



DISABILITY SUPPORT SERVICES: STUDENT HANDBOOK

Montgomery College

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WELCOME



Dear Student,

Welcome to Montgomery College! Disability Support Services (DSS) provides leadership in ensuring equal access to the college's programs, curriculum, and activities. We value disability as part of the rich and diverse culture at Montgomery College. This handbook is designed to clarify the roles and responsibilities of the college, students, and DSS in accessing accommodations and services.

Students with disabilities must self-identify to DSS in order to initiate the process for accommodations and services.

We believe in a collaborative approach to access and success and we look forward to working with you.

The DSS Team

NONDISCRIMINATION POLICY



Montgomery College is committed to equal opportunity that assures access, equity, and diversity. Montgomery College prohibits discrimination against any person on the basis of age, color, citizenship status, current or former military status, disability, gender, gender identity and expression, genetic information, national origin, marital status, race, religion, sex, or sexual orientation. The College is committed to providing an environment in which all persons are provided the opportunity for employment and/or participation in academic programs, and other College activities free from any form of harassment as prohibited by federal regulations and state laws. Any college student who believes that he or she has been subjected to discrimination on the basis of disability, or has been denied access or accommodations required by law shall have the right to invoke the Grievance Procedure.

DSS OFFICE INFORMATION

POSITION FUNCTIONS

COLLEGEWIDE DSS CHAIR

Provides leadership for the DSS unit and coordinates services and accommodations collegewide.

DSS COUNSELING FACULTY

Collaborates with the student in the planning and the implementation of appropriate services

and accommodations. The counselors work in partnership with students on disability-related issues of academic accommodations, learning strategies, advocacy skills, transition issues, and career planning. Counselors provide collaborative academic advising and refer to extensive support services on campus. Counselors teach Student Development classes as well, including Study Skills, First Year Experience, and Memory Development.

ASSISTIVE TECHNOLOGY COORDINATOR

Coordinates the requests, education and use around technology, including software like Kurzweil, Learning Ally, Dragon, and hardware like CCTVs, smart pens, digital recorders and more. The specialist provides alternative formats of media and tests.

LEARNING CENTER COORDINATOR

Coordinates the administration of the tutoring centers, hiring and management of tutors, scribes, and day to day operations of the learning centers.

INTERPRETER COORDINATOR

Coordinates services for Deaf and hard of hearing students, including sign language interpreters, cued speech transliterators, and captionists (c-print).

OFFICE LOCATIONS AND PERSONNEL

Hours of Operation: Monday — Friday 8:30AM — 5:00PM

Email: dss@montgomerycollege.edu

ROCKVILLE CAMPUS

51 Mannakee Street, CB122

Rockville, MD 20850

240-567-5058

Fax: 240-567-5097

ROCKVILLE PERSONNEL

Collegewide Chair

[Sue Haddad](#)

Room CB122B

240-567-5087

Administrative Aides

[Chanel Riley](#)

Program Assistant

Room CB122

240-567-5058

[Jodi Robertson](#)

Administrative Aide

Room CB122

DSS Counselors

[Shalawn Childs](#)

(Deaf and Hard of Hearing Students)

Room CB122C

240-567-5061

301-637-5009 (Video Phone)

[Brandon Fowler](#)

Room CB122D

240-567-5070

[Katie Kirk Haag](#)

Room CB118

240-567-5054

[Natalie Martinez](#)

(WD&CE)

Room CC204

240-567-4118

[Dr. Melissa Scarfone](#)

Room CB120

240-567-5077

DSS Staff

[Lori Kaufman](#), Learning Center Coordinator

Room CB116

240-567-5060

[Jillian Pfau](#), Assistive Technology Coordinator, Collegewide

Room CB116H

240-567-5224

[Julie Rogers](#), Interpreter Coordinator, Collegewide

Room CB119

240-567-4177

301-637-2947 (Video Phone)

GERMANTOWN CAMPUS

20200 Observation Drive, SA 250

Germantown, MD 20876

240-567-5770

Fax: 240-567-7839

GERMANTOWN PERSONNEL

DSS Counselors

[Harry Zarin](#)

(Deaf and Hard of Hearing Students)

