ARC STUDENT HANDBOOK
For students receiving academic accommodations at Kansas City Kansas Community College
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PURPOSE OF HANDBOOK

This handbook outlines the policies and procedures utilized by the Academic Resource Center in assisting students accessing specific accommodations and services provided by KCKCC.

ABOUT THE ACADEMIC RESOURCE CENTER

OUR MISSION

The staff of the Academic Resource Center (ARC) is committed to assisting all KCKCC students in strengthening their academic skills and successfully completing their college work by offering academic supports.

OUR STAFF MEMBERS

Dr. Michael Burns, Director oversees all ARC functions and works in collaboration with faculty and staff at all KCKCC locations to provide reasonable and appropriate accommodations for students with disabilities.

Amanda Williams, Assistant Director supervises all tutoring on main campus and works closely with all KCKCC locations to align the tutoring experience for students. Also serves as the point of contact for the early alert program.

Marcia Irvine, Assistant Director, Leavenworth Campus is the point of contact at the Leavenworth location for students requesting information and/or assistance for reasonable and appropriate accommodations for students with disabilities.

Faith Moody, Placement Coordinator coordinates placement testing for all first-time students and transfer students who have not completed English Composition and College Algebra.

Alex Twitty, Learning Specialist coordinates services for students with learning disabilities.

Robert Beach, Assistive Technology Specialist provides assistive technology services and oversees the alternative format production system.

Technical Assistant assists with the daily operations of the ARC, provides assistance to students using the Academic Resource Center’s computer lab.

Deborah Wilson, Evening Technical Assistant assist with the evening operations of the ARC; refers students to campus resources and provides assistance to students using the Academic Resource Center’s computer lab.
Carly Eastling, TEC Academic Support Facilitator provides disability services, tutoring, placement & WorkKeys testing. She is the point of contact at the TEC location for students requesting information and/or assistance for reasonable and appropriate accommodations for students with disabilities.

TEC Resource Center Developmental Math Facilitator provides tutoring in math and administers WorkKeys tests.

RESOURCES AVAILABLE IN THE ACADEMIC RESOURCE CENTER

Kansas City Kansas Community College Students have access to several resources in the Academic Resource Center:

• Math Tutoring Center
• Writing Center
• Individual Peer Tutoring
• On-line Tutoring
• Academic Placement Testing
• Computer Lab with Technical Support
• Accommodations for Disabilities

Dates and times for certain services may change each semester, so contact the Academic Resource Center at 913.288.7664 for specific times or additional information.

DISABILITY SERVICES

The Academic Resource Center provides ADA accommodations for Kansas City Kansas Community College students currently enrolled in courses with documented disabilities. The types of disabilities that may qualify for services from the ARC include, but are not limited to, the following:

• Attention Deficit/Hyperactivity Disorder
• Vision impairments
• Brain injury
• Chronic health impairments
• Deafness/hard of hearing
• Learning disabilities
• Physical disabilities
• Psychological disabilities
• Seizure disorder
• Communication disorders
THE LAW

Americans with Disabilities Act of 1990, 2008 (ADA)

The Americans with Disabilities Act (ADA) of 1990 and later amended in 2008 is the civil rights guarantee for persons with physical and or mental disabilities in the United States. It provides protection from discrimination for individuals on the basis of disability. The ADA extends civil rights protections for people with disabilities to employment in the public and private sectors, transportation, public accommodations, services provided by state and local government, and telecommunication and relay services.

Rehabilitation Act of 1973

Section 504 (Subpart E) of the Rehabilitation act of 1973 prohibits discrimination on the basis of physical or mental disability in federal grants and programs. This applies to KCKCC because we are part of the Federal financial aid program. Subpart D of the Act applies to K-12 grades and is not applicable to postsecondary education.

Family Educational Rights and Privacy Act of 1974 (FERPA)

This law applies to all educational agencies and institutions that receive funding through the U.S. Department of Education. Under this law, a school may not generally disclose personal identifiable information from an eligible student's education records to a third party unless the eligible student has provided written consent. However, there are a number of exceptions, including an allowance for school officials and instructors to access education records provided the school has determined that they have legitimate educational interest in the information and in order to fulfill his or her professional responsibility.

