

# Disability Services

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The Disability Services office at CPCC provides academic accommodations and auxiliary aids or assistive technology to students with documented disabilities as specified under the American with Disabilities Act of 1990 (and Amendments Act of 2008) and Section 504 of the Rehabilitation Act of 1973. It is the mission of Disability Services to ensure that CPCC students with disabilities have equal access to learning. Believing that individuals are better able to advocate for their needs with greater success, efforts are made to empower students with self-advocacy skills at every step.

To request services, students with disabilities must self-identify at Disability Services and provide appropriate documentation. The Disability Services Department is located in Suite 219 of Terrell Building on Central Campus. Visit [cpcc.edu/disabilities](http://cpcc.edu/disabilities) or call 704.330.6621/ TTY 704.330.6230 to learn more.

## Disability Documentation

Students requesting accommodations are asked to submit appropriate documentation to Disability Services.

**Primary elements of documentation** are:

- 1) diagnosis of a disabling condition, and
- 2) the nature, severity and functional limitations of the disability.

The type of documentation requested varies according to the disability. Examples include, but are not limited to:

- comprehensive psychological evaluations,
- vocational rehabilitation evaluations,
- medical documents from a physician.

There are times when documentation submitted does not provide adequate information for the primary elements mentioned above. In such cases, Disability Services may request additional documentation.

## Procedures for Services and Academic Accommodations

When Disability Services has received and reviewed a student's documentation, the office contacts students through their CPCC email accounts to set up an intake meeting with a Disability Services counselor. At the meeting, the counselor explains Disability Services procedures and guidelines, discusses accommodations and completes any forms that might be necessary.

In order to guarantee timely accommodations, **students must meet with an assigned Disability Services counselor prior to the start of the semester.** The counselor completes an Accommodations Form for each class, based on approved accommodations. **New Accommodations Forms must be completed each semester the student is enrolled.** Approved classroom/testing accommodations are not effective until Accommodation Forms are signed by the counselor and student. The Accommodation Forms must be delivered by the student and signed by his/her instructor(s).

## Interpreting Services

For students who are deaf/hard of hearing, interpreting services are among the most critical components in educational programming. The success of a student's educational experience is dependent on the

quality and availability of interpreting services. The College employs qualified, certified, and licensed interpreters skilled in using American Sign Language, who function as a communication channel among the student, instructor and classmates. Students are referred for interpreting services by a Disability Services counselor. At times, an adjustment to class scheduling is necessary in order to coordinate interpreting services. Deaf/hard of hearing students may request interpreting services for any College-sponsored program or activity.

## Counseling Services

In conjunction with other CPCC counselors, Disability Services counselors can assist students in many capacities, including, but not limited to, providing referrals (within CPCC and in the community), advocating for students, providing academic accommodations and offering support to students. Disability Services counselors also facilitate for faculty and staff appropriate provisions for accommodations to students with disabilities.

## Tutorial Services

Tutoring is not an accommodation in post-secondary institutions. However, CPCC offers tutoring services to all students as a tool for enhancing success. Disability Services counselors may refer students to the Academic Learning Center and/or the office of Student Support Services (TRiO), but it is ultimately the student's responsibility to pursue tutoring services.

## Confidentiality

In accordance with requirements of the Federal Family Education Rights and Privacy Act (FERPA), Disability Services protects students' right to privacy by limiting access to disability records. Unless a student signs and dates the *Consent to Release Information* form, Disability Services will not disclose any information to a student's parents/guardian/family members. Information concerning a student's disability is treated confidentially and is only shared with College staff and faculty who have a legitimate educational interest. It is primarily the student's responsibility to share this information when necessary and/or advisable.

## Complaints

To appeal the denial of a requested accommodation, students should first contact the Disability Services Director. To schedule an appointment, call 704.330.6621 or email [Disability.CounselingServices@cpcc.edu](mailto:Disability.CounselingServices@cpcc.edu). If still unsatisfied, students should then call to make an appointment with the Associate Vice President of Student Success Services at 704.330.6108. If necessary, the next step would be to follow the Student Grievance Procedure College Policy 7.09 (<http://www.cpcc.edu/administration/policies-and-procedures/7-09-grievance-process-for-students>) ([www.cpcc.edu/administration/policies-and-procedures/7-09-grievance-process-for-students](http://www.cpcc.edu/administration/policies-and-procedures/7-09-grievance-process-for-students)).