

OFFICE OF ACCESS
AND
ACCOMMODATIONS

Student Handbook



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Welcome to the OAA Student Handbook

Welcome to Salisbury University!

A Message from the Office of Access and Accommodations

We're so glad you're here! The Office of Access and Accommodations (OAA) is committed to helping you succeed throughout your time at SU. To support your academic journey, we've put together some helpful suggestions:

Communicate and Collaborate

- If an instructor has questions about your accommodations, please refer them to our office. We're happy to partner with both students and faculty to ensure accommodations are implemented smoothly.
- Advocate for yourself—respectfully and consistently. Most people want to support you, and clear communication goes a long way.
- Speak with your instructors early and often about any challenges you're experiencing. Together, you can work toward solutions. Be sure to keep our office in the loop—we're here to help!

Know What's Expected

- Review each course syllabus carefully. Pay close attention to attendance policies, grading scales, and assignment deadlines. Every class is different, so understanding expectations from the start will help you avoid missteps.
- Use your campus resources. Check out the list of support services on pages 15–17. They're here to help you thrive!

Stay Organized and Plan Ahead

- Manage your time wisely. Set aside regular study time each day—consistency is more effective than waiting for “extra time.”
- Keep track of deadlines. Use a planner to record test dates, assignments, and other responsibilities. Refer to it often to stay on top of your workload.
- Stay organized. Use separate notebooks or folders for each class, take clear and dated notes, and keep handouts in order.

Be Strategic with Your Schedule

- Work with your academic advisor to create a well-balanced schedule. Try to plan your most demanding courses during the times of day when you feel most focused and alert.
- Include a class you're excited about each semester—it's a great way to stay motivated and engaged.

Keep a Positive Mindset

- Stay focused on the positive. College can be challenging, but a good attitude and determination make a real difference. Avoid negative thinking and remind yourself why you're here—you've got this!

OAA Confidentiality Statement

Disability-related information provided to Salisbury University's Office of Access and Accommodations is considered an educational record and therefore falls under the protection of the Family Educational Rights and Privacy Act (FERPA). FERPA permits the Office of Access and Accommodations to share information about the impact of a disability and accommodation eligibility with others at Salisbury University (a "School Official") who have a Legitimate Educational Interest in the information.

School Officials include, but are not limited to, Salisbury University faculty and instructional staff, residence life staff, case manager(s), academic deans and advisors, campus police and security, counseling or health center staff, and other University administrators.

Pursuant to FERPA regulations, a "Legitimate Educational Interest" refers to a School Official who needs to review a student's educational record or receive educational record information to perform advisory, instructional, supervisory, legal or other administrative duties for the University. Sharing of student information for these purposes does not require student consent under FERPA.

Note that disclosure of educational record information to a School Official having a Legitimate Educational Interest does not authorize further disclosure of the information to others, including other University faculty or staff, unless that individual also has a Legitimate Educational Interest in the information.

Student Rights and Responsibilities

The Rehabilitation Act and the Americans with Disabilities Act (ADA) mandate that no otherwise qualified student shall, solely by reason of disability, be denied access to, participation in, or the benefits of, any program or activity operated by Salisbury University. Students with disabilities have both rights and responsibilities.

Student Rights

- Students with disabilities have the right to self-identify to the Office of Access and Accommodations (OAA) and seek classification as a student with a disability by following the OAA's procedures for Requesting Accommodations, Modifications, Aids, and Services.
- Students with disabilities have the right to request reasonable accommodations, auxiliary aids and services, and/or modifications to University policies, by initiating such requests with the OAA by following the OAA's procedures for Requesting Accommodations, Modifications, Aids, and Services.
- Students with disabilities have the right to be approved for and receive reasonable accommodations, auxiliary aids and services, and/or modifications to University policies, as related to the impact(s) of their disability(ies) and which do not impose a fundamental alteration to the nature of a service, program, or activity, and/or an undue financial and administrative burden to the University. Commonly requested reasonable accommodations, aids and services, and modifications may include, but are not limited to: extended time for completing timed course assessments (tests, quizzes, etc.); alternatively formatted course materials (enlarged handouts, texts in audio format, texts in Braille, etc.); access to sign language interpreting services; and approval for priority registration.
- Students with disabilities have the right to initiate, terminate, and request changes to their accommodations, auxiliary aids and services, and/or modifications plans, as approved by the OAA, at any time during their enrollment at the University by contacting the OAA.
- Students with disabilities have the right to appeal any and all decisions made by the OAA by initiating the Student Grievance Procedures for Decisions Made by the OAA.
- Students with disabilities have the right to confidentiality regarding their disability(ies) and disclosure of information, except when required or permitted by law.

