

Office of Accessibility and Accommodation
The University of North Carolina at Charlotte
9201 University City Boulevard
Charlotte, NC 28223-0001

OAA Student Handbook



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Office Hours and Contact Information

Hours of Operation: Monday-Friday, 8:00 a.m. - 5:00 p.m.

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Introduction

Welcome to the Office of Accessibility and Accommodation at the University of North Carolina at Charlotte. We created this Student Handbook to guide you through the process of securing support through our office and navigating processes. Please take the time to read this guide at the start of your journey with us, as it contains important information regarding office policies, as well as your rights and responsibilities. We welcome your questions and look forward to working with you!

Our Mission: *The Office of Accessibility and Accommodation works to ensure that students with disabilities have access to education and campus life at the University. Through collaboration with the institution's diverse community, we facilitate accommodations, discourse, and engagement to promote a universally accessible learning environment for all.*

We help ensure that programs, services, and the campus are accessible in compliance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disability Act of 1990, and the ADA Amendments Act of 2008.

Students with documented disabilities may be eligible for a variety of accommodations that are individualized to meet the student's needs. Our process of providing accommodations and services is interactive and ongoing. The University provides **reasonable and appropriate accommodations** to students with disabilities. The final determination for providing reasonable and appropriate accommodations rests with the University.

Connecting for Services: The Process

The Office of Accessibility and Accommodation (OAA) helps to ensure physical and programmatic access to all University programs. In post-secondary education programs, **it is the responsibility of the student to self-identify and request academic accommodations**. The first step in securing accommodations is to provide documentation of the disability to our office. Documentation must be comprehensive in nature, completed by the appropriate qualified professional, and must be current. The various [documentation forms](#) are available on the Office of Accessibility and Accommodation website.

At the college level, it is the responsibility of the student to provide documentation of a disability to the Office of Accessibility and Accommodation. The student should follow up with their provider(s) source of documentation to ensure they have received the forms and that the documentation will be sent in a timely manner. The student should check with the OAA to ensure that we have received the requested documentation. Our staff is available to answer any questions about the documentation process.

All documentation submitted is reviewed by our staff and is considered within the context of coverage under disability rights legislation, as defined by Section 504 of the Rehabilitation Act and the ADA Amendments Act (ADAAA). In order to establish that an individual with a disability is covered under the ADA, the documentation of the disability must indicate that there are substantial functional impairments. To learn more about the ADA visit the [U.S. Department of Justice website](#).

As part of the review, a determination of eligibility for services is made. Next, the student is notified via their University email regarding the eligibility status and next steps. If the documentation is not sufficient, this will be noted in the eligibility email with additional explanation. Additional documentation is sometimes needed and can be submitted by the student for further review. Once approved, the student will need to schedule a one-hour Interactive Meeting with one of our team. In this appointment, reasonable accommodations will be explored through an interactive process. *If reasonable accommodations are determined, they are not retroactive.*

Once accommodations are determined in your Interactive Meeting, students are required to request their accommodations via the online [OAA Portal](#) each semester in which accommodations are needed. If changes to accommodations are required, students must schedule an appointment with an accommodation coordinator. Identifying appropriate accommodations is interactive and ongoing process between the accommodation coordinator and the student. The determination of appropriate and reasonable accommodations is part of the interactive process.

Confidentiality and Record Retention

The Office of Accessibility and Accommodation handles disability documentation confidentially in accordance with state and federal laws. The Family Educational Rights and Privacy Act (FERPA) regulates disclosure of disability documentation and records maintained by Accessibility and Accommodation.

Each time students request accommodations through our office, they are asked to review and agree to the terms of their accommodations. This Accommodation Agreement allows our staff to communicate with University personnel in order to provide accommodations and coordinate services. In the process of collaborating to provide your accommodations, the Office of Accessibility and Accommodation does not disclose your disability diagnosis to faculty.