DISABILITY DOCUMENTATION CONFIDENTIALITY

Disability documentation becomes part of a student’s educational record once it is provided to Kansas City Kansas Community College. This means that it is not covered by the Health Insurance Portability and Accountability Act (HIPAA), but rather by the Family Educational Rights and Privacy Act (FERPA).

Disability information is confidential and is shared appropriately. The Academic Resource Center will not release information regarding a student’s disability to professors, organizations, agencies, and even parents without a signed “Confidentiality and Release of Information” Form on file in the ARC.
HOW TO ACCESS DISABILITY ACCOMMODATIONS

1. Students with disabilities seeking ADA accommodations must contact Dr. Michael Burns, ARC Director or Ms. Alex Twitty, Learning Specialist at the Academic Resource Center in the William Jewell Building, main campus at 913-288-7664 to schedule an intake interview. You must self-identify to initiate the process. This process must be completed in a timely manner in order to allow KCKCC sufficient time to plan and provide the most appropriate accommodation(s). For accommodation requests at the Leavenworth Center campus, students will be referred to Mrs. Marcia Irvine mirvine@kckcc.edu at 913.651.2111. For accommodation requests at the Technical Educational Center; students will be referred to Ms. Carly Eastling at 913.288.7851 or ceastling@kckcc.edu. Please be advised that some accommodations may take several weeks or longer to arrange. The earlier the process is initiated, the more likely accommodations will be provided in time for a particular semester.

2. During this meeting, discussion will focus on the manner in which the disability substantially limits a major life activity and how the disability will affect the learning experience. It is the student's responsibility to provide as much information as possible. The student will inform ARC personnel how the disability may impact the learning experience at KCKCC in one or more of the following areas:
   - communication
   - classroom, laboratory, and on-line learning
   - reading and writing
   - the use of technology
   - the physical environment
   - group projects

3. Written documentation of the disability from an appropriate care provider or agency is required. ARC personnel will consider all the information provided (including, but not limited to, the following):
   - description of needs
   - Records of past accommodations and services from another college, state or national standardized tests (such as ACT), and/or high school (such as an IEP or 504 plan)
   - Formal psychological or medical evaluation reports
   - Letters from current or past health, education, or service providers

4. Accommodations must be requested for each new semester and as far in advance as possible. The request for accommodation form is located on the KCKCC MYDOTTE Website (MYDOTTE@kckcc.edu). The form is also available at the main campus in the ARC, the TEC Resource Center, and at the Leavenworth campus. “Reasonable accommodations” are adjustments to policy, practice and programs that “level the playing field” for students with
disabilities and provide equal access to KCKCC programs and activities. This adjustment must be made without altering fundamental goals of a course or lowering standards in a class.

5. Once ADA accommodations are approved, the student’s instructor(s) will be advised of the approved accommodations. Students may indicate on the “Request for Accommodations” form to have the ARC notify only the instructors of classes for which they will need accommodations. Keep in mind that accommodations cannot be backdated.

6. KCKCC cannot provide accommodations that would fundamentally alter the essential characteristics or nature of a class or program. Likewise, KCKCC may not provide the exact accommodation requested by the student. KCKCC may provide an alternative accommodation as long as the accommodation is reasonable and appropriate to make the programs, activities, services and facilities accessible to the individual.

Guidelines for disability documentation are posted on the ARC web site at:

http://www.kckcc.edu/academics/academicResources/disabilityAccommodations/guidelinesForDisabilityDocumentation.aspx

Additional information regarding ADA accommodations can be found on the website listed below:

www.ADA.gov

SERVICES AND ACCOMMODATIONS

Examples of disability accommodations include, but are not limited to, the following:

- Note takers
- Tests accommodations
- Sign language interpreters
- Captioning of video/media
- Specialized advising
- Assistive technology
- Alternative formatted textbooks

All services and/or accommodations are based on individual, documented need.

Tutoring services are available to all students on campus, with or without disabilities.
NOTE TAKERS

A note taking accommodation is provided for students whose documentation indicates an inability to record adequate lecture notes on his/her own.

