

**Center for Student Academic Support
University of Tulsa**

Services Guidebook



210 Lorton Hall

800 S. Tucker Drive

Tulsa, OK 74104

918-631-2315 (Phone)

918-631-3329 (TDD)

918-631-3459 (Fax)

<http://www.utulsa.edu/CSAS>

**Center for Student Academic Support Handbook
Table of Contents**

General Information.....	3
Retention Alert and MAP-Works.....	4
Tutorial Services.....	4
Academic Counseling.....	5
Services for Students with Disabilities.....	5
Applying for Admission.....	6
Enrolled Students.....	6
Support Services and Accommodations.....	7
Eligibility for Accommodations.....	8
General Accommodations.....	9
Learning Disabilities or Attention Deficit Disorder.....	14
Physical Disabilities or Other Medical Conditions.....	14
Deaf or Hearing Impaired.....	14
Accommodations Letters.....	15
Records and Confidentiality.....	17
Grievance Procedures.....	17
Outreach and Workshops.....	18
On Campus Resources.....	18
Community Resources.....	19

GENERAL INFORMATION

Mission Statement

The Center for Student Academic Support provides programs designed to increase student retention by providing a range of resources and support to enhance student success.

Purpose and Philosophy

The Center for Student Academic Support is an initial reference point for students looking for academic support. The Center serves academic needs of students and promotes effective interaction between students and faculty/university personnel. The Center for Student Academic Support staff is committed to helping students succeed academically and believes in providing each student with the most appropriate range of resources necessary for their progress towards graduation.

General Services

- Identification and monitoring of students at risk through programs such as Retention Alert and MAP-Works
- Tutoring services for any course at the University of Tulsa
- Individual Academic Counseling
- Accommodations for students with disabilities
- Academic skills workshops
- Referrals to other campus and community support services

Fees

All services offered through the Center for Student Academic Support are available at no cost with the exception of the Tutorial Services. Tutorial services for lower division courses are available for \$5 per hour. For upper division courses, payment is arranged with the specific tutor. Students may purchase "Tutor Tickets" through the Center for Student Academic Support.

Hours

The Center is open 8:00 a.m. to 5:00 p.m., Monday-Friday. Weekend appointments are arranged on individual basis. Appointments can be made during office hours either in person or by calling (918) 631-2315.

DESCRIPTION OF SERVICES

Retention Alert and MAP-Works

In order to identify and assist students who need academic and other support, the University of Tulsa utilizes two programs that are available to faculty and staff with an educational need to know this information. Retention Alert is used by faculty to identify students who are struggling academically and to make referrals for appropriate support services. MAP-Works is used by faculty and staff to identify freshmen students who are struggling both academically and/or with the transition from high school to make referrals for appropriate support services. Staff in the Center for Student Academic Support are one common referral source, and staff regularly reach out to individual students to assist students in making improvements to help them succeed.



Tutorial Services

The tutoring program at the University of Tulsa is designed to assist students in gaining the confidence and skills necessary to succeed in all coursework. TU subsidizes tutoring for lower level courses. Tutoring is a supplement to the learning process—not a replacement for your instructors. Peer and professional tutors provide a more comprehensive support program to all students. The subsidized rate for most block courses and other lower level courses (1000-2000) is \$5.00 per hour. For 3000+ level courses, tutoring payment is arranged directly with the tutor.

Students may stop by CSAS or log on to WebCT for access to the tutor database and to obtain contact information for a prospective tutor.

Students will arrange a meeting time at a public space on campus with the tutor. Tutor tickets are purchased at CSAS (we accept cash, check, and credit/debit cards). Athletes will contact their sports coordinator for tickets. Students will provide the tutor with one ticket for each hour of tutoring. If a student cannot find a tutor in a particular course, contact CSAS for assistance.

Academic Counseling

The Center for Student Academic Support offers individual academic counseling for students who are looking for help with their studying. These 30-minute weekly sessions are free and designed to encourage students to identify their learning styles in an effort to improve productive studying and consequently GPA. Academic Counselors are graduate students, typically in the student's same college. To request



academic counseling, students may contact CSAS and make appointments with either Ruby Wile or Tawny Taylor for screening. Various topics are covered in academic counseling, but may include the following: time management, organization, prioritizing, note-taking skills, finding your learning style, test anxiety, preparing for exams, motivation, dealing with academic difficulties, memory and concentration, test-taking and presentation strategies, getting off academic probation, and passing portfolios.