Under FERPA, our professional, non-student staff are permitted to release information to a school official who has a legitimate educational interest that is specified in his or her position description, that is related to a student's education, that is related to the discipline of a student, or by student request. For more information on FERPA, visit [University Policy 402](#).

Retention and Privacy of Records

The Family Educational Rights Privacy Act (FERPA) regulates disclosure of disability documentation and records maintained by the Office of Accessibility and Accommodation. Information regarding your disability diagnosis is handled confidentially in accordance with state and federal laws. Disability documentation and related records will be retained by Accessibility and Accommodation for five (5) years from graduation or the last semester in which the student received services.

Consent to Release Protected Information

Students may request copies of their disability documentation or their Record of Academic Accommodations. To formally request these records, please contact the Office of Accessibility and Accommodation to complete and sign the **Release of Protected Information form**.

Student Responsibilities

You have an active role in managing your academic journey and ensuring your accommodations are in place. **Please note that all students, regardless of disability status, are responsible for meeting the academic and conduct standards set by their program and the University.**

This outline of student responsibilities will help you stay on track:

1. Get Started with the OAA Portal

The [OAA Student Portal](#) is your central hub for managing accommodations.

- **First-Time Access:** You *must* complete an Interactive Meeting with your assigned Accommodation Coordinator to set up your Portal access.
- **Returning Students:** You should have access to the OAA Student Portal. *If you haven't yet set up Portal access*, schedule a Check-In appointment to get started and continue your accommodations.

Pro Tip: Check your University email regularly. The OAA Portal uses your official University email for all communications and confirmations (e.g., when you submit a request, when instructors confirm receipt of your letter, when you schedule a test).

2. Request Accommodations Every Semester

Important: Accommodations are not automatically applied, and our staff do not send your Accommodation Letters for you.

Your Action:

- **Each semester** you need accommodations, **you are responsible for sending your Accommodation Letters** to your instructors via the OAA Student Portal.
- **Important: Accommodations are *not retroactive*.** They only begin once your faculty formally receives your Accommodation Letter.

Need Help? Schedule an appointment if you need assistance with this process.

Beyond Letters: You'll also use the OAA Student Portal to schedule tests, request notetakers, and download class notes, as applicable.

3. Meet with Your Instructors

Whether your course is face-to-face, online, or hybrid, direct communication with your instructors is crucial. **This necessary step helps ensure that you and your instructors are on the same page regarding your accommodations and logistics.**

Your Action:

- **Meet with Instructors Each Semester: You are responsible for meeting with your instructors to discuss your academic accommodations.** Connect with instructors by email or meet during their office hours.
- **Be Prepared:** Understand your accommodations and how to discuss your needs effectively with your instructors.

4. Schedule Tests Via the OAA Portal

Your Action:

If you qualify for testing accommodations, **use the [OAA Portal](#) to schedule in-person, on-campus tests and final exams** in the OAA Test Center. Your instructor will receive an email notification and will review your request for accuracy. **Note:** *Your instructor cannot make your test reservation for you.*

Timeliness is Key

- Schedule **6 days in advance** for Fall and Spring semesters.
- Schedule **3 days in advance** for Summer semesters.
- Final exam deadlines vary and are posted on our website and in the OAA Portal.

5. Address Concerns or Changes Promptly

Your Action:

Notify your assigned Accommodation Coordinator as soon as possible if your accommodation needs change or if you have any concerns. For more complex situations, **schedule an Advisement appointment** for further assistance.

6. Use Campus Resources

Your Action:

Seek Help and Use Campus Resources: Don't hesitate to take advantage of the many support services available to you at Charlotte. You can find a comprehensive list in the [OAA Student Handbook](#) on our website or by searching the [University website](#).

Glean: Audio Notetaking App

We have updated class notes and to note taking app, **Glean**.

What is Glean?

Glean is a browser-based app that records audio and transcribes it into text. The software divides content into manageable chunks. It allows the user to add slides, diagrams, and text notes alongside the recording

Taking notes has so many benefits for learning. Glean allows you to capture the lecture, organize your content, refine your notes, create an outline, and prepare to study. Whether students learn effectively by audio, transcript, or their own notes, Glean provides a wide variety of options to help all learners create notes that work for them. The Glean app can be used on your device – laptop, tablet, or mobile phone. For more information, watch this [3-minute explainer video](#) on Glean.

