

# ACCESSIBILITY SERVICES FAQ



## CONTACTING ACCESSIBILITY SERVICES

### How do I contact Accessibility Services?

The best way to contact us is through email!

If you are inquiring about our services or would like to book an appointment with one of our disability advisors, please contact us at [accessibilityservices@lethbridgecollege.ca](mailto:accessibilityservices@lethbridgecollege.ca)

### Can I still book appointments with Accessibility Services?

Yes! Currently, all our disability-advising, funding, assistive technology and strategies appointments are being carried out remotely. Our staff will contact you through whatever means you are most comfortable with using; by phone &/or via video conferencing programs, e.g., Microsoft Office Teams, Zoom or Skype.

As a college student, you have access to Microsoft Office Teams through the Microsoft Office Suite, which is available to you for free.

## ACCESSING ACCOMMODATIONS & SUPPORTS

### I'm a new student with a documented disability. Can I access accommodations for the 2020 Fall semester?

Yes! Your first step would be to book a **New Student Appointment** with one of our disability advisors. Please email [accessibilityservices@lethbridgecollege.ca](mailto:accessibilityservices@lethbridgecollege.ca) to make an appointment. You will also need to gather documentation such as an IEP, psych-ed. assessment, or a medical letter outlining the impacts of your disability and to email it to Accessibility Services. Having access to the documentation during the meeting allows our disability advisors to look over your areas of impact and recommendations for accommodations.

## **I'm a returning student. How will I access my accommodations for the 2020 Fall semester?**

In mid-July you'll receive your **Online Review** via your Lethbridge College email. This review outlines your accommodations used in the most recent semester you attended classes.

Look over your Online Review. Determine which accommodations will be applicable for your 20FL classes and which ones won't be needed (i.e., if you won't be needing a separate space to write exams because you will be writing your exams remotely, then that accommodation won't be applicable for this semester but can be applied to future semesters when needed). Alternatively, if you feel you will need an additional accommodation due to learning in an online environment, determine why that accommodation will be required (i.e., extra time on an exam is not an accommodation you have used before, but you feel it may be helpful when writing exams in an online learning environment).

Once you have reviewed your Online Review, email it back to Accessibility Services indicating if nothing has changed, or if you need to make an adjustment. If changes are not necessary, you will receive your Request for Accommodation letter for instructors **within two (2) weeks** of submitting your Online Review. If changes are necessary, please book an appointment to meet with one of our disability advisors. **\*\*Any new accommodation will have to be reviewed by Accessibility Services to determine how it relates to your disability and if your documentation supports it\*\***

## **I'm not a registered student with Accessibility Services, but feel that I am experiencing academic barriers in the blended learning environment. Can I receive support?**

Please contact Accessibility Services at [accessibilityservices@lethbridgecollege.ca](mailto:accessibilityservices@lethbridgecollege.ca) to meet with one of our disability advisors to discuss the barriers you have been facing.

## I'm worried about my academic future. What other academic/learning supports are available to me?

The Learning Café offers many workshops and individual appointments on various topics related to academic success and online learning (e.g., time management, focus and concentration, study skills, etc.). Please check out the [Learning Café](#) website for more information. You can contact the Learning Café at [learningcafe@lethbridgecollege.ca](mailto:learningcafe@lethbridgecollege.ca) to book an appointment with an academic strategist.

You can also take advantage of the following free Canvas modules in preparation for 20FL:

- **Get Ready: A Skills Refresher – launched mid-July**
  - Modules with specific skill-building activities for each program offered at Lethbridge College
    - Choose Your Own Adventure:
    - Pre-test to identify which skills need work
    - Curated resources to help students build skills identified in pre-test
    - Post-test to assess understanding of concepts
    - **For students new to Lethbridge College**
    - Students self-register; instructions received by email mid-July
- **Set for Success: Navigating Learning at a Distance – launched mid-August**
  - Modules with skills identified by distance instructors, students and support staff
  - All students complete the overview of information, which includes a Time Management module
  - Students complete a self-assessment to see which additional modules they should complete
    - **For all Lethbridge College learners**
    - Students self-register; instructions received by email mid-August

# EXAMS

## How do I access accommodations for my online quizzes, tests, &/or exams?

Within two (2) weeks of registering with Accessibility Services as a new student or submitting your Online Review as a returning student, you will receive your **Request for Accommodation** letter via email. This letter/email needs to be forwarded to each instructor you wish to receive accommodations from. Discuss your accommodations with the instructor and any options for accessing these accommodations.

