



**BALL STATE
UNIVERSITY**
Disability Services

Student FAQ

Q: Is Disability Services open?

Yes, Disability Services is still open Monday-Friday, 8 a.m. - 5 p.m.

All drop-ins and student appointments will be conducted via phone or virtually until further notice. The Testing Center will not be proctoring exams while virtual instruction is in place.

If you have a question or concern, please either call 765-285-5293 or email dsd@bsu.edu.

The Accessible Technology Lab will remain open.

Contact the lab at actlab@bsu.edu or call at 765-285-8275.

Q: Is the On-Demand Shuttle still operational?

Yes. Transportation and the On-Demand Shuttle will continue to run as normal.

Q: What happens now that exams are online? How do I get extended time for an online exam?

The Testing Center will not be proctoring exams for the rest of the semester. Please communicate with your instructors to discuss your exam accommodations in their courses.

- Some instructors may opt for alternative assessments (i.e. essays, untimed exams), which would not require exam accommodations.
- If your instructor is creating online timed exams, please notify your instructor if you will need extended time.

Contact Disability Services to consult about unique circumstances and testing accommodations.

Q: I currently have a note-taker assigned in my in-person class. Now that class is online, will I still receive a copy of the notes?

Currently, most notetakers have been dismissed. However, if there are specific circumstances contact Disability Services dsd@bsu.edu about notetakers.

Q: Does this affect Attendance and Flexibility with Deadlines accommodations?

Flexibility with deadlines will still continue, though reasonable modifications to the structure of the agreements may be needed with the shift to online instruction.

Contact your instructors to discuss any additional barriers presented by changes to the course format.

Email dsd@bsu.edu if you need any assistance right away.

Q: With the switch to all-virtual instruction, I anticipate barriers and would like to request new accommodations. What are my next steps?

You should have received an email detailing the steps to request new accommodations. Fill out the Returning Student Form and once you receive these new accommodations, have a discussion with your professors.

Email dsd@bsu.edu if you cannot find the email sent with the form.

Instructor FAQ

Q: As I am adapting my course materials for virtual instruction, what should I be considering with regards to disability access? How do I best support my students?

We acknowledge the significant effort required to quickly adapt your courses to online instruction. Disability Services can collaborate with you to ensure that access for students with disabilities is maintained through this transition.

Some students may encounter disability-related barriers with online instruction or assessment (i.e. students who use assistive technology, students with medical limitations with on screen usage).

Disability Services is available for consultation regarding best practices and accessibility. Contact the office by phone at 765-285-5293 or dsd@bsu.edu.)

Accessible Technology Lab

If you have students in your course who are using accessible media, please notify our Accessible Technology Lab by calling 765-285-8275 or actlab@bsu.edu.

The Act Lab is also working proactively with instructors of blind students to discuss accessibility strategies for course lectures, documents, activities, etc.

Captioning

Contact Jeff Bowers, caption writer and cart provider in University Media Services, for captioning if you have students with this accommodation. Call 765-285-2766 or umscaption@bsu.edu.

Bowers is proactively working with instructors of deaf/hearing-disability students to ensure captioning for prerecorded videos and/or arranging interpreting/transcribing services for real-time class meetings via WebEx.

Tips

Below are some tips to keep in mind as you are creating virtual course content (adapted from **DO-IT**):

- **Use clear, consistent layouts and organization schemes** for presenting content, and make instructions and expectations clear for activities, projects, and assigned reading.
- **Offer outlines, scaffolding tools, and adequate opportunities for practice** to help students learn.
- **When selecting new materials, try to find videos that are already captioned, and articles that are available in a text-searchable format** (meaning you can highlight and search the text within the document).
- **Images can be made accessible to blind and low-vision students by providing captions or inserting alt text into the image.** Use large, bold fonts on uncluttered pages with plain backgrounds and color combinations that are high contrast.

- **Provide flexibility and understanding as this experience may cause disruption to the student's home life and available resources**, which may negatively impact a student's disability symptoms.

Q: How will exam accommodations work? Will the Testing Center proctor online exams?

Extended Time

Extended time on exams as an accommodation generally only applies to traditional, time-limited exams.

If you decide to offer alternative means of assessment (i.e. essays, non-timed exams, project work), then a student's extended time may no longer be applicable.

We encourage *you* to speak with registered students if that is the case.

Testing Center Proctoring

The Testing Center will not be proctoring exams for the rest of the semester.

All exams should be administered online or through other remote assessment methods by faculty.

Academic departments are responsible for setting up extended testing time in Canvas. **Read the instructions** (click to open).

Please communicate with your students to discuss their exam accommodations in your courses. If you have any questions contact Disability Services.

Does this affect Attendance and Flexibility with Deadlines Accommodations?

Flexibility with deadlines will still continue, though reasonable modifications to the structure of the agreements may be needed with the shift to online instruction.

Students should contact their instructors to discuss any additional barriers presented by changes to the course format.

Contact Disability Services at **dsd@bsu.edu** if you need any assistance to provide this accommodation.