




STUDENT HANDBOOK

This handbook is available in alternative media on request
952-487-7035 Voice or 952-487-7032 TTY

Normandale
community college

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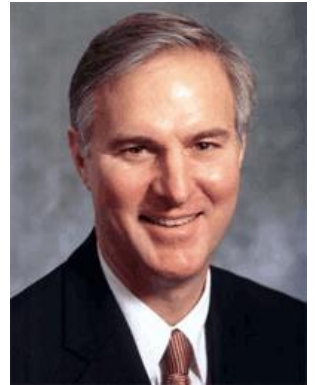
PHILOSOPHY

Normandale Community College has made it our goal to provide equal access for students with disabilities. The students' knowledge and use of appropriate accommodations will provide equal opportunities for full participation.

MESSAGE FROM OUR PRESIDENT

Greetings!

At Normandale, you will be given every opportunity to reach your goals. Students with disabilities have equal access to courses, programs of study, services, and activities. Educational/academic accommodations will be made regarding the facilities, delivery of instruction, and access to student life programming. We all stand ready to assist you in this challenging and exciting educational endeavor. I encourage you to familiarize yourself with all the support services that are available through our Office for Students with Disabilities (OSD) and seek assistance whenever necessary.



Sincerely,

Joe Opatz
President

OSD STAFF:

OSD Director.....	Debbie Tillman	L2700	952-487-7035
ASC Director & Accommodations Specialist.....	Jim Sutton	L2740	952-487-7037
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Appointments may be made with the OSD staff at 952-487-7037 or by calling or signing up for an appointment on a weekly schedule posted on the door of the L2740 staff member's office.

ACCOMMODATIONS

Accommodations for students with disabilities are coordinated through the Office for Students with Disabilities (OSD) and are determined individually for each student on a case by case basis. Post-secondary disability law requires that colleges provide accommodations free of charge for qualified students, those with documented disabilities. An accommodation is a support that gives a student with a disability an equal opportunity to participate and benefit from school and, used effectively, may increase a student's chances for success.

Listed below are brief descriptions and examples of the most common categories of accommodations that permit a student with a disability to participate in the educational process.

1. Changes to a classroom environment or task

Examples: Alternative testing (may include extended test time, tape recorded tests, writing assistance, or sign language interpreted test directions); providing written material in alternative formats; providing adjustable tables or chairs; allowing for preferential classroom seating.

2. Removal of architectural barriers

Example: adapting a classroom to meet the needs of a student who uses a wheelchair.

3. Provision of auxiliary aids and services

Examples: Sign language interpreters, note takers or scribes, tape recorders, readers, editing assistance, assistance with faculty contacts, orientation to assistive technology (i.e. Kurzweil Reader, assistive software, CCTV use).

4. Modifications to policies, practices, or procedures

Examples: Priority registration or accessing assignments early; providing course substitutions or waivers after determining a class is not an essential component in a major or area of study.

5. Other adaptations that are necessary for students to enjoy the benefits and privileges of the school's programs, services, and activities

How do Students Become Eligible for OSD?

Students are required to request accommodations or assistance in a timely manner. This procedure includes:

1. Applying to Normandale Community College
2. Meeting with an OSD staff member to discuss and plan for accommodations
3. Verification of a disability through previous school records, medical records, or an agency diagnosis.

Students are eligible for accommodations when all three steps of this process are completed.

Responsibility: Students and Faculty

Students with disabilities meet with the OSD staff to determine accommodations. After the registration process is complete, a form is sent to the students' instructors each semester, and students are encouraged to talk with their instructors about classroom accommodations. Students need to request accommodations **before** the time in which the accommodations will be used.

Faculty members are responsible for ensuring that students with disabilities are provided educational/academic accommodations in courses; faculty may contact the OSD staff about any questions or concerns.

