



Student Accessibility Services

Student Handbook



WELCOME TO BLUE RIDGE COMMUNITY COLLEGE

Welcome to Blue Ridge Community College! We in the Student Accessibility Services (SAS) office are glad that you are here and will provide you with the services you require to ensure that your experience at the college is beneficial and enjoyable. Being a new student can be scary, especially if you have a disability and have never been on a college campus. This handbook is a guide to your rights, responsibilities, and procedures for obtaining and using services through the Student Accessibility Services office. After reading through this guide, if you still feel unsure about what you should do and the choices available to you, please call the office at (828)694-1813 or email access@blueridge.edu

STUDENT RIGHTS

1. You have the right to confidentiality.
2. You have the right to equal access to programs, classes and facilities.
3. You have the right to have reasonable accommodations provided.
4. You have the same rights granted to every student at Blue Ridge Community College.

STUDENT RESPONSIBILITIES

1. You must disclose your disability to receive services.
2. You must provide up-to-date documentation from a qualified professional of your disability.
3. You must request specific accommodations.
4. You must ensure each instructor, of courses in which accommodations are needed, receives a copy of their accommodation letter.
5. You must discuss with each instructor, how each accommodation will be provided.
6. You must remind your instructors each time that an accommodation is needed.
7. You must notify the Student Accessibility Services office about any changes to your schedule.

REGISTRATION & DOCUMENTATION

In order to receive academic accommodations, students must register with and provide disability documentation to the Student Accessibility Services office. Accommodations from other post-secondary institutions and K-12 schools do not automatically transfer to BRCC. This includes high school students participating in the Career College Promise program.

Your first step is to identify yourself to the Student Accessibility Services office as a student with a disability and request specific accommodations. Accommodations are modifications or adjustments to the tasks, environment or to the way things are usually done that enable individuals with disabilities to have an equal opportunity to participate in an academic program. Accommodations vary depending on the student's disability related limitations. Examples of accommodations include, but are not limited to: extended time on tests and quizzes, interpreters, assistive technology and making classrooms accessible.



Your next step is to obtain documentation of your disability and provide this to the Student accessibility services office. Acceptable documentation of disability includes a completed BRCC Disability Verification form; medical reports; psychological evaluations; psycho-educational evaluations; records from Division of Services for the Blind, Services for the Deaf and Hard of Hearing, Vocational Rehabilitation; and in some cases, a physician's statement. You may be asked for documentation that is comprehensive and current. While this list is not totally inclusive, it should serve to set the parameters for accepted documentation.

Please note, an Individual Educational Plan (IEP) / 504 Plan from a public school may help establish a history of accommodations. However, it is not adequate on its own to document a disability.

Approval of requested accommodations is based on your disability documentation and your discussion with Student Accessibility Services staff.

DOCUMENTATION CAN BE SUBMITTED:

Via email: access@blueridge.edu

Via fax: (828)696-2446

Or in person: SINK -125 (Hendersonville Campus)

If you only suspect that you have a learning disability, attention deficit disorder, or some other condition that impacts your learning, the Student Accessibility Services Office can assist in referring you to a qualified professional for testing and diagnosis. Ideally, this should be done well before you enroll in classes.

Once Student Accessibility Services receives your documentation, SAS staff will contact you to discuss the accommodations that can be put in place for your classes, and develop your Accommodation Letter.

Students can register with Student Accessibility Services at any time. However, accommodations are NOT retroactive and cannot be applied to any assignments, tests, etc., completed prior to the student registering with Student accessibility services.

CONFIDENTIALITY

At Blue Ridge Community College, the Student Accessibility Services Office is committed to protecting the privacy and confidentiality of all information related to students with disabilities. We understand the sensitivity of the information you provide, and we adhere to strict guidelines to ensure your privacy and maintain the trust you place in us.

Our Commitment to Confidentiality:

1. **Limited Access:** Access to your disability-related information is restricted to authorized personnel within the Student Accessibility Services Office. SAS only provides faculty with your accommodation letter, which outline your approved accommodations. SAS does not disclose your diagnosis, treatment information, medication information, etc., to any BRCC faculty/staff.

2. **Consent:** We will not disclose any information about your disability to anyone, including faculty and staff, without your explicit written consent. You have the right to determine who is informed about the nature of your disability.
3. **Secure Storage:** All documentation and records related to your disability are securely stored and protected from unauthorized access.
4. **Non-Discrimination:** We will not use your disability information to discriminate against you in any way. Our primary goal is to facilitate equal access to educational opportunities and support your success.
5. **Reporting Accessibility Barriers:** If you encounter any accessibility barriers on campus, we may use your input to address those issues, but we will do so in a way that does not reveal your identity without your permission.
6. **Legal Obligations:** In some cases, we may be legally obligated to disclose disability-related information if required by law or court order. However, we will make every effort to inform you of any such disclosure unless prohibited by law.

