Student Accessibility and Testing

Student Handbook
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Welcome!

Welcome to Student Accessibility and Testing (SAT.) In collaboration with students and instructors, our team coordinates accommodations, services, and support to ensure equal access for students with disabilities to the educational and campus experience at Missouri S&T.

This handbook serves as a resource to the accommodation process. It includes procedures, responsibilities, and helpful resources. If at any time you have questions or concerns, please don’t hesitate to contact us. We depend on you to keep the lines of communication open. On behalf of the SAT team, we look forward to working with you during your time at Missouri S&T. Best wishes in your academic journey!

Carol Durk
Manager, Student Accessibility and Testing
Contact Information

**Student Accessibility**
320 W 12th St
G-10 Norwood Hall
Rolla MO 65409
Email: dss@mst.edu
https://dss.mst.edu/
Phone: (573) 341-6655
Fax: (573) 341-4172

**Testing Center**
320 W 12th St
G-11 Norwood Hall
Rolla MO 65409
Email: testctr@mst.edu
https://testcenter.mst.edu/
Phone: (573) 341-4222

Hours of Operation

**Student Accessibility**
Monday through Friday, 8:00 am to 5:00 pm

**Testing Center**
Fall and Spring Semester
Monday through Thursday 8:00 am to 6:00 pm *
Friday 8:00 am to 5:00 pm
*The Testing Center will close at 5:00 pm if scheduled exams for the day are completed by that time

Summer Hours
Monday through Friday 8:00 am to 5:00 pm

Student Accessibility and Testing observes designated university holidays and campus closures. If the university is closed, the Testing Center and the Student Accessibility Office are closed. In cases of inclement weather, our offices and the Testing Center will be closed but the department will follow university procedures for remote work. Students scheduled to take exams in the Testing Center on days where there is a weather closure should contact their instructors regarding exam dates.
Rights, Responsibilities, and Confidentiality

Rights
Students with disabilities at Missouri S&T have the right to:
- Equal access to courses, programs, services, facilities, and activities offered by the university
- An equal opportunity to learn
- Reasonable and appropriate accommodations with the goal of diminishing the effect of a disability on academic functioning
- Appropriate confidentiality

Responsibilities
Students with disabilities at Missouri S&T have the responsibility to:
- Self-identify with Student Accessibility as an individual with a disability seeking accommodations
- Provide proper documentation that confirms the disability, identifies functional limitations, and provides support for the requested accommodations
- Participate in the interactive process for determining accommodations
- Provide for personal independent living needs or other personal disability-related needs
- Request faculty notification letters from Student Accessibility each semester
- Provide reasonable notice to implement accommodations
- Discuss the implementation of accommodations with each of their instructors, contacting Student Accessibility as soon as possible if there are concerns
- Read all email correspondence from Student Accessibility and the Testing Center and take appropriate action if required

Student Accessibility and Testing uses student S&T email accounts to communicate with students. Students are encouraged to check their S&T email often and are responsible for accommodation information emailed to them by Student Accessibility and Testing.

Confidentiality
Student Accessibility and Testing (SAT) views all materials pertaining to a students’ disability as confidential. Governmental mandates including Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA) and the Family Educational Rights and Privacy Act of 1974 (FERPA) all support this policy in their encouragement of the protection of privacy.

All written materials obtained by SAT are used to verify the disability and plan for appropriate accommodations. Documents are stored in the student’s electronic file and original copies are destroyed. Students who have established accommodations with SAT and wish to request accommodations in a particular course are responsible for requesting their faculty notification letter for that course. The letter does not contain information about the student’s diagnosis, only their accommodations.

Students are given the opportunity to sign a university FERPA release. However, because information regarding a student’s disability and eligibility for accommodation is held separately from the educational
record, the university’s FERPA release does not apply to Student Accessibility and Testing. Students who wish to give SAT permission to communicate with others may do so by signing a SAT Release of Information Form.

Establishing Accommodations with Missouri S&T

Students who wish to request accommodations must self-identify to Student Accessibility and Testing, submit disability documentation, and participate in a meeting with an accommodation advisor. Students are encouraged to begin this process prior to their first semester on campus but it can be done at any time during the student’s career at Missouri S&T.

Step 1. Complete an application in minerAccess. Students sign in using their Missouri S&T username and password. For assistance with the application see the MinerAccess Application Guide or contact Student Accessibility.

Step 2. Submit documentation. Review the documentation guidelines and submit appropriate disability documentation. Contact Student Accessibility with any questions about documentation. SAT will confirm that the application and documentation have been received to the student’s S&T email address.

