**Student Disability Services (SDS)   
Student FAQs - Fall 2020**

**How and when should I work with Student Disability Services (SDS) during COVID-19?**

* SDS services will be provided remotely to the greatest extent possible for the Fall 2020 semester/terms.
* A new SDS online database called [Accommodate](https://hopkins-accommodate.symplicity.com/) is now in use by all schools at Hopkins. Returning students can access the system online using their regular Hopkins login.
  + The new system will be used to provide academic accommodation letters for the fall 2020.
  + Your letter will be emailed directly to you so you can forward your letter to faculty when you are ready to request accommodations and meet to discuss them.
  + See more detailed instructions below as well as watching for our How To emails.
* Appointments will be virtual (Teams or Zoom) or by phone. Contact the [SDS Coordinator at your school](https://oie.jhu.edu/ada-compliance/disability-coordinator-list/) to schedule a meeting.
* Students with disability-related requests for accommodations due to additional risks from the coronavirus as well as those with CDC risk factors from the coronavirus should contact SDS to request new (see details below) or additional accommodations. **Please note**: If your concerns are related to risks for others or if you are diagnosed with COVID-19, please contact the Student Affairs/Student Outreach and Support office within your school.

**How should new (or new to SDS) students request accommodations?**

* Students who are not yet working with SDS and want to request disability related accommodations or services can get started by submitting the [SDS online registration form](https://hopkins-accommodate.symplicity.com/public_accommodation/).
* Supporting documentation can be submitted when the registration form is completed and should follow our [guidelines for documenting a disability](https://oie.jhu.edu/ada-compliance/documentation-guidelines/). We also have a [**Documentation Form**](http://accessibility.jhu.edu/assets/uploads/2020/06/Documentation-Form-2020-2021-Final-051320.docx) that can be shared with your provider.
* Appointments will be virtual (Teams or Zoom) or by phone. Contact the [SDS Coordinator at your school](https://oie.jhu.edu/ada-compliance/disability-coordinator-list/) to schedule a meeting once you have completed your form and uploaded documentation.
* Contact the SDS Coordinator at your school with any questions or concerns!

**How do I request my Academic Accommodation Letter for Fall 2020?**

* Make sure you request your Fall 2020 accommodation letter as soon as your fall courses are finalized.
* **Students with already approved accommodations can** **request their fall letters** by logging into our online [Accommodate](https://hopkins-accommodate.symplicity.com/) system to request (renew) them.
* Follow the steps below once you click on the link:
  + Choose **Student** and then **login using your Hopkins JHED ID and password**.
  + S**elect the Accommodation tab on the left menu**
  + Then select **Renewal Requests**
  + **Skip over the search field,**and**select Add New**.
  + Already approved accommodations that can be renewed will be listed in the blue box.
  + **Choose a term from the drop down menu: Fall 2020**
  + Use the **Submit for All Accommodations button to renew your accommodations for all fall courses.**

**OR**

* + Choose **Review the Renewal** to remove any accommodations you do not want to include in the renewal or to remove any courses for which you do not want to request specific accommodations.
    - At least one course must be checked if you plan to request the accommodation; if you do not want to request it for any courses, click Remove this Accommodation.
    - This step removes the accommodation only from this term’s request.
    - **Please note**, if you remove an accommodation accidentally and want to add it back, you can choose the Request Additional Accommodations button to add back any already approved accommodations, but you cannot make new accommodations requests or changes here**.**To do that see Change/Add Accommodations below.
* New students will work with the SDS Coordinator at their school to discuss/approve accommodations and review next steps to get Fall 2020 accommodations in place.

**What should I do if I add or change a course AFTER I submit my renewal request?**

* Submit another Renewal Request for the additional course.
* SDS will email you an updated accommodation letter.

**How can I change my accommodations or add a new accommodation?**

To change or add accommodations**,**please schedule an appointment to meet with your SDS Coordinator to discuss the changes and approving additional accommodations**.**

**What can I access inside the new student portal in** [**Accommodate**](https://hopkins-accommodate.symplicity.com/)**?**