Services for Students with Disabilities

The Center for Student Academic Support offers a comprehensive range of academic support services and accommodations for students with disabilities. We encourage prospective students and newly admitted students to contact CSAS to discuss their special needs. One of our major goals is to provide services which will, in combination with the resources and talents of the student, maximize the student's independence for full participation in the TU curriculum and provide an opportunity to achieve career goals.

Applying for Admission

As students fill out their TU application for admission, they will find a question about disability. While applicants are not required to disclose information about disabilities, they may voluntarily disclose or request information from CSAS about disability accommodations. In general, all applicants, including those with disabilities, must meet the admission requirements as stated in the TU Catalog. The university does not consider disabilities in its decision-making process, even if it knows of a disability, without a request and disclosure by the applicant. Admission requirements for students with disabilities are the same as for all other students.

If students desire to provide verification about a disability, they should submit professional documentation, such as a letter from the diagnosing professional, to CSAS, Attention: Jane Corso, Ph.D. Disability documentation should be no more than two years old. CSAS may request more current or updated documentation if necessary for verification of disability accommodation needs.

Enrolled Students

The university policy relating to students with disabilities is published in the Student Handbook. The policy and related forms are also available at CSAS and are subject to periodic review and revision by the university. Appropriate modifications or accommodations will be worked out on a case-by-case basis and will not necessarily incorporate all requested changes. Determination of eligibility and approval of educational accommodations will be made by an Eligibility Committee (including the 504/ADA Coordinator, at least one individual selected by the 504/ADA Coordinator and knowledgeable in the specific area of disability, an administrative representative from the college in which the student is enrolled, and an additional representative as determined appropriate by the 504/ADA Coordinator). This committee or its successor will also review all requests for changes in accommodations. The committee will provide a written accommodations statement for the specific

academic area(s) it deems appropriate, including library facilities. Faculty and other personnel will provide accommodations only according to the official written accommodations statement. This document will not cover accommodations for a student as an employee. Such accommodations must be separately requested through the Office of Personnel Services.

Support Services and Accommodations

The University of Tulsa and CSAS provide reasonable academic-related and other accommodations for students with documented disabilities when there is a disability-related need for the accommodation. TU is in compliance with requirements under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. Students must provide sufficient disability documentation as determined by the 504/ADA Coordinator before services or accommodations will be provided (accommodations cannot be provided retroactively). It is the student's responsibility to provide or pay for the cost of this documentation. After the appropriate documentation is received at CSAS, the student will make arrangements to meet with the 504/ADA Coordinator to discuss disability-related needs. TU reserves the right to determine the most effective and timely accommodation(s) after consultation with the student and appropriate health care providers (with the student's permission) as the 504/ADA Coordinator deems essential.

There are detailed procedures for the use of the services or accommodations, and there are appropriate restrictions or limitations on some of the services and accommodations. Students should meet with CSAS staff to discuss these procedures and review the written policies and/or to resolve any problems with access to campus programs or activities. *Certain services or accommodations may need more advanced planning and students are urged to contact CSAS at least one month before the start of classes for any semester to discuss accommodations.*

Accommodations for off-campus placement, such as internships, study abroad, or other experiential programs, may be subject to limitations beyond the control of the university. Students should seek accommodations for such off-campus programs as far in advance as possible so that the 504/ADA Coordinator can attempt to work with the off-campus site in the best interest of the student's educational opportunities.

The University of Tulsa can also offer support services for the temporarily disabled and should contact the 504/ADA Coordinator for assistance.

Eligibility for Accommodations

It is the responsibility of the student who requests educational accommodations to provide documentation verifying a



disability and the need for accommodations. Documentation must be prepared by appropriately certified personnel qualified to diagnose disabilities including, but not limited to, a certified or licensed physician, educational diagnostician, learning disability specialist, or psychologist. The service providers cannot be associated with the University of Tulsa in a full-time or part-time

employment capacity. The following documents will be needed:

- Testing procedures followed, the instruments used to assess the disability, the test results, and the interpretation of the results. Some disorders, such as Learning Disabilities or Attention Deficit Disorder, must meet specific criteria (contact the 504/ADA Coordinator for more information).
- Recommended academic accommodations, which are taken into consideration when identifying reasonable academic adjustments.
- Individual's present achievement level, which should be as comprehensive as possible. To be in the student's best interest, this should usually be dated

no more than three years prior to the student's request for services.

