

## **VI. ACCOMMODATIONS & SUPPORTIVE SERVICES OF THE OSS**

The Office of Special Services is an office for students with disabilities. The services we **offer—both on and off campus—address** the students' special needs. The accommodations provided are considered reasonable accommodations according to the ADA Regulations and Sections 504, 508, and 255 for assistive technology services.

Higher-education accommodation services are *not* the same as those for grades K-12, because the regulations covering higher education are different. Appropriate and reasonable accommodations are assigned to a particular student according to the individual's disability identified through available assessment information. Below is a list of *some* of the services that may be provided by the Office of Special Services:

- Contacting professors in case of student illness
- Emailing the student and the professors
- Delivering a test
- Providing a smaller, quiet place for testing
- Faxing of tests
- Taping classes
- Note-takers
- Career counseling
- Scribing
- Reading

### **Types of Accommodations and Supportive Services**

- Taped texts, lectures
- Note-takers
- Interpreters
- Readers
- Videotext displays
- Text enlargers
- Talking calculators
- Electronic readers
- Braille calculators, printers, or typewriters
- Telephone handset amplifiers
- Franklin talking pens (readers of text)
- Equipment lending program
- Closed-caption decoders
- Open and closed captioning
- Voice synthesizers
- Specialized gym equipment
- Calculators or keyboards with large buttons
- Reaching device for library use
- Raised-line drawing kits
- Assistive listening devices
- Assistive listening systems
- Audio-enhancers
- Peer mentoring
- Assistive Technology Lab open all week
- Laptop lending program
- Time out (5 minutes for anxiety) from class

Technological advances in electronics have vastly improved participation by students with disabilities in educational activities. Due to Section 255, colleges are now required to provide assistive technology to students with disabilities. The equipment that Queens College provides offers the most sophisticated supportive services available, and effectively meets the needs of students with disabilities. The supportive services and aids are selected only after consultation with the student who will use them in order to identify the need and level of disability.

### **Effectiveness of Accommodations and Supportive Services**

No aid or service will be useful unless it is successful in equalizing the opportunity for a particular student with a disability to participate in the education program or activity. Not all students with a similar disability benefit equally from an identical accommodation or supportive service. The regulation refers to this complex issue of effectiveness in several sections, including:

*Accommodations and Supportive Services may include taped texts, interpreters, or other effective methods of making orally delivered materials available to students with hearing impairments, readers in libraries for students with visual impairments, classroom equipment adapted for use by students with manual impairments, and other similar services and actions.*

There are other references to effectiveness in the general provisions of the Section 504 regulation which state, in part, that a recipient may not:

1. Provide a qualified handicapped person with an aid, benefit, or service that is not as effective as that provided to others; or
2. Provide different or separate aid, benefits, or services to handicapped persons or to any class of handicapped persons unless such action is necessary to provide qualified handicapped persons with aid, benefits, or services that are as effective as those provided to others.