* Choose **Student** and then **login using your Hopkins JHED ID and password**.
* Use the **left menu** to navigate:
  + Select **Accommodation** to reach the menu items below:
    - Use **Accessibility Request** to review your initial registration information.
    - Use **Change/Add Accommodations** to request any changes to your accommodations; this can be submitted at any time, but should be requested before any Renewal Requests are submitted so new accommodations can be included. This step will require a follow up meeting with your school’s SDS Coordinator to review and approve them and may require additional documentation.
    - Use **Access Accommodation** Letters to view/access current and past letters. **We encourage you to go in and look at your letters here if you have been waiting to receive one.**
    - Use **Renewal Request** to request your accommodations letters for an upcoming semester. Please submit requests to Change/Add accommodations first and make sure you have decided firmly on your courses before submitting.
  + Select **Documents** and then Approved Documents to:
    - Access documentation you have uploaded
    - **Use Add** New to upload additional documentation
  + Select **Resource Library** to access the following SDS forms/FAQs:
    - Documentation Guidelines
    - Documentation Forms
    - Request for Assistance in Identifying a Note Taker
    - Rights and Responsibilities
    - Student FAQs for Fall 2020
  + If you are approved for a note taker, the **Note Taker Network** will appear as a selection
    - Click on this link to access class notes submitted once you have a note taker in place.
      * Make sure you have requested your faculty members assist you in identifying one when you discuss your accommodations.
      * Share the [HWD Request for Assistance in Identifying a Note Taker](https://hopkins-accommodate.symplicity.com/utils/view.php?id=8507ea257a6768f5e56f3f89876a7cd0&docid=17f25feba3d2ee1590daa17868cc69df&sc=doclib) under the Resource Library tab with your faculty.
    - Click on **Note Library** to view your current notes; click on More Filters if you want to search by semester or course once you have more notes available.
  + Appointments, Surveys, Test Room Booking and Calendar are **NOT active yet** for most schools.
* Use the **Tabs at the top** to view:  
  + An **Overview** of your record and recent activity in Accommodate
  + **Core** information about you and your program of study
  + Approved **Accommodations**
  + Your **Class Schedule;** click on course number links to see more course details
  + A **Note Taker tab** if you are serving as a Note Taker for another student

**How will accommodations work now that most courses will be offered remotely in the fall?**

* **Accommodations will depend to some extent on your course formats**.
  + Make sure you understand how each will be delivered (synchronous, asynchronous or hybrid) as well as how the course objectives, assignments and evaluation processes will work.
    - Asynchronous courses will be recorded and can be more flexible to view. They also may require more independent course management by students.
    - Synchronous courses often require course accommodations more similar to in person courses.
      * Camera use may be required for some courses
      * Approved Accommodations may still be needed including
        + Leaving or missing class
        + Breaks
  + Contact SDS if you run into any new barriers or difficulty using an approved accommodation.
* **Communication remains critical.** 
  + Make sure you request your accommodation letters as soon as courses are finalized.
  + Your letter will be emailed directly to you and it will be up to you to share it with your faculty.
  + Your accommodation letter can be accessed in the system for forwarding to faculty.
  + Plan a time to meet with your faculty to discuss each of your courses and how accommodations will work within them.
  + Contact SDS if you have any questions or concerns.

* **Exam Accommodations are likely to be delivered through the online course management systems**.
  + Blackboard exams can be configured to provide extra time.
  + Some faculty may elect to use browser lockdown tools for exams security and this can pose challenges if you will need to use any assistive technology such as reading, voice dictation, enlarging or screen reading software. Contact SDS as soon as you become aware of this potential conflict so there will be time to work out a solution.
  + Most SDS offices will remain physically closed and SDS will not be administering in person exam accommodations during Fall 2020.
  + Contact SDS if you or your faculty member has any questions or concerns about how exam accommodations can be provided.
* **Note taking support may work differently depending on the course delivery method and format**.
  + Courses provided asynchronously will be recorded and you will be able to review course material as well as starting and stopping it as you watch; this may decrease the need for note taking support.
  + Synchronous courses can be recorded by using a tool such as smart pen or Glean/Sonocent if you have these as an approved accommodation.
  + If you are approved for a note taker, the **Note Taker Network** will appear as a selection
    - Click on this link to access class notes submitted once you have a note taker in place.
      * Make sure you have requested your faculty members assist you in identifying one when you discuss your accommodations.
      * Share the [HWD Request for Assistance in Identifying a Note Taker](https://hopkins-accommodate.symplicity.com/utils/view.php?id=8507ea257a6768f5e56f3f89876a7cd0&docid=17f25feba3d2ee1590daa17868cc69df&sc=doclib) under the Resource Library tab with your faculty.
  + Click on **Note Library** to view your current notes; click on More Filters if you want to search by semester or course once you have more notes available
* **Assistive Technology and Alternate Format course materials** 
  + Alternate format materials will be provided in much the same way that they have been in the past.
  + Let SDS know about any materials you need to have converted as soon as possible. Please provide:
    - Title
    - ISBN
    - Receipt (or proof of access to the text through other means, ex. Library Reserve)
    - Format you are requesting
  + Assistive technologies as accommodations can be discussed with and requested through your SDS coordinator, including a new reading software Kurzweil 3000.
  + Training on assistive technologies is now available on request; contact your SDS coordinator for more information.

**How can I get more information about learning remotely?**

* [7 Tips for Success in Online Learning and other helpful articles from Illinois Online](https://online.illinois.edu/articles/online-learning/item/2019/11/25/7-tips-for-success-when-taking-online-courses)
* [Managing ADHD During COVID](https://apsard.org/managing-adhd-in-college-students-during-covid-19/)

**What should I do if I have questions about need additional support?**

* **SDS acknowledges the disruption and impact the coronavirus has had on the lives of many students with disabilities.** Please contact your SDS coordinator for additional support.
* You can also find resources and updated information on the university’s operations and response on the Hopkins [COVID-19 Information Page](https://covidinfo.jhu.edu/).
* Additional support and resources are available through the [JHU Student Wellness COVID Resources site](https://wellness.jhu.edu/covid/?mc_cid=6ea951aa2d&mc_eid=%5bUNIQID%5d).