Course Information

A student can find out about the course and the teaching style of the instructor by meeting with the instructor before taking a course. The instructor can discuss the required textbook, papers, and exams, as well as the grading procedure and specific requirements of the course. The Mahendra Nath Career and Academic Planning Center and the Normandale Library have files of syllabi from previous courses. Students may also want to examine the textbook in the college bookstore. In addition, a student-driven self-advising tool that includes individual student comment about instructor style and courses is available at www.ratemyprofessor.com.

Disclosure and Documentation of a Disability

If you think you will need any accommodations because of your disability, you must request accommodations from the Office for Students with Disabilities (OSD) at Normandale. You will not receive accommodations or assistance unless you tell the disability services staff of your disability and provide documentation of your disability.

Students with **learning disabilities (LD)** who received **special education services** in high school need to provide: their last **3 year reassessment** and their last **IEP** as documentation. For others with LD who had testing performed after high school, the documentation report should include:

- referral concerns
- all academic and cognitive testing
- diagnosis, clinical interpretation, and recommended accommodations by the disability specialist

ADHD documentation should include:

- referral concerns
- evidence of an early and current impairment
- relevant testing information, a diagnosis, and a clinical interpretation and a rationale for the recommended accommodations.

504 Plans may be submitted to support documentation, but a full report that reflects current educational testing is needed from a psychologist, doctor or educational professional in order to receive disability accommodations.

Psychological disability documentation from a treating physician, therapist, or psychologists should include:

- diagnosis of impairment
- date the diagnosis was made
- date the student was last seen, and if the student is still receiving care
- length and severity of the impairment, functional limitations, and recommendations for accommodations in the college environment.

For **other health impairments**, documentation should include a physician's report stating:

- diagnosis of impairment
- date the diagnosis was made
- date the student was last seen and if the student is still receiving care
- length and severity of the impairment, the functional limitations, and recommendations for college accommodations.

The OSD staff can help you request this documentation or verification from your high school or disability specialist. In addition, documentation forms are available from the OSD staff. These forms can be submitted to a disability specialist by the student and returned by the professional to the OSD as documentation. This information is available to the OSD staff and, as appropriate, to school administrators and/or counselors. If you want your documentation destroyed when you leave Normandale, you should contact the OSD office with this request. If you return to Normandale after not attending for a semester or longer, see an OSD staff member to activate your file. If you have not attended Normandale for over five years, please check to see if your disability file is still available in the OSD office. Records about your disability may be destroyed after five years of non-attendance.

Disability and Educational/Academic Accommodations

Students with disabilities are students who are "otherwise qualified to participate in and benefit from the programs or activities" according to Section 504 of the Rehabilitation Act of 1973. It includes anyone who is disabled or has a history of a disability. A disability "impairs or restricts one or more major life activities, such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working." Students with disabilities are usually required to provide written documentation of this disability.

Educational/academic accommodations are the services that are necessary to provide equal access in an academic setting. These accommodations do not compromise the essential elements of the course, and academic standards are maintained.

Self-Advocacy

In college, you are responsible for getting the help you need and you must be able to advocate for yourself. Advocates are people who know what they want and will stand up for their rights. Making each of the following 5 steps a habit will help you to be a good self-advocate and a successful student.

- 1. Know yourself and your disability** - Before you can advocate for yourself, you need to identify your strengths, weaknesses, interests, and preferences.
- 2. Know your rights and responsibilities** - Colleges cannot close their doors to you because you have a disability; they must provide services that will allow you equal access to courses, programs, and events. It is very important that you understand your rights and responsibilities.
- 3. Know where to go for help** - A very important part of being a successful student is the ability to know when you need help. Writing down the names and phone numbers of the people on campus who will help you, including staff in the Office for Students with Disabilities, is a good idea.
- 4. Take action** - One of the ways you can reach your goals in college is by being able to talk with your instructor about your disability. Before doing so, however, you may want to practice with your parents, your case manager, or a friend. It may seem intimidating to speak with college instructors, but practice and preparation will give you confidence. When you are ready, schedule a meeting with your instructor(s) to address the concern you are experiencing.

