



MarymountManhattan

# Office of Disability Services (ODS) Policy Handbook

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**\*All yellow highlighted, bold material is specific to accommodations and procedures for remote learning, please read and follow carefully\***

# Who Are We? What Do We Do?

**Diana Nash**, Director of Academic Access and Disability Services



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*Diana handles all Academic Access related issues and manages the ODS team! For all Academic Access related questions and concerns, see Diana.*

**Lindsay Green**, Assistant Director of Disability Services and Academic Access



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*Lindsay manages all students registered with ODS, all testing and note taking requests. For all ODS related questions and concerns, see Lindsay.*

**Michael Johnson**, Assistive Technology Specialist (ATS)



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*Mike deals with all Assistive Technology and Digital Accessibility for the College. Go to Mike for Sonocent training and all Alternative Formatted Material.*

**Carolina Montero**, Office Administrator



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*Carolina is Part-Time and does research for the Office as well as special projects.*

# General Information

## What is Disability Services?

In compliance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act, Marymount Manhattan College provides support for students with learning, physical, medical and psychological disabilities. The office's mission is to serve this community within MMC to ensure academic success while providing an equal and fair college experience. *All accommodations must be approved through the online portal "Accommodate". Only approved accommodations will be visible on Accommodate.*

Please review the [How to Register with Disability Services Guide](#) on the MMC Disability Services website.

## What is the Academic Access Program?

Academic Access is a cost above tuition program for students with learning disabilities that is specifically designed to foster academic success. Through accommodations and multifaceted support, students with learning difficulties will be able to handle the Marymount Manhattan curriculum along with their peers and classmates.

In addition to basic accommodations such as Extended Testing Time and Note Takers, the Program provides:

- 2 hours a week with a learning specialist
- Academic Coaching for executive functioning skill building (by appointment)
- Personalized academic counseling for academic programs
- Priority Registration
- Monthly Parent Meetings during the Academic Year

## What is the difference?

All students who register with us receive Disability Services accommodations. Those enrolled in Academic Access are provided enhanced services through this program. A fee is required for the enhanced services.

## Where are we?

The Office of Disability Services and the Academic Access Program are located in Carson Hall 500. The Assistive Technology Specialist is located in Carson Hall 412, Office #2.

**\*Please note: Office Staff is working remotely unless otherwise stated\***

## When are we open?

Monday-Friday, 9am-5pm

**\*All appointments will be held virtually unless otherwise stated\***

## Disability Services Contact Information

Email: [disabilityservices@mmm.edu](mailto:disabilityservices@mmm.edu)

# *Accommodate*

*Accommodate* is the portal that MMC uses for all Disability Services requests. *Accommodate* is in compliance with the Family Educational Rights and Privacy Act (FERPA) and is managed by the ODS team. Before the start of each semester, accommodations must be requested and renewed. This is done by submitting a ‘Semester Request’ on *Accommodate*. If a semester request is not submitted for the semester, the student will not receive accommodations until the request is submitted and approved.

Please use the below links to access *Accommodate* and its respective guides on how to use the portal.

[Student Portal](#)

[Faculty Portal](#)

[Student Guide](#)/ [Student Mobile Guide](#)

[Faculty Guide](#)

**Do you wish to receive your notifications in a Text Message?** See the [Text Message Guide](#) to learn how to add your phone number to your profile.

If you see a message about “Contact Administrator” or “Bad Gateway” please clear your history, cache, and cookies and try again. If you have any questions about *Accommodate*, please contact Lindsay Green ([lgreen@mmm.edu](mailto:lgreen@mmm.edu)).