Student Responsibilities Include:

- Providing the ARC with a schedule of courses for which note taker services are requested. This should be done as soon as possible.

- Identifying any classmate who may be a good note taker (regular attendance, good handwriting, organization skills, etc.).

- Making introductions to the note taker and exchange notes in that manner. However, if a student prefers to remain anonymous, the note taker may drop off notes in the ARC, and the student may pick them up there.

- Taking his/her own notes whenever possible. The only way to improve note-taking skills is to practice. Taking notes can also help the student stay focused on the lecture and show the instructor that the student is putting forth effort to learn the material. The student should compare his/her notes to the note takers.

- Attending all scheduled classes. A note taker is an accommodation, not a substitute for attending class. Notes will not be provided for missed, unexcused class absences. Excessive absences may result in the suspension of note taker services until a meeting with the ARC Director has occurred.

- Understanding that the “Notes” provided does not mean a complete transcript of the lecture. Copies of PowerPoints or a copy of the instructor’s own lecture notes may suffice in place of a note taker, depending on the student’s needs and how the course is organized.

- Notifying the ARC staff immediately if there is a problem securing a note taker, with the reliability of the note taker, or with the quality of the notes provided (i.e. legibility of writing).

- Advising the note taker and ARC immediately upon withdrawal from a class.

- Understanding that KCKCC service providers, administrators, faculty, and staff are to be treated in a professional manner. All concerns should be brought to the attention of the Director of the ARC at 913-288-7670 or at mburns@kckcc.edu.
**ARC Responsibilities Include:**

- Advising the instructor of the need for a note taker and ask that he/she make an announcement in class and/or by e-mail. The ARC will assist if the instructor has difficulty identifying an interested student.

- Supplying the note taker with carbonless copy paper, or allow the note taker to make copies of the notes in the ARC at no charge. Some note takers may take notes electronically. In this case, the note taker may e-mail the notes directly to the student or to the ARC at [arc@kckcc.edu](mailto:arc@kckcc.edu). If e-mailed to the ARC, the notes will be forwarded to the student.

- Compensating the note taker the agreed amount at the completion of the semester ($50 for complete semester, $25 if starting after mid-term or on a pro-rated basis should the student or note taker drops the class).

**Instructor’s Responsibilities Include:**

- Assisting the ARC in identify a student in the class that would be willing to share notes. The instructor is encouraged to announce the need for a note taker to the class (keeping the student’s identity confidential).

- Instructing the identified note taker to report to the ARC to sign-up. The note taker will be given a packet with carbonless copy paper and information on how to take appropriate notes.

**TESTING/COURSE EXAM ACCOMMODATIONS**

A testing/course examination accommodation is provided for any student whose documentation supports the need for extended time, a scribe, distraction reduced environment, or assistive technology.

**Student’s Responsibilities Include:**

- Notifying the ARC at least two (2) business days prior to the exam to schedule a test. This is necessary so space can be reserved, and the test obtained.

- Taking the exam during its regularly scheduled time unless the extra time interferes with another class. All alternate times are based on a documented need.

- Contacting the ARC if an absence will occur during the scheduled exam time, in addition to contacting the instructor to reschedule the test.

- Reminding instructors to send, deliver, or forward exams to the ARC.
• Understanding that KCKCC service providers, administrators, faculty, and staff are to be treated in a professional manner. All concerns should be brought to the attention of the Director of the ARC at 913-288-7670 or at mburns@kckcc.edu.

**ARC’s Responsibilities Include:**

• Providing the instructor with a “Testing Instructions” form to be attached to the test indicating the date/time of the test with any special instructions.

• Arranging a location to take the exam that will align with the needed accommodations.

• Sending a notice to advise the instructor if a student has scheduled an exam in the ARC.

• Providing the test or quiz in an accessible format.

• Returning the exam or quiz according to the instructor’s instructions.

• Returning the exam or quiz to the instructor the next business day if a student misses a scheduled quiz or exam.

**Instructor’s Responsibilities Include:**

- Administering tests or quizzes to students with disabilities who require testing accommodations, as long as the accommodations approved by the ARC are in place. If the accommodations cannot be provided in the instructor’s classroom or designated area, the exam or quiz will be administered in the ARC.