These ideas can make the meeting with your instructors go more smoothly:

- Write some notes about what you want to say so you have a guideline for your conversation.
- Talk with your instructor before the semester starts.
- Schedule a private meeting in his/her office.
- Be prepared to discuss your disability.
- Be ready to refer the instructor(s) to the OSD staff if they need more information than you have.
- Be confident! You know yourself better than anyone.
- Thank your instructor(s) for meeting with you.

5. Manage your time wisely.....build the skills needed for college

One of the best ways to be a successful student is to use your time wisely. Planning your time each day will help you to stay on track. Some people like to carry a calendar or planner with them to help organize their day. Other people make "to do" lists and cross off tasks as they are completed. You need to use the strategy that works best for you to remain organized.

- Estimate how long you need to accurately complete your school tasks and set that time aside each day. Give yourself extra time to work on homework to make sure that you do a good job.
- Do you know how long you need to study before you take tests? If you wait until the last minute, you might not have enough time to get your mind ready for your test.
- Do you have sufficient study skills? If you learned study strategies in high school, review the suggestions on various ways to study and retain information. If you didn't learn study skills or feel more information is necessary, consider taking a study skills course at Normandale.
- How are your computer skills? If you are not familiar with computers or type slowly, consider taking a keyboarding class. Assess your strengths and weaknesses and take action to be as prepared as possible for the college experience.

When to Request Accommodations

Although you may request accommodations at any time, you should request as early as possible, preferably before the semester begins. Some accommodations are more difficult to implement and may take more time than others to provide. To help improve your chances for success, register with the OSD and get approval for appropriate accommodations as soon as possible, preferably at least two weeks before an accommodation is needed.

Accommodations for Students with Disabilities

- Notes from another student or access to photocopying of peer notes
- Permission for the student to tape record lectures
- Proofreading assistance
- Interpreting - sign language or oral interpreting
- Testing accommodations
 - extended time
 - enlarged copy
 - quiet room
 - computer use
 - taped tests
 - scribe for dictated answers
- Access to adaptive software and computer equipment
 - Kurzweil 3000 screen reading program
 - Dragon Naturally Speaking
 - Closed circuit television magnifier (CCTV)
- Assistance with time management, planning, or developing a study system for coursework
- Preferential seating in classrooms
- Assistive listening device
- TTY
- Audio textbooks
- Reduced course load
- Lab assistance
- Adjustable tables or chairs
- Access to photocopier for enlarging class handouts
- Other reasonable accommodations, as needed

What if the Accommodations Provided are Not Working?

Contact the OSD staff as soon as you become aware that an accommodation is not what you expected, or if an accommodation is not being delivered properly, so that the problem can be resolved.

What Accommodations Will NOT be Provided

- Accommodations that fundamentally alter the nature of a service, program, or activity.
- Accommodations that are not reasonable or that would result in undue financial or administrative burdens.
- Personal care attendants, individually prescribed devices, readers for personal use or study, or other devices or services of a personal nature such as tutoring or typing.

Testing Accommodations

Once a student has had an OSD intake, testing accommodations may be a part of the accommodation plan. These may include extended time, a private room, audio taped, enlarged, scribed, and/or computer use. When accessing testing accommodations, students must request the accommodation from an OSD staff member in L2740.

Steps for Accessing Testing Accommodations

1. **Attend Class** - Each semester, you may choose to use your testing accommodations in some classes but not in others. After you determine you will need testing accommodations for a class, go to the OSD office (L2740) and ask an OSD staff person to provide you with a...
2. **Blue Testing Form** - Once the blue form has been filled out by an OSD staff person, you will need to bring the form to your instructor at least 3 days before a test. This form needs to be done each semester, one per class. In addition, before each test, you will need to give your instructor a...
3. **Purple Testing Form** - The purple testing forms can be obtained in the OSD office and must be given to your instructor a few days before each test. This will remind your instructor to deliver your test to the OSD. You should write your name on the purple form, but the remainder of the form is filled out by your instructor. If needed, you should also...
4. **Reserve a Quiet Room** - The OSD has private and semi-private testing rooms available for your use, but they cannot be guaranteed without a reservation. Reservations should be made earlier during busy testing times such as mid-term and finals.
5. **Take Your Exam** - Instead of going to class on test days, you will come to the OSD office to take your exams. But first check with your instructor to make sure a required class activity or lecture does not occur before or after the test and plan accordingly. You should always take your test at the same time as the class unless your instructor is permitting an extension or make-up exam. You may start early, but your test time should overlap with the class testing time.

