

Office of Disability Services
The University of North Carolina at Charlotte
9201 University City Boulevard, Charlotte, NC 28223-0001

Office of Disability Services 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 Disability Services at the University of North Carolina at Charlotte. The **Student Handbook** was created to inform you about the process for securing support through the Office of Disability Services. We hope this guide is helpful to you as you navigate your education. Please take time to read the handbook at the beginning of your relationship with the Office of Disability Services, as it provides important information about office protocols and your rights and responsibilities. We welcome your questions and we look forward to working with you!

Our Mission: *The Office of Disability Services 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, Disability Services facilitates accommodations, discourse, and engagement to promote a universally accessible learning environment for all.*

At Disability Services, 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.

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 Disability Services 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 Disability Services](#) as soon as they are aware that they require assistance. Students are not eligible for services from the Office of Disability Services 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 Disability Services](#), 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 Disability Services 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.

Registering for Services: The Process

The Office of Disability Services 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 Disability Services website.

At the college level, it is the responsibility of the student to provide documentation of a disability to the Office of Disability Services. 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 Disability Services to ensure that we have received the requested documentation. Disability Services staff is available to answer any questions about the documentation process.

All documentation submitted is reviewed by Disability Services 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 requested and can be submitted by the student for further review, if needed. Once approved, the student will need to schedule a one-hour Registration appointment with a DS counselor. It is during the Registration appointment that reasonable accommodations are discussed and determined through an interactive process with the student.

Once registered, each student is required to request their accommodations via the online [DS Portal](#) every semester in which accommodations are needed. If changes to accommodations are required, students must schedule an appointment with a DS counselor. Identifying appropriate accommodations is interactive and ongoing process between the Disability Services counselor and student. The determination of appropriate and reasonable accommodations is part of the interactive process.

Confidentiality and Record Retention

The Office of Disability Services 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 Disability Services.

Each time students request accommodations through Disability Services, they are asked to review and agree to the terms of their accommodations. This Accommodation Agreement allows Disability Services 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 Disability Services does not disclose your disability diagnosis to faculty.

Under FERPA, Disability Services professional staff is 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 Disability Services. Information regarding your disability diagnosis is handled confidentially in accordance with state and federal laws. Disability documentation and related records will be retained by Disability Services for five (5) years from graduation or the last semester in which the student received services.

Consent to Release Protected Information

Written or verbal information about a student's non-education records or registration with the Office of Disability Services will not be released to outside parties, including parents or guardians, without the student's written consent. Students wishing to give outside parties access to protected information regarding disability can request to sign [Consent to Release Non-Educational Information](#) form when they meet with their DS counselor. Students may choose to revoke consent at any time by signing a consent revocation form.

Student Responsibilities

It our goal to help ensure access for students with disabilities that facilitates their efforts to succeed at the University. We encourage students with disabilities to exercise their autonomy by responsibly managing their accommodations. Every student should take the following steps to ensure his or her own success:

- **Follow Disability Services' guidelines for requesting and using accommodations**, which helps to ensure that resources are available when needed by the student.
- **Meet all University academic and conduct standards**
All students are held to the same high standards in these areas. Refer to your catalog for specific requirements.
- **Attend classes regularly**
Class attendance is a reasonable expectation for college students. If you are unable to attend classes *because of your disability*, it is essential that you contact your professors and your Disability Services counselor immediately.
- **Meet with professors early each semester to discuss accommodations**
Professors play a key role in providing most accommodations, so it is important that students communicate with faculty early each semester about their accommodation needs. After you send your accommodation letters to your faculty via the DS Portal, **it is your responsibility to meet with your professors to discuss your accommodations**. Meeting in person is important and allows you the opportunity to plan with faculty for the accommodations you need. If you feel uncomfortable doing this, Disability Services staff can provide support. **For online classes, you should follow up with faculty via email to discuss your accommodations.**
- **Request needed accommodations in a timely manner each semester**
During your registration appointment, you learned how to use the DS Portal online system to request accommodations and send your accommodation letters to your professors. As a refresher, log in to the [DS Portal](#) and click on the **Request Accommodations Letters** icon. Each semester, your previously approved accommodations will be available for you to select and continue to use. The online system allows you to request accommodations in a timely manner at the start of each semester.
- **Notify your DS counselor as soon as possible** if your accommodation needs change, or you have questions or concerns. DS counselors are available to meet with you throughout the term to discuss any issues or to address disability-related needs.