How Can I get Some Training on How to Use Glean?

If you have access through approved accommodations to the Glean app and you have questions or want to learn more about using Glean effectively, contact your assigned Accommodation Coordinator or the OAA main office so that we can connect you to our note taking administrators for more information and training. Additionally, Glean includes training guidance on using the app within their dashboard.

I Don't Have Glean as an Accommodation. How Can Explore if It's a Appropriate Accommodation for Me?

Student who would like to explore Glean as a reasonable accommodation should contact their assigned Accommodation Coordinator or the OAA main office so that we can connect you to your assigned Accommodation Coordinator.

Important Recording Note:

Students who have access to the Glean app as one of their approved accommodations may use the app to record lectures for their personal study purposes only.

Supplemental Class Notes

Some students with disabilities may need supplemental class notes. Recruitment of note takers is done electronically via the [OAA Notetaker Portal](#). *Students who are eligible for the supplemental class notes accommodation take the following steps in the OAA Portal to request a note taker:*

- Request the supplemental class notes accommodation in the **Request Accommodations Letters** section
- Next, go to the **Request Note Taker/Download Class Notes** section of the OAA Portal and log in.
- Your courses will be listed. For courses in which you require a note taker you will need to change the default “No” to “Yes” in the **I REQUIRE A NOTE TAKER** column for that specific course. To change “No” to “Yes,” click on “**change this.**”
- When notes are available you will receive an email to your uncc.edu address. The email will include a link to the OAA Portal **Request Note Taker/Download Class Notes** section to download notes.
- Your identity is not shared with the volunteer note taker as notes are uploaded using a secure system.

Sometimes faculty provide the class with detailed notes, such as power points and outlines. In such cases, a note taker would not be needed. Not all courses qualify for supplemental class notes; online asynchronous courses that do not occur in real time or courses that have no lecture component do not qualify for supplemental class notes. For example, most lab courses would not qualify for supplemental notes since students must complete their own lab work, and online asynchronous courses would provide any lecture components in a pre-recorded format.

To receive class notes you must agree to the following:

- Attend all classes unless there is a medical/emergency excuse.
- Take your own notes in class because the notes provided through our office are supplemental.
- Check your University email and OAA Portal weekly.
- Do not share your notes with other students.
- Notify our office if notes are not received within a week, you no longer need this accommodation, or you experience any issues with the note taking accommodation.

Visit our FAQs on [How to Request a Note Taker](#) for additional guidance.

We emphasize that this service is to be utilized as a supplement to the notes that you take in class.

Testing Accommodations

The Office of Accessibility and Accommodation provides testing accommodations based on specific disability documentation and individual need. Examples of testing accommodations include extended time, a lower-distraction environment, access to a computer, assistive technology, etc.

To receive testing accommodations, students may schedule reservations with the OAA Test Center. All tests taken with OAA Test Center are administered in a proctored environment. Personal items not permitted in testing spaces will be securely stored within our office suite before testing. Cell phone use is not permitted while actively testing. Phones are not allowed inside the OAA Test Center or additional testing space that our office may use. All testing spaces are monitored via video surveillance. Our staff provide continued oversight while students are actively testing.

To test with the OAA Test Center, students must schedule their quizzes, tests, and final exam reservations in the test scheduling module of the [OAA Portal](#) in accordance with established deadlines.

