

COVID-19

# QUICK GUIDE



Student Accessibility  
Services

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## Student Accessibility Services: Purpose of Accommodations and Faculty Support

- **Why Accommodations?** The purpose of any accommodation is to facilitate equal access by removing barriers within the academic experience. Accommodations address limitations within the course design, not within the individual.
- **Faculty feedback is essential** to the access process. SAS wants to understand faculty questions and concerns.
- **Please contact SAS** at [sas@ucf.edu](mailto:sas@ucf.edu) if ever any questions or concerns.

**SAS is a Faculty Resource.** A primary function of SAS is to support faculty in ensuring that courses are accessible through proactive course design and reactive facilitation of accommodations when necessary. SAS is an advocate for access. We welcome faculty collaboration to ensure equal access.

## Notification and Facilitation of Accommodations

- **Student Connection to SAS:** If a student with a disability wants to use official disability-supported accommodations for your course, they must connect with SAS.
- **Course Accessibility Letter (CAL):** Upon connection and accommodation approval, SAS sends a CAL via email to the course instructor on PeopleSoft record. The letters outline the specific accommodations the students may use.
- **Appropriateness of Accommodations:** Not all accommodations listed may be applicable or reasonable for the online/remote format. SAS can review accommodations listed and explore alternatives as necessary. The ultimate goal is equal access, not applying a specific accommodation.
- **Professors must not deny** any CAL accommodation without consulting with SAS first.
- **Accommodations need not be retroactively implemented** if a student makes a request after-the-fact (such as asking for extra time on a test that already occurred).
- **Professors may make courtesy arrangements** for any student without receipt of a CAL but these arrangements are not official accommodations supported by SAS.

## Managing the Accommodation Information

- **Knights Access Instructor** is an online portal for UCF professors that captures all students in your classes who are connected with SAS and have requested accommodations.
- **To log into Knights Access Instructor**, visit the Student Accessibility Services website:  
<https://sas.sdes.ucf.edu/faculty/>

**Student Accessibility Services**

Student Accessibility Services (SAS) views disabilities as an integral part of the rich diversity at the University of Central Florida. To that end, we work collaboratively with students, faculty, and staff to create an inclusive educational environment for students.

SAS acknowledges that classroom and campus accessibility needs and considerations are expanding as more classes and campus experiences incorporate online and technological components. We are happy to discuss any course or campus barriers that may be preventing access to education and an equitable campus experience for students.

Please use the links in the navigation bar above to learn more about the SAS resources and processes or to contact our office.

Main Campus – Orlando: Testing Hours      Main Campus – Orlando: Final Exam Week

Mon-Fri: 8:00am - 5:00pm  
407-823-2371  
407-823-2372

*Figure 1: Screen shot of SAS home page with black arrow pointing to Knights Access Instructor button.*

## Testing Accommodations

- **Student Notification of Intent to Use Testing Accommodation:** Students are informed they must notify course instructors of the intent to use extra time for an online test or quiz at least two days prior to the assessment. Professors may choose to proactively program the extra time before receiving student notification or may choose to wait for the student to first formally request.
- **No SAS Exam Proctoring:** SAS will not begin proctoring exams until the university resumes face-to-face classes. Once available, policy and usage changes will be necessary in accordance with social distancing requirements.
- **How to Extend Online Exam/Quiz Time:** Instructions on how to extended time for tests and quizzes can be found at: <https://cdl.ucf.edu/support/webcourses/guides/quiz-extensions/>
- **Ensure Exam Windows Factor Extended Time:** Please be sure to check that the exam window will be open long enough for the student to use their accommodated time. For example, if the class is set to take the exam at the class time, and the exam closes everyone out at the end of class time, it will not allow the student with extended time to continue testing.

- **Occasional Start Time Adjustment:** Students may request to adjust the fixed start time of an online exam if using extra time would create an overlap with a different course requirement. Please work to adjust this time to the greatest extent possible. Contact SAS before denying this request.
- **Challenges with Not Revisiting Test Questions:** Students are often taught to read questions and skip those for which they do not have an immediate answer. When online tests are set up to allow for only one question at a time without returning to a previous question, the drastic change in format can create significant anxiety and may greatly reduce test performance for many students.
- **ProctorHub and Anxiety:** Use of ProctorHub or similar may create additional anxiety for students. It may be helpful to explain to all students up front what ProctorHub is and how it works. SAS informs students that ProctorHub is a passive proctoring solution that assists faculty members with quiz and exam authentication.
- **ProctorHub and Mobility:** Some students need restroom break, stretch breaks or have to make adjustments within their testing environment based on surrounding activity and noise. Students with accommodations may need some flexibility and understanding about test movement when necessary for equal access reasons.

## Captioning Accommodations for Deaf and Hard of Hearing Students

- **Simultaneous Captioning Access:** Any audio/video content live-streamed or posted online will need to be captioned to provide access to Deaf or Hard of Hearing students. Access is achieved when content is simultaneously accessible and available for all students.
- **Zoom offers best option to caption live content.** If you use a platform other than Zoom you may need to consider using Zoom or work with SAS to determine how equal access can occur through the platform you are using.

## Content Accessibility for Blind and Low Vision Students

- **Document Accessibility:** If you have a blind student or a student with low vision in your class, any course content will need to be in a typed electronic format accessible by technology or sight (such as enlarged font). Handwritten content is inherently inaccessible. A student who is blind or low vision may need access to course materials using a screen reader or screen magnifier.

### SAS Notification if Action Needed

SAS will provide information to you if captioning for a Deaf/Hard of Hearing student or if course content for a Blind/Low Vision student needs to be designed with necessary accessibility.



## Notetaking as an Accommodation

- **Notetakers for video content:** Depending on the structure of online delivery, a notetaker may still be requested in the course. Notetakers are instructed to only take notes on video content and not on any written content the student may review at their own pace.
- **Contact SAS if notetaker seen as unnecessary:** If you receive a notetaker recruitment email and feel a notetaker is not needed in your course for some reason (you provide notes for the class, there is no video lecture content, etc.) please contact [sas@ucf.edu](mailto:sas@ucf.edu).
- We can reach out to the student for additional information as to why a notetaker is being sought for the course.

## Course Policy Accommodation (CPA)

- **What is CPA considered?** The Course Policy Accommodation (CPA) is appropriate when a student has a chronic disabling physical or mental condition that is cyclic in nature. The student's condition is stable; however, there are periodic flare ups that impact course attendance/assignments and are unpredictable.
- **What does CPA accommodate?** The purpose of CPA is to assess the extent to which adjustments to attendance policies, course exam policies and assignment deadlines are reasonable given the disability.
- **CPA listed on Course Accessibility Letter:** The option to use the CPA accommodation is listed on the Course Accessibility Letter.
- **Student or SAS will contact professor to discuss CPA:** The student or SAS will contact you if the CPA needs to be specifically explored for your course. No immediate action necessary without this communication.

**For more information contact Student Accessibility Services:**

PH:407-823-2371 | EMAIL: [sas@ucf.edu](mailto:sas@ucf.edu) | WEB: sas.sdes.ucf.edu