Student Rights and Responsibilities

Student Responsibilities

- Those students with disabilities who wish to request accommodations, modifications, aids, and/or services, as related to their disability(ies), are responsible for following the OAA's procedures for Requesting Accommodations, Modifications, Aids, and Services, in a timely fashion.
- Students with disabilities are responsible for meeting with their professors and relevant University staff, in a timely fashion (either in-person or virtually), in order to, discuss plans for implementing OAA-approved accommodations, modifications, aids, and/or services.
- Students with disabilities are responsible for engaging with their professors and University staff on an ongoing basis, as needed, in order to maintain the implementation of their accommodations.
- Students with disabilities are responsible for meeting and maintaining the University's fundamental academic and technical standards, either with or without the use of accommodations, modifications, aids, and/or services as related to their disability(ies).
- Students with disabilities are responsible for notifying the OAA staff of any questions, issues, or concerns that they may have, regarding their accommodations, modifications, aids, and/or services in a timely fashion.

Leadership and Staff



Candace Henry

Office of Access and Accommodations Director



Jalesa Hull

Assistant Program Director



Hannah Prouse

Student Accessibility Specialist



Iesha Purnell

Testing Coordinator



Latisha Williams

Administrative Assistant

Using Accommodations and Sending Accommodation Letters through AIM

Important:

- Each semester, you'll need to complete a few quick E-forms in the AIM portal. These forms confirm that you understand your accommodations and how the Office of Access & Accommodations (OAA) services work.
- You won't be able to submit your accommodation requests until you've reviewed and completed these forms.
- You must complete this process to officially notify your professors about your accommodations.
- You cannot use accommodations until your Accommodation Letters have been sent to your professors.
- We strongly recommend completing this process as early as possible each semester to avoid delays.

Step-by-Step Instructions:

1. Log in to AIM

- a. Go to the AIM portal and log in using your SU username and password. (Duo authentication is required.)

2. Start Your Accommodation Requests

- a. In the Accommodation Request section:
 - i. Click the + to "Request Accommodations" for each of your classes.

3. Select Your Classes

- a. In the Request Accommodations box:
 - i. Check the box next to each class where you want to use accommodations.
 - ii. If you want to request the same accommodations for all your classes, click the yellow box labeled: "Apply the same accommodations to all selected courses."

4. Review and Confirm Your Accommodations

- a. Click "Continue to Next Step."
- b. Select the accommodations you want to use for each class.
- c. Reminder: Don't forget to double-check your selections!

5. Submit Your Request

- a. In the Final Step box, click "Submit Request."

Once the OAA has processed your requests, you and the professors you selected will receive your official OAA Accommodation Letter(s) via email.

Please contact the Office of Access & Accommodations with any additional questions or concerns.

Meeting with Faculty

The OAA encourages students to schedule an in-person or virtual meeting with their Professor(s), as early in the semester as possible to discuss the implementation of their approved accommodations (typically during office hours or another mutually agreed upon time). Please remember that accommodations are not retroactive.

Example email to professors to discuss accommodations:

"Dear Professor Smith,

My name is Candace Henry (ID#1204324), and I am a student in your ENG 101-203 course this semester. I would like to schedule a time to meet with you in person or via Zoom to discuss the implementation of my approved accommodations. I look forward to speaking with you soon."

When meeting with each of your professors:

- Discuss how each accommodation listed on your OAA Accommodation Letter will be used in the course.
- Remember: you are NOT required to disclose your disability to faculty, you may find general phrases helpful while discussing accommodations.
 - These could include: "I have a chronic condition," or "My ongoing medical situation causes..." It is up to you how much you want to share with your professor, and disclosure to your professor is not required to receive your OAA-approved accommodations/services.

Priority Registration

- Priority Course Registration allows an OAA-registered student to register for classes on the first day of the registration period each semester.
- This provides the opportunity to arrange a schedule (to the greatest extent possible) that is suitable based on a student's disability-related needs.
- Priority registration does **not** override any University or departmental policies such as the need to meet with an academic advisor, removal of any holds, permission number requirements for specific courses, etc.
- Priority registration does **not** guarantee the provision of classes at specific times.
- Instructions are emailed to eligible OAA-registered students in Sept/Oct for the upcoming Spring semester and in Feb/Mar for the upcoming Fall semester.

