

Complaint Regarding Services for Students with Special Needs

February 15, 2010 – Student A met with the Coordinator for Students with Special Needs, Ms. Dianne Avillion, reference not receiving a special needs accommodation for testing during the final examination for ASL 1140, American Sign Language I, taken during Fall Semester 2009. Student A advised that his accommodation allows for testing in a distraction free environment separate from his classmates; however, his final examination was taken in the presence of his classmates.

February 22, 2010 – Student A met with Ms. Avillion and the Associate Dean of Student Services, Ms. Chris Bishop. Student A reiterated his desire to retake the final examination in a distraction free environment. He was advised of the accessibility grievance procedure.

February 26, 2010 – Student A submitted a written request to retake the final examination in ASL 1140 in a distraction free environment. [document SS A-1]

March 3, 2010 – Student A met with Ms. Avillion, Ms. Bishop, and Chief Academic Officer, Dr. Joyce Goldstein, to discuss his request.

March 4, 2010 – Letter sent from Dr. Goldstein to Student A advising his request to retake the final examination for ASL 1100 in a distraction free environment was approved. [document SS A-2]



NORTHWEST FLORIDA
STATE COLLEGE

ACCESSIBILITY GRIEVANCE FORM

Name: _____
(Please print)

Date: February 26, 2010

Telephone Number: _____

Date(s) of occurrence: Fall Semester 2009

Nature of Complaint:

- Building Access
- Accommodations within classroom
- Inaccessibility to program, services and/or activities of the college
- Problem with Office for Students with Special Needs
- OTHER:

Please explain the situation and circumstances of your complaint:
Use Additional Sheets of paper as necessary.

SIGNATURE:

See Attached

Return form to Room C-219, Student Services (C-2) for student complaints.
Return form to Room A-120, Administration Building (A) for all other complaints.

To: Northwest Florida State College

From: [REDACTED]

I respectfully request to take the ASL semester exam using my accommodations for testing. My accommodations for testing were not used during the final exam in December. My accommodations allows for separate testing from the general population of students. I tested *with* the general population of students, and it created great difficulty in focusing on the exam and keeping up with the pace of the exam.

As soon as the school reopened for this new semester, notification was made to the Mrs. Pierson of my desire to take the exam with my accommodations. She in turn made contact with Mrs. Dianne Avillion, Coordinator for Students with Special Needs. Mrs. Avillion did not realize that the accommodations for testing had not been used. It was simply a breakdown in communications. Since I had made notice within the 30 days, I was waiting for Mrs. Avillion to make contact with me about what to do next. We initiated contact with Mrs. Avillion still within the 30-day period since we had not heard from her, and she said she was waiting on me to call even though I had made the initial contact with Mrs. Pierson. Mrs. Avillion was not available for an appointment on Monday or Wednesday after my class until February 15th when we did met.

I am a dual-enrolled high school student. I realize even more now the importance of self-advocacy in college compared to the accommodations that are set up in high school.

I realize that the purpose of an exam is an assessment my knowledge of the material. The main fact is that I knew the material far better than was reflected in the exam had my accommodations been used. Taking this exam with my accommodations would not put me at an advantage over other students. It actually puts me more at a disadvantage because testing when the information is current after a semester exam review by the instructor is the best time to test. By testing with my accommodations, it will at least give me a chance to show in a separate testing situation my knowledge of this material.

Upon approval of me testing with my accommodations, please make notification at 585-3119.

Respectfully submitted,

[REDACTED]

[REDACTED]



Document SS A-2
NORTHWEST FLORIDA
STATE COLLEGE

100 College Boulevard • Niceville, FL 32578-1295 • (850) 678-5111 • www.nwfstatecollege.edu

March 4, 2010



FILE COPY

Dear [REDACTED]:

This letter is in response to your written request to retake a section of the final exam in ASL1140 American Sign Language I with Assistant Professor Donna Pierson.

After careful consideration, I have decided to grant your request. You are to make an appointment to take the "signing" section of the exam with Ms. Pierson. The exam should be completed no later than Friday March 12, 2010.

Your attendant Jan will accompany you to the exam. You will be given extra time in between responses to each phrase that is signed to you. This exam grade will be calculated for your final course grade.

If you have any questions, please contact Ms. Dianne Avillion by going to her office in Building C-2, on the Niceville Campus, or calling her at 729-6079.

Sincerely,

Joyce A. Goldstein, Ph.D.
Chief Academic Officer

Cc: Christine Bishop, Associate Dean, Student Services
Donna Pierson, Assistant Professor
Dianne Avillion, Coordinator of Services to Students with Special Needs