Other Information about Testing Accommodations

- The **Make-up Testing** hours differ from the OSD office. OSD students may take tests until the posted make-up testing closing times on Monday through Thursday.
Make-up Testing Hours: (L2735)
Monday-Tuesday.....closes at 7:00 pm
Wednesday-Thursday..closes at 5:30 pm
(These hours are subject to change.)
- **Night Classes:** If you have a night class, you will need to discuss with your instructor when your tests will be taken. Options may include testing earlier in the day, the day after a test is scheduled, or another option decided by you and your instructor.
- **Saturday Classes:** The OSD offices are not open on weekends. If you have classes on Saturday, you will need to discuss with your instructor when and where your tests will be taken. Options may include testing on Fridays or Mondays, or another option decided by you and your instructor.
- **Online Classes:** If you have an online class, you will need to email your instructor to request that they extend the time limits for all of your tests and quizzes if you need this accommodation in your class. You may refer your instructor to the OSD staff if they have questions regarding how to change testing limits.
- **Listening to music during testing:** Using iPods, mp3 players or the like is not allowed during testing unless permission has been granted by the instructor. Students may listen to CDs or cassette tapes during testing that have been cleared by an OSD staff person. If it is a homemade CD or cassette it needs to be submitted to the OSD staff at least three days before the testing date.

Tutoring/Study Groups

Various tutoring services are available to all Normandale students. General tutoring and study skills information is available in the Academic Support Center (ASC), which is located in L2738. A schedule is posted in the center and on the Academic Support Center website, listing times that peer tutors, volunteers from the community and faculty are available in the center for tutoring in various subjects. Other tutoring is available to support all Normandale students in other subject areas including the Writing Center (L3701), Math Center (C3045), and the Foreign Language Lab (C2065).

Students may also qualify to receive free one-on-one professional tutoring by applying for assistance from Student Support Services (SSS). SSS is located at C1066, and an application can be obtained at their front desk or by calling 952-487-8193. Students may also meet with an OSD staff member to develop a study system for a course, but staff members do not provide individual tutoring. Some students arrange for their own privately paid tutors and others form informal study groups with students in a class to review and study class material.

Time Management - Planning - Developing a Study System

For assistance with time management, planning for courses, or developing a study system for a class, you may meet with an OSD staff member by appointment, or you may pick up study skills information in the Academic Support Center (L2738).

Note Taking

Note taking services may be requested at the L2740 OSD office at the beginning of each semester. Students usually should attend class before requesting a note taker, as some instructors may post notes on the class website - NCC online (D2L), provide informational packets, or allow students to have a copy of classroom power-points, if requested. If none of these avenues are possible, a student should request a note taker. At that point, an OSD staff member will recruit a volunteer note taker for each class requested. The volunteer note taker will provide the notes to the student either through the use of NCR paper (carbonless copy paper), which are held within a red, three-ring notebook, or by making a photocopy of the notes in the OSD area in L2740. If the note taker uses NCR paper, the notes will be given to the student everyday after class. If the note taker photocopies the notes, the notes can be secured in a designated mail box adjacent to the L2740 office. OSD students must be in class to receive notes, unless it was been arranged prior to class with an OSD staff member. OSD staff may also make suggestions about how OSD students may be involved in securing a note taker for a class, if appropriate, especially after a student is more experienced with being a Normandale student and the note taking process. **If you are not receiving the notes you requested, contact an OSD staff person immediately.**

Tape Recorded Lectures

If you are going to tape record lectures, let the instructor know that his/her lectures are being recorded. In order to tape lectures, a battery-operated tape recorder is recommended because of limited electric outlet access. Use a digital tape recorder or one that uses tapes with enough taping minutes so that the tape does not need to be changed during the lecture. If the instructor is concerned about having the lecture recorded, see an OSD staff member for an agreement form that clarifies your intent of using the tapes for study purposes only.