Testing Guidelines:

- Reservations are to be scheduled on the same date and time as the in-class test. The OAA Portal will adjust reservations based on any additional time accommodations, student course schedules, and Test Center availability.
- Students who **arrive late to a scheduled test** of their own accord **will not be granted additional time**; the original reservation end time will remain in effect.
- **Students who miss a reservation** with the Test Center should notify faculty immediately and follow the course syllabus makeup policy.
- **Students who no longer need a reservation** should notify the Test Center immediately to cancel the reservation.
- **Testing with your instructor:** Students may receive their testing accommodations directly from their instructor. This requires planning on both the student's and the instructor's side.
 - **Plan Ahead:** Students who request that faculty provide their testing accommodations *must work directly with their instructor* in advance of the in-class test.
 - To test with your instructor, first discuss whether they can meet your specific testing accommodation needs. If they can, collaborate with them to determine an appropriate time and location for the exam, whether proctored by the instructor or another designated individual.
 - **Students should not assume testing accommodations are available through their instructor without prior confirmation.** If an instructor is unable to provide the necessary space or timing, it may be determined that the student must complete their in-person exam at the Test Center.

Scheduling Test Center Reservations in the OAA Student Portal:

Students are responsible for making all test and exam reservations with the OAA Test Center via the OAA Student Portal. To ensure Test Center availability and that a student's individual testing accommodations can be met, reservations must be made in the portal according to the established scheduling deadlines. Deadlines are as follows:

- **Fall/Spring:** Six (6) days prior to the test
- **Summer:** Three (3) days prior to the test
- **Final exams: Typically, at least three (3) weeks in advance** of the University final exam period for Fall and Spring; one week in advance for Summer. The specific date will be posted on our website and in the OAA Portal each semester.

Student Responsibilities to Use the Test Center:

1. **Activate Your Accommodations:** Send your accommodation letters to your instructors via the **OAA Portal**. You must complete this step for each class before the test scheduling module becomes available to you.
2. **Talk with Faculty:** Discuss your testing accommodations with your instructors early in the semester to determine whether you will be testing at the OAA Test Center or directly with your professor.
3. **Identify and Schedule Test/Exam Dates:** Review your syllabi, course calendars, and Canvas to find all test, quiz, and exam dates. Schedule your reservations with the Test Center as early as possible.
 - a. *If dates aren't listed:* Contact your instructor to explain the OAA Test Center deadlines and confirm when tests will occur.
 - b. Use the test scheduling module of the OAA Portal to schedule all tests and exams you plan to take with the Test Center.
4. **Follow the Prompts:** When scheduling a reservation, appropriately report information.
 - a. Select the desired course you want to make a reservation for.
 - b. Report the *in-class* date, time, and duration of the test. Do not add any additional time you may qualify for.
 - c. Select which approved testing accommodations you wish to use for that specific exam.
 - d. Carefully review your reservation time; it may differ from your class time due to Test Center operating hours or scheduling conflicts.
5. **Review the OAA Test Center Agreement** and arrive prepared for your test.
 - **Follow Deadlines:** Schedule all tests and exams in accordance with semester deadlines. If a test date changes after you have scheduled it, contact the Office of Accessibility and Accommodation for assistance.
 - The portal does not allow students to manually cancel or reschedule existing reservations. Reach out to the Test Center staff for assistance.

- If you encounter any technical difficulty while scheduling, reach out to the Office of Accessibility and Accommodation immediately.
- **Space Availability:** The Test Center has limited testing capacity. If an exam is not scheduled via the Student Portal by the established deadlines, we cannot guarantee that space will be available for you. Schedule early to secure a seat.

Scheduling Instructions:

The following links include step-by-step instructions for scheduling tests and exams using the Student Portal:

- Pre-Recorded Webinar on Scheduling Tests in the Student Portal
- Step-by-Step Guide on Scheduling a Test, Midterm, or Quiz
- Step-by-Step Guide on Scheduling a Final Exam

Reconsideration and Appeal

Overview

The Office of Accessibility and Accommodation is the University office designated to determine reasonable accommodations for students with disabilities, as required by Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA), and the ADA Amendments Act. If a student's accommodation request(s) cannot be supported by current documentation, then a specific rationale will be provided via the student's University email. Students who disagree with a determination have the option to request a reconsideration.