- Completing a “Testing Instructions” form giving the ARC specific information as to how the test is to be administered (length of time, calculator usage, etc.). Forms are available in the ARC, or can be e-mail to the instructor.

- Delivering the exam or quiz to the ARC, preferably sent as a Word attachment via e-mail to the Main Campus arc@kckcc.edu.

- Contacting Marcia Irvine at 913.651-2111 or mirvine@kckcc.edu for students attending the Leavenworth Campus for assistance in securing a space for students to test. For students enrolled in courses at the TEC, contacting Carly Eastling at 913-288-7851 or ceastling@kckcc.edu for assistance in securing a space for students to test.
SIGN LANGUAGE INTERPRETERS

A sign language interpreter accommodation is provided for any student whose documentation supports the need for communicating with others on school campus, during KCKCC sponsored class activities or KCKCC sponsored activities on or off campus.

The ADA defines a qualified interpreter as one who is able to interpret services, accurately and impartially, both receptively and expressively, using any necessary specialized vocabulary.

Academic Resource Center Responsibilities Include:

- Notifying the instructor that a student enrolled in his or her class will receive a sign language interpreter accommodation.

- Coordinating with the instructor the times in which interpreter accommodations will occur in class on any of KCKCC’s campuses. This includes the scheduling for break times, lunch and KCKCC sponsored off campus activities (if applicable).

- Completing all necessary documentation regarding the facilitation of services.

- Coordinating the compensation for sign language interpreter services rendered on any of KCKCC’s campuses.

- Informing students receiving sign language interpretation services that KCKCC reserves the right to select and utilize interpreting accommodations, serving at the behest of the college. Although the ADA strives to provide equal opportunity to individuals with disabilities, it does not guarantee equal outcomes. Neither Section 504 nor the ADA affords students the right to demand a particular interpreter. Neither the instructor nor the student decides which interpreter to use.

- Informing students receiving sign language accommodations that KCKCC imposes reasonable conditions upon student access to and usage of a sign language accommodation.

Student Responsibilities Include:

- Meeting with designated ARC disability staff to discuss the specific need related to an interpreter accommodation.

- Requesting a sign language interpreter prior to the beginning of each semester. It is strongly encouraged that students requiring interpreter services register their request with the Academic Resource Center at least three weeks in advance of class to better ensure that an interpreter is located and available. A failure to do so will limit our ability to establish the relevant accommodation in a timely manner.
- Providing appropriate documentation supporting the need for a sign language interpreter accommodation. This documentation must be on file in the ARC prior to the approval of a sign language interpreter accommodation.

- Contacting the ARC immediately for ANY change in your request or in your class schedule.

- Contacting the ARC if your interpreter does not show up for class on the dates and times scheduled or if there are other concerns.

- Understanding that it is the student’s responsibility to report a class absence to the ARC a minimum of 24 hours prior to the start of class by calling Dr. Michael Burns, ARC Director at 913-288-7670 or by sending an email to mburns@kckcc.edu. Failure to adhere to the instructor’s attendance policy may result in the withdrawal from the course, resulting in the termination of interpreting services for the course.

- Understanding that KCKCC service providers, administrators, faculty, and staff are to be treated in a professional manner. All concerns should be brought to the attention of the Director of the ARC at 913-288-7670 or at mburns@kckcc.edu.

**Interpreter Responsibilities**

- All interpreters must respect the privacy of information shared and/or exposed to on any of KCKCC’s campuses or school sponsored activities in which services are utilized.

- Interpreters are responsible for any college property assigned, property of third parties, and personal injuries caused as a result of their actions.

- Interpreters will report to assigned locations on the dates and times specified.

- Must be appropriately licensed and maintain such credentials to perform relevant duties on any of KCKCC’s campuses. Appropriate license and credentials must be on file in the Academic Resource Center.

- Credentials must be maintained to perform relevant duties on any of KCKCC’s campuses or sponsored events off campus.
Alternate formatted textbooks and materials are provided for any student that has a documented disability which affects his/her access to printed materials.