Room SA239

240-567-7767

240-449-3452 (Video Phone)

[Dr. Harvey Stempel](#)

Room SA237

240-567-6967

[Jacy Hildreth](#) (part-time)

Room SA240

240-567-1992

DSS Staff

[Gillian Reid-Nelson](#)

Student Support Services Specialist

Room SA238

240-567-7873

TAKOMA PARK/SILVER SPRING

7600 Takoma Avenue, ST 233

Takoma Park, MD 20912

240-567-1480

Fax: 240-567-3922

TAKOMA PARK/SILVER SPRING PERSONNEL

DSS Counselors

[Dr. Edward Muchene](#)

Room ST242

240-567-1477

[Dr. Cathy Wilson](#)

(Deaf and Hard of Hearing Students)

Room ST243

240-567-1475

240-821-5974 (Video Phone)

[John Rouse](#) (part-time)

Room ST250A

240-567-3921

DSS Staff

[Renee Gisriel](#)

Student Support Services Specialist

Room ST227

CONFIDENTIALITY AND RELEASE OF INFORMATION

DSS views all materials pertaining to a student's disability as confidential. Any written material regarding a student's disability obtained by DSS is used to verify the disability and plan for appropriate services.

All disability-related information for students at Montgomery College is housed in the Disability Support Services Accommodate System. This software provides easy use for students, confidential management of files, and ease in sharing between campuses when necessary.

Disability information may be released only when a student submits a signed "Release of Information" form to DSS.

The Family Educational Rights and Privacy Act of 1974 (FERPA) protects student's disability and educational records.

According to AHEAD, "it is only necessary to share with the faculty the information that a student has a documented disability and need for accommodation(s)." DSS does not disclose the specific nature of the disability, "only that it has been appropriately verified by the individual (office) assigned this responsibility on behalf of the institution."

DSS will retain all disability documentation for six years (from last year of enrollment).

Students with Disabilities at Montgomery College have the Right to:

- Equal access to courses, programs, services, jobs, activities, and facilities offered by the College;
- Equal opportunity to work, learn, and receive accommodations, academic adjustments and/or auxiliary aids and services;
- Confidentiality of information regarding their disability as applicable laws allow;
- Information available in accessible formats.

Students with Disabilities at Montgomery College have the Responsibility to:

- Meet qualifications and maintain essential institutional standards for programs, courses, services, jobs, and activities;
- Identify to DSS as having a disability (in a timely manner) in order to receive accommodations and to seek information, counsel and assistance as necessary;
- Provide documentation to DSS from a qualified professional regarding the impact of the disability in courses, programs, services, jobs, activities and facilities;
- Follow published procedures for obtaining reasonable accommodations, academic adjustments, and/or auxiliary aids and services;
- Contact DSS if student is experiencing difficulties/issues with his/her accommodations;
- Provide relevant documentation from a qualified professional that supports requests for accommodations, academic adjustments, and/or auxiliary aids and services;

Montgomery College has the Right to:

- Identify and establish essential requirements, abilities, skills, knowledge, and standards for courses, programs, services, jobs, activities, and facilities and to evaluate faculty, staff and students on this basis;

- Deny a request for accommodations, academic adjustments, and/or auxiliary aids and services if the documentation does not demonstrate that the request is warranted or if the individual fails to provide appropriate documentation;
- Select among equally effective accommodations, adjustments, and /or auxiliary aids and services;
- Deny a request if the college has determined the accommodation request is unreasonable, causes undue hardship, and/or imposes a fundamental alteration in a program or activity of the College.

Montgomery College has the Responsibility to:

- Provide reasonable accommodations to address the known limitations of an otherwise qualified student with a disability;
- Provide information in accessible formats upon request for students with disabilities
- Ensure that courses, programs, services, jobs, activities, and facilities when viewed in their entirety, are available and usable in the most integrated and appropriate settings;
- Evaluate students and applicants on their abilities, not their disabilities;
- Provide or arrange accommodations, academic adjustments, and/or auxiliary aids and services for students with disabilities. DSS may guide guests with disabilities attending Montgomery College sponsored events/programs in receiving accommodations;
- Maintain appropriate confidentiality of records and communication, except where permitted or required by law;
- Maintain academic standards by providing accommodations without compromising the content, quality, or level of instruction.