## **Professor Notification**

Each semester professors are notified by a CONFIDENTIAL email from the Assistant Director of Disability Services with each student’s approved accommodations. Please note that no diagnoses are revealed. This email is sent on the first day of classes and then again, the day after the ‘add’ period ends each semester to encompass all students registered in their classes. If a student changes their program after this date, it is their responsibility to request another Accommodation email to be sent to their professors. This email states accommodations that each student is eligible for, but **it is the responsibility of the student to request each specific accommodation within a timely manner as stated in this policy, in order for the accommodation to be effectively allocated.** The student and the ODS staff are the only parties who can speak to professors about accommodations. Parents or outside tutors are not to contact professors regarding their academic work.

# Testing Accommodations

Testing accommodations must be requested through the ‘Testing Accommodations’ module on *Accommodate*. **Each request must be submitted ONE (1) WEEK prior to the scheduled test.** Once the test is requested, ODS can either approve or deny the request. If denied, the student will be emailed with the reason and asked to submit another request that follows the policy and protocol. If approved, both the student and professor will receive an email explaining the exam details. The professor will be instructed to send ODS the test with the proper amount of time given and any other instructions. Students must arrive to the Office promptly and be prepared to begin the exam. All tests will happen concurrently with their class exams unless otherwise approved. If the student is requesting to take their test at a different time due to class conflict or our office hours, the student must explain this in the testing request notes. If the student is requesting to take the test on a different day from class, the student must submit written approval from the professor before a testing request can be approved.

**\*For remote exams, once test is requested and approved the professor will be instructed to allocate extended time for all timed, online exams\***

**\*Any exam in need of proctoring or a reader/scribe must be indicated in request so Office Staff can assist with the specific exam\***

## *Sonocent* Audio Notetaker

*Sonocent* Audio Notetaker is assistive technology that uses audio recording, color coding, and typed notes to capture class lectures. This innovative technology allows for increased student independence and allows students to engage with their notes in a more comprehensive way. Since *Sonocent* uses recording as its main function, each student must be in compliance with the Audio Recording Policy. During each student’s training, the policy must be signed and kept on file. At the end of each semester all recordings will be destroyed. *Sonocent* is the ODS’ main note taking accommodation. Please read and review the [Audio Recording Policy](#).

**\*Sonocent Audio Notetaker can still be used for zoom class sessions and the ‘Audio Recording Policy’ still must be upheld\***

## Computer in the Classroom

Permission to use a computer in the classroom is given to students to type their notes or use *Sonocent*. The use of a computer is not permitted for doing other work in the classroom or accessing any social media during class. If a professor reports to ODS that the computer was used for any reason other than the ones approved, the accommodation will be revoked.

**\*This accommodation may still be used but please be respectful when using your computer during zoom class sessions\***

# Assistive Technology

Assistive Technology and Digital Accessibility is an important initiative in the office. ODS has many different pieces of assistive technology and trains students as necessary. Aside from Sonocent, Kurzweil 3000 is a great piece of technology, which turns all text to audio. All assistive technology users must be in compliance with the [Audio Recording Policy](#).

**\*For remote access, please contact Michael Johnson\***

## Alternative Formatted Material

A student may require class material in a different format. The student would request such reformatting through the 'Alternative Format' module on *Accommodate*. This may be text to audio or text to HTML. Providing Alternative Formatted material may take up to three (3) business days. To learn more, please see [Student Accommodate Guide](#).

## Medical Absence Consideration

Sometimes student's disabilities may affect their ability to uphold the attendance policy for a course in which they are enrolled. With proper advanced notice, ODS can notify faculty on your behalf to maintain confidentiality about the nature of your disability. Ideally, this notification should take place at the start of the semester, since the nature of some courses makes it difficult and sometimes impossible for the faculty to accommodate excessive absences. In such cases, students will be advised to select another course. Students who will miss an individual class may also contact ODS and request that ODS communicate on their behalf about an absence due to their disability. Note that professors have discretion over their attendance policy for the class and there is no guarantee that the professor will grant an excused absence. Under no circumstances will ODS make requests for consideration that are not made in a timely manner.