Duplicating or Photocopying

Students with disabilities are not charged for the duplication of class notes. If you need enlarged copies of class handouts, you may use the copy machine in the Academic Support Center (L2738). If you have a physical disability that affects your ability to use a copy machine, you may request assistance from an OSD staff person.

Proofreading Assistance

In order to have proofreading assistance for a Normandale paper, make an appointment on the OSD staff schedules in L2740 to allow time for this assistance. Staff will comment on spelling and sentence structure, but they will not change your writing. Additional assistance for writing papers is available to all Normandale students in the Writing Center (L3701).

Scribe

If you have a disability that impacts your ability to write, you may contact the OSD office to make arrangements for assistance. You may receive help for in-class assignments or for writing tests, but assistance with homework is not provided. You are encouraged to use computers whenever possible, including voice-activated software such as Dragon Naturally Speaking. Speak to an OSD staff person for assistance in using any OSD technology.

Computer and Adaptive Equipment

The OSD has adaptive computer training and assistance available. Make arrangements with the OSD staff for training in the use of the assistive computer technology; two examples are the screen reading software (Kurzweil) and the speech-recognition software (Dragon Naturally Speaking). Training is also available for the use of adaptive equipment such as the closed circuit television magnifier (CCTV), audio book CD players, TTY, and assistive listening device.

Lab Assistance

If you have a physical disability that impacts the handling of materials in lab classes, you need to contact the Director of the OSD **before** the lab begins. If you qualify for this accommodation, the director will discuss the situation with the faculty member responsible for the lab and determine the best mode to accommodate you during your lab experience.

Audio Textbooks

If you qualify for audio textbooks as an OSD accommodation, you need to request your audio books as soon as your class registration for a particular semester is intact. Once your schedule has been established, paperwork from the L2740 office must be completed before the audio books are ordered. It is extremely important to request your audio textbooks early to ensure that they have arrived prior to the beginning of the semester. Audio textbooks will not be ordered once the mid-point of the semester has elapsed for spring and fall, and after the 1st week of any summer session.

For reading access, CD players and a Kurzweil 3000 computer program are available in the L2740 OSD office.

Referral to Agencies

If you want to contact another agency, you may meet with the OSD staff for assistance with arranging an initial agency contact. For example, you may want to contact the Department of Rehabilitation Services (DRS) or State Services for the Blind for additional disability assistance.

Transferring to Another Postsecondary Institution

You may request a letter from the OSD Director **before** transferring to another postsecondary institution. This letter can identify which accommodations and services you have used at Normandale Community College.

Other Accommodations

You may request other educational/academic accommodations that have not been listed in this handbook. You may meet with OSD staff members to discuss any additional needs for campus, course, or program access.



Requesting Interpreters or Captionists for Classes

If you are deaf or hard of hearing and need interpreting or captioning services, you should meet with the Director of OSD or the OSD Lead Interpreter to schedule interpreting/captioning **before registering for classes**. Current students using interpreters/captionists are encouraged to register for classes on the first day of registration. Late enrollment for classes may mean that interpreting services for that term cannot be provided in a timely manner. If you withdraw from a course, let the OSD staff know immediately so that interpreting/captioning services can be canceled.

If you will be late or absent from class, you must call the OSD office before the class starts to cancel the interpreter/captionist (TTY 952-487-7032, Voice 952-487-7035 or 952-487-7037). The first time you are late or absent from class without calling the OSD office, you will receive a written reminder. If you are late or absent a second time without notifying the OSD office, you must meet with the Director of OSD. If you are late or absent a third time without notifying the OSD office, your interpreting services could be withdrawn. After three absences, an alternative accommodation could be provided instead of an interpreter.