It is important to note that according to the college's nondiscriminatory policy, students do not have to inform the college of their disability. However, it is to the student's advantage to inform DSS. By law, the college is required to provide any reasonable accommodations that may be necessary in order for the student with disabilities to have equal access to educational opportunities and services. The process is as follows:

- Apply for admission to the College
- If needed, take the Accuplacer Placement Test
- Complete the DSS Online Student Intake Form/provide documentation
- DSS will contact students for an Initial Intake
- Meet with a DSS counselor to determine accommodations and services.
- An Accommodation Letter will be developed.

Important Note: Services and accommodations are authorized based on the disability and specific functional limitations. Students may not receive all of the accommodations contained in this handbook.

ACCOMMODATION LETTER

An Accommodation Letter is a document generated by DSS that lists the approved, reasonable accommodations that are to be provided to a student.

- Students are responsible for requesting, picking up, and delivering the Accommodation Letter(s) to their professor(s) in a timely manner.
- Students may pick up their Accommodation Letter(s) on or before the first day of class at the Disability Support Services office on their designated home campus.
- Students must present a photo ID in order to receive their Accommodation Letter(s). This is to ensure confidentiality of their information.
- Students should meet with each instructor and provide the Accommodation Letter(s); ask instructors if they have any questions.
- For online courses, the Accommodation Letter(s) will be emailed to the student's Montgomery College email address. The letter may be forwarded directly to each instructor.

Please be advised that accommodations are effective the day the instructor receives the Accommodation Letter(s). Some accommodations are time sensitive and may be delayed if the Accommodation Letter(s) is/are submitted to the instructor late. Please note that accommodations are not retroactive, but may start at any point in the semester.

DOCUMENTATION GUIDELINES

Disability Support Services uses an individualized interactive process to determine eligibility for accommodations and services. This includes a review of the documentation of disability, student intake interview with the Disability Support Services Counselor, and student's self-report regarding impact of the disability in an educational setting. Students must provide supporting documentation of the disability and impact on accessing the curriculum, programs and/or activities at Montgomery College.

Although an Individualized Education Plan (IEP) or a 504 plan may help identify services that have been effective in high school, it may not be considered sufficient documentation for accommodation requests. Documentation will vary depending upon the nature of the disability and accommodations requested. The following guidelines are considered in evaluating disability documentation:

- The documentation must be completed by a qualified professional who is qualified to diagnose a student's specific disability and includes name, title, professional credentials and affiliation.
- The documentation is relevant, identifies specific disability, functional limitations resulting from the disability, current impact on academic functioning and recommendations for reasonable accommodations.
- Documentation should include the following:
 - Quantitative and qualitative information to support the diagnosis
 - Summary and interpretation of assessment instruments (clinical interviews, behavioral checklists, observations, etc.)
 - The expected progression or stability of disability over time
 - Description of current and past accommodations, services and/or medications
- Alternatively, the student may have the appropriate professional complete a specific verification form below:

- Verification of [ADD/ADHD](#) (PDF)
- Verification of [Medical Disability](#) (PDF)
- Verification of [Psychological Disability](#) (PDF)
- Verification of [Visual Disability](#) (PDF)

RETURNING STUDENTS

- Students must request accommodations/services using a Request for Services Form at least two weeks before the start of the semester to ensure timely services. Requests for accommodations and services will be processed as rapidly as possible if submitted less than two weeks before the start of the semester.
- If there are any changes in services or accommodations being requested, please make an appointment to see a DSS counselor to discuss the requested changes.
- Accommodation Letters will be emailed to the student's Montgomery College email account.
- During the first or second week of classes, deliver and discuss the Accommodation Letter(s) with instructors to make arrangements for the authorized accommodations.

ACCOMMODATIONS/MODIFICATIONS

Accommodations and modifications are authorized based on the student's disability and specific functional limitations. Reasonable accommodations refer to modifications that provide students with disabilities equal access to college programs and activities. Accommodations may include but are not limited to, the elimination of physical barriers, extended time on tests, note-takers, recording devices, captioning, sign language interpreters, scribes, calculator use, computer use, electronic books, screen-readers, voice recognition and other adaptive software or hardware for computers. An accommodation is not considered reasonable if it fundamentally alters the essential elements of an academic program. The college has a legal obligation to make these accommodations, unless it can demonstrate that making the modifications would fundamentally alter the nature of the services, program or activity.