When writing exams remotely, send an email at **least two (2) business days** before the quiz &/or exam to **gently remind instructors** to implement accommodations (e.g., extra time) on Canvas.

If writing exams remotely is problematic for you, please email Accessibility Services at [accessibilityservices@lethbridgecollege.ca](mailto:accessibilityservices@lethbridgecollege.ca) **as soon as possible** to schedule an advising appointment to discuss your concerns.

## Will I have access to a screen reader during online exams?

Yes, Read&Write (the text-to-speech software program available to all students) will be accessible for all exams completed on a PC. We have recently been informed that Read&Write for Windows is now compatible with Respondus LockDown Browser. [Click here](#) for instructions on how to use Read&Write with Respondus LockDown browser exams.

For students using Apple products, Mac and iPad versions of LockDown Browser work with VoiceOver (the standard screen reader that comes with the Mac OS and iOS). Please let Accessibility Services or Testing Services know if you have any technological glitches with your PC or Mac and the LockDown Browser.

## What if I need a scribe to complete my exams?

Please contact [Accessibility Services](#) to speak with our disability advisors about this accommodation.

## What if I don't have access to a quiet space to write exams?

Please contact [Accessibility Services](#) to speak with our disability advisors about this accommodation.

## ACCESSING CLASSROOM AND OUT-OF-CLASSROOM ACCOMMODATIONS

### Will note-taking accommodations be available to me?

Yes, note-taking support will be available. Course material will be posted to Canvas for you to view online or to print off. Many instructors are looking into recording their synchronous/real-time lectures and posting the recordings to Canvas. If you want to record the synchronous/real-time lectures using a recording device of your choosing (e.g. phone app, digital recorder, Livescribe smart pen) you will still have that option. Please make sure to discuss that note-taking option with instructors. Please see the [Audio note-taking agreement](#).

### Can I request peer-tutoring support?

Yes, peer tutoring will be available for students upon request. Many courses have tutoring available, except English courses and all upgrading courses. Our tutors are students who have completed the respective course, achieved at least a B+ and have submitted a referral letter from the instructor of the course. Students will be asked to meet with an Academic Strategist to discuss their need for tutoring before receiving this support. All tutoring sessions will be conducted remotely. Please complete the [peer tutoring form](#) to request tutoring support. Once completed, please email the request to [learningcafe@lethbridgecollege.ca](mailto:learningcafe@lethbridgecollege.ca)

### Will I have access to an academic aide?

Yes, students who qualify for an aide will be able to receive that accommodation. Please contact [accessibilityservices@lethbridgecollege.ca](mailto:accessibilityservices@lethbridgecollege.ca) to find out more about this support.

## **Will I be able to access digital versions of text books (i.e., alternate format) to use with text-to-speech software programs?**

Yes, you will be able to request alternate format for your textbooks (based on your disability and recommended need). Accessibility Services works with many publishers to provide students their textbooks in digital format. Should we come across a situation where a publisher doesn't have a digital version of a textbook available, Accessibility Services will contact you to discuss alternative arrangements.

**\*\*Check back for more details\*\***

## **ACCESSING THE CANADA STUDENT GRANT FOR STUDENTS WITH PERMANENT DISABILITIES**

### **Can I still apply for the disability grant?**

Yes! The [Canada Student Grant for Students with Permanent Disabilities](#) is available for students who qualify. Please see your provincial student aid website for more information about the grant and how to apply.

You can book a funding appointment with one of our disability advisors to discuss your eligibility, the required documentation, and to have them complete the Schedule 4.

## **MENTAL HEALTH CONCERNS**

### **I'm concerned about my mental and/or physical well-being with classes starting this fall. What supports are available to me?**

Wellness Services offers physical and mental health support for students through a team of registered nurses, doctors, psychiatrists, and counsellors. Please contact Wellness Services at [health.services@lethbridgecollege.ca](mailto:health.services@lethbridgecollege.ca) for more information.

The Shepell Support program is also available through remote appointments. Call to book an appointment at **1-855-649-8641**, or download the **mySSP** app to chat with a counsellor immediately.