Requesting Interpreters for Other Activities

Requests for interpreters for other programs or school related activities offered at Normandale Community College need to be made **at least 3 business days in advance**. Forms to request interpreters can be obtained from the OSD staff in L2740.

Assistive Listening Device

An individual FM assistive listening device is available for check-out from the L2740 OSD office. Additional batteries are in the carrying case, and you may request batteries from the OSD staff as needed. The OSD staff can demonstrate how to use the assistive listening device (ALD) and can assist with questions about the use of the system.



Physical Access Information

Physical access for all students is the responsibility of Normandale Community College. Some common access information is discussed in this section.

Campus Orientation - You can meet with an OSD staff member to discuss campus accessibility or to receive an individual tour of the campus.

Elevators - Six (6) elevators are available for your use: two adjacent to one another in the College Services building, one in the Jodsaas Science building, one in the Kopp Student Center, one in the Library building and one in the Fine Arts building. The third floor of the Library is controlled by key access. Ask for a key at the library circulation desk to access the third floor. When you are ready to leave the third floor, push the red button beside the elevator to alert library staff that you need assistance to leave this floor.

Bathrooms - Most bathrooms are accessible according to older standards, but the College Services building has unisex bathrooms which are larger in size on all three floors.

Tables - Individual tables with adjustable heights may be requested for your classrooms. Meet with OSD staff to determine the table height which is most comfortable.

Chairs - For individuals who have difficulty with the classroom seating, a separate chair can be provided. Meet with the OSD staff to make arrangements for the chair.

Classroom Access - If a classroom is not physically accessible for you, contact the OSD staff before class starts. They will communicate this information to the appropriate administrator.

Parking Permits - Disability parking is available for anyone with a State disability parking permit. Students with handicapped parking permits may also park in the metered spaces if the disability spaces are full. Disability parking is available near the entrances of all buildings. Spaces are identified for lift-equipped vans.

Latex/Fragrance-Free - Out of consideration for students and staff, Normandale promotes a latex-free campus. Latex balloons and gloves are not allowed. Students should also be aware of fragrance-free zones, which are posted throughout the Normandale campus.

Service Animal Policy

According to the Americans with Disabilities Act (ADA), a service animal is defined as "any animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are hearing impaired to intruders, or pulling a wheelchair and fetching dropped items". Service animals may accompany a person with a disability everywhere on campus. If there are any questions as to whether an animal qualifies as a service animal, a determination will be made by the Office for Students with Disabilities (OSD) office and the Dean of Students.

Students who are disabled and desire to use a service animal on campus must contact the OSD to register as a student with a disability, at which point staff will evaluate the disability and recommend any additional accommodations appropriate based on the functional limitations of the disability.

Requirements of service animals and their owners include:

- Dogs must be licensed in accordance with county regulations and wear a vaccination tag.
- Animals must be in good health.
- Animals must be on a leash at all times.
- The owner must be in full control of the animal at all times – disruptive animals are not allowed on campus.
- The owner is expected to provide maintenance and hygiene of the service animal as well as disposing of all animal waste.
- Service animals are prohibited from kitchens and food-preparation areas as well as utility rooms or other hazardous service areas.
- Consultation with lab instructors concerning service animals in a lab area.

LAW: Section 504, Americans with Disabilities Act (1990, 2008), and Minnesota Statute 135.A.16

Section 504 of the Rehabilitation Act of 1973 states that "no otherwise qualified handicapped individual in the United States. . . shall, solely by reason of. . . handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." This applies to individuals who are disabled or have a history of a disability or are considered to be disabled (Handicapped Persons' Rights).