This determination would only be made after a thorough investigation involving the department/division, DSS, and the college's ADA Compliance Director. Students may not receive all of the accommodations contained in this handbook.

REQUESTING INTERPRETER SERVICES

Requests for sign language interpreters for classes should be made at least two weeks in advance. Late requests may impact the availability of having an interpreter on the first day of class.

A student who utilizes an interpreter is responsible for notifying the Interpreter Coordinator of any schedule changes to include but not limited to adding/dropping a class, course room change, date change, etc... as soon as possible. The Interpreter Coordinator will make changes to the interpreting schedule in a timely manner.

NOTETAKING (BLACKBOARD, CARBONLESS PAPER)

Montgomery College uses a volunteer peer notetaking system. To the extent possible, note takers are solicited from the enrolled class. Students who require copies of notes should pick up Carbonless paper from the DSS office at the beginning of the semester, or whenever needed, and discuss this need with the faculty member when presenting the Accommodation Letter(s). The faculty member should then ask for a student volunteer to provide notes.

It is the student's responsibility to notify the faculty member if a need arises for a different note taker (i.e. note taker is absent, drops the class, etc.) If a note taker is not secured within the first two weeks of classes or if there are difficulties in the process, the student should notify their DSS counselor.

Many faculty members at Montgomery College are currently using Blackboard and may upload their notes online for the entire class or may utilize PowerPoint slides/notes. This may alleviate the need for an individual note taker. If the student should need assistance regarding Blackboard please contact the IT Service Desk at 240-567-7222.

For Assistive Technology based note taking options, please review the [Assistive Technology section](#).

SCRIBE

Scribes assist students with the dexterity and physical mechanics of writing. Scribes are required to write down verbatim what is being dictated. The Scribe is responsible for using correct spelling of general words, but the student is responsible for spelling technical/vocabulary words and for placing punctuation.

ATTENDANCE MODIFICATIONS

Students are expected to follow the Montgomery College attendance policy (Academic Regulation 9.823), complete all assignments, and complete all exams as indicated on the instructor's course syllabus. Flexibility with Attendance may be a reasonable accommodation when the disability has a direct impact on class attendance. This accommodation is not retroactive.

TESTING ACCOMMODATIONS

Testing accommodations are changes in the standard administration of a test including testing procedures or formats that enable students with disabilities to participate in assessment programs on an equal basis with their peers. Testing accommodations can change the way in which test items are presented to the student, the student's method of responding; the setting in which the test is administered, and the timing and scheduling of the assessment. Testing accommodations do not alter the construct of the test being measured or invalidate the results.

Students should discuss their testing needs with their DSS counselor at the beginning of each semester.

Usually, testing accommodations will occur on the same day and time that other students in the class are taking the exam. Exceptions to this scheduling policy occur when gaps in the student's schedule are not large enough to accommodate the extended time. Testing accommodations usually take place in the assessment center on each campus. The following are important reminders in using the assessment center:

- Bring a current Montgomery College Photo ID
- Know the name of the professor, the course number, and the test that will be taken
- It is important to be on time for tests. If the student is late, the original ending time of the test remains the same. For example, if the test is scheduled for a 2-hours and

the student arrives 30 minutes late, the student will have only 1½ hours to complete the test.

- Students will not be allowed access to backpacks during the test.
- If the student has been approved for breaks during testing, please remind the instructor so they can break the test into sections. The proctor will administer the test accordingly. Once a test has been seen by a student, it must be completed before the break. The student will not be allowed to return to the sections of the test completed before the break.
- Assessment Centers adhere to the Montgomery College [Student Code of Conduct](#). Violations of the Student Code of Conduct will be referred to the professor and the campus Dean of Student Services for possible disciplinary action.
- Please be advised that the Assessment Centers are monitored by security cameras at all times.
- Make sure there is enough time to complete the tests at the assessment centers. Please note that all test materials will be collected 15 minutes before closing time.
- If a reduced distraction/private room is an approved accommodation, please follow the designated steps according to the campus test location.

