

# Disability Services Guidelines & Procedures

## WHO IS SERVED BY DISABILITY SERVICES (DS)?

Any student enrolled in classes at CPCC who has a physical or mental impairment that substantially limits a major life activity and impacts the educational environment is eligible for disability services. *Documentation supporting the impairment must be obtained at the student's own cost and effort.* DS reserves the right to deny services and/or accommodations until such time as the appropriate documentation has been provided. Determined on a case-by-case basis, reasonable services/accommodations are based on the nature and severity of the disability, the requirements of the course/program of study, and the consultation with the student, DS counselor, and academic faculty (as needed). The final determination is made by the DS team.

## STEPS TO FOLLOW TO REQUEST ACCOMMODATIONS

- 1. Self-identify and submit documentation:** You may submit documentation about your disability to Disability Services by one of the following ways:
  - In person:** Central Campus: bring to Terrell Room 219  
**Levine Campus: bring to first appointment**
  - Email:** [disability.counselingservices@cpcc.edu](mailto:disability.counselingservices@cpcc.edu)
  - Fax:** Central campus - 704-330-6230  
Levine campus – 704-330-4240
  - Mail:** CPCC Disability Services  
Central Campus, Terrell Room 219  
P.O. Box 35009  
Charlotte, NC 28235
- 2. Complete a Student Intake Form:** This will be used during your first meeting with a Disability Counselor. It can be submitted prior to the appointment or at the time of the appointment. Our form can be found on our website ([www.cpcc.edu/disabilities](http://www.cpcc.edu/disabilities) -click on “Forms for Students”) or by visiting Disability Services in person.
- 3. Meet with a Disability Counselor:** Accommodation requests will be discussed during the initial meeting between the student and the Disability Counselor. Accommodation approvals will be discussed upon follow up.

*Please note, the process of being approved for accommodations can take a minimum of 1-2 weeks. Ideally this is accomplished before classes begin, but may occur at any time during the semester. Submitting your documentation in a timely manner is strongly suggested in order for accommodation requests to be reviewed and approvals to be completed as quickly as possible.*

*Accommodations are approved on a case-by-case basis. Documentation needed is dependent on the disability and the accommodations being requested.*



### **Documentation Format**

**(SHARE THE INFORMATION BELOW WITH YOUR DOCUMENTATION PROVIDER)**

- All documentation must be **TYPED (NOT handwritten)** on letterhead and signed by a medical or mental health professional.
- Diagnoses written on a prescription pad or half-size letterhead are **NOT** accepted.
- Students are encouraged to bring their documentation with them when they apply for services to avoid delays.

**Special note: IEPs, 504 Plans, and Social Security Disability papers, although providing valuable information, are not usually considered sufficient on their own to establish eligibility for Disability Services.**

### **Types of Documentation**

- Documentation must be provided to support that a student has a disability that substantially limits one or more major life activities and impacts their ability to meet the demands of attending CPCC.
- The documentation provided must be current, comprehensive, and state how the student's disability is currently affecting them.
- Some examples of **acceptable documentation** are:
  - Psychological and psychoeducational evaluations
  - Neurological evaluations
  - Audiograms, audiology reports
  - Vision evaluations
  - Letters from medical or mental health professionals working with the student
  - Medical records
- What should be included in your documentation:
  - Diagnosis
  - Nature of disability
  - Severity
  - Functional limitations - **Functional limitations** refer to how the impairment significantly restricts or prevents the individual from performing a major life activity (i.e. walking, breathing, talking, seeing, hearing, learning, thinking, etc.)
  - Recommendations for academic accommodations

### **Documentation FAQ's**

- **When must this documentation be provided?** Documentation should be provided to Disability Services before or during the intake appointment.
- **Where is the documentation kept?** Documentation is kept in a separate confidential file and is not part of the student's academic record (unless deemed appropriate under certain circumstances to be in compliance with the Family Education Rights and Privacy Act – FERPA).
- **Why does CPCC need documentation of the disability?** DS needs sufficient information to determine eligibility and appropriate accommodations for each student. Funding sources and regulatory agencies require that documentation be on file.

**If you have questions, please contact Disability Services:**

Central Campus, Terrell 219, 704-330-6621  
Levine Campus, Office 2223, 704-330-2722 x7279  
[disability.counselingservices@cpcc.edu](mailto:disability.counselingservices@cpcc.edu)  
[www.cpcc.edu/disability](http://www.cpcc.edu/disability)

## **DISABILITY SERVICES** **STUDENT RIGHTS AND RESPONSIBILITIES**

### **Student Rights**

As a student with a disability, you have the right to:

- An equal opportunity to learn
  - *If the location, delivery system, or instructional method limit your access, participation, or ability to benefit, you have a right to reasonable alterations in those aspects of the course (or program) to accommodate your disability, as long as it does not change the fundamental requirements of the course or curriculum. Each request for accommodation is judged on a case-by-case basis.*

Examples of accommodations include, but are not limited to:

- ✓ Extending the time limit on a test for a student
  - ✓ A student testing in a distraction reduced area or room
  - ✓ Providing an interpreter for a student with a hearing loss
- An equal opportunity to participate in and benefit from the academic community. This includes access to services at a comparable level as that provided to any student.

### **Student Responsibilities**

For a student with a disability who is seeking services from Disability Services, it is the student's responsibility to:

- Self-identify and provide documentation from an appropriate professional that includes:
  - The nature of the student's disability that includes the diagnosis or diagnoses
  - How the disability affects the student's learning ability and/or daily living
- Meet and maintain the college's fundamental academic and technical standards
- Notify Disability Services each term the student is enrolled and taking classes at CPCC
- Request Accommodation Forms from Disability Services at the beginning of each term
- Meet with your Instructors in person to deliver your accommodation forms and discuss with them how you plan to utilize your approved accommodations
- For ONLINE classes: Email a PDF (scanned) copy or a JPEG (picture) copy of your accommodation form to your online Instructors, and discuss with them via email how you plan to utilize your accommodations

#### **Tips for Success**

**Be proactive and self-advocate!** Upon presenting the accommodation letter to the Instructors, students should clearly communicate that they have been approved by Disability Services for accommodations and discuss with the Instructors how they plan to use these accommodations in each class.

**Complaints:** Any complaints about accommodations should be submitted to Disability Services at 704-330-6621 or

[disability.counselingservices@cpcc.edu](mailto:disability.counselingservices@cpcc.edu).