**\*Medical Absence Consideration for remote classes is applicable for synchronous classes. All procedures for requesting consideration still applies\***

## Note Taker

Providing a Peer Note Taker is an accommodation that may be given when Sonocent Audio NoteTaker is deemed inappropriate for the student. A Note Taker will be hired through the Office of Disability Services to submit a copy of their notes to Accommodate within 24 hours of the class occurring. A student will review their supplementary set of notes through the 'Note Taker' module on Accommodate. These notes are not to be shared. Students are responsible for notifying ODS if their class schedule has changed in any way that would affect the hiring of their Note Takers. This accommodation is completely anonymous, neither note taker nor student will be notified the identity of the other.

# Housing Accommodations

Accommodations given in the Residence Halls require registration with our office. Once accommodations are approved by ODS, Residence Life is notified to allocate said housing accommodation. These accommodation must be renewed each academic year. Requesting Housing Accommodations after housing placements have been assigned might result in delays or the accommodation not being allocated appropriately.

## Dining Dollar Appeal Request

Every student living in MMC housing is required to have a dining dollars account. If a student has complex dietary restrictions or a medical condition that does not allow them to eat the food provided in the dining hall, the student can submit a request to appeal the dining dollar plan. Each student is required to meet with the head of Dining Services to see if there is a reasonable solution for the student to be accommodated. If it is deemed that Dining Services cannot provide adequate services for the student, the dining plan may be reduced or removed. Medical documentation of restrictions or conditions is required.

# Assistance Animals

It is the intent of MMC to provide an environment that fosters respect and dignity towards all students. For students with documented disabilities, MMC strives to provide reasonable accommodations, including an Emotional Support Animal (ESA) and Service Animals. Eligible students should review the policy and request this accommodation through the Office of Disability Services.

**Assistance Animal:** This is the umbrella term that encompasses service animals and emotional support animals. Service animals and emotional support animals are not pets; they are animals that provide assistance, perform tasks for the benefit of a person with a disability, or provide emotional support that alleviates one or more identified symptom or effects of a person's disability.

**Service Animal:** An animal that is individually trained (or in the process of being trained) to do work or perform specific tasks for the benefit of a person with a disability. The work or tasks performed by the service animal must be directly related to the person's disability.

[Service Animal Policy and Agreement](#)

**Emotional Support Animal (ESA):** An animal that provides emotional support to alleviate one or more identified symptoms or effects of a person's disability. Some, but not all, animals that assist persons with disabilities are professionally trained.

[Emotional Support Animal Policy and Housing Agreement.](#)

## Assistance Animals (cont.)

**Please review the CDC Guidelines for Service Animals in regards to COVID-19**

**MMC will also follow these guidelines for Emotional Support Animals.**

- Service Animals may need to be around other people and animals while working. When possible, both the handler and the animal should stay at least 6 feet away from others.
- If a service animal is sick, call a veterinarian, and do not go out in public with the animal.
- When possible, do not take a service animal into settings in which people are infected with COVID-19 or facilities where you cannot prevent interactions with people who may have COVID-19.
- Avoid contact between sick people and the service animal as much as possible. If contact cannot be avoided, the sick person should wear a cloth face covering when around the animal.
- CDC recommends that people wear cloth face coverings in public settings and when around people who don't live in your household, especially when other social distancing measures are difficult to maintain.
- Clean and disinfect service animal collars, vests, leashes or harnesses, and other supplies frequently.
- Do not wipe or bathe service animals with chemical disinfectants, alcohol, hydrogen peroxide, or any other products not approved for animal use. There is no evidence that the virus can spread to people from the skin, fur, or hair of pets.
- **Do not put face coverings on service animals. Covering an animal's face could harm them.**

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All Students registered with the Office of Disability Services are required to comply with these policies and protocols. If you have any questions about the above policies, please email Lindsay Green ([lgreen@mmm.edu](mailto:lgreen@mmm.edu)) or Disability Services ([disabilityservices@mmm.edu](mailto:disabilityservices@mmm.edu)).