**Student's Responsibilities Include:**

- Meeting with ARC Assistive Technology Specialist to discuss the specific need related to alternate formatted materials (i.e., electronic/digital text, Braille, enlarged print).

- Requesting textbooks in alternate format prior to the beginning of each semester. It is strongly encouraged that a request for this accommodation is made at least three weeks in advance of the start of class (excluding weekends and holidays) to reduce delays.

- Providing a copy of the receipt for the specific textbook purchased for a course in which an alternate format has been requested to the ARC.

- Ordering alternative formatted textbooks from Learning Ally (1-800-221-4792 or http://www.learningally.org) or Bookshare (www.bookshare.org) if when available.

- Providing class handouts to the Assistive Technology Specialist in the ARC at least 5 business days in advance to ensure timely production of materials.

- Contacting the ARC immediately for ANY change in your request or in your class schedule.

- Understanding that KCKCC service providers, administrators, faculty, and staff are to be treated in a professional manner. All concerns should be brought to the attention of the Director of the ARC at 913-288-7670 or at mburns@kckcc.edu.

**ARC's Responsibilities Include:**

- Providing assistance in completing the Learning Ally or Bookshare application and training on the ordering of materials.

- Assisting in locating the necessary technology to use the alternate formatted materials.

- Working with students in order to access textbooks while waiting for the Learning Ally or Bookshare applications to be processed.

- Providing accessible formatted books and other course-related materials, which are not available from other resources.
- Making every effort to ensure the alternative formatted materials requested are completed in a timely manner.

- Assisting students in exploring other alternate format options when the desired format cannot be provided. If a textbook is not available from Learning Ally or Bookshare, the ARC staff will check other sources or create the e-text for the student in-house.

ASSISTIVE TECHNOLOGY SERVICES

Assistive technology is provided for any student with a documented disability that can be accommodated by the use of such technology.

Student's Responsibilities Include:

- Contacting the ARC Assistive Technology Specialist to assure that all documentation is on file with the ARC office.

- Scheduling a meeting with the Assistive Technology Specialist for an evaluation of needs and to explore possible technology options.

- Determining whether the Assistive Technology class would be of benefit or personal interest.

- Consulting with a KCKCC Academic Advisor if a student is interested in enrolling in the Assistive Technology course and completing the enrollment form.

ARC's Responsibilities Include:

- Providing access to computers for KCKCC students with documented disabilities.

- Maintaining and upgrading assistive technology as reasonable and necessary.

- Working out a schedule for the assistive technology that will allow as much access as possible for all users.

- Providing necessary training on the assistive technology to promote independence.
ASSISTIVE TECHNOLOGY SERVICES AT KCKCC

**JAWS** is a screen reading system that verbally announces the screen output so that students who are blind can operate the computer without having someone read the screen for them.

**ZOOM TEXT** is a screen magnification system that enlarges the information on the computer screen so that students with low vision and/or some types of learning disabilities can read it.

**OPEN BOOK** is a system that scans printed materials into the computer. The document can then be verbally read back by the computer, converted to large print through a word processor, or converted to Braille through a Braille printer. The file can also be saved in several formats.

**VIDEO MAGNIFIERS** are closed circuit televisions (CCTVs) that magnify printed materials through a camera and monitor system.

**READ&WRITE GOLD** is a software tool used to write and proofread documents on the computer. It provides features such as word prediction, specialized spell checking, verbal reading of selected text, and much more.

**DRAGON NATURALLY SPEAKING** is a voice recognition system. It allows individuals to operate the computer with voice commands rather than keystrokes and/or mouse clicks. It will also convert spoken words into typed text.

**SERVICE ANIMALS**

In accordance with state and federal law, Kansas City Kansas Community College permits the use of service animals (dogs) assisting individuals with disabilities on its campuses and in its facilities.

A service animal is defined by the Americans with Disabilities Act (ADA) as “any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability. Examples of such work or tasks include guiding individuals who are blind, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the individual’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA” (Department of Justice, 2010).
ARC Responsibilities Include:

- Understanding that KCKCC will ensure that only appropriate service animals are allowed on campus. Animals that serve solely to provide a crime deterrent effect are not allowed on campus.

- Understanding that KCKCC will ensure that animals that serve solely to provide a crime deterrent effect are not utilized on campus.