Student Grievance Procedure

The Process

UNC Charlotte is committed to ensuring that no otherwise qualified individual with a disability is excluded from participation in, subjected to discrimination in connection with, or denied the benefits of any University programs or activities due to disability. Prior to invoking the procedures described below, the student is encouraged, but is not required, to discuss their grievance with the individual alleged to have caused the grievance. Often the situation may be resolved with an informal discussion.

- If a student is not able to resolve an issue informally, they should bring a complaint to the attention of their DS counselor in the Office of Disability Services.
- If the issue remains unresolved, the student should bring it to the attention of the Director of the Office of Disability Services. The Director will gather information related to the complaint, which includes meeting with the student and other parties involved. If the complaint is of discrimination on the basis of disability, the Director of Disability Services 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 Disability Services to the satisfaction of the student, they may pursue the process outlined in [University Policy 501, Nondiscrimination](#) and its accompanying procedure documents

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](#).

Overview of Accommodations

Students who need accommodations should identify themselves to the Office of Disability Services by submitting documentation of their disability(ies) for review by DS staff.

- All accommodations are determined based on disability documentation, the functional impact of the disability on the student, and the learning environment of the specific course.
- Accommodations are determined during the registration or follow up appointments with a Disability Services counselor. Planning accommodations is an interactive process between the student and the DS counselor.
- The **DS Student Portal** is the online system students use to request accommodations, send notice of accommodation letters to their instructors, schedule tests in the DS Test Center, request note-takers, and download class notes. To learn more about the DS Portal, visit the [Disability Services website](#) or the [Student FAQs](#).
- It is important to understand that accommodations are not retroactive and only begin once students notify their faculty by providing their accommodation letter. Further, students are responsible for meeting with their faculty to discuss their accommodations.
- Disability Services offers assistance with assistive technology on an as needed basis. For questions about available technology, talk with your DS counselor or contact the Assistive Technology Specialist in the Office of Disability Services. Visit our website for more [information on assistive technology](#) at the University.
- Note that the University shall not assume any responsibility for the provision of personal attendants, individually prescribed devices, readers for personal use or study, or any device or service of a personal nature. The arrangements for these types of personal services are entirely the responsibility of the individual student.

Supplemental Class Notes

Recruitment of note takers is done electronically via the [DS Portal](#). *Students who are eligible for the supplemental class notes accommodation take the following steps in the DS 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 DS 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 DS 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 DS Portal weekly.
- Do not share your notes with other students.
- Notify DS office if notes are not received within two weeks, no longer need this accommodation, or if 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 Disability Services provides testing accommodations based on specific disability documentation and individual need. These accommodations may include extended time, lower-distraction testing environment, use of a computer, adaptive technology, and/or software.

All tests taken in Disability Services are monitored: personal items are not allowed in the testing rooms, these rooms are monitored by video surveillance, and computer activity in the Test Center is monitored. Disability Services staff provides ongoing oversight during testing. Note that cell phones are not allowed in the DS Test Center or in any satellite testing locations used during high-demand times, such as final exams. Students must schedule their quizzes, tests, and finals using the **Schedule a Test or Exam** section of the [DS Portal](#).

Testing Information:

- Tests should be scheduled at the same time as the class test time. The Portal system will adjust for extended time.
- Students who arrive late for their scheduled test will have that time deducted from their total test time.
- A student who misses a test or exam scheduled with Disability Services should inform their faculty member immediately.
- **The Office of Disability Services will not re-schedule exams without the approval of the faculty.** Final exams will only be rescheduled in accordance with University policy.
- If testing with faculty: Faculty may accommodate students' tests directly, and some faculty might prefer this. **Plan Ahead**: Students who request for faculty to provide testing accommodations *must work directly with their faculty* and in advance of the test date. Remember that most faculty are not able to

Scheduling Tests in the DS Student Portal:

To reserve testing space in Disability Services, students are responsible for scheduling their tests using the online DS Student Portal. Students should follow established scheduling deadlines to ensure that space and proctoring requirements can be met. Deadlines are as follows:

- Fall/Spring: Six (6) days prior to the test
- Summer: Three (3) days prior to the test
- Final exam deadlines are generally 3 weeks in advance (Fall/Spring); one week in advance (Summer) and are posted on our website and in the DS Portal

Student Responsibilities when Scheduling a Test in the Test Center:

