Services	On campus Access format	Remote access format	Remote/online accommodations and Improvements or Need for Improvements
Contact the Center for Students with Disabilities (CSD)	In person Phone	Phone dsps@smc.edu ld@smc.edu Phone is linked to the dsps email, website	Calls and emails are monitored by assistants, specialists and LD Instructional Assistants and returned within 24 hours. Website is updated with instructions on how to access services during COVID-19 crisis. All active DSPS students were emailed the website information on how to access services during COVID-19. **Improvement:** Jabber was installed to allow faculty and staff to return calls remotely linked to their office extension. Students are now receiving calls with the college number instead of "unknown or blocked" numbers.
Academic/personal counseling, ABI, LD, HTTC contacts	In person, phone Email	Phone video conference (Zoom or Gmail) Email	New and continuing students make their counseling appointments by phone or at dsps@smc.edu. Continuing students also have the option to make their counseling appointments through Corsair Connect. Together, counselors and students choose preferred mode of communication either by phone, Zoom, or email (eg. DHH students) Students continue to receive mental health support mostly via Zoom. **Improvements:** The Academic Accommodation Plan (AAP) was updated to reflect both on ground and remote services and accommodations.

| | | | Drop-in services have been temporarily suspended to accommodate longer appointment time.

All forms such the CSD application, Student Rights and Responsibilities, AAP, consent have been converted into a fillable format.

Tutoring services are provided via Zoom or email. |
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| **Testing** | In person (proctoring room or HTTC) Canvas (DE classes) | Canvas Proctorio Alternative assignments | All completed proctoring forms completed prior to remote instructions were emailed to instructors using a template letter that provides instructions on the amount of extended time and how to set the extended time on Canvas.

Instructors are notified via email of new requests by the certificated staff.

All faculty were notified that they will remotely proctor DSPS students with the authorized accommodations.

All students were informed that their instructors will proctor them with the approved accommodations unless using Assistive Technology.

All students requiring assistive technologies were informed that they will continue to be supported and proctored by the HTTC. Students contact the HTTC to schedule their exams. The HTTC contacts the instructors to obtain the exams and convert them into an accessible format to accommodate the appropriate technology. Students are given the proper instructions on how to access the technology.

All students who require scribe and/or a reader are supported by technology or personal attendant or alternate assignments. Evaluation is determined on a case by case basis via phone, email or Zoom. |

			Improvements: The testing accommodation template form letter has been updated to provide clearer instructions and resources to the instructors how to adjust the extended time. Instructors have been granting testing deadline extension or alternative assignments to accommodate students' technology challenges or disability heightened needs during online instructions.
Note-taking	In person	Canvas Zoom	Notes are provided by volunteer note-takers for live lectures. Note-takers should not be necessary for pre-recorded lectures or posted notes. **Need for improvement**: Live lectures or presentations should automatically be captioned in real time. Currently products that allow for this feature are very expensive. CO should invest into a more reasonable and affordable product.
Interpreting/captioning services	In person	Canvas, Zoom	To accommodate DHH students, remote interpreting or captioning services are provided for live and pre- recorded lectures. Copies of the transcripts are provided to the students within the same day. Evaluation is done on a case by case basis. Captioning requests are outsourced to 3C Media (paid by DECT Grant supported by the Chancellor's Office) Alt Media Specialist and the CSD assistants are also contributing to the captioning needs whenever 3C Media is back logged, out of fund, or for urgent need. **Need for improvement:**

			Even though DE messages all faculty to use 3C Media for captioning their course materials, there are still not enough faculty who are accessing this service. CSD Coordinator emailed all faculty about the use of 3C Media and Zoom instructions concerning captioning and transcript.
Alt Media	In person pick-up but mostly digital delivery	Digital delivery	Students are receiving their Alt Media in the following manners: 90% - Kurzweil cloud 5%- Google Drive 4% -Learning Ally 1% -Bookshare
Assistive technologies	In person	Phone, email, Zoom	Students who require assistive technologies are supported by the HTTC faculty. Most students use Kurzweil to read and write and they log on into a brower. The HTTC provides them with a username and a password to remotely access Kurzweil. Students who use a screen reader or require adaptive equipment such as a CCTV, adaptive mouse are trained to use their own devices either by the HTTC or the State Department of Rehabilitation. Access evaluations are done on a case by case basis. **Improvement:** The HTTC faculty use remote desktop control feature to support students who are technologically challenged via Teamviewer.com or Anydesk.com. This hands-on approach mirror the in-person teaching or contact.
Digital Equipment	In person	Zoom, phone and email	Every semester, CSD/HTTC loans equipment (ipads, surface pros, chrome books, smart pens) to our students. A contract is signed that the equipment must be returned at the end of each term in good condition.

			Although most students received their equipment prior to remote instructions, a few who required special software downloaded on certain ipads were delivered by the HTTC specialist on a case by case basis. The college has also provided chrome books to students during the COVID-19 crisis. The HTTC and other CSD certificated staff are providing individual technology assistance to students. **Improvement:** The college is continuing to loan chrome books to students throughout the semester.
CSD classes	In person	Zoom and Canvas Alternative assignments	The CSD instructors have successfully transitioned to remote instructions with creative alternate and/or modified assignments. Most classes are taught synchronously given the essential requirements to accommodate the students' disability related needs. Couns. 921- LD assessment class has been cancelled since standardized tests cannot be administered remotely for standardization (norming) reasons. ABI assessment also has been cancelled.
Campus wide accessibility awareness and compliance resources			Extensive and detailed resources and guidance on why and how to convert instructional materials into an accessible format are found at http://www.smc.edu/StudentServices/DisabilityResources/Pages/Campus-Wide-Assistive-Technologies.aspx The Department Accessibility Team (DAT) led by Tom Peters, CSD/HTTC Faculty Specialist, implemented a project that began in 2018. The team is comprised of one or two designated faculty in 12 of the largest academic departments to be trained in various accessibility topics such as how create accessible PDFs, accessible word docs and power points, textbook adoption and accessibility. Tom is the point person for the smaller

| | | | departments. The team members provide mentorship and resources to their department colleagues. The primary trainers were Gaeir Dietrich, the former Director of the HTTC unit, sponsored by the CO and Tom Peters.

CSD has been working closely with Distance Education since its inception to provide accessibility guidelines.

Every semester, Academic Affairs reminds faculty of the college's legal obligation to ensure that all instructional materials and resources are captioned and accessible.

Both Regina Ip and Paul Trautwein from the Website/Social Media Department collaborates with CSD/HTTC concerning 508 compliance.

Every year, CSD presents at institutional flex and academic departments about accessibility compliance such as how to convert documents such as PDF, Word, Excel, Powerpoint into an accessible format.

Improvements:

CSD/HTTC is collaborating with DE to host a canvas accessibility training in September 2020 to be presented by the Chancellor's Office Accessibility Training Center.

Blackboard Ally will be installed to facilitate accessibility checker and how to fix identified accessibility issues.

Need for improvement:

All instructors should be strongly encouraged to use 3CMedia services for captioning their instructional materials. |
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			College should invest in a product that allows for real-time captioning during a live workshop, presentation, or lecture. Greater push to promote Universal Design in Learning.