


PALO ALTO COLLEGE DISABILITY SERVICES GENERAL INFORMATION

Contact Us

Contact Name	Contact Phone
Please note we are located in GE, room #139	
Lydia Hannawi Disability Support Services Coordinator	Note: Contact 210-486-3020 to schedule an appointment with Ms. Hannawi
Lydia Trevino Student Success Specialist III	210-486-3023 (V)
Robin Rakestraw Student Success Specialist I	210-486-3024 (V)
Renaë Quick Certified Sign Language Interpreter	210-486-3025 (V)
Peggy Taylor Certified Oral/Sign Language Interpreter	210-486-3026 (V)
Vanassa Gamboa Certified Sign Language Interpreter	210-486-3020 (V)
Tabitha Aguilar Certified Sign Language Interpreter	210-486-3020 (V)
TTY direct line	210-486-3022 (TTY)
Video Phone	210-853-5033 or 866-971-0132
Monday, Wednesday, Friday 8:00 a.m.-5:00 p.m. Tuesday and Thursday 8:00 a.m.-6:00 p.m.	
To Contact Us Using Texas Relay: To call using a TTY dial 711 or 1-800-Relay TX (1-800-735-2989)	
 Texas Relay Web Address	

About Us

Disability Support Services coordinates accommodation services for students temporary or permanent disabilities taking classes at Palo Alto College or the PAC Campus Texas A&M Kingsville classes.

Disability Support Services Goals

- To provide reasonable accommodations that enables qualified individuals with disabilities to participate in and benefit from all Palo Alto College programs, activities and services.
- To promote an environment at Palo Alto that is barrier free from both physical barriers and barriers of attitude.
- To encourage students to become as independent and self-reliant as possible.
- To provide information and consultation about specific disabilities and accommodations to the entire Palo Alto community.

Our Mission Statement

The office of Disability Support Services is committed to coordinating reasonable and appropriate accommodations, facilitating access to Palo Alto's programs and services, in addition to, promoting a campus environment that encourages individual achievement for students with disabilities. We will serve our community with professionalism, compassion, and respect.

Definition of Disability

Section 504 of the Rehabilitation Act of 1973 states:

"No otherwise qualified individual...shall solely by reason of...handicap, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Federal law guarantees all qualified students with disabilities a learning environment that provides reasonable accommodations of their disability.

Federal Law Defines a Disability as:

"any mental or physical impairment, that substantially limits an individual's ability to perform one or more major life activities." A mental or physical impairment includes: physical disabilities, visual or hearing impairments, psychological disabilities, learning disabilities, communication disorders. Major life activities include: walking, seeing, hearing, sitting standing, breathing, reading/math, learning thought processing, concentrating, interacting with others Section 504 of 1973, as well as the Americans with Disabilities Act (ADA) of 1990, prohibits discrimination in the recruitment, admission or treatment of students.

Students with documented disabilities may request accommodations that will enable them to benefit from all educational programs and activities. The ADA requires each academic accommodation to be made on an individual or case-by-case basis. Under ADA, Palo Alto College must ensure that its programs, activities and facilities are accessible to qualified students with disabilities.

To Establish Eligibility for Support Services:

If you have a disability (as defined by ADA) which requires an accommodation or support services, please present up-to-date documentation establishing a disability to Disability Support Services, Palomino Center, room 119. If the documentation presented is what is needed to establish a disability as defined by ADA and Section 504, you can make an appointment with the Coordinator of Disability Support Services for an Intake Interview which is the second part of establishing eligibility for services. At the time of your Intake Interview and for each semester you request services, you will complete a Request for Services form and meet with the Coordinator. At the time of your appointment, the documentation will be reviewed and accommodation services will be determined.

These letters are given to the instructors by the students requesting academic accommodations once eligibility is established. The letters indicate which academic accommodations the student is eligible to receive. The student's disability is not disclosed. Please Note: The College DOES NOT provide Personal Attendant Care Services. Service Animals are welcome!

What does Appropriate Documentation of Disability Mean?

To determine eligibility for accommodations, potential students must provide Disability Support Services with one or more of the following up to date proof of disability.

1. A signed statement by a licensed professional, on that person's professional letterhead, whose license or credentials is appropriate to diagnose the disability. The statement must indicate the disability for which accommodations are being requested.
2. A Certificate of Deafness from DARS, Division for Rehabilitative Services, Office for Deaf and Hard of Hearing Services (DHHS)
3. Audiogram from an up to date hearing test performed by a professional Audiologist.
4. A Certificate of Blindness from DARS Division for Blind Services (DBS).
5. Results from a Comprehensive Individual Assessment.
6. All evaluations must be up-to-date, administered and interpreted by a qualified professional whose license or credentials are appropriate to diagnose that disability, such as: State Licensed Psychologist, School Psychologist, Educational Diagnosticians, State Licensed, Professional Counselors, Vocational Rehabilitation Division Diagnosticians. Professional must hold these degrees: M.Ed., M.S., M.A., Ph.D, Ed.D., M.D., Psy. D. Ed.D., M.D., Psy.D.
7. Degrees must be in these fields of study: counseling, education, psychology, neuropsychology, special education, medicine. ALL DOCUMENTATION MUST BE DATED AND SIGNED BY THE PROFESSIONAL MAKING THE DIAGNOSES.

Disability Defined**Definition of Disability**

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Federal law guarantees all qualified students with disabilities a learning environment that provides reasonable accommodations of their disability.