- Request testing accommodations early in the semester through the **DS Portal**. Students must **request accommodations** *before* they can use the DS Portal to schedule tests and exams.
- Meet with your faculty to discuss all of your accommodations, including testing accommodations.
- Once you have a syllabus with test dates, you should schedule your exams using the **Schedule a Test or Exam** section if you need to test within the Disability Services' Testing Center.
- Schedule your test or exam for the time and duration of the in-class test. The Portal system will schedule your test according to your accommodations, availability, and our Test Center hours.
- Schedule your tests in accordance with semester deadlines. If your test date changes, contact Disability Services for assistance. The Portal system will not let you cancel or reschedule a test.
- The Office of Disability Services has limited testing room. If the test is not scheduled via the **DS Portal**, we cannot guarantee test room availability.

Scheduling Instructions:

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

- [How to Schedule a Test for IN-PERSON Tests and Quizzes](#)
- [How to Schedule a Final for IN-PERSON Finals](#)

Campus Resources and Referrals

Students are encouraged to make appointments with their DS counselor to discuss any concerns that might arise regarding accommodations and accessibility. If the issues lie outside the field of disability services, Disability Services 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.

Office of Academic Diversity and Inclusion: 704-687-0030

Offers academic support services that foster the recruitment, retention, and graduation of students, but emphasizes support for students from the following populations: African American, Asian American, Hispanic/Latino, Pacific Islander, Native American, Multi-racial, LGBTQ, first-generation, students from rural communities and students who have a reported disability.

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 Disability Services
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

Do I need to register with the Office of Disability Services more than once?

No, students generally only register once with Disability Services. Students submit disability documentation to Disability Services for review. Documentation is reviewed and students are notified via their University email regarding eligibility status and next steps. Students eligible to register with Disability Services may call to schedule an appointment to meet with a DS counselor. Registration takes approximately one hour and includes information about office protocols, student rights and responsibilities, academic accommodations for the present semester, and an introduction to the DS Portal. Registration occurs once; and from that point forward you are “registered” with Disability Services.

To continue receiving accommodations, students must request accommodations each semester using the [DS Portal](#). Students who prefer to meet in person to set up accommodations should schedule a check-in appointment. Students may make appointments as needed throughout the semester to meet with their DS counselor.

How do I access the DS Portal?

Visit the [Disability Services website](#) and click on the “DS Portal” tab. Once on the Portal webpage, click on the **DS 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 DS Portal at <https://ds.charlotte.edu/ds-portal>.

Do I have to take my test/exams in the Office of Disability Services?

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 DS Test Center is more limited. Plan ahead and schedule your final by the posted deadlines.

Students who will be testing in Disability Services should schedule their exams using the **Schedule a Test or Exam** section of the **DS Portal**. Many students only need extended time. The Office of Disability Services 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 a Disability

Services counselor. Disability Services 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 Disability Services counselor.

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 DS Portal.
- Next, request a note taker via the **Request Note Taker/Download Notes** section of the **DS Portal**. The DS office will email the indicated class to obtain a note taker. The volunteer note taker will upload notes to the **DS Portal**.
- You will receive an email notification each time your note taker uploads class notes. Check your University email and DS Portal every week to retrieve notes.
- If you experience any issues with the note taking accommodation, contact the Disability Services immediately. It is your responsibility to alert Disability Services if you have not received notes.

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

Go to the **DS 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 counselor is indicated on the letter. You may also call Disability Services for assistance in determining who your assigned counselor is.

Can I go to my Disability Services counselor for academic advising?

Academic advising is provided by academic advisors within the student's chosen major. You will need to find out who your advisor is and make an appointment with that individual. Your Disability Services counselor can talk with you about your accommodations and the impact that may have on planning your academic schedule. However, Disability Services counselors are not able to provide academic advising.

I need a tutor for a class. Does Disability Services provide this?

Tutors can be arranged through the [University Center for Academic Excellence](#) (UCAE) Tutorial Services or through your department. While the Office of Disability Services does not provide tutors, we can assist with referring students who are registered with Disability Services.

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 Disability Services Consent to Release Protected Information form and submit it to our office. Contact Disability Services 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 website, withdrawal.charlotte.edu, has additional information. The WE process is different from the general withdrawal process, referenced here: <https://provost.charlotte.edu/policies-procedures/academic-policies-and-procedures/withdrawal-and-cancellation-enrollment-policy>. Students should make note of applicable deadlines.