Step 3. Meet with an accommodation advisor. When the application and documentation have been received, students will be sent an email about scheduling a meeting with an accommodation advisor. This email will be sent to the student’s S&T account. The impact of the disability, any previous accommodations, and strategies and services the student has found helpful will be discussed during the meeting. Accommodations that are reasonable at the college level and any relevant policies and procedures will be discussed. Next steps will be reviewed.

Students who have questions or concerns at any point in this process should contact Student Accessibility and Testing at dss@mst.edu or (573) 341-6655.

The ADA does not require colleges to provide services for personal care or curriculum modifications. All students are expected to meet all course objectives.

University of Missouri System Cross Enrollment and Accommodations

Students who have established accommodations at their home University of Missouri system institution and are taking a class at a UM system host institution as part of a course sharing or cross enrollment program should contact the disability services office at their host campus.

They should expect to complete the host institution’s “new student application” as this often creates an accommodation profile for the student at the host institution. They should also submit a copy of a recent accommodation letter from their home UM System institution as documentation.
The host institution will schedule a time to meet with the student. During the conversation, the student will be oriented to the specific campus policies and procedures for implementing their accommodations.

The host institution will typically code accommodations established as part of cross enrollment or course sharing programs within the UM System as temporary for one semester. If the student decides to transfer to the host institution or requests additional accommodations beyond those established by the home institution, the host institution may engage in the interactive process and request additional documentation as necessary.

**Initiating Accommodations Each Semester**

Once a student has been approved to receive accommodations, it is the student’s responsibility to request faculty notification letters each semester. Faculty notification letters provide course instructors with a list of the student’s accommodations for the course. Faculty notification letters do not include information about a student’s specific diagnosis, only their approved accommodations.

Students are encouraged to request faculty notification letters early in the semester. But they may be requested at any point in the semester. Please allow 24-48 hours for Student Accessibility and Testing to process faculty notification letter requests.

**Step 1.** Each semester sign-in to [minerAccess](#) using your S&T username and password.

**Step 2.** Read and e-sign accommodation agreements.

**Step 3.** Select the class(es) in which you would like to use your accommodations and click the “Step 2 Continue to Customize Your Accommodations” button.

**Step 4.** Select the accommodations you would like to use for each specific class. This should include academic accommodations and allergy notices. Dining, residential, and emotional support animal (ESA) accommodations do not need to be selected for faculty notification letters. Note: Exam access is an umbrella term for all approved exam accommodations. The faculty notification letters will list your specific approved exam accommodations.

Click the “Submit Your Accommodation Requests” button.
When your faculty notification letters are approved, Student Accessibility and Testing will email the letters to your instructors and copy you on the emails. Please allow 24 to 48 hours for faculty notification letter requests to be processed.

**Step 5.** Meet with your instructors during office hours or by appointment to confirm your faculty notification letter has been received, to review your accommodations and to discuss how they will be provided. You do not need to disclose the nature of your disability. **Remember:** Accommodations are not retroactive and cannot be implemented until your instructors have received your faculty notification letters.

Students who have questions or concerns regarding accommodations should promptly communicate with their instructor and/or contact Student Accessibility and Testing.

**Requesting Additional Accommodations**

Students may find that they need to request additional accommodations or make an adjustment to their accommodation eligibilities. These requests can be submitted through minerAccess.

**Step 1.** Sign-in to minerAccess.

**Step 2.** Select “Additional Accommodation Request Form” on the left side of the screen.

**Step 3.** Click the “Submit Additional Documentation Request Form” button. Complete the application that opens and click “Submit.”

**Step 4.** Once your request has been submitted, you will have the option to upload additional supporting documentation. Your request will be reviewed by a Student Accessibility and Testing team member and you will be contacted regarding next steps. A meeting with an accommodation advisor may be necessary to review the accommodation request.

**Accommodation Procedures**

Accommodations are used to address specific disability-related barriers and provide access for students with disabilities. Student Accessibility and Testing works with students to establish individualized accommodation plans specific to the students’ needs. Each accommodation provides access by addressing a specific disability-related barrier.

Students who have questions or concerns about their accommodations or their implementation should promptly contact Student Accessibility and Testing.
Exam Accommodations

Students who experience disability-related limitations or barriers related to exams or the testing environment may be eligible for exam accommodations. Common examples included extended time on exams, taking the exams in a reduced distraction environment, the use of technology for assistance with reading, or a scribe during written exams.

To use exam accommodations, students with this eligibility must first submit a request for exam access to be included on their faculty notification letters. This process is outlined in the “Initiating Accommodations Each Semester” section of this handbook. Students are expected to request their faculty notification letters at least 3 business prior to the exam so that instructors can be properly notified of the accommodation. Exam accommodations are not guaranteed if requests for faculty notification letters are made within 3 business days of the exam.