Testing Accommodations

Students with OAA-approved testing accommodations may reserve space in the OAA Testing Center for tests, exams, and quizzes. The OAA Testing Center is located in GSU Room 229 and is open from 8am-4:30pm. Exams MUST begin and end during OAA hours of operation (extended hours may be available upon request).

Examples of the OAA Testing Center included extended time, an alternative testing environment, breaks, and a reader/scribe.

Use of the OAA Testing Center is NOT required to utilize your approved testing accommodations. Please ask your faculty how your approved testing accommodations will be received throughout the semester.

Space MUST be reserved at least 3 business days before the scheduled exam, test, or quiz.

The test should be scheduled for the same time as your class; changes MUST be approved by your faculty

OAA Services and Programs

- **Determining and implementing reasonable accommodations/services**
- **Accommodation-related questions/concerns**
- **Assistive Technology Training**
 - The OAA offers training sessions to help students learn how to use assistive technology tools, such as Kurzweil, JAWS, and ZoomText.
- **Career/Major Exploration**
 - The OAA can meet with students to explore majors and career paths that align with their individual strengths, interests, and goals.
- **Academic Skill-Building**
 - Students can meet with OAA Staff to work on skills related to time management, test-taking strategies, study skills, organizational skills, note-taking tips, etc.
- **Self-Advocacy Support**
 - Staff can provide guidance on how to improve self-advocacy and skills toward independence
- **Delta Alpha Pi International Honor Society**
 - Delta Alpha Pi (DAP) is an academic honor society founded to recognize high-achieving students with disabilities who are attending colleges (including community colleges) and universities as undergraduate or graduate students. This dynamic organization celebrates and supports academic achievement, leadership, and advocacy for post-secondary students with disabilities.

OAA Services and Programs

- **S.T.A.R.S. Program**

- The program is designed to provide incoming students with disabilities with the information, resources, and OAA services necessary to ensure a seamless transition to Salisbury University. In addition, students will be paired with a knowledgeable peer mentor who will further assist with acclimating to and navigating the campus; connecting with campus resources, and becoming socially engaged in campus events and activities throughout the academic year.

- **Course Selection Consultation**

- Students can meet with the OAA to discuss disability-related considerations that may impact their course selection. Final approval of all course schedules must be provided by the student's academic or faculty advisor.

- **General Check In**

- Students are welcome to schedule a general check-in with the OAA! These meetings are a great opportunity to talk about how your semester is going, discuss degree progress, or ask questions about campus resources and support services.

Books in Alternative Format

Students with approved books in alternative format accommodations should complete the following steps:

1. Use the SU Bookstore to look for course textbooks. Textbooks can be purchased through SU, Amazon, or other suppliers
2. Complete the Online Requests for Books in Alternative Format form.
3. OAA staff will complete your request and contact you via email once your request is complete.

Denied Accommodations

If a professor, denies you access to any of your OAA-approved accommodations, please contact the OAA as soon as possible.

We are here to HELP!

Scheduling Appointments

To schedule an appointment with a OAA Staff member, please do one (1) of the following:

1. Contact the Office of Access and Accommodations at 410-543-6087.
2. Email accommodations@salisbury.edu with my availability.
3. Schedule an appointment through the AIM-Student Portal.

Campus Resources

Guerrieri Student Union

- **Office of Access and Accommodations (OAA):** The Office of Access and Accommodations ensures equal access to Salisbury University's courses, programs, and services by providing disability-related, religious, and temporary accommodations. We are committed to fostering a campus culture of equity, inclusion, and accessibility through collaboration and universal design.
 - For more information, including how to schedule an appointment with the OAA, please visit <http://www.salisbury.edu/students/OAA/> (Located on the 2nd floor, room 229)
- **Career Services:** Career Services supports students and alumni in building a strong foundation for life after college through career exploration, preparation, and planning. They are committed to fostering a diverse, equitable, and inclusive workforce while empowering students to thrive in their careers and communities.
 - For more information, including how to schedule an appointment with Career Services, please visit <https://www.salisbury.edu/careerservices/welcome.html> (Located on the 2nd floor, Suite 242)
- **Counseling Center:** The Counseling Center offers confidential, high-quality mental health services to support student well-being, academic success, and a healthy campus community. They provide short-term, generalist care and help connect students to additional resources when specialized or long-term support is needed.
 - For more information, including how to schedule an appointment with the Counseling Center, please visit <http://www.salisbury.edu/counseling/> (Located on the 2nd floor, room 263)
- **Nutrition-Dietician:** Nutrition counseling services are available to all SU students and employees. There is no charge for these services and all counseling is confidential.
 - For available services and contact information, please visit <https://www.salisbury.edu/administration/administration-and-finance-offices/dining-services/nutrition.aspx> (Located on the 1st floor, Link of Nations Hallway)

