



CENTRAL OREGON
community college
**STUDENT ACCESSIBILITY
SERVICES**

OUR TEAM

JAMIE ROUGEUX

Director

- General Oversight of all areas
- Conducts Accommodation evaluations and disputes
- Researches/Develops best practice policy for ADA implementation
- Project Development in collaboration campus wide

ERIN TRIMBLE

*American Sign Language
Interpreter & Captioning
Coordinator*

- Evaluates/Assigns Captioners/Sign Language Interpreters
- Manages resources and custom requests needed for assignments and work flow
- Connects with community partners

MIRANDA BROOKS

Assistant Director

- Training, support, and manages ADA Test Testing
- Evaluates documentation
- Support for Captioning/SLI Coordinator
- Manages frontline communication and staffing needs and coverage

JENNA FROMME

*Accessible Technology
Coordinator*

- Conducts student intake appointments
- Manages technical accommodation requests
- Supports Universal Design in collaboration with eLearning
- Assists with accommodation disputes

Various Irregular Wage

*Captioners/American Sign Language
Interpreters/Document Formatter/Test
Proctor*

- Completes captioning and/or sign language interpreting as assigned
- Assists in technical document formatting
- Backup ADA proctor

JOE KARLI

ADA Test Coordinator

- Approves/Reschedules ADA Testing appointments
- Coordinates and manages all ADA Testing information and communication
- Proctors/Implements ADA Testing
- Backup test formatter as needed



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OUR FOUNDATION

OPERATING PRINCIPLES

Process Driven- we implement by:

Consistency:

- Directions
- Expectations

Best Practice:

- Aligning with national standards
- Safeguards for compliance

Interactive:

- Asking for information
- Decision making/Accommodation approvals

Federal Compliance- we uphold by:

Confidentiality:

- Withholding disability specific information

Documenting:

- Internally recording everything

Reasonable time frames:

- Responding/communicating in a timely manner

Accessibility:

- Accommodation accounts available online

Quality Professionals- we represent by being:

Knowledgeable:

- Attending trainings and conferences for up-to-date information

Data Driven:

- Collecting and adapting to trending student needs

Resourceful:

- Utilizing professional listerves/cohorts
- Consulting with state and nationwide experts

Department Values

Justice

Promote equitable treatment

Dependability

Reliable staff

Cooperation

Work collaboratively with others

Flexibility/Creativity

Adjust to new circumstances

Customer Service

Responding timely, transparent, and with support

Responsibility

Careful considerations in our decision making



COCC Strategic Plan

COCC Mission: empowers students and engages communities through high-quality, equitable and accessible lifelong education.



Department Mission

Disability Services (Mission): works to provide access of COCC offerings for people with disabilities through partnerships with students, staff, faculty, and community members by providing education, advocacy and accommodations.



Department Actions

TESTING ACCOMMODATIONS

- Academic integrity environments
- Technical Support
- Communication/Reporting

COMMUNITY BUILDING

- American Sign Language Social Lunch
- Volunteer opportunities
- Outreach to the Deaf and Hard of Hearing community

ACCOMMODATION SUPPORT/EVALUATION

- Interactive Process (evaluation, disputes, etc.)
- Accessible processes
- Referrals to additional support

DIGITAL ACCESSIBILITY

- Directions for digital accommodations
- Guidance for digital content
- Individual plans for remediation



Department Collaboration Projects

We collaborate regularly with these departments in implementing our operating principles, values, and actions

ELEARNING

- Universal Design for Learning
- Digital Accessibility Support

FACULTY

- Accommodated student behavior consultations for conduct
- Course Accommodations
- Accessible Course Design

STUDENT LIFE

- Accommodated student behavior consultations for conduct
- Referrals for resources
- DEI collaboration

RESIDENCE HALL

- Housing Accommodations
- Meal Plan Accommodations

CAMPUS SAFETY

- Accommodated student behavior consultations for conduct
- Service Animal Consultations

CAMPUS SERVICES

- ADA Shuttle Coordination
- Campus Accessibility Collaboration

TESTING AND TUTORING CENTER

- Alignment in testing standards
- Tutoring Accommodations Support

HIGH SCHOOL PARTNERSHIP

- Transition to college
- High school vs. college

STUDENT SUPPORT SERVICES

- Consultation/Coordination with external organizations
- Referrals

INFORMATION TECHNOLOGY SERVICES

- Technology support
- Digital Accessibility



Within our Scope (what we do)

- Instructor Portal Training (faculty)
- Send notification emails
- Ask for information about your course (faculty)
- Be cautious in sharing student information
- Create a working plan with you
- Provide as much information on a topic as we can, and refer to resources
- Hold students to specific accommodations, timelines and processes
- Consult with multiple departments and provide input



Not within our scope (what we don't do)

- Make decisions on a whim
- Expect faculty to accommodate beyond the letter of accommodations
- Disclose disability/diagnosis information
- Provide accommodations for 'personal study skills' (organization, tracking due dates, managing assignments, etc.)
- Responding as the 'call in case of emergency'- if the student contacts us for help retroactively
- Provide accommodations beyond instructional departments (We are happy to provide consultation)



What we need from you

- Refer students to us when asking for additional accommodations (faculty)
- Reference the letter of accommodations as a checklist and tell us if you have concerns/questions about an accommodated student ASAP- we can't help retroactively (faculty).
- Respond to our emails
- Ask us questions (Instructor portal, accommodation consultations, etc.)