Students who receive exam accommodations should discuss the implementation of these accommodations with their instructors. This includes confirming whether the instructor plans for the student to take exams in the Testing Center. Some courses may require students to test within the department and will have a plan for providing exam accommodations.

Scheduling Exams in the Testing Center

Students are responsible for communicating with and coordinating all exams with their instructors. The Testing Center does not mediate these arrangements. The Testing Center cannot proctor exams without instructor approval.

Students are expected to test on the same day and time as the class with two exceptions.

1. The extended time adjustment would cause the student to miss part of a class.
2. The test falls outside of Testing Center hours.

If there is a conflict due to one of these situations, students are expected to contact their instructors to arrange an alternate testing time. The Testing Center cannot arrange alternate testing times on behalf of students.

Students must schedule every exam they intend to take in the Testing Center. Instructors, advisors, and other individuals are not able to schedule them on the student’s behalf. Seating in the Testing Center is limited so students are encouraged to schedule their exams with the Testing Center as soon as possible.

The Testing Center reserves the right to refuse services if

- The student schedules the exam with less than 3 business days notice
- The student reports more than 15 minutes late for a scheduled exam
- A course instructor presents Testing Center staff with a test, but the student has not scheduled the exam
- Seats are unavailable at busy times of the semester such as midterms and finals
- There is insufficient space or staffing
• Building maintenance and computer upgrades are taking place

Students are expected to cancel Testing Center exam appointments they do not intend to use at least 2 hours in advance. A $20 no show fee will be charged if appointments aren’t canceled at least 2 hours prior to the appointment.

Students reserve a seat for their exams by scheduling an appointment in minerAcess.

**Step 1.** Sign-in to minerAccess.

**Step 2.** Under “My Accommodations” on the left, select “Alternative Testing.”

**Step 3.** At the top, select the class using the drop-down list and click “Schedule an Exam.”
Step 4. Complete exam details. Use the drop-down list to select the request type. Enter the date of the exam and select the time. In the “Services Requested” section, select the accommodations you would like to use on the exam. Indicate that you have read and agreed to the statements at the bottom. Click “Add Exam Request.”

You will receive an email from minerAccess when your exam request has been confirmed. Along with this appointment, the Testing Center must receive instructor approval for the exam to be proctored in the Testing Center. The Testing Center will contact instructors to obtain this approval.

Students in need of assistance with the exam scheduling process should contact the Testing Center at (573) 341-4222 or testctr@mst.edu.

Testing Center Exam Day Policies
The Testing Center requires all student to adhere to standard rules and regulations.

- Students should arrive 10 to 15 minutes early to get checked in for their exam appointments.
- A photo ID must be presented to verify the student’s identity. A Missouri S&T ID, driver’s license, state ID, and passport are examples of acceptable IDs.
- The Testing Center will not stay open past its designated closing time to proctor exams for students who arrive late for their testing appointments.
• Only pencils, erasers, pens, exams/answer sheets, and test items approved by course instructors are allowed in the testing room. No exceptions to this will be made.
• Food and drinks are not allowed in the testing room, regardless of whether course instructors allow them in class.
• Hats, coats, gloves, and scarves may not be worn in the testing room. Students may be asked to show the Testing Center staff that there is nothing in their pockets, sleeves, hoods, etc.
• Phones, watches, music players, tablets, photographic and recording devices are not permitted in the testing room. All items not specifically approved by instructors are prohibited.
• A locker is provided to store all personal items not allowed in the testing room.
• All suspicious activity will be reported to course instructors.

A timer, placed where the student can see it, will be used to track the time allotted for each exam. Once time is up (the timer indicates zero) it is the student’s responsibility to stop their exam and return exam materials to the Testing Center staff. Instructors will be notified if students continue working after time has ended or if students do not turn in all their exam materials to Testing Center Staff. This may be considered academic dishonesty. Any decisions regarding further action will be deferred to the course instructor.

If cheating is observed or evidence of cheating is found, testing will be immediately stopped, and the instructor will be contacted. Decisions regarding further action will be deferred to the course instructor. Students may be disciplined according to the University’s Standard of Conduct.

Alternative Textbook Format and Accessible Format of Digital Materials

Students with print-related disabilities such as visual impairment, learning disabilities, and certain motor disabilities may benefit from alternative format textbooks and course documents. This most commonly includes enlarged print and electronic text (e-text). Digital and e-text often refer to text that can be read electronically using text-to-speech software.

Digital textbooks are available from many sources and often, students can purchase accessible e-books directly without having to go through Student Accessibility and Testing. Before purchasing textbooks, students with this accommodation should check for accessible textbooks through sources such as the following.