A disability is a physical or mental impairment "that substantially impairs or restricts one or more major life activities." It "includes, but isn't limited to, speech, hearing, visual and orthopedic impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, diabetes, heart disease, mental retardation, emotional illness, and specific learning disabilities such as perceptual handicaps, brain injury, dyslexia, minimal brain dysfunction and developmental aphasia." Disabilities include drug addiction and alcoholism (Handicapped Persons' Rights) providing an individual does not include current illegal use of drugs. Contagious and non-contagious diseases or conditions are included if the physical or mental impairment limits one or more of life's major activities (ADA Compliance Guide).

At any postsecondary setting, including Normandale Community College:

- All qualified students must have an equal opportunity to participate in any course, course of study, educational program or activity.
 - Academic requirements must be modified case by case including length of time for degree completion. The modifications will not compromise the essential elements of the curriculum.
 - Rules that limit participation cannot be imposed such as not allowing tape recorders or guide dogs in classrooms.
 - Auxiliary aids must be provided such as interpreters, audio texts, readers, and adapted classroom equipment. State rehabilitation agencies may provide some auxiliary aids.
 - Students must be provided counseling and placement services that do not discriminate. Qualified students can not be counseled toward a more restrictive career choice.
 - Students must have an equal opportunity to employment.
- (Summarized from Handicapped Persons' Rights)

The Americans with Disabilities Act (ADA) extends civil rights laws to persons with disabilities. The ADA prohibits discrimination against people with disabilities in employment, transportation, public accommodations, communications, and activities of state and local government. According to the ADA, "an individual is considered to have a disability if that individual either (1) has a physical or mental impairment which substantially limits one or more of that person's major life activities, (2) has a record of such an impairment, or, (3) is regarded by the covered entity as having such an impairment."

In addition to Section 504, the MN Statute 135.A.16 specifies that each public postsecondary institution must have a policy for providing for the needs of students with disabilities. The policy includes support services, academic assistance services, and advocacy services.

Understanding the laws can assist you in achieving success as a student. Many web sites on the internet can help you learn more about how these laws relate to you. One site that may answer many of your questions is located at: www.pacer.org/pride/504.htm.

Please realize that the laws do not require a school to lower its academic standards, nor will schools change the rules to make it easier for you than other students. You still will be required to meet the essential components of your coursework as well as meet relevant academic and conduct standards to receive protection under the law.

COMPLAINT OR GRIEVANCE PROCEDURE

For any denial of a request for program access, the student may want to discuss the request with OSD staff. To appeal the denial of a request for program access, a student may use the informal student complaint process or the student grievance forms which can be obtained from the receptionist in Admissions.

Students may want to talk with the Director of OSD, an OSD staff member, the 504 Coordinator, or the ADA Compliance Officer with any concerns about discrimination at Normandale Community College.

Any student who thinks s/he has been discriminated against because of a disability is encouraged to contact the 504 Coordinator or the ADA Compliance Officer at Normandale Community College, the MN Department of Human Rights or the U.S. Department of Education Regional Office of Civil Rights.

A student may meet with Gail Anderson Cywinski, the 504 & ADA Compliance Officer, in the Student Affairs Office. Phone her at 952-487-8283 Voice or 952-487-7032 TTY or email her at Gail.Cywinski@Normandale.edu about the alleged discrimination.

Gail Anderson Cywinski
Normandale Community College
9700 France Avenue South
Bloomington, MN 55431

A student may file a complaint with the MN Department of Human Rights. This written complaint must be filed within one year of the alleged discrimination.

MN Department of Human Rights
500 Bremer Tower, 7th Place
St. Paul, MN 55101
(651-296-5663 Voice or 651-296-1283 TTY)

A student may file a complaint with the Office of Civil Rights. This written complaint must be signed and must be filed within 180 days of the alleged discrimination unless the filing date has been extended.

Regional Civil Rights Director
Office for Civil Rights, Region V
401 South State Street, 7th Floor
Chicago, IL 60605
(312-886-8388 Voice or 312-353-2540 TTY)

REFERENCES AND RESOURCES

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