

In light of the move to a virtual learning format for the remainder of the Spring 2020 semester, Disability Support and Success wanted to provide some updates regarding testing and accessibility.

- If you are moving your tests to an online format during this time, please be sure to provide appropriate timing for students who receive extended testing time accommodations. [Click here for instructions on extending time in Canvas](#). The Division of Student Success is unable to proctor tests in the testing center on campus. Your flexibility is recommended for students who utilize readers or scribes for testing. Reader and scribe services will still be available in the virtual format for students.
- Students are still encouraged to submit a test request as a reminder to extend their time online. As a best practice, please plan on extending students time online through canvas if they receive extended time accommodations. The request form students complete has been revised to say “This test will be administered online. I am submitting this request so my faculty knows to extend my time online.”
- As the campus transitions to a temporary digital format, please be mindful of student accessibility needs and the accessibility of your digital content. Any video content should be captioned to allow all students to fully engage with the material. Please plan to record all of your Zoom sessions and upload them into Canvas. Kaltura will automatically add captions to your uploaded videos.
- The Office of Disability Support and Success is available via email, phone, and Zoom. Grace Carlson can be reached at 314-529-2884 or GCarlson@maryville.edu. Allison Fuller can be reached at 314-529-9374 or afuller2@maryville.edu.

Please see FAQs below for additional information and reach out with any questions as we all work to best support our students.

Accommodation Frequently Asked Questions

1. What do I need to do if I have a student with accommodations in the Virtual Learning Environment?

Be flexible and understanding! For students who receive accommodations, this may be a large adjustment for them. Give them grace in the adjustment. Refer them to the Student Success Hub in Canvas for best practices. Remind them of the supports available—Smarthinking, 24/7 Counseling Center line, Life Coaches and Advisers. Students have already received instructions on using Zoom, accessing the Student Success Hub, Online Class Success tips, and information on tutoring. Not all students capture or understand material at the same rates so please try to make all content presented in Zoom available in Canvas for further review.

Updated 03/19/2020

Disability Support and Success will continue to provide support to faculty and students.

2. How will accommodations for Extended Testing Time work in the virtual learning environment?

All students who receive extended time for exams, tests, and quizzes should be given their extended time in the virtual learning environment. Instructions on how to do this in Canvas can be found here: <https://community.canvaslms.com/docs/DOC-13053-4152276279>

We have emailed all students reminding them to still submit Test Request if they need extended time.

3. How will accommodations for Limited Distraction Environment work?

Students will be responsible for creating their own limited distraction environment if testing off campus. If you plan to facilitate a test in the virtual learning environment, please note students are unable to come to campus to complete their test with extended time. The Division of Student Success is still asking students to submit Test Requests as a way of notifying faculty of their request for extended time.

4. With regard to accommodations, what do I need to do if I plan on hosting class sessions via Zoom?

If you are hosting a Zoom meeting/session, plan to record the meeting. It is best practice to make the entire recorded meeting available for students who 1) may need to review, 2) have difficulties focusing, 3) require closed captioning, 4) typically record lectures, 5) may have difficulties with internet connections, 6) technically difficulties with video or sound, or 7) may not be able to attend at the scheduled time for health or disability related reasons. The instruction you will be providing via Zoom is invaluable and we want to make sure students do not miss it!

Instructions on how to use Zoom, record Zoom sessions and upload the Zoom recording to Canvas can be found in the document below:

<https://www.maryville.edu/wp-content/uploads/2020/03/ZoomInstructions.pdf>

5. How do I add captions to videos I recorded in Zoom?

Zoom is not capable of adding Live Captions. To add captions, you will need to upload your recorded video to Canvas. Once your Zoom video is uploaded to Canvas, Kaltura will add machine captions.

6. Which accommodations apply to this virtual learning environment?

All student accommodations are still active in the virtual learning environment. Depending on the delivery format or assignments, not all accommodations will be applicable.

Below is a list of the accommodations that could still be applicable in the virtual learning environment:

- Extended time for exams, tests and quizzes
- Deadline flexibility
- Attendance Leniency (if unable to “attend” virtually at the same time)
- Written copy of oral instructions
- Class PowerPoint Notes
- Reader or Scribe for Exams (If needed, this accommodation can be facilitated through the Division of Student Success)
- Transcription or Closed Captioning
- Usage of a calculator
- Extended breaks during tests or class
- And many others depending on your delivery format

7. What if I received a student’s Accommodation Letter but can no longer access it?

Disability Support and Success retains copies of all students accommodation letters. Students have access to these letters as well and have been encouraged to resend their letters to their faculty. Many students might not have utilized their accommodations for in-person classes but may need to utilize them with this new format.

8. I have a student who is having difficulty with Zoom... who I can direct them to?

Please direct students to the Tech Support website at <http://techsupport.maryville.edu>. Zoom also has many trouble-shooting resources that can be accessed [here](#).

9. What can I do if I have a student needing to take a make-up test from before Spring break?

With the Division of Student Success unable to proctor tests, we understand some faculty may be facing this dilemma. The solution we’ve discovered is proctoring tests via Zoom. Please connect directly with Allison Fuller if you’d like instructions on how to do this.

10. Who can I contact if I have questions about accommodations for students?

If you have questions about a student's accommodations or how they apply to the virtual learning environment, please contact Allison Fuller or Grace Carlson. Grace Carlson can be reached at 314-529-2884 or GCarlson@maryville.edu. Allison Fuller can be reached at 314-529-9374 or AFuller2@maryville.edu.

ALLISON FULLER

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To schedule a virtual meeting with Allison, click [here!](#)

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