• Vital Source (https://www.vitalsource.com/)
• Kindle by Amazon
• Chegg
• Google Play
• RedShelf

If the textbook is not available in an accessible digital format from another source, request alternative format textbooks in minerAccess. Before your request can be processed you will be required to submit proof of purchase to Student Accessibility and Testing at dss@mst.edu. Textbooks cannot be released to students until proof of purchase is received due to copyright regulations.
Requesting Alternative Format Books

**Step 1.** Sign-in to [minerAccess](#).

**Step 2.** Under “My Accommodations” on the left, select “Alternative Formats”.

**Step 3.** Select which alternative format books you need for each specific class.

**Step 4.** If the text for your class(es) isn’t listed, fill out the “Additional Books or Reading Materials” form with as many details as possible.

**Step 5.** Click the “Submit Request” button at the bottom of the form.

**Notetaking Accommodations**

Students who experience disability-related barriers or limitations related to taking course notes may be eligible for a notetaking accommodation. Notetaking accommodations are intended to give students access to materials covered during course lectures. Provision to audio record lectures and access to a
A laptop or tablet are common ways to achieve this access. A provision to audio record is used to supplement the student’s course notes. Students can use the recording to review parts of the lecture later to help with processing new concepts and filling in missed portions of notes. A laptop or tablet with stylus may provide apps and technology that assist with notetaking.

Prior to recording a lecture, students must complete a “Student Agreement for Recording and Technology Use in Classrooms.” This must be completed each semester and signed by the student and instructor. Any recordings are for the student’s personal course-related use only. They are not to be shared and must be destroyed when the class concludes.

If audio recording and notetaking technology do not provide access needed, students should contact Student Accessibility and Testing to further discuss the accommodation and access needed.

Deaf and Hard of Hearing Services

During the initial intake process the accommodation advisor will work with the student to identify types of services needed to provide access. Following the initial meeting, the accommodation advisor will work with the student, course instructors and service providers to coordinate course access.

Residential and Dining Accommodations

Students who require disability-related housing and/or dining accommodations should submit their accommodation request to Student Accessibility and Testing. Students should expect to follow the process in the “Establishing Accommodations at Missouri S&T” section of this handbook.

Grievance and Complaint Process

Reporting Accommodation Issues

A student who believes that the determination of the Student Accessibility and Testing team for the provision of reasonable accommodations and related services is not being fulfilled by a faculty or staff member must contact the Manager of Student Accessibility and Testing in a timely manner to discuss the concerns.

Accommodation Dispute Process

Should you disagree with a decision regarding accommodations the University appeal process is as follows:

1. Students should present and discuss the complaint with the Manager of Student Accessibility and Testing (SAT), location in G-10 Norwood Hall, dss@mst.edu, (573) 341-6655. The Student Accessibility and Testing Office recommends that the student bring their complaint to the manager’s attention as soon as possible. The SAT office may consult with the appropriate University personnel depending on the nature and scope of the complaint. The student and the
SAT office will engage in an interactive process in order to attempt to resolve the issue. Resolution of the present issue may be reached at this level. However, if a resolution is not reached the student should proceed to the following step.

2. If a resolution cannot be reached for concerns directed to the Manager of Student Accessibility and Testing, students may appeal to the Assistant Vice Chancellor for Student Affairs. The student shall file a written appeal to the Assistant Vice Chancellor for Student Affairs (AVCSA) or their designee within fifteen (15) business days following the undesired outcome of Step One. Students shall submit the written appeal to the AVCSA at stuaff@mst.edu. Students may also request a meeting with the AVCSA in 107 Norwood Hall prior to or following the submission of a written appeal by contacting stuaff@mst.edu or (573) 341-6154. The following information shall be included in the written appeal:

   a. A detailed description of the complaint
   b. Any supporting documentation for the complaint/appeal
   c. Outcome summary from Step One
   d. Resolution sought by the student

The AVCSA will review the student’s written appeal and may consult with the student before responding within fifteen (15) business days following the receipt of the written appeal. Determinations as to whether or what reasonable services and accommodations shall be provided and will be made at this juncture. Reasonable accommodations will be provided to otherwise qualified and eligible students with disabilities who have self-identified and who have provided satisfactory documentation in support of their timely request for such accommodations. At this level of appeal, the student has exhausted the internal University appeal procedures.

At any time in the process, should a student believe the reasonable accommodation to be discriminatory or to have the effect of discriminating against a qualified student on the basis of disability or other protected status, they may file a written complaint with the Office of Equity and Title IX. Staff from the Office of Equity and Title IX are available to consult with the student to determine whether the matter should be addressed through appropriate procedures as outlined in the University of Missouri Collected rules and Regulations, Chapter 600 Equity Employment/Educational Opportunity policies at https://www.umsystem.edu/ums/rules/collected_rules/equal_employment_educational_opportunity/ch600. The student may also choose to file a complaint with the U.S. Department of Education Office for Civil Rights.