Level 1: Reconsideration

Reconsideration is the initial step for students to request a review of an OAA accommodation decision. If a student has additional disability documentation, new information, or wishes to further clarify their needs, they may contact their OAA Staff Member to **request a reconsideration**. The Accommodation Coordinator or Staff Member will gather the information to present for a collaborative OAA team review. This process provides an opportunity to review a prior OAA decision while taking any new information or clarifying points into consideration. Once a determination regarding the reconsideration request is made, the student will receive notification via their University email.

Level 2: Formal Appeal

If a student remains dissatisfied with the reconsideration decision, they **may request an appeal to have a formal review** of the determination by the Director of Accessibility and Accommodation. Students should submit the appeal request in writing to the OAA Director as soon as possible following their receipt of the written determination. The appeal must clearly state the reason(s) for the student's disagreement with the reconsideration decision. The Director will review the details of the prior findings and may request additional information if needed as part of the process to ensure a thorough reassessment.

Address appeals to *Gena Smith, OAA Director* at Gena.Smith@charlotte.edu and include the words "FORMAL APPEAL" in your subject line.

Once a determination regarding the formal appeal is made, the student will receive notification via their University email.

Process Note: As part of either of these processes, the OAA staff or the Director may need to **contact you** via email or **request a meeting** to gather further information.

Reconsideration vs. Grievance – Which one do I need?

- **Reconsideration:** Students who disagree with a determination of eligibility for accommodations have the option to request an **accommodation reconsideration**. This process is specifically designed to provide a review of a prior OAA decision in cases where a requested accommodation was not approved. If a student remains dissatisfied with the reconsideration decision, they may request an **appeal** to have a formal review of the determination.
- **Grievance:** A grievance is a report of alleged discrimination on the basis of disability regarding University services, activities, programs, or benefits. Students seeking to address such concerns should follow the steps detailed on the [Student Grievance Procedure](#) webpage.

Student Grievance Procedure

The Process

Consistent with the requirements of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended, the University shall operate its programs, activities, and services to ensure that no qualified individual with a disability shall be excluded from participation in, be denied benefits of, or be subjected to discrimination solely by reason of their disability. This regulation also sets forth procedures for complaints of discrimination based on disability.

- If a student is not able to resolve an issue informally, they should bring a complaint to the attention of their assigned OAA staff member in the Office of Accessibility and Accommodation.
- If the issue remains unresolved, the student should bring it to the attention of the Director of the Office of Accessibility and Accommodation. The Director will gather information related to the complaint, which may include meeting with the student and other parties involved. The OAA Director will consult with the Director of [Civil Rights and Title IX](#) as part of the resolution process.
- Should a complaint not be resolved through the Office of Accessibility and Accommodation to the satisfaction of the student, they may pursue the process outlined in [University Policy 501, Nondiscrimination](#) and its accompanying procedure documents.

Reconsideration vs. Grievance – Which one do I need?

- **Reconsideration:** Students who disagree with a determination of eligibility for accommodations have the option to request an [accommodation reconsideration](#). This process is specifically designed to provide a review of a prior OAA decision in cases where a requested accommodation was not approved. If a student remains dissatisfied with the reconsideration decision, they may request an **appeal** to have a formal review of the determination.
- **Grievance:** A grievance is a report of alleged discrimination on the basis of disability regarding University services, activities, programs, or benefits.

Privacy and Prohibition Against Retaliation

Subject to FERPA and other applicable privacy laws, the university official investigating the grievance will inform individuals with a legitimate need to know of the grievance and may provide them related information as necessary to allow the university official to conduct a meaningful and thorough investigation. The University strictly prohibits retaliation against individuals for submitting a grievance or cooperating in the University's investigation of a grievance of alleged violations of federal law.

For more information, see also [University Policy 501.1: Nondiscrimination on the Basis of Disability Regulation](#).

University Policy of Non-Discrimination

The University of North Carolina at Charlotte ensures that no qualified person shall by reason of a disability be denied access to, participation in, or the benefits of, any program or activity operated by the University. The Office of Accessibility and Accommodation works to ensure that students with disabilities have access.