Campus Resources

Guerrieri Academic Commons

- **Math Emporium:** The Mathematics and Computer Science Department offers a drop-in style, non-private tutoring program each semester for lower-level math and computer science courses.
 - For more information including the tutoring schedule, please visit <http://www.salisbury.edu/mathcosc/tutoringcenter.html> (Located on the 2nd floor, Room 201)
- **Center for Student Achievement (CSA):** The Center for Student Achievement supports learning, academic success, and personal growth through an array of programs, including academic coaching, academic workshops, Supplemental Instruction, and tutoring.
 - For available services please visit <http://www.salisbury.edu/achievement/> (Located on the 2nd floor, Room 270)
- **TRIO:** TRIO Student Support Services empowers first-generation students, students with financial need, and students with disabilities to achieve academic and personal success through coaching, mentoring, financial literacy, and skill-building support.
 - For more information, please visit <http://www.salisbury.edu/trio/> (Located on the 2nd floor, Room 270)
- **University Writing Center:** The University Writing Center helps students in all disciplines grow as confident, versatile writers by providing thoughtful feedback, supporting meaningful revision, and partnering with faculty to enhance writing instruction.
 - For more information, including how to schedule an appointment, please visit <http://www.salisbury.edu/uwc/> (Located on the 2nd floor, Room 260)

Campus Resources

Guerrieri Academic Commons

- **Academic Advising:** Assist students in the development of an education plan designed to meet their goals. Advisors are provided to all SU students that are matriculated, full-time degree-seeking students. Students who have declared a major are assigned a faculty advisor from their major department. Students who have not declared a major are assigned faculty or professional advisors by the Office of Academic Affairs.
 - For additional information, please visit <https://www.salisbury.edu/advising/> (Located on the 2nd floor)
- **OAA Accessibility Room:** The OAA Accessibility Room, located in GAC 115 provides a quiet place to study, as well as computers with JAWS, Kurzweil Reader, and ZoomText software.

Holloway Hall

- **Student Health Services:** Promotes the success of all students by helping each to achieve optimal health based on individual needs and diverse characteristics.
 - For available services, and scheduling appointments please visit <http://www.salisbury.edu/health/> (Located on the 1st floor, Room 180)
- **Human Resources (HR):** Provides employment-related consultation and guidance to University faculty, staff, and student workers.
 - For additional information, please visit <https://www.salisbury.edu/administration/administration-and-finance-offices/human-resources/> (Located on the 1st floor, Room 153)

Campus Resources

Other Campus Resources

- **Office of Institutional Equity (OIE):** Supports and advances the University's commitment to create an inclusive environment free of discrimination and supportive of all by leading campus efforts to manage all aspects of the Fair Practices/AA programs, as well as Title IX compliance, and weaves the diversity strategy throughout our campus.
 - For additional information, please visit <https://www.salisbury.edu/administration/institutional-equity/> (Located 1216 Camden Ave, Salisbury, MD 21801)
- **Parking Services:** All University faculty, staff, and students must register their vehicle(s) with Parking Services. Individuals with a medical condition or injury may obtain a special permit from Parking Services allowing them to park in spaces reserved for the medical permit holders (documentation required).
 - For additional information, please visit <https://www.salisbury.edu/administration/administration-and-finance-offices/financial-services/accounts-receivable-cashiers-office/parking-services/> (Located in the East Campus Complex)
- **OAA Conway Hall Space:** The OAA space in Conway Hall 108 offers a quiet study environment equipped with four computers featuring assistive technology, including JAWS, Kurzweil Reader, and Dragon software.

Emergency Evacuation

The Office of Access and Accommodations recognizes that individuals with disabilities may require assistance with alerting, evacuating, and sheltering in the event of an emergency. The University, therefore, asks all individuals who may need assistance in an emergency to self-identify themselves to the University.

For questions regarding the process for requesting emergency evacuation assistance, please contact the OAA.

Contact Information



Visit our office in the Guerrieri Student Union, Room 229



Give our office a call at 410-543-6087



Send us an email at accommodations@salisbury.edu



Thank You