ASSISTIVE TECHNOLOGY

The AT specialist on each campus is responsible for training approved students on select software applications; providing alternate format materials, including textbooks and exams; coordinating the AT device lending library; arranging AT hardware and software for students each semester; and working with students, faculty, and DSS counselors to facilitate a smooth delivery of AT accommodations.

ALTERNATE FORMAT MATERIALS

DSS reserves the right to select among equally effective formats. Accessible materials are requested on the [Request for Services Form](#) approved by the DSS Counselor, and coordinated through the DSS Academic Support Center (ASC). Depending on the nature of the request, students may also need to complete additional forms in the ASC.

Audio Textbooks

Audio textbooks are available from several providers depending on (1) the book title and edition, (2) availability of the title from the provider, and (3) the student's preferences. Additional considerations include the student's comfort-level with specific technologies, such as smart phones, tablets, or other hardware devices.

Students who are approved to use the Kurzweil 3000 application are encouraged to take advantage of the scanning stations available in various locations on campus. An orientation to the use of this equipment is available; contact the assigned DSS counselor.

Electronic Textbooks

Electronic textbooks are available for students with visual or learning disabilities. They can be requested using the Alternate Format Request form and may be available in either .docx or .pdf file formats.

If the book that is being requested is not available from the publisher or from alternative providers, the ASC can create a .pdf file for students by manually cutting and scanning the student's hard copy of the book. The book will be returned to the student within 3-5 business days with a binder clip (it will be unbound in order to facilitate scanning).

Important Information Regarding Alternate Format Texts

- Students must submit the Alternate Format Request form to the DSS Academic Support Center (ASC) representative at their home campus each semester that books are being requested in alternate format.
- If students are taking classes at more than one campus, they must submit the books for each campus separately. For example, if a student has two classes at Rockville and one class at Germantown, they need to submit the form with their Rockville books to the Rockville ASC, and another form with the Germantown books to the Germantown ASC.
- Submit the request for alternate format texts as soon as registration is completed and finalized. Once registered, check the bookstore website for textbooks, and consult the course instructor early in the semester about additional required readings.
- All students are required to purchase their textbooks. Alternate format texts can only be delivered to the student once they have provided proof of purchase for a hard copy of the same book they requested. This documentation is required by publishers as part of our agreement to provide students with an alternate format of the text.

We strive to have alternate format books available as soon as possible, but it can take up to 10 business days to receive the textbooks; so students need to make sure to come early!

Large print and electronic course materials (including class handouts, exams, or short articles) are produced by the DSS Academic Support Center. While every effort is made to provide materials in a timely manner, please be aware that time frames vary depending on the volume and nature of requests. Consult the DSS ASC at the beginning of the semester to discuss details.

For alternate format exams, remind the instructor to deliver the exam to the DSS ASC as soon as possible or at least 3 business days in advance. This reminder helps ensure the requested test is formatted and ready in the Assessment Center the day the test will be taken.

ASSISTIVE TECHNOLOGY IN CLASS

Students interested in using assistive technology should contact a DSS counselor, who will assist the student and instructor to determine the specific need and design a technological solution. Every reasonable effort will be made to make assistive technology available in laboratories and other college support facilities to provide students with disabilities the opportunity to independently access instruction.

Assistive technology is available at the Rockville, Germantown and Takoma Park/Silver Spring campuses for students who need disability-specific software and equipment to independently access classroom materials and to complete assignments.

Please note that while DSS determines the equipment, installation of the equipment may require collaboration with other departments, such as IT. This process takes time, so students should register and meet with their DSS counselor at least six weeks before the start of the semester.

Please work with your DSS counselor and the Assistive Technology Specialist to determine the appropriate software or hardware needs for class.

