; 711 TT) as soon as possible of needs. Priority enrollment is meant to assist in early notification. We require 48 hours advance notice if a class will be missed. A “no show” or notice less than 48 hours will be counted as a “miss,” save extenuating circumstances. Three misses will result in suspension of services until the student meets with the DSS Director.

## Priority Enrollment

Students with disabilities may be eligible for priority enrollment. Determination is made on an individual basis relative to the impact of the disability and the impact on access/accommodation needs. If approved, a student is moved to the top of their enrollment group.

## Reduced Courseload

Students who may require fewer credit hours (12-13 hrs.) due to the nature of the disability are eligible for a (25%) reduction to the block tuition rate.

## Classroom Accessibility

If a student with a disability enrolls in a course that is scheduled in an inaccessible location, the student should notify DSS to obtain a change in classroom location.

## Accessible Parking Permits

A valid UNH parking permit along with a state-issued accessible plate/placard is required to park in **any designated ADA/accessible space in any lot**. In standard, non-accessible spaces, the accompanying valid permit must be appropriate for that lot. Unreserved parking meters are FREE up to the time limit of the meter with a state-issued accessible plate/placard. The person to whom the plate/placard is issued must be present in the car.

(Parking & Transit Center, 20 Sage Way, 603.862.1010)



## Equipment Loan

Disability Services for Students has the following equipment available for loan to students. Equipment should be returned, in good condition, at the end of the semester or the student’s Business Services account may be charged for damage or replacement cost.

## Assistive Technology

### Available for loan:

- LiveScribe Echo Smartpen — digital recording and note taking
- Assistive Listening Device — personal FM system
- Sony digital recorders
- New Hampshire Assistive Tech Project resources (as available)

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### DSS AT lab (229 Smith Hall)

- Windows workstations (3)
- Mac desktop workstations (1)
- Windows laptops (2)
- adjustable height workstations (5)

Please contact:

Maureen Bourbeau, Assistive Technology Specialist

For information about Assistive Technology software and download instructions go to <http://www.unh.edu/disabilityservices/assistive-technology>, then click on the AT software (or hardware) name to get further information.

(Note: Read & Write and Dragon Naturally Speaking software are available campus-wide.)



### Software

- Voice recognition (Dragon Naturally Speaking, English & Spanish)
- Screen reader (NVDA) - DSS computer lab
- Screen magnification (ZoomText) - DSS computer lab
- Read&Write: Gold (For PC and MAC) - all campus cluster computers & available for personal download

### Equipment

- [ZoomText Keyboard](#) -keyboards with large print/contrast
- [ZoomTwix](#): scanner/reader, magnifier and flexible CCTV
- [Eye-Pal Solo](#): reader and magnifier
- [Kensington Expert Trackball Mouse](#)
- [iPads](#)

Check with DSS regarding changes/additions to this list.

## EMERGENCY PLANS

### Priority Snow Route Plan

UNH Facilities has identified two (2) priority snow/ice removal routes. [View Map at: http://www.unh.edu/facilities/snow-information-faq \(Campus Mobility\)](http://www.unh.edu/facilities/snow-information-faq)

These routes will be maintained hourly. They include sidewalks, building entrances, and Access Van pick-up/drop-off points. Students should make note of these routes as they may differ from one's usual route.

Other sidewalks/areas will continue to be cleared, however, they will be cleared less regularly than the "priority routes". Please be aware of balance, equipment, and other factors that may be affected by snow and ice.

To the greatest extent possible the accessible entrances, ramps, and nearby curb cuts for each building will be cleared.



Custodial staff will work to clear entries and paths around their respective buildings.

Any issues that arise due to snow and ice removal are to be directed to **Facilities Control Center (603-862-1437)**. People are encouraged to call so they may better identify any problem areas. DSS (603-862-2607) and ADA Compliance (603-862-2930) will work with Facilities to help monitor access issues. **Please contact DSS regarding academic dilemmas due to lateness/attendance incurred as a result of snow and ice access issues.**

Although it is only for a few months, it is important to be prepared to address the difficulty that severe weather brings. This plan is in place to help ensure access. Knowing how to use the bus/transit, allowing additional time for travel, being aware of how buildings “connect,” and notifying Facilities (603.862.1437) of concerns are all actions you can take to help ensure success. With cooperation all things are possible.