The University prohibits discrimination and harassment in its educational decisions and provides equal opportunities for all members of the University community and for all those seeking to join the University community. The University has set forth a policy regarding compliance with the applicable standards of nondiscrimination on the basis of disability as described in the Rehabilitation Act of 1973, the Americans With Disabilities Act of 1990 (ADA), and the ADA Amendments Act of 2008.

The following sections are excerpted from **University Policy 501.1: Nondiscrimination on the Basis of Disability Regulation:**

Executive Summary:

"Consistent with the requirements of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended, the University shall operate its programs, activities, and services to ensure that no qualified individual with a disability shall be excluded from participation in, be denied benefits of, or be subjected to discrimination solely by reason of their disability. This regulation also sets forth procedures for complaints of discrimination based on disability"

Section IV: Implementation

"In general, the Acts define a person with disabilities to include a person who (1) has a physical or mental impairment that substantially limits one or more major life activities (functions such as performing manual tasks, walking, seeing, hearing, speaking, breathing, or learning); (2) has a record of physical or mental impairment; or (3) is regarded as having a substantially limiting physical or mental impairment, even though the impairment is insubstantial, or a reflection of the attitudes of others, or nonexistent."

1. Students

"All students with disabilities who require University assistance with campus accommodations, academic adjustments, or auxiliary aids shall identify themselves to the [Office of Accessibility and Accommodation](#) as soon as they are aware that they require assistance. Students are not eligible for services from the Office of Accessibility and Accommodation unless they identify themselves to that office and provide appropriate documentation of disability. Students are not eligible for assistance retroactively prior to such identification.

Once a student with one or more disabilities has been admitted to the University and has self-identified to the [Office of Accessibility and Accommodation](#), that office shall work with the various academic departments that will be serving the student to provide necessary assistance or information on accommodations specific to their

disability. The Office of Accessibility and Accommodation shall work with the student in locating any necessary educational auxiliary aids and services, acquisition or modification of equipment or devices, or other similar services and actions deemed necessary as educational aids to ensure programmatic and campus accessibility.”

Visit [University Policy 501.1: Nondiscrimination on the Basis of Disability Regulation](#) to read the policy in its entirety.

Campus Resources and Referrals

Students are encouraged to make appointments with their Accommodation Coordinator to discuss any concerns that might arise regarding accommodations and accessibility. If the issues lie outside the field of disability services, Accessibility and Accommodation staff can make referrals and connect you to other campus resources.

Office of Adult Student and Evening Services (OASES): 704-687-5104

Offers academic advice and information to adult, evening, and weekend students.

Center for Counseling and Psychological Services (CAPS): 704-687-0311

Provides individual, couples, and group counseling services, consultation, outreach, and psychiatric services to support University students.

Dean of Students Office: 704-687-0345

Not sure where to go, Dean of Students can assist students in navigating the opportunities and challenges of the Niner Nation Experience.

Center for Graduate Life: 704-687-5661

Supports graduate students by serving as a resource for professional development, career advice, skills and more.

Food Pantry - Jamil Niner Student Pantry

Location: 1224 John Kirk Drive, Charlotte, NC

Provides assistance to the University's undergraduate and graduate students who struggle with food insecurity. Offers a variety of nutritious meals to eligible students and gives demonstrations on how to make meals with food from the pantry. Hours vary by semester; check their website for information.

Honors College: 704-687-7197

Offers academically talented students many of the personal and intellectual advantages of a small liberal arts college. Emphasis is on seminars, intensive reading, writing, and discussion in which reasoned self-expression and critical thinking are valued and rewarded.

Language Resource Center: 704-687-8790

Offers tutoring services as well as resources for support of foreign language education.

Niner Central: 704-687-8622

Provides a single location for information related to registration, transcripts, financial aid, student accounts, billing and tuition, academic calendars, and more.

Office of Identity, Equity, and Engagement: 704-687-7121

Provides students an affirming and equitable environment committed to fostering a

campus community by educating, developing, and engaging students regarding their various intersecting identities.

