

# **Student FAQ**

## **What is the DRC?**

The Disability Resource Center is a student resource that provides students with disabilities access in college by assigning class accommodations, software, equipment, and other auxiliary aids.

## **What can the DRC help with?**

The DRC can help by assigning class accommodations, software, and/or equipment. We also provide additional student support such as check-in meetings to discuss challenges, help create a schedule to stay on task with the demands of school, clarify assignments, help find other campus and community resources, guiding the student on how to reach out to their instructor, and similar assistance.

## **What is the process for getting started at the DRC?**

The first step to seeking services with the Disability Resource Center (DRC) is to send us your documentation of disability. If you want additional information, please see our getting started guide located on the DRC webpage: <https://www.clackamas.edu/campus-life/student-services/disability-resource-center>

## **What accommodations are offered?**

Accommodations assigned to students depend on the student's disabilities and individual needs. We don't have a blanket of accommodations that we assign to students base on certain criteria or conditions. It's all customized because each person's disability and how it affects them varies by person. We determine and support accommodations based off our intake interview and appropriate documentation.

## **What information can the Disability Resource Center share with faculty?**

We cannot discuss the specifics of a student's disability with staff or faculty without the student's consent, but we can answer questions about providing accommodations and how to improve the student's academic experience.

## **How do my professors find out about my accommodations?**

After your initial meeting, it is the student's responsibility to login to AIM and request their accommodations each term. For help with this process, watch our tutorial video

<https://www.youtube.com/watch?v=eAfHIP8KHTM> .

### **I don't know my login for AIM, how do I find it?**

Your login to AIM is the same as your myclackamas login. The username is only the first part of your student email not the whole email. The DRC does not have access to your login information and is not able to see or change your password.

### **My password in AIM is not working, what do I do?**

The DRC does not have access to your login information and is not able to see or change your password. To reset your password, students will need to click 'forgot password' in the login window of myclackamas.

### **I didn't request my accommodations at the beginning of the term and now I need them, what do I do?**

Students can request accommodations at any time during the term by logging into AIM and submitting their accommodation letters, please see our tutorial video <https://www.youtube.com/watch?v=eAfHIP8KHTM>. However, accommodations are not retroactive, they only apply from the point requested and forward.

### **What do I do if I feel my accommodations are not giving me equal access in my classes?**

If at any point you feel you do not have equal access or that the accommodations are ineffective, please contact the DRC. To request a specific accommodation please complete our Request to Adjust Accommodations Form on our website and email it to [drc@clackamas.edu](mailto:drc@clackamas.edu)

### **What happens if a professor does not want to provide an accommodation?**

Please contact the DRC. The DRC is responsible for ensuring that all students with disabilities have equal access to their education, and we will work to support you and your professor to make sure you have access.

### **How do I request CART Services?**

You can request captioning or ASL interpreting by filling out the CART Request form on the DRC website and emailing it to [drc@clackamas.edu](mailto:drc@clackamas.edu)

### **How do I request ADA Furniture?**

You can request ADA furniture by filling out the Alternative Furniture Request form on the DRC website and emailing it to [drc@clackamas.edu](mailto:drc@clackamas.edu). The DRC can only provide ADA furniture for on campus classes and events. Students must have an Alternative Furniture accommodation to request ADA Furniture. If you do not have this accommodation please speak to the DRC about adding it to your accommodation list.