AVAILABLE ASSISTIVE TECHNOLOGY

Available AT includes computers with disability specific software and equipment with capabilities such as:

- **Voice Recognition** -- allows students who cannot access a keyboard to input information using speech
- **Enlarged Print and Screen Magnifiers** -- for students with low vision

- **Voice-Synthesizers** -- provides computer monitor access to blind students; also provides multisensory editing capabilities for students with learning disabilities
- **Alternative Keyboards and Mice** -- for students with limited muscular control, one-handed typists or mouth stick users
- **Document Scanning and Conversion to Text or Speech** -- for students who need materials converted to auditory or an adapted visual format.
- **Closed circuit TV print enlargers (CCTV)** -- for students with low vision
- **Assistive listening devices** -- for students who are hard of hearing
- **Smartpens**
- **Digital recorders** (on a short-term, semester loan program)

Call the [Collegewide Assistive Technology Coordinator](#) at 240-567-5224 for an appointment to obtain more information and demonstrations.

ASSISTIVE TECHNOLOGY LENDING

Select Assistive Technology devices are available for students to borrow. The equipment is loaned for one semester at a time, and is available on a first-come, first-serve basis. Students must complete the Assistive Technology Loan Agreement form with the ASC representative on their campus and are responsible for returning the device(s) in good working condition. In the event a student loses or damages the equipment, they will be responsible for the cost to replace it.

Students are responsible for providing any peripherals needed with the device, including headphones, batteries, or specialized paper.

Devices currently available for loan include; digital recorders, smartpens, assistive listening devices, and handheld DAISY media players.

ASSISTIVE TECHNOLOGY COMMUNITY RESOURCES

Students may also be able to receive information and support regarding assistive technology in the community. The following organizations may be of assistance:

- V-linc.org is a non-profit computer resource center creating technical solutions to improve the independence and quality of life for individuals of all ages with disabilities in Maryland. (www.v-linc.org)
- Maryland Assistive Technology Co-op. The Co-op provides discounted purchasing and training opportunities to schools, agencies, organizations and families. (<http://www.atlastinc.org>)
- Envision Technology provides affordable assistive technology solutions and training for individuals with learning difficulties and visual impairments. (www.envisiontechnology.org)
- Maryland State Department of Education: Division of Rehabilitation Services (DORS). DORS supports the employment and economic independence of Maryland citizens with disabilities. (www.dors.maryland.gov)
- Maryland Technology Assistance Program (MD TAP). MDTAP furnishes information, consultation, and training on assistive technology. MDTAP may make available loans to purchase assistive technology for Maryland residents with disabilities. (www.mdmap.org)
- United Cerebral Palsy of Central Maryland's No Boundaries Assistive Technology Center computer access difficulties. Information regarding funding for Assistive Technology equipment is also provided. Services are offered to individuals with any type of disability. (info@ucp-cm.org)

STUDENT CODE OF CONDUCT

Montgomery College expects its students to adhere to high standards of honor and good citizenship. All students, regardless of disability status, must conduct themselves in a responsible manner, which reflects credit upon themselves and the college. Acts of student misconduct, including disorderly, disruptive, obscene or indecent conduct on college owned or controlled property, or at off campus functions sponsored by, or participated in by the college may be subject to disciplinary actions. Examples of possible institutional sanctions for students found responsible for violating the [Student Code of Conduct](#) include discretionary sanctions, letter of warning, disciplinary probation, suspension, and expulsion.

PLACEMENT SCORES/TEST

SAT or ACT scores are not a requirement for admission although certain scores on these tests may exempt students from placement testing once they enroll. Students are highly encouraged to review information on [Accuplacer Preparation](#).

During the admissions process, placement tests are required in English and Mathematics for most students. The reading, sentence skills, and mathematics tests are untimed and for the math section a pop-up calculator appears when appropriate. In the event that accommodations beyond extended time are needed, the student will need to provide documentation and meet with a DSS counselor prior to taking the test for consideration of additional accommodations.

WHO TAKES PLACEMENT TESTS?

- All students who want to enroll in their first English or Math course;
- All first-time college students who are seeking a degree or certificate or who are planning to transfer;
- Full-time students enrolled in 12 or more credits;
- Students who were not previously tested or who did not follow their recommendations and whose academic records have placed them on academic alert, restriction, or suspension.
- Previous college level English or Math courses or scores on SAT/ACT tests may exempt a student from having to take Placement tests. Students who produce official documentation of scores or prior college level coursework may receive automatic clearance into the next appropriate level at Montgomery College.