- Test results for the following characteristics: intelligence, vocabulary, reading rate, reading comprehension, spelling, mathematical comprehension, memory, and processing skills (these are required for most disabilities involving intellectual functioning).
- Additional testing results or additional appropriate documentation of the disability determined as needed by the Eligibility Committee.

General Services and Accommodations

Maintaining the integrity of the academic environment is important. Students are expected to make satisfactory progress in their classes as defined by instructors. Accommodations are not made in the level or type of academic information students will be expected to learn or in grading. Accommodations are not applied retroactively. The Eligibility Committee will make decisions regarding appropriate accommodations that will still maintain the integrity of the academic program. The University of Tulsa can offer the following typical accommodations (more individualized accommodations may be determined as needed by the Eligibility Committee):

Pre-enrollment planning and priority enrollment

Students may discuss enrollment planning with staff in CSAS. Priority enrollment is also offered (enrolling prior to other students). CSAS staff will also assist students in consulting with faculty about disability accommodations for courses and in advocacy for appropriate disability accommodations.

Part-time enrollment or reduced course-load

If there is a disability-related need, students can take a reduced course load while still being considered a full-time student.

Disability Management Counseling

Counseling staff and other staff are available to discuss management of a disability and other issues (e.g., transition to college). The university also provides disability resource materials and will provide referrals to other campus and community resources for further assistance as needed.

Tutoring Services

Group and individual tutoring is offered through CSAS at a university-subsidized fee of \$5.00 per hour of tutoring.

Assistive Technology

CSAS can arrange for assistive computer technology. CSAS will also assist students in ordering taped textbooks via Recordings for the Blind and Dyslexic. CSAS has a limited number of audio recorders/players available for student use.

Physical Accommodations

The University of Tulsa provides on campus transportation and accessible parking. Most facilities have access ramps and all



campus buildings have at least one accessible entrance. CSAS staff can provide an orientation to access routes and features, as well as assistance with architectural barriers. In the event a class or program is not accessible, CSAS staff will work with students and instructors or staff to provide reasonable accommodations such as changing the location of the class, removing fixed seating to enable access, arranging for instructor office hours in an accessible location. Students should notify CSAS immediately of any physical barrier to their participation in a class or program so that modifications may be made.

Course Substitutions

It is sometimes necessary to substitute certain course requirements for other courses. This is determined as needed. Students with disabilities are not excused from course prerequisites, GPA requirements, or degree requirements. In limited circumstances it may be appropriate to allow course substitution of an academic requirement when it is clear that the student's disability will make the requirement impossible. These accommodations cannot damage the integrity of the academic program and are given on a case-by-case basis.

Absences Notification

Some students may need more flexibility with course attendance (although this does not mean that attendance policies do not apply). In some



classes, participation and attendance are essential (such as labs, music, practica). These instances should be discussed with the 504/ADA Coordinator. CSAS, upon receipt of appropriate documentation, can assist students in notifying instructors of disability-related absences (e.g., medication concerns, transportation or mobility issues, chronic illness). This notification is not an excused absence but simply

a notification to the instructor. The student is still responsible for contacting the professor to obtain missed assignments or deadlines.

Preferential Seating

CSAS will work with instructors to provide preferential seating locations for students if necessary.

Distraction-Reduced Environments

CSAS can provide distraction-reduced testing environments. Students will pick up a Gold Form in CSAS to give to their instructors one week before any scheduled exam. Exams will be dropped off at CSAS by instructors. Students must contact CSAS *at least 5 days* prior to their exam to schedule a time to take the exam. Most often, students will be able to take the exam in a private study room. On occasion, one other student may be in the room as well due to limited availability of private rooms. CSAS staff provide proctoring for these exams. In some situations, students may arrange to study in these private areas.

Study Skills Workshops

CSAS provides a number of workshops on a group or individual basis related to study skills, test-taking strategies and preparation, stress management, test anxiety, job search skills, presentation preparation, general anxiety, etc.

Technology Accommodations in Classes

CSAS can work with instructors to get permission for students to record class lectures. It is recommended that students meet with their professors before classes to discuss these needs. Students may also be given permission to take notes using a laptop. The use of calculators on exams, use of spell check devices for exams, and use of laptops for essay exams can also be arranged. Devices must typically be pre-approved by the instructor so that the devices do not perform the functions that are being tested.

Students should check with instructors before classes to determine if any videos shown in class will be accessible (e.g., closed-captioned, open-captioned, or subtitled). If videos will not be accessible, students should contact CSAS to arrange for captioning. CSAS can provide assistive listening devices, TDD's, and audio recorders on a limited basis.