Your Role in Confidentiality:

We encourage you to maintain your own discretion regarding disclosure of your specific disability to BRCC faculty and staff. While we are committed to confidentiality within our office, you have control over how and with whom you share your information.

If you have any questions or need further clarification regarding our confidentiality policies, please don't hesitate to reach out to our office.

ASSISTIVE TECHNOLOGY

Some adaptive equipment and assistive technology are available for students to borrow from the Student Accessibility Services Office on a term by term basis. E.g. smart pens, screen magnifier, headphones, etc. You must request this equipment and sign a loan agreement.

SNAP & READ AND CO-WRITER

All BRCC students have access to Snap & Read and Co-Writer. Snap & Read is a reading assistant providing easy-to-understand text, study tools, and translation. Co-Writer has word prediction, speech recognition, and language support. Students are encouraged to utilize these tools free of charge by using their BRCC credentials.

To access these learning tools, go to snapandread.com or cowriter.com.

ADDITIONAL SCREEN READERS

NVDA (NonVisual Desktop Access)

NVDA allows individuals to interact with the Windows operating system and many third-party applications. Major highlights include:

- Support for popular applications including web browsers such as Mozilla Firefox and Google Chrome, email clients, internet chat software, music players, and office programs such as Microsoft Word and Excel
- Built-in speech synthesizer supporting over 55 languages, plus support for many other 3rd party voices

- Reporting of textual formatting where available such as font name and size, style and spelling errors
- Automatic announcement of text under the mouse and optional audible indication of the mouse position
- Support for many refreshable braille displays, including input of Braille via braille displays that have a braille keyboard

- Ability to run entirely from a USB flash drive or other portable media without the need for installation
- Easy to use talking installer
- Translated into more than 50 languages
- Support for modern Windows Operating Systems including both 32- and 64-bit variants
- Ability to run on Windows logon and other secure screens

[Download NVDA for free.](#)

Read & Write for Google Chrome

Read&Write for Google Chrome™ provides personalized support to make documents, web pages and common file types in Google Drive (including: Google Docs, PDF & ePub) more accessible. It's designed to help everyone engage with digital content in a way that suits his/her abilities and learning styles.

[Add Read & Write extension for Chrome](#)

SUPPORT SERVICES

COUNSELING

Counseling Services provides academic and career counseling, as well as help connecting students with on-campus and community resources. Personal and crisis counseling are also available to students. All members of Counseling Services are experienced professionals who value students and their confidentiality regarding academic, career, and personal concerns. Students are assigned a counselor depending on their program area. This counselor serves as the primary point of contact for the given program; however, counselors are cross-trained to be able to provide students the assistance needed no matter their program.

More information is available on the [counseling services webpage](#).

TUTORING

Tutoring is available at no cost to ALL students at Blue Ridge Community College. Various tutoring options are available through our Student Success Centers located on the Henderson County and Transylvania County Campuses, as well as online.

More information is available on the [tutoring services webpage](#).



INTERPRETERS

Sign language interpreters for hearing impaired students can be provided in the classroom and at any Blue Ridge Community sponsored event. Generally, a minimum two-week notice is required to ensure availability of an interpreter.

Please note: Student Accessibility Services does not provide foreign language interpreters.

GRIEVANCE PROCEDURE

Any student having a complaint related to the determination of disability related services and accommodations through the Student Accessibility Services Office is entitled to a prompt and equitable resolution of his or her complaint. If you have a complaint, please follow the steps below.

1. Contact the Student Accessibility Services Coordinator
Carolyn Levine, MS, CRC
Sink Building -125
Phone: (828)694-1813
Email: c.levine@blueridge.edu
2. If the complaint cannot be resolved with the Student Accessibility Services Coordinator, the student should submit their concern in writing to the Vice President of Student Services.
3. Should there be no satisfactory resolution following a conference with the Vice President of Student Services, the student may initiate a formal grievance.
4. Students may reference and should follow the procedure located under the “Student Grievance Procedure and Due Process” section of the college catalog.

CONTACT INFORMATION

Carolyn Levine, MS, CRC
Student Accessibility Services Coordinator

Location: 130 Eagles Reach Dr. (Sink Building) Flat Rock, NC 28731

Phone: (828)694-1813

Fax: (828)696-2446

Email: c.levine@blueridge.edu

Website: <https://www.blueridge.edu/access>