- Understanding that when it is not obvious what service an animal provides, KCKCC staff may ask a student with an animal two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. If a student refuses to answer these questions or if it’s been determined the animal is not a service animal based on the responses provided, The student will be asked to remove the animal from campus.

Student Responsibilities Include:

- Understanding that the care and responsibility of the service animal while on KCKCC campus or sponsored activities is solely the responsibility of his or her owner.

- Understanding under ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices.

- Understanding that the service animal should not display any disruptive behaviors such as barking, whining, growling or rubbing against people while on KCKCC campus property or in campus facilities.

- Understanding that owners of service animals will be responsible for damaged property or injuries caused by their service animals on campus property.

LIBRARY ACCOMMODATIONS

Library accommodations are provided for students who require assistance with accessing information from the KCKCC Library.

Student's Responsibilities Include:

- Understanding to plan ahead when utilizing this accommodation. Projects that require library services should be started well in advance of the assignment's due date.
• Informing the ARC staff at least two days in advance of needing an assistant in the Library. Assistants can provide reading services, help in getting materials off the shelves, help with duplicating materials, and help in taking notes from the readings.

• Contacting the reference librarian at ext. 7650, two days in advance to have specific materials ready upon arrival.

• Using other resources such as National Library Service, Learning Ally, Bookshare or electronic books available through the library, if possible.

• Understanding that while an assistant may help with making copies of library materials, the student is responsible for the cost of the copies.

• Contacting the Assistive Technology Specialist to receive an orientation on the assistive technology available in the Library. Do this prior to using the technology.

**ARC's Responsibilities Include:**

• The ARC staff assisting in securing assistants in the library.

• The ARC staff creating alternatively formatted materials if they are not available through other resources.

• The ARC staff coordinating services with the library, if desired.

• The ARC staff providing orientation and training on the assistive technology available in the library.

**Library's Responsibilities Include:**

• Answering questions pertaining to the library and to assist with equipment, as needed.

• Requesting materials from other libraries through Interlibrary Loan. It generally takes a minimum of 10 days to receive the items, so plan accordingly. Note: new publications are generally not available from other libraries.

• Assisting in a search for electronic books available through the Library. Note that many of the electronic formats are accessible, but some are not.
SPECIALIZED ADVISING

Specialized advising is provided for any student with a documented disability that needs assistance with selecting appropriate courses and/or scheduling courses.

Student's Responsibilities Include:

- Providing the Admissions office with an official copy of all transcripts from other colleges attended.
- Scheduling an advising appointment with an ARC staff member.
- Bringing related materials to the advising session. These may include: Placement test scores, anticipated degree choice, transfer information, planned courses for the following semester, etc.
- Scheduling an appointment with the appropriate faculty advisor to discuss the required course work. The ARC will provide additional advising assistance as needed.

ARC's Responsibilities Include:

- Obtaining a copy of the student’s transcript for the scheduled advising session.
- Making available the KCKCC catalog and semester class schedule.
- Advising students based on limitations (if any), interests, degree program, placement test scores, transfer information, etc.
The decision to allow students with disabilities to use a calculator is made on a case-by-case basis by the ARC Director and the faculty member(s) from the division in which the class resides.

**Guidelines for Calculator Usage**

- Documentation supporting a disability indicates cognitive difficulties which would result in the diagnosis of a learning disability in math.

- The ability to use basic computation (add, subtract, multiply, divide) is not an integral part of the course, then calculators may be considered appropriate.

- The class or exam measures conceptual understanding rather than computational skills, then a calculator may be appropriate. The judgment as to whether assessing computation skills are a primary purpose should be made by the faculty member(s) or academic department responsible for the examination.

- A calculator would not be appropriate if its usage fundamentally alters the nature of the exam or class.

- The Academic Resource Center Director and/or Learning Specialist will evaluate the student’s documentation and make a recommendation to the faculty member(s) within the academic division about calculator usage.
KCKCC STUDENT GRIEVANCE PROCEDURE

If a student with a disability believes that he/she has not received appropriate accommodations as requested, the following steps are recommended:

1. The Americans with Disabilities Act requires that accommodations be developed through an interactive process between the institution and the student with a disability. The student must meet with the Academic Resource Center Director to discuss and explore appropriate, reasonable accommodations. The student and/or the ARC representative may need to meet with the professor as well.