More information can be found on the college's assessment testing [appropriate course placement policy](#).

WHAT ARE PLACEMENT TESTS USED FOR?

The results of these tests are used for **placement only**, not admission. There are English and mathematics classes available for students at every level. Placement test results may also be used to determine whether students would benefit from the developmental reading, writing and mathematics courses offered through the English and Mathematics Departments.

FINANCIAL RESOURCES

Contact the [Financial Aid Office](#) for information about grants, loans or scholarships.

- Students who receive SSDI (Social Security Disability Insurance)/ Supplemental Security Income (SSI) may be eligible for a tuition waiver.
- Other Financial Resources for students with disabilities

PERSONAL CARE ATTENDANT (PCA)

A Personal Care Attendant is defined as a person who provides personal care/assistance (chronic or temporary) with activities of daily living for a student with a disability or other health care needs. This may range from assistance in toileting and being repositioned in chairs to having medication placed in the mouth. Students who are requesting these types of services from peers, staff, or faculty will be requested to obtain a personal attendant. It is the student's sole responsibility to make the appropriate arrangements to obtain a personal care attendant. Failure to do so may result in an administrative hold being placed on future enrollment until such time that the student has obtained an attendant. Requesting such services from an untrained, random individual can be a safety threat to both the student with a disability and to the individual providing the assistance. The college cannot assume the liability of risk involved.

It is the Student's Responsibility to:

- Submit appropriate documentation to the Disability Support Services Office that supports the necessity of having a PCA.
- Secure a PCA prior to attending any college-related activity (i.e. placement testing, enrollment, or class attendance). The College will not be responsible for providing a PCA on an interim basis.
- Direct the activities of the PCA while at Montgomery College.
- Have a back-up plan or alternative plan of action should the regular PCA not be available to work with him/her on a particular day or in a particular class.
- Follow the College's policies and abide by the Student Conduct Code.
- Pay for all PCA services or secure payment through a third party (i.e. DORS, DDA, etc.).

A Personal Care Attendant is Expected to:

- Follow all applicable College policies, rules, regulations, and procedures.
- Allow the student to take responsibility for his/her own progress in class.
- Refrain from participating in class discussions.
- Refrain from aiding the student with class content in any way.
- Refrain from engaging in or intervening in conversations between the student and faculty, staff, or other students.
- Refrain from discussing any confidential information about the student with faculty, staff, or students.

If a student or a PCA fails to abide by the above policies and procedures, the Disability Support Services office may make a determination that the PCA will not be allowed to accompany the student on campus.

Students who are Maryland State Department of Education Division of Rehabilitation Services (DORS) clients should check with their rehabilitation counselor for assistance with obtaining and paying for personal attendants.

SERVICE ANIMALS

According to the U.S Department of Justice and effective March 15, 2011 “Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. ([ADA – Service Animals](#))

In addition to the provisions about service dogs, the Department’s revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities.

DEFINITION OF A SERVICE ANIMAL

Service animals must be trained to perform one or more specific functions or activities of daily living for the individual they accompany. It is recommended that any animal being used as a

service animal wear a harness or other identifying device so that others on campus recognize it as such.

WHERE SERVICE ANIMALS ARE ALLOWED

Service animals may enter any class or other activity with the person with the disability. The student with the service animal takes full responsibility for the care and behavior of the animal. Animals should be taken outside to relieve themselves, out of the way of vehicular and pedestrian traffic. Animal waste must be picked up and disposed of properly.

Service Animals Must Be Under Control

Service animal care and behavior is the responsibility of the person using the service animal. Students who cannot keep their animal under proper care or control are subject to sanctions through the Student Code of Conduct. This determination will be made on a case-by-case basis. For example, a dog that is trained to bark to signal the onset of a seizure would be considered under proper control for doing so, whereas a dog that was barking and disruptive to the community in a way that was not meant as assistance would be grounds for a complaint.

RULES RELATED TO SERVICE ANIMALS

When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask 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. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When there is an allergy to or a fear of dogs, arrangements for accommodating all parties involved will be determined and implemented.