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Students with documented disabilities may request accommodations that will enable them to benefit from all educational programs and activities. The ADA requires each academic accommodation to be made on

an individual or case-by-case basis. Under ADA, Palo Alto College must ensure that its programs, activities and facilities are accessible to qualified students with disabilities.

Federal Law Defines a Disability as:

"any mental or physical impairment, that substantially limits an individual's ability to perform one or more major life activities."

A mental or physical impairment includes:

- physical disabilities
- visual or hearing impairments
- psychological disabilities
- learning disabilities
- communication disorders

Major life activities include:

- walking
- seeing
- hearing
- sitting
- standing
- breathing
- reading/math
- learning thought processing
- concentrating
- interacting with others

Support Services

To Establish Eligibility for Support Services:

If you have a disability (as defined by ADA) which requires an accommodation or support services, please call 210-486-3020 to make an appointment with **Lydia Hannawi**, the Coordinator of Disability Support Services.

- Please bring up to date appropriate Documentation of each Disability.
- Each semester fill out a "Request For Services" form to formally request accommodations.
- At your appointment, documentation of your disability will be reviewed and accommodation services will be determined.
- Service Animals are Welcome!
- The College **DOES NOT** provide Personal Attendant Care Services.

Confidential Letter to Instructors

These letters are given to the instructors by the students requesting academic accommodations once eligibility is established. The letters indicate which academic accommodations the student is eligible to receive. The student's disability is not disclosed.

Notetakers

The student will recruit volunteer notetakers from classmates in the same class. The volunteer notetaker takes notes as usual using a special two-part carbonless lined paper provided free by the Disability Support Services. At the end of the class period the volunteer separates the pages, giving one copy to the student and keeping the other copy for herself/himself.

Testing Accommodations

This may include extended test time, use of a quiet monitored testing room, a Reader/Scribe, a calculator, Sign Language Interpreter or other approved accommodations.

Reader/Scribe Services

A Reader or Scribe will be the "eyes" or "hands" for the student in class, out of class, during monitored testing or will read printed materials onto a cassette tape.

Use of Tape Recorders

With approval, eligible students are permitted to tape record class lectures.

Sign Language Interpreting Services

Certified Sign Language Interpreters facilitate communication in the classroom, out of class meetings, and for on campus activities. An "Interpreter Request form" is required for each semester in class and for each out of class interpreting appointment. At least two weeks notice is required to arrange for in class interpreting services. At least four days prior notice is required to arrange for out of class interpreting services. For more information see our Interpreting Services page.

Adaptive Equipment

Students may qualify to use various adaptive equipment, such as, CCTV's, large screen computer monitors, one handed keyboards, speech synthesized computer software (JAWS), speech synthesized scanning software (Kurzweil 1000 & Kurzweil 3000), text enlargement software (ZoomText), voice activated software (DragonDictate), assistive listening device (Comtek), or Braille printer.

Adaptive Furniture

Raised desks are available for students using wheelchairs. Padded chairs and other furniture may also be available.

Alternative Format Handouts & Tests

Students who qualify can request to have tests and handouts available in large print, Braille, on tape etc. with prior notice.

Tutoring Referral

Referrals are made to various programs on campus that offer tutoring.

Referrals to On-Campus & Community Resources

We can refer students to campus and community resources that might fit your needs.

Documentation Requirements

What does Appropriate Documentation of Disability Mean?

To determine eligibility for accommodations, potential students must provide Disability Support Services with one or more of the following up to date proof of disability.

Appropriate Documentation is:

















- A signed statement by a licensed professional, on that person's professional letterhead, whose license or credentials are appropriate to diagnose the disability.
- The statement must indicate the disability for which accommodations are being requested.
- A Certificate of Deafness from DARS, Division for Rehabilitative Services, Office for Deaf and Hard of Hearing Services (DHHS)
- An Audiogram from an up to date hearing test performed by a professional Audiologist.
- A Certificate of Blindness from DARS Division for Blind Services (DBS).
- Comprehensive Individual Assessment

Results from a Comprehensive Individual Assessment.

- All evaluations must be up to date, administered and interpreted by a qualified professional whose license or credentials are appropriate to diagnose that disability, such as,
 - State Licensed Psychologist
 - School Psychologist
 - State Licensed Professional Counselors
 - Vocational Rehabilitation Division Diagnosticians
 - Staff of Postsecondary Institutions, Disability Service Offices and Departments of Special Education.
- Professionals must hold these degrees:
 - M.Ed.
 - M.S.
 - M.A.
 - Ph.D
 - Ed.D.
 - M.D.
 - Psy.D

- Degrees must be in these fields of study:
 - Counseling
 - Education
 - Psychology
 - Neuropsychology
 - Special Education
 - Medical
- Documentation must include the signature and title of the professional making the diagnosis.

Disability Links

Accessible Web Design Links	
 WebAIM - Web Accessibility Site	
General Disability Links	
 ADA Document Center	 HEATH Resource Center - National Clearing House on Postsecondary Education for Individuals with Disabilities
 AHEAD Home Page	
Deafness/Interpreting/Sign Language Links	
 English Works at Gallaudet University	 RRTC for Deaf or Hard of Hearing
 PEPNet - Post Secondary Educational Program Network	 Tauscher Deaf Resources Links
Learning Disability Links	
 Dyslexia	 Learning Disabilities On-Line
 The Dyslexia Institute	 Learning Disabilities Association of America
 International Dyslexia Association	 LD Resources
 Learning Disabilities	 National Center for Learning Disabilities

