

# Guide to Requesting Academic Accommodations and/or Auxiliary Aids



## GETTING STARTED

Delaware Technical Community College is committed to providing reasonable academic adjustments for students with disabilities which may include auxiliary aids and/or accommodations that do not alter a fundamental requirement of our academic programs. Since every disability manifests itself differently in each individual, every attempt will be made to tailor all academic adjustments to meet individual needs. Students with disabilities who wish to request academic adjustments must see the campus Disabilities Support Services (DSS) contact. The campus DSS contact will evaluate the request and engage in an interactive process to determine what, if any, academic adjustments are warranted. Students seeking academic adjustments must request the same at least 4 weeks prior to the start of each semester for which academic adjustments are sought. Academic adjustments requested by students who fail to follow these procedures may be denied or may not be available prior to the start of classes.

## CAMPUS DSS CONTACTS

The following individuals are the Disabilities Support Counselor contacts for their respective campuses. They will assist you in fulfilling the requirements to obtain reasonable and necessary academic adjustments.

### Dover

Victoria Chang  
(302) 857-1349  
victoria.chang@dtcc.edu

### Georgetown

Matthew Zink  
(302) 259-6049  
mzink1@dtcc.edu

### Stanton

Heather M. Statler  
(302) 454-3927  
hstatler@dtcc.edu

### Wilmington

Twain Gonzales  
(302) 434-5553  
doctor.g@dtcc.edu

In addition, inquiries or complaints pertaining to this Guide may be addressed to the College's Civil Rights Coordinator at the following:

Janis C. Beach  
Civil Rights & Title IX Coordinator  
Office of the President  
100 Campus Drive | Dover, DE 19904  
(302) 857-1903  
civilrights@dtcc.edu

Elizabeth Y. Groller, Esq.  
Senior Legal Counsel  
Office of the President  
100 Campus Drive | Dover, DE 19904  
(302) 857-1650  
elizabeth.groller@dtcc.edu

## REQUIRED DOCUMENTATION

Students should provide the campus contact with documentation of their disability. Information should include: diagnosis of disability, functional limitations, psycho-education testing results, most recent IEP (if available), and any other information that may provide insight, clarification or support of the student's condition and how that may impact the student's ability to perform in an academic setting. Since many disabilities remain unchanged over the course of a student's lifetime, information may be accepted in cases where the campus contact determines in his or her sole discretion that a meaningful interactive process to occur and reasonable adjustments can be approved. In some instances, discussion between the student and the campus contact may be sufficient to determine the appropriate assistance. In other situations, a professional evaluation will be necessary to enable the campus contact to understand how the disability impacts the student's ability to function in a college setting. If documentation is necessary, the student must sign a release authorizing the information to be given to the campus contact. **PROVIDING THIS DOCUMENTATION IS THE OBLIGATION OF THE STUDENT, AT THE STUDENT'S SOLE EXPENSE.**

The student and the campus contact (together with such other parties as may be designated by the campus contact) will discuss which academic adjustments are appropriate for the student's individual situation and coursework.

## **CONFIDENTIALITY**

The DSS campus contact will maintain appropriate confidentiality of records or communication, except when disclosure is authorized by the student or by law.

## **EXAMPLES OF REQUESTS WHICH ARE NOT REASONABLE**

The following is a list of services that the college will not provide. This is not an exhaustive list, but rather provides examples of unreasonable requests. The campus contact may be able to provide community referrals to these services, if appropriate.

1. Providing personal attendants (aides)
2. Feeding students
3. Administering and storing of medications
4. Assisting with personal hygiene (catheter bags, etc.)
5. Writing and proofreading papers
6. Tutoring (will be referred to campus tutorial support)
7. Psychological counseling
8. Storage of medical supplies and equipment (oxygen tanks, wheelchairs, etc.)
9. Diagnosis of disability condition
10. Providing care for emotional support animals

## **COMMUNICATION WITH FACULTY**

The campus contact will send notification to faculty and campus offices of the academic adjustments that will be provided. Students are encouraged to discuss their academic adjustment(s) with their instructors; however, students are NOT obligated to self-disclose the nature of their disability to the instructors. Students are responsible for communicating the effectiveness of the academic adjustment(s) with the instructors and the campus contacts.

## **GRIEVANCE PROCEDURE**

If a student is not satisfied with the academic adjustment(s) that, after discussion with all parties, has been determined to be appropriate by the campus contact, then s/he may use the following grievance procedure.

Students who are unsatisfied with the academic adjustments approved by the contact or otherwise feel they have been the subject of discrimination on the basis of disability shall state their concerns in writing to the appropriate Dean of Student Affairs. The inquiry shall be made as soon as reasonably possible after the action occurs but in no case later than 10 working days after such occurrence. The time for filing a grievance can be waived for good cause at the discretion of the Dean of Student Affairs.

The Dean of Student Affairs, or designee, shall conduct a thorough investigation of the grievance, affording all interested persons and their representatives an opportunity to submit relevant information. The Dean of Student Affairs shall consult with the College's Civil Rights Coordinator, and/or Senior Legal Counsel, or designee, and shall issue a written response, with a description of the resolution, if any, to the grievant and other appropriate persons within 15 working days of receipt of the complaint.

The decision of the Dean of Student Affairs shall be final.

Nothing in this procedure prevents any individual who believes he or she may have been discriminated against from pursuing any and all legal remedies.

## **RETURNING STUDENTS**

Accommodation(s) plans are NOT carried over from semester to semester. A new request for academic adjustments must be made for each semester that adjustments are desired. Once a request is made, students must allow the campus contact up to four weeks to facilitate appropriate academic adjustments.