

## FAQ

### Location and General Info

- What does the CAA do?
  - The Center for Accommodation and Access (CAA) is Columbus State University's designated office to verify students' eligibility for accommodations under the Americans with Disabilities Act (ADA). The CAA assists students in developing and implementing reasonable accommodations that are specific to the individual.
- Where is the CAA located?
  - We are in the Schuster Student Success Center, room 102.
- Does the CAA test for disabilities?
  - We do not provide any testing at the CAA. If you are interested in being tested, we recommend contacting the CSU Counseling Center as they provide psychological testing for students.
- What kinds of disabilities does the CAA accommodate?
  - We support all disabilities covered by the ADA. These can include (but are not limited to) physical, psychological, and medical/systematic disabilities.
- What kind of accommodations does the CAA provide?
  - We base accommodations off the documentation and self-report data the student provides during our initial meeting process. Because this process is so individualized, please contact the CAA directly for any accommodation concerns and your program coordinator will reach out to you to provide more specific information during the initial meeting process.
- Is my disability information shared with my professor?
  - No. When a student submits a letter request, we provide the professors information regarding the accommodations the student has registered with our office. We provide no information to professors regarding the disability we have on file. It is up to the student to determine if they would like to disclose any information related to their disability to their professors.

### Documentation Requirements and Accommodation Information

- How many years is documentation valid?
  - How long a document is considered "current" depends on many factors, including the disability type, student's age when written, and the type of documentation. If you have any questions regarding if documentation would need to be updated, please feel free to reach out to your program coordinator and they will be more than happy to meet with you to clarify if updated documentation is needed.
- Does the CAA offer temporary accommodations?

- Yes, the CAA offers both temporary and provisional accommodations.
- What's the difference a provisional and temporary accommodation?
  - A temporary accommodation is in place for a set period due to a disability that will not be permanent, such as breaking your hand.
  - A provisional accommodation occurs when a student provides some documentation but needs to provide further documentation in order for their accommodations to become permanent.
  - Both types of accommodations expire after a set time determined by the program coordinator and student, and any further extensions of these dates must be discussed over a meeting with a program coordinator and student to determine if an extension is possible.

### Current and Returning Student Information

- Do I need to re-identify with the CAA each semester?
  - We do not require students to go through the entire process every semester. Once you have been registered with the CAA, all you need to do is request your instructor letters each semester you would like accommodations.
- What is a faculty accommodation letter?
  - A faculty accommodation letter lists the accommodations a student has been approved for within the CAA office. The faculty letter is to be presented to each professor from whom the student needs to receive classroom accommodations. This ensures that the professor is aware that the student should receive those accommodations in the professor's class.
  - For any face-to-face courses the student takes, it is the student's responsibility to provide the letter to the professor and return the completed signature sheet to the CAA staff.
  - For any online courses the student takes, the student must submit their letters through the standard online form. However, the letters for online courses are emailed from the student's program coordinator directly to the professor instead of the student presenting a physical letter. Accommodation letters emailed to professors do not typically require a signature on the faculty signature sheet.
- How do I request my faculty letter?
  - You can [request your letters](#) by clicking Returning Students on the CAA website, and then selecting Request Faculty Letters. Please remember to only fill out one form with all of the semester's courses. Add courses by selecting "Add Another Class" towards the end of the form until all of the courses a student wants accommodations for have been listed. Please only click Submit once while filling out the form.
- When should I submit requests for accommodation letters in a course that I want to receive my accommodations?

- We recommend requesting your letters a few weeks to courses starting or the week of classes start. Please note that accommodation letter requests will only be fulfilled after midterms with a special meeting with either the CAA director or student's program coordinator to determine if an exception can be made.
- How do I request to take an exam in the CAA?
  - Registered students can request to take exams in the CAA's Testing Center by either [submitting a form](#) for each test that will be taken at our testing center. Remember to include the time and date of your exam!
  - Please note that only registered students who have requested their letters and returned their faculty signature sheet will be able to test at the CAA's Testing Center. Letters must be requested every semester for every course the student wants to receive accommodations.
- What technology can the CAA provide?
  - We have access to accessibility software that students are welcome to use either by scheduling a time in our Tech Lab or during their exams proctored by the CAA.
  - [Please review the software we have in our Testing and Tech Lab.](#)
  - If students have a specific request, contact [CAA@columbusstate.edu](mailto:CAA@columbusstate.edu)
- Can the CAA retroactively provide a letter to excuse disability related absences and poor performance?
  - We are unable to provide retroactive accommodations. This includes both unregistered students and registered students who have not requested accommodation letters for a course.
- What counts as proof of payment to receive my books in an alternative format?
  - Any receipt (digital or printed) showing proof of purchase is acceptable as long as a copy is provided to the CAA office or student's program coordinator.

### Faculty

- How will I be notified that one of my students has accommodations with the CAA?
  - The student should provide you with a faculty letter of accommodation and will request that you sign indicating receipt for face-to-face courses. For online courses, the student's Program Coordinator will email the accommodation letter directly to you. Please note that this letter will provide you with the accommodations you are required to provide to the student.
- What do I do when I receive an accommodation letter?
  - Read the letter carefully. It is a formal notice signifying that the student has provided the CAA with documentation of a disability and has accommodations to assure the student has equal access to the course. Please feel free to reach out to the student's respective program coordinators at the CAA [Sarah Floyd](#) ([floyd\\_sarah@columbusstate.edu](mailto:floyd_sarah@columbusstate.edu)) or [Kaitlan Beaulieu](#)

[beaulieu\\_kaitlan@columbusstate.edu](mailto:beaulieu_kaitlan@columbusstate.edu)) if you have any questions regarding the accommodations or letter.

- Are students required to identify their disability or to provide copies of disability documentation to faculty and staff?
  - No. Students are not required to disclose their disability or documentation at any point to faculty and staff.
- Can I disclose a student as having a disability to other students or in front of the class?
  - No. You are legally required to keep their information private. Please do not discuss a student's disability with other students or in front of the class where other students may overhear confidential information.
- How are exams proctored at the CAA?
  - All rooms at the CAA are proctored remotely using a camera system. We monitor all students who take exams in our Testing Center for necessary medical intervention as well as honor violations. Any honor violations found will be reported to the faculty member.
- How do I give my exam to the CAA?
  - Instructors can either email the exam to [Marie Grandison](mailto:grandison_marie@columbusstate.edu) ([grandison\\_marie@columbusstate.edu](mailto:grandison_marie@columbusstate.edu)) or drop off the exam prior to the scheduled exam time.
- How will the student's exam be returned to me?
  - The exam can either be scanned to you via email or returned to your campus box.