2. Colleges are not required to provide the requested or preferred accommodation. They are required to provide reasonable, appropriate, and effective accommodations for disabilities which have been adequately documented and for which an accommodation has been requested. Therefore, the student should ask, “Is the accommodation that has been offered reasonable and effective?”

3. If a student has considered both #1) and #2) above and believes that the accommodation that has been offered is not reasonable or effective, the following steps should be taken:
   
   A. Schedule a meeting with the Academic Resource Center Director to discuss the accommodation. If the accommodation is related to a specific course or action by a specific professor, the student’s professor may be asked to meet with the ARC representative and student.
   
   B. If the student is not satisfied with the results of the meeting with the ARC Director, the student may request a meeting with the Dean of Enrollment Management.
   
   C. If the student is not satisfied with the outcome of the meeting with representatives from the ARC or the Office of the Dean of Enrollment Management, the student may file a grievance through Kansas City Kansas Community College’s Student Grievance procedure. The grievance procedure is available through the Dean of Student Services located in the Jewell Center, Room 3376.

4. A complaint can often be resolved in a timely manner by following the above mentioned steps. However, a student can also file a complaint at any time with the U.S. Department of Education, Office for Civil Rights by contacting them at the following location:

   Office for Civil Rights
   U.S. Department of Education
   8930 Ward Parkway, Suite 2037
   Kansas City, Missouri 64114
   Voice Phone (816) 268-0550
   FAX (816) 823-1404
   OCR.KansasCity@ed.gov
The offices listed below are KCKCC affiliated and available to any student enrolled in courses at Kansas City Kansas Community College.

<table>
<thead>
<tr>
<th>Office</th>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Resource Center</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7664</td>
</tr>
<tr>
<td>Admissions</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7600</td>
</tr>
<tr>
<td>Bookstore</td>
<td>Main Campus, Lower Jewell Bldg.</td>
<td>913-288-7633</td>
</tr>
<tr>
<td>Business Office</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7620</td>
</tr>
<tr>
<td>Campus Police</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7636</td>
</tr>
<tr>
<td>Career Planning and Placement Center</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7644</td>
</tr>
<tr>
<td>Child Care Center</td>
<td>7260 State Ave, Kansas City Kansas</td>
<td>913-288-7615</td>
</tr>
<tr>
<td>College Nurse</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7683</td>
</tr>
<tr>
<td>Continuing Education</td>
<td>Main Campus, CEB Bldg.</td>
<td>913-288-7660</td>
</tr>
<tr>
<td>Dean of Enrollment Management/ Registrar’s Office</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7299</td>
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<td>Dean of Student Services</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7691</td>
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<td>Financial Aid</td>
<td>Main Campus Upper Jewell Bldg.</td>
<td>913-288-7697</td>
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<td>Information Center</td>
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<td>913-288-7688</td>
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<td>Leavenworth Center</td>
<td>225 Cherokee, Leavenworth, KS</td>
<td>913-651-2111</td>
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<td>Library</td>
<td>Library Building, Main Campus</td>
<td>913-288-7650</td>
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<td>Online Classes - Technical Support</td>
<td>Main Campus, Upper Library Bldg.</td>
<td>913-288-7479</td>
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<td>Registration</td>
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<td>Student Activities</td>
<td>Main Campus, Lower Jewell Bldg.</td>
<td>913-288-7652</td>
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<tr>
<td>Office</td>
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<td>Phone Number</td>
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<td>Student Advising</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7696</td>
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<td>Technical Education Center</td>
<td>6565 State Ave, Kansas City, KS</td>
<td>913-288-7800</td>
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<td>Transcript/Graduation Services</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7623</td>
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<td>Wellness Center</td>
<td>Main Campus, Allied Health Bldg.</td>
<td>913-288-7610</td>
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<td>Women's Resource Center</td>
<td>Main Campus, Upper Jewell Bldg.</td>
<td>913-288-7640</td>
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