Sign Language and Oral Interpreting Services

CSAS will work with students to arrange for interpreters using American Sign Language as needed to facilitate communication between deaf or hard of hearing individuals and hearing

individuals. Interpreting services must be arranged in advance. Oral interpreting may also be arranged in advance.

Extended Time on Exams

Students may be granted permission to take an extended amount of time for exams. Students will pick up a Gold Form in CSAS to give to their instructors one week before any scheduled exam. Exams will be dropped off at CSAS by instructors. Students must contact CSAS *at least 5 days* prior to their exam to schedule a time to take the exam. Most often, students will be able to take the exam in a private study room. On occasion, one other student may be in the room as well due to limited availability of private rooms. CSAS staff provide proctoring for these exams. In some situations, students may arrange to study in these private areas. In general, extended time is one-and-a-half times the normal exam time.

Note-Taking Assistance

Access to lecture notes, overheads, and PowerPoint presentations may also be arranged. Students may make requests for note-takers who will take the notes and provide the notes to the instructor who then provides the notes to the student. Students may ask fellow classmates for copies of notes directly. Some notes are posted on WebCT by instructors. If class summaries or transcripts are needed, CSAS can work with instructors to get these. When students are absent, they will need to make arrangements to get the missed materials.

Scribes

Students may qualify for the use of a scribe, which is provided by CSAS. Scribes are used as vessels for writing and not as answer keys.

Readers for Exams

Some students may require exam questions to be read to them. CSAS may utilize computer software programs for this or a CSAS staff member will read the exam to the student when arranged in advance.

Some typical accommodations based on type of disability are listed below:

Learning Disabilities or Attention Deficit Disorder Services/Accommodations

- Referral for assessment
- Testing accommodations
- Note-taking assistance when arranged in advance per CSAS guidelines
- Reading services and assistance in ordering taped textbooks via Recordings for the Blind and Dyslexic
- Loan of cassette recorder/players (available on a limited basis)
- Computer technology
- Group or individual tutoring

Please note: Students with Learning Disabilities or Attention Deficit Disorder are strongly urged to contact CSAS about the diagnostic testing guidelines for the TU Eligibility Committee. There are specific testing instruments and procedures that are required, and the diagnostic support report must have been completed within the past two years.



Physical Disabilities or Other Medical Conditions

- On-campus transportation and accessible parking
- Orientation to physical access features and routes
- Access ramps to most facilities
- Testing accommodations
- Assistance with architectural barriers

Deaf or Hearing Impaired

- American Sign Language interpreting services when

- arranged in advance per CSAS guidelines
- Oral interpreters when arranged in advance per CSAS Guidelines
 - Note taking assistance
 - Assistance with finding alternate texts
 - Assistive listening devices, TDD's
 - Special seating in classes
 - Individual tutoring
 - Captioning (when available)

Nondiscrimination Statement: The University of Tulsa does not discriminate on the basis of race, color, national origin, gender, religion, age, veteran status, or disability in employment, in provision of services, or in access to university programs. Special accommodations for a disability should be made at least 48 hours prior to a scheduled event by contacting the 504/ADA Coordinator.

Accommodation Letters

CSAS, upon the determination of reasonable accommodations, will notify students of these accommodations. Students are responsible for picking up letters to instructors and delivering those at the **beginning of each semester**. These letters describe the student's individual academic accommodations and special needs, and do not include diagnosis. These letters will serve as the **only** official method of notification to the instructor. Accommodations are requested and arranged each semester for each course. Accommodation requests are submitted by students at least three weeks prior to the start of any semester. If changes to accommodations are requested, these should be submitted at least one month prior to the start of any semester so that the Eligibility Committee can meet and make any needed changes. Students, upon receipt of their accommodations, are encouraged to speak with their instructors during the first week of classes about their needs. Please remember that for testing accommodations, students should contact instructors and CSAS at least 5 days prior to **each** exam to



arrange for timely accommodations. A sample letter that is sent to students to confirm accommodations is provided below:

SAMPLE LETTER

August 10, 2011

Jane Doe
10 Zink Hall
Tulsa, OK 74104

Dear Jane,

The University of Tulsa's Eligibility Committee revised your Application for Disability Services on August 8, 2011 and determined that you are eligible for academic accommodations based on recommendations made in the disability documentation that you provided. The following accommodations will be provided to you:

- Extended test taking time at one-half
- Testing in a distraction reduced environment

If you require a change in the above accommodations, you must complete a Request for Change of Disability Accommodations and provide documentation. These requests must be submitted to the Center for Student Academic Support and reviewed by the Eligibility Committee.