A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

COURSE SUBSTITUTION POLICY

Students requesting a course substitution based on the impact of disability must meet with a DSS Counselor to review the college's policy and procedures. Based on the individualized assessment of a student's disability documentation by the DSS office, it may be determined that the student:

- Should attempt the required course and document a good faith effort, **OR**
- May be eligible for a substitution of the required General Education course

Any course substitution must satisfy all criteria for General Education courses set forth in the Maryland Higher Education Commission regulations (Md. Regs. Code Title 13B, (02.02.16 (D))) and be selected from the list of General Education Program Courses in the course catalog.

If the student is eligible, a completed appeal is forwarded to the General Education Committee for consideration.

GUIDELINES FOR COURSE SUBSTITUTION IN DEGREE AND CERTIFICATE PROGRAMS:

I. Eligibility

- The student has clear documentation of the disability that specifies his/her ability to complete the required coursework.
- The course being substituted must be deemed non-essential to the degree or certificate program by the Curriculum Advisor. The course that the student proposes to use as a substitute will maintain the integrity of the student's program of study and must be from the General Education course list.
- If the student was required to attempt the course, the student has demonstrated a good faith effort to complete the coursework by using approved accommodations and academic services which may include tutoring, extra hours in the academic labs, use of faculty office hours, etc.

II. Appeal Procedures:

1. The student will meet with a Disability Support Services (DSS) Counselor, on the campus from which the student wishes to graduate who will explain the process.
2. The student is responsible for gathering and presenting all facts and supporting documentation.

3. After consulting with a DSS counselor, the eligible student must submit a written request to the General Education Committee for approval of a course substitution.
4. The General Education Committee will make its decision based on the documentation provided in the Request for Substitution and whether the student has met the requirements governing such requests. The student will be informed, in writing, of the General Education Committee's decision.
5. A student who is denied a General Education course substitution request that is based on the presence of a disability may appeal the decision within 10 working days to the Vice President for Academic and Student Affairs.

For complete information on the General Education Substitution process, please see a DSS counselor.

COMPLAINT/GRIEVANCE PROCEDURE

Montgomery College is committed to equal opportunity that assures access, equity, and diversity. Montgomery College prohibits discrimination against any person on the basis of age, color, citizenship status, current or former military status, disability, gender, gender identity and expression, genetic information, national origin, marital status, race, religion, sex, or sexual orientation. The College is committed to providing an environment in which all persons are provided the opportunity for employment and/or participation in academic programs, and other College activities free from any form of harassment as prohibited by federal regulations and state laws. Any college student who believes that he or she has been subjected to discrimination on the basis of disability, or has been denied access or accommodations required by law shall have the right to invoke the Grievance Procedure.

INFORMAL GRIEVANCE PROCEDURE

Students are encouraged to discuss disability-related concerns with their DSS Counselor first. The DSS office will attempt to resolve issues by assisting the student in discussing concerns with the faculty member, department, or program. If a satisfactory resolution is not reached by this process, the student may contact the Director of ADA Compliance, Christopher Moy, 240-567-

5412, Christopher.moy@montgomerycollege.edu, for further remedy. The formal Grievance process may be initiated at any time.

FORMAL GRIEVANCE PROCEDURE

Any student or employee may file a discrimination complaint with the Director of Employee Relations, Diversity, and Inclusion (ERDI) when he or she believes a discriminatory violation has occurred. A formal discrimination complaint must be in writing on the EEO

Complaint Form and include all pertinent information concerning the individual's complaint. All complaints will be subject to a comprehensive investigation. A discrimination complaint must be filed within 180 calendar days after the date the alleged violation occurred. If the discriminatory behavior is or has been continuous, the complainant should consult the Director of ERDI immediately.

More detailed information concerning the complaint procedures is available in the offices of the Dean of Student Services on all three campuses and the Office of Employee Relations, Diversity, and Inclusion. The complete text of the Board of Trustees - Montgomery College, Equal Opportunity and Non-Discrimination Policy - Section 31006 is located at: Equal Opportunity and Non-Discrimination Policy,

Students may also report incidents to the Department of Education's Office of Civil Rights:

U.S. Department of Education Office for Civil Rights

800-421-3481

OCR@ed.gov