Library - J. Murrey Atkins Library: 704-687-0494

Subject Librarians are available to provide research support to students. Visit their website to find out the specific librarian for the subject of interest.

Police & Public Safety:

Emergency - 704-687-2200

Non-Emergency - 704-687-8300

<https://police.charlotte.edu/>

Student Academic Support Services (SASS): 704-687-0289

Assists, supports, and advocates for students experiencing a broad range of issues, concerns, or challenges interfering with a student's ability to be successful academically or personally at the University. <https://sass.charlotte.edu/>

Student Health Center: 704-687-7400

Provides primary medical care, psychiatric care, disease prevention and health education, wellness promotion, and various specialty services to all registered University students. <https://studenthealth.charlotte.edu/>

Transportation - Niner PARATRANSIT: 704-687-0161

Provides scheduled and on-demand disability transport services for students with mobility impairments who are registered for the service.

<https://pats.charlotte.edu/transportation/disability-paratransit>

University Advising Center: 704-687-7717

Assists students in achieving their educational and lifelong learning goals by providing targeted advising services to undeclared students (including undeclared transfers) and students transitioning between majors.

<https://ucol.charlotte.edu/>

University Center for Academic Excellence (UCAE): 704-687-7837

The UCAE provides academic support services and resources that increase learning effectiveness, enhance student success, and promote academic excellence through tutoring, peer assisted learning, personal academic consultations, workshops, and mentoring. <https://ucae.charlotte.edu/>

Veteran Services: 704-687-5488

Supports the University's military affiliated student body to promote a smooth transition to college, from processing GI Bill ® benefits to providing the Veteran Student Lounge for study and community.

<https://veterans.charlotte.edu/>

Center for Wellness Promotion: 704-687-7407

Supports students through education and individual consultation by addressing a wide range of wellness issues, including substance abuse, interpersonal violence, sexual and reproductive health, and other wellness topics.

<https://wellness.charlotte.edu/>

Writing Resource Center (WRC): 704-687-1899

WRC provides one-on-one writing instruction to students as well as writing consultations. <https://writing.charlotte.edu/writing-resources-center>

Differences between High School and College for Students with Disabilities

HIGH SCHOOL	COLLEGE
Applicable Laws	
IDEA (Individuals with Disabilities Education Act)	ADA (Americans with Disabilities Act of 1990), ADA Amendments Act of 2008
Section 504, Rehabilitation Act of 1973	Section 504, Rehabilitation Act of 1973
IDEA is about Success	ADA is about Access
Required Documentation	
IEP (Individualized Education Plan) and/or 504 Plan	High School IEP and 504 are not sufficient documentation. Documentation should be current and address diagnosis, functional limitations, accommodations, etc.
School provides evaluation at no cost no student	Student must obtain evaluation at own expense
Documentation focuses on determining whether student is eligible for services based on specific disability categories in IDEA	Documentation must provide information on the specific functional limitations, and demonstrate the need for specific accommodations
Self-Advocacy	
Student is identified by the school and is supported by parents and teachers	Student must self-identify to the Office of Accessibility and Accommodation
Primary responsibility for arranging accommodations belongs to the school	Primary responsibility for self-advocacy and arranging accommodations belongs to the student
Teachers approach the student if they believe assistance is needed	Professors are usually open and helpful, but expect the student to initiate contact if assistance or accommodations are needed
Parental Role	
Parent has access to student records and can participate in the accommodation process	Parent does not have access to student records without student's written consent
Parent advocates for student	Student advocates for self
Instruction	
Teachers may modify curriculum and/or alter curriculum pace of assignments	Professors are not required to modify design or alter assignment deadlines
Student is expected to read short assignments that are then discussed and often re-taught in class	Student is assigned substantial amounts of reading and writing which may not be directly addressed in class
Student may seldom need to read anything more than once, sometimes listening in class is enough	Student needs to review class notes, textbook, and material regularly
Grades and Tests	
I.E.P. or 504 plan may include modifications to test format and/or grading	Grading and test format changes (i.e. multiple choice vs. essay) are generally not available. Accommodations to HOW tests are given (extended time, test proctors) are available when supported by disability documentation
Teachers often take time to remind students of assignments and due dates	Professors expect students to read, keep, and consult the course syllabus; the syllabus will spell out exactly what is expected, when things are due, and how the student will be graded

Frequently Asked Questions

How do I access the OAA Portal?