In addition to the accommodations noted above, the Center for Student Academic Support offers special services to all students at the University of Tulsa. Some of these additional services include the following:

- Pre-enrollment planning
- Group or individual tutoring in specific academic areas (provided at student's expense)
- Special CSAS workshops or seminars to increase skills in time management, test preparation, library research, study strategies, and many other academic areas.

Please stop by CSAS at your earliest convenience to sign a Rights and Responsibilities Form, and don't hesitate to contact me with any questions or concerns you might have. You may reach me at 918-631-2315.

Sincerely,

Jane Corso, Ph.D., Director
Center for Student Academic Support
University of Tulsa

Records and Confidentiality

CSAS is committed to ensuring that all information and communication pertaining to a student's disability is maintained as confidential as required or permitted by law. No one will have immediate access to student files in this office except appropriate CSAS staff. Any information regarding a disability is considered confidential and can only be shared with others within the University who have a legitimate educational interest. All staff members have received training about protecting student privacy and have agreed not to release any information outside of this office without the permission of a professional staff member. The laws protecting student disability records include the Family Educational Rights and Privacy Act, Section 504 of PL.94-142, and the Americans with Disabilities Act. If a student wishes to have information about his/her disability shared with others within the University or outside the University, the student must provide a written request by signing a Release of Information Form. The student should understand the purpose of the release and to whom the information is being released. All documents submitted become part of the student's permanent file at CSAS.

Grievance Procedures

The University of Tulsa is committed to providing equal access for all students to its programs and services, including the equality of opportunity to be competitive in academic endeavors. Effective and efficient implementation of this commitment requires the cooperation of all the University's offices, departments, and personnel as well as appropriate utilization by the students of the University's services, depending on their particular situations and needs. Students who believe they have been discriminated against on the basis of their disability may choose to engage in the ADA Student Grievance Procedure. Students may contact the 504/ADA Coordinator for more information, stop by CSAS for the grievance policy and procedures, or contact the Compliance Attorney in the General Counsel Office in McClure Hall for grievances against the 504/ADA Coordinator or the Eligibility Committee.

Outreach and Workshops

Staff in the Center for Academic Support conduct various outreach presentations and training workshops for students, faculty, staff, and community members. These workshops are conducted on a weekly basis (Wednesdays from 12:10-12:50 p.m. in 206 Lorton) or may be scheduled at alternative times by contacting CSAS. Many topics are available, but some examples include the following: study skills, test-taking and presentation skills, memory and concentration, time management, motivation, organization and prioritizing, learning styles, test anxiety, and passing portfolios.

On Campus Resources

(918) Area Code

Admission Office	
Undergraduate.....	631-2307
Graduate.....	631-2336
Law.....	631-2406
Advising Offices	
Arts and Sciences.....	631-2244
Business.....	631-2214
Engineering and Applied Sciences:.....	631-2478
Alexander Health Center:.....	631-2241
Career Services.....	631-2549
Computer Assisted Writing Center.....	631-3131
Computer Lab:.....	631-2341
Counseling and Psychology Services.....	631-2200
Financial Aid.....	631-2525
Foreign Language Lab.....	631-2808
International Student Services.....	631-2329
Math Lab.....	631-2228
Registration and Records.....	631-2253
Speech and Hearing Clinic.....	631-2504
Student Financial Services.....	631-2526
Tutoring Program.....	631-2315
Veterans Assistance.....	631-2608

Community Resources

- Association on Higher Education and Disability:
<http://www.ahead.org/>
- Tulsa Center for Individuals with Physical Challenges:
www.tulsacenter.org
- Department of Veterans Affairs: <http://www.va.gov/>
- GI Bill, Post 9/11: <http://www.gibill.va.gov/>
- National Center for Accessible Media: <http://ncam.wgbh.org/>
- Oklahoma ABLE Tech: <http://www.ok.gov/abletech/>
- Office of Civil Rights Information on Section 504 and the ADA:
www.ed.gov/policy/rights/guide/ocr/disability.html
- Recording for the Blind and Deaf: <http://www.rfbd.org/>
- Tulsa Area Alliance on Disabilities:
<http://www.csctulsa.org/disabili.htm>

