University Disability Services

Online Course Instruction FAQ
Updated 3/16/2020

Student FAQ

Q: Is University Disability Services (UDS) open?

Yes, UDS is still working remotely Monday-Friday, 8:00am-4:30pm. All appointments will be conducted via phone or virtually until further notice. UDS will not be proctoring exams while online instruction is in place.

If you have a question or concern, please call the office (570) 389-4491.

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

UDS will not be proctoring exams while the University's instruction remains online only. You must have a Spring 2020 Disclosure Form on file in UDS which lists your appropriate exam accommodations. It is your responsibility to make sure the instructor received a copy. UDS can provide an electronic copy to the student upon request. Please communicate with your instructors to discuss your exam accommodations in their courses.

- Some faculty may opt for alternative assessments (e.g. essays, untimed exams) which would not require testing accommodations.
- If your instructor is creating online timed exams, please notify your instructor if you will need extended time. Faculty members are responsible for setting up extended time in BOLT.

UDS is available to faculty members and students to consult about unique circumstances.

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

Yes, UDS will reach out to your peer note-takers and explain the new guidelines for note submission. Those students will have 24 hours to email typed notes to UDS staff. Upon receipt, UDS will send the notes to your BU student email account. This maintains anonymity and ensures you still receive notes within the 24-hour window.

As always, if you are receiving notes from a peer note-taker, bring any changes in your schedule to our office's attention immediately – this includes withdrawing from any classes where note-takers have been assigned.

Q: I use Sonocent, the lecture recording software. How will I do that in a virtual classroom?

You can still use Sonocent for your notetaking accommodation. The app on your phone will probably be the easiest way to record. However, for students who like to take notes in the program while recording, you may need to be near two computers. You can log into the class on one device and then bring up the Sonocent program on the other device to take notes. You can consult with UDS on creative solutions for successful use of this accommodation.

Q: Does this affect my attendance and deadline extension accommodations?

All academic accommodations listed on your Spring 2020 Disclosure Form will be honored, though reasonable modifications to the structure of those accommodations may be needed with the shift to online instruction. Please contact your instructors to discuss any additional barriers presented by changes to the course format. Contact the UDS office right away if you need any assistance.

Q: I use interpreters in the classroom, how will this work for virtual classrooms?

UDS is proactively working with the campus community to ensure access to course delivery. Interpreters are able to join synchronous class lectures virtually through Zoom. Prerecorded lectures can also be interpreted and redistributed to you. Please be in touch with UDS if you have questions or concerns.

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

If you are not currently registered with UDS, please follow the steps outlined on the [UDS Student Resources page](#).

If you are registered with UDS, please contact the office to set up a virtual meeting with the Director.

Faculty FAQ

Q: Is University Disability Services (UDS) open?

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If you have a question or concern, please call the office (570) 389-4491.

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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. We want to 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 (e.g. students who use assistive technology, students with medical limitations on screen usage). UDS staff are available for consultation regarding best practices and accessibility.

Below are some tips to keep in mind as you are creating online course content (adapted from [Guidelines for Creating Web Content Accessible to All](#))

- Use clear, consistent layouts and organization schemes for presenting content.
- Offer outlines, scaffolding tools, and notes.
- When selecting new materials, try to find videos that are professionally captioned. Voice recognition software, used for captioning, is fallible and can lead to misunderstandings.

- Use articles that are available in a text-searchable format.
- 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 disruptions 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 UDS proctor online exams?

Extended time on exams as an accommodation only applies to traditional, time-limited exams. If you decide to offer alternative means of assessment (e.g. essays, non-timed exams, project work), then a student's extended time may no longer be applicable. However, some students also have extended time on written assignments and other projects, in which case extended time may apply. We encourage you to speak with the student if that is the case. UDS staff are available for consultation regarding best practices for extensions.

UDS will not be proctoring exams while the University's instruction remains online only. All exams should be administered online or through other remote assessment methods by faculty. Instructors are responsible for setting up extended time in BOLT.

Please communicate with your students to discuss their exam accommodations in your courses. You should refer to the Spring 2020 Disclosure Form you received from the student at the beginning of the semester to understand how much extended time to give. If you need another copy of the Disclosure Form, please contact the student.

Q: How do I give students their extended time for online quizzes/exams?

Prior to making time allotment adjustments, please confirm how much extended time each of your students should get for their quizzes/exams. You can view extended time multipliers (1.5x, 2x, etc.) on the Disclosure Form you received from the student. If you need another copy of the Disclosure Form, please contact the student.

Extended Time in BOLT:

1. Once your quiz is published, look at the quiz page (From the list of quizzes, click the link for the specific quiz you are setting time for)
2. Once you have opened the quiz page and can see the **Properties**, click on **Restrictions**.
3. At the bottom of the Restrictions page you will see **Special Access**. Click on **"Allow selected users special access to this quiz"** and then click the button **"Add Users to Special Access."**

4. Under **Special Access Properties**, set the new end time to include the extension. Now select the student(s) you are extending time for and click **"Add Special Access."**
5. You can scroll down to the bottom of **Restrictions** page and see the student listed under **Special Access.**
6. Click **"Save and Close"**

You will need to do this for each student who receives extended time and for each test/quiz. Please contact [BOLT Support](#) with any questions or concerns.

Q: There was an interpreter in my class, how will that work now that classes are being taught online?

It is important that you add the interpreters to your BOLT class as "Student Support." This gives them access to relevant course content and communications. If your class is synchronous through Zoom, you will need to email the link to the interpreters. They will join and interpret everything that is said during the online class. This means that the Deaf student will need to ensure they can see the interpreter's 'window' at all times. If your class is asynchronous, please be flexible with dates. For asynchronous lectures, the audio has to be interpreted, recorded, and disseminated back to the student. This creates a short delay in the access for the student.

Q: Does this affect student attendance and deadline extension accommodations?

Accommodations listed on Spring 2020 Disclosure Forms should be honored, though reasonable modifications to the structure of the agreements may be needed with the shift to online instruction. Students with attendance and deadline extension accommodations should be contacting you to discuss any additional barriers, if any, presented by changes to course format UDS is available to faculty and students to consult.

*Information adapted from SLDS and Virtual Instruction FAQ, OSU