Visit the [Accessibility and Accommodation website](#) and click on the “Accommodation Portal” tab. Once on the Portal webpage, click on the **Student Portal** icon. You will be asked to log in using your NinerNET username and password (not your email address).

You can also access the OAA Portal at [this link](#).

Do I have to take my test/exams in the Office of Accessibility and Accommodation?

No, but don’t just assume that your faculty can provide your testing accommodations. Alternative testing is a common accommodation, as many disabilities impact testing, and we provide testing accommodations for many students with disabilities. During final exams space in the OAA Test Center is more limited. Plan ahead and schedule your final by the posted deadlines.

Students who will be testing in the OAA Test Center should schedule their exams using the **Schedule a Test or Exam** section of the **Student Portal**. Many students only need extended time. The Office of Accessibility and Accommodation encourages these students to arrange alternative testing with their professors.

Students who wish to test with their faculty should discuss in advance of the test if that is an option. Depending on the type of accommodations required, faculty may not be able to provide your testing accommodations themselves. Always plan ahead and communicate with their faculty.

My friend gets class notes, why can’t I have them?

Accommodations are determined based on many factors that include disability documentation, student interview, and the professional judgment of our team. Our staff determine accommodations as appropriate to the specific disability and its impact on the student. Therefore, it is possible that two students with the same disability have different accommodations. If you have questions about your accommodations, please make an appointment to speak with your Accommodation Coordinator member.

I am eligible for class notes and still don’t have any. What should I do?

There are several student responsibilities in securing class notes:

- First, request this accommodation when you **Request Accommodation Letters** in the OAA Portal.
- Next, request a note taker via the **Request Note Taker/Download Notes** section of the **OAA Portal**. The our notetaking administrators will email the

indicated class to obtain a note taker. The volunteer note taker will upload notes to the **OAA Portal**.

- You will receive an email notification each time your note taker uploads class notes. Check your University email and OAA Portal every week to retrieve notes.
- If you experience any issues with the note taking accommodation, contact the Office of Accessibility and Accommodation immediately. It is your responsibility to alert the Notetaker Administrator or our main office if you have not received notes.

How do I find out who my assigned Disability Service staff member is?

Go to the **OAA Portal** and after you have completed the **Request Accommodation Letters**, you will be able to get a PDF of your letter by clicking **Get Letter**. Your staff member is indicated on the letter. You may also call our main office for assistance in determining who your assigned staff member is.

I need a tutor for a class. Does the OAA provide this?

Tutors can be arranged through the [University Center for Academic Excellence](#) (UCAE) Tutorial Services or through your department. While the Office of Accessibility and Accommodation does not provide tutors, we can assist with by sharing information about the resources available through the UCAE.

How can I get a copy of my documentation released to me?

We recommend that you make a copy of your documentation prior to submitting it to our office, in case you want it in the future. Additionally, per our record retention policy, documentation will be retained for five (5) years after graduation or last semester in which the student received services. If you need a copy of your documentation, you must complete the our [Consent to Release Protected Information](#) form and submit it to our office. Contact our office to request the form or with any questions you may have about the release of protected information.

What happens if I need to withdraw from classes because of my disability?

You may need to explore a Withdrawal with Extenuating Circumstances through Student Assistance and Support Services (SASS), a department of the Dean of Students Office that offers Withdrawal Services and advice on the process. The [Withdrawal Services website](#), has additional information. The WE process is different from the [general withdrawal process](#), referenced on the Office of the Provost website. Students should make note of applicable deadlines.