### Emergency Evacuation & Life Safety Procedures

To ensure personal safety in the event of an emergency, it is recommended that students with disabilities notify instructors and/or classmates of the type of assistance you may need during an emergency situation. This notification should happen at the beginning of each semester.

In the event of an emergency, immediate and complete evacuation is preferred if it can be accomplished in a safe manner. If this is not possible, ask someone to assist you to a “safe area,” such as an enclosed stairwell or a marked “**Area of Refuge**”. Designated **Areas of Refuge** include clear floor space for a wheelchair and a yellow emergency phone that rings directly to the Dispatch Center to ensure emergency personnel know where you are. Dispatch will remain on the line with you until emergency personnel arrive.

Also, check the specific building evacuation plan in each building. *What to Do* and *Who to Contact...*



*What to Do:*

- \*go to an Area of Refuge
- \*go to a stairwell
- \*for full-sprinkled buildings, stay in place
- \*go through the Exit Door (if able) – it will automatically close when the alarms go off

*Who to Contact* - if you need assistance:

- \*call 9.1.1 (emergency)
- \*call 603.862.1427 (non-emergency, UNH-PD)
- \*use the LiveSafe App

(LiveSafemobile.com – download from AppStore or GooglePlay)

Any assisting individual should stay with you until emergency personnel arrive. Additionally, you should ask a second person to immediately notify emergency personnel of your location and the type of assistance required.

As a part of personal safety and awareness, it is important to be aware of your surroundings and to identify emergency exits.

### **UNH Emergency Procedures Program**

*Office of Environmental Health & Safety (603-862-4041)*

[http://www.unh.edu/research/sites/www.unh.edu.research/files/docs/EHS/emergency-procedures-program\\_rev-02.pdf](http://www.unh.edu/research/sites/www.unh.edu.research/files/docs/EHS/emergency-procedures-program_rev-02.pdf)

### **WILDCAT TRANSIT**

UNH Transit System provides a fixed route service (Wildcat Transit) and a Paratransit service (Access Van) according to the Americans with Disabilities Act (ADA). For Transit information refer to the website at <http://www.unh.edu/transportation/wildcat-transit>

Eligibility for the Access Van is determined through DSS or Health Services. The service offers point to point transportation for UNH students with permanent or temporary disabilities. The Access Van serves the campus area serviced by the Campus Connector shuttles. \*Rides can be scheduled by contacting 603-862-2328.

Additionally, all of the UNH buses are lift-equipped.

## COMPLAINTS

Concerns about classroom accommodations should be directed to DSS (603-862-2607; 800-735-2964 Relay NH).

Unresolved concerns and/or actions regarding DSS should be reported to ADA Compliance. (Affirmative Action and Equity Office, Section 504/ADA Compliance Officer (V. 603-862-2930 TTY 603-862-1527)

Students may also register complaints regarding discrimination, physical, programmatic, or attitudinal barriers they encounter at UNH to ADA Compliance or by using the anonymous "Report It!" system found on various UNH websites. (<http://reportit.unh.edu/>).





## External Agencies

Students who are dissatisfied with the response they receive from the internal procedures through DSS and ADA Compliance may file a complaint with any of the following agencies.

While it is generally expected that issues are addressed and resolved through the established UNH complaint/grievance process, students may contact the Office of Civil Rights (OCR) at any time.



Disability Rights Center—NH

64 North Main Street, Suite 2, 3rd Floor

Concord, NH 03301-4913

603-228-0432 — 1-800-834-1721 FREE V/TTY – fax: 603-225-2077

Website: [advocacy@drcnh.org](mailto:advocacy@drcnh.org)

Office for Civil Rights, Boston Office

U.S. Department of Education

5 Post Office Square, 8th Floor

Boston, MA 02109-4557

(617) 289-0111; (617) 289-0150 (FAX); (617) 223-9695 (TDD)

Email: [OCR.Boston@ed.gov](mailto:OCR.Boston@ed.gov)

Website: <http://www.ed.gov/ocr>

U. S. Department of Justice

950 Pennsylvania Ave., NW

Civil Rights Division, Disability Rights Section—NYA

Washington, D. C. 20530

800-514-0301 (v), 800-514-0383 (tty)



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