

# Disability and Access Services

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The Disability and Access Services office at Central Piedmont provides academic accommodations, auxiliary aids, and assistive technology to students with documented disabilities specified under the American with Disabilities Act of 1990, the Amendments Act of 2008, and Section 504 of the Rehabilitation Act of 1973. Disability and Access Services' mission is to ensure that Central Piedmont students with disabilities have equal access to educational opportunities. Believing that individuals can better 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 and Access Services and provide appropriate documentation. Disability and Access Services departments are located in Suite 331 in the Central High building on Central Campus, and Suite 3111 in the Levine I building on Levine Campus. Visit [cpcc.edu/disabilities](http://cpcc.edu/disabilities) or call Central Campus at 704.330.6621/TTY 704.330.6230 or Levine Campus at 704.330.2722, ext. 7220 to learn more.

## Disability Documentation

Students requesting accommodations must submit appropriate documentation to Disability and Access 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 the documentation submitted does not provide adequate information for the primary elements mentioned above. In such cases, Disability and Access Services may request additional documentation.

## Procedures for Services and Academic Accommodations

When Disability and Access Services has received and reviewed a student's documentation, the office contacts students through their Central Piedmont email accounts to set up an intake meeting with a Disability and Access Services counselor. At the meeting, the counselor will discuss barriers related to the student's disability, explain Disability and Access Services procedures and guidelines, discusses accommodations, and completes any forms that might be necessary.

To guarantee timely accommodations, **students must meet with an assigned Disability and Access Services counselor before the start of the semester.** The counselor provides an Accommodations Form for each class based on approved accommodations. **New Accommodations Forms must be requested each semester the student is enrolled.** Approved classroom/testing accommodations are not effective until the counselor and student sign Accommodation Forms. The Accommodation

Forms must be signed and delivered by the student to each instructor, in which they desire to utilize approved accommodation(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 and Access Services counselor. At times, an adjustment to class scheduling is necessary to coordinate interpreting services. Deaf/hard of hearing students may request interpreting services for any college-sponsored program, meeting, or activity.

## Counseling Services

In conjunction with other Central Piedmont counselors, Disability and Access Services counselors can assist students in many capacities, including, but not limited to, providing referrals (within Central Piedmont and in the community), advocating for students, providing academic accommodations, and offering support to students.

## Tutorial Services

Tutoring is not an accommodation in post-secondary institutions. However, Central Piedmont offers tutoring services to all students as a tool for enhancing success. Disability and Access 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

Per the federal Family Education Rights and Privacy Act (FERPA) requirements, Disability and Access Services protects a student's right to privacy by limiting access to disability records. Unless a student signs and dates the *Consent to Release Information* form, Disability and Access 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.

## Grievance Procedure

**To appeal the denial of a requested accommodation, students should follow these steps:**

- a. Students who believe they are not reasonably accommodated by their approved accommodation should first discuss their concern with their Disability and Access Services counselor.
- b. Any students not satisfied with the outcome after meeting with their Disability and Access Services counselor may request a second meeting with the Director of Disability and Access Services.
- c. The Director of Disability and Access Services will meet with the student, the assigned Disability and Access Services counselor, and others necessary to determine a reasonable outcome. The director's review is completed within seven business days.

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- d. The Director of Disability and Access Services will explain the decision in writing to the student.
- e. If the student is unsatisfied with the director's decision, the student may request reconsideration be made by members of the ADA Compliance Committee.

For any questions about this process, contact Disability and Access Services at 704.330.6621 or [disability.counselingservices@cpcc.edu](mailto:disability.counselingservices@cpcc.edu).