CORONAVIRUS AND THE OFFICE OF STUDENT ACCESSABILITY

The Office of Student AccessAbility recognizes disability as a vital aspect of the campus community. We do understand COVID-19 can be more of a concern for some of you than to the general population.

We hope you have found the university messages on coronavirus [www.utdallas.edu/coronavirus](http://www.utdallas.edu/coronavirus) to be helpful.

However, it is important to send a message particularly tailored to the community with disabilities or health issues.

Please see the resources and information below that OSA has collected from other higher education institutions.

If you have questions or concerns, we invite you to contact our office;
If the campus is open, for immediate support contact OSA at (972) 883-2098 (mon-Fri, 8am-5pm)
For assistance in 24-48 hours: please email studentaccess@utdallas.edu

The Office of Student AccessAbility will remain open for appointments and walk-ins, however, all appointments and drop-ins will be conducted online. Please go to [www.utdallas.edu/studentaccess](http://www.utdallas.edu/studentaccess) to request an appointment.

THE FACTS:

The University of Texas at Dallas will be relaying information on the front page of the University website: [www.utdallas.edu/coronavirus](http://www.utdallas.edu/coronavirus). We want you to know that we are providing information that is currently updating.

OSA is asking that you as a member of the UT Dallas community to:

- Stay updated and informed on the University of Texas at Dallas website to avoid miscommunication or inaccurate information.
- Speak up if you have read misinformation or harassing comments.
- Show compassion and support for individuals and communities that are more closely impacted.
- Avoid stigmatizing individuals who are in quarantine. They are making the best and right choice for our community here at UT Dallas and the surrounding areas.
- Do not make assumptions about someone’s health status based on their ethnicity, race, disability or national origin.

ACADEMICS:

The President has announced all in-person classes will be taught online beginning March 30th, and Spring Break is extended one week. All classes March 23-27th are cancelled.

It is important that you are safe and healthy while getting your education. We have created tools that would help facilitate your alternative testing sites and courses. If going to class is a risk for you due to coronavirus, please contact the Office of Student AccessAbility at: 972-883-2098.
If this is the first time to use OSA, you are encouraged to visit our website and following the guidelines that are listed for request of services. You can find the information online here: www.utdallas.edu/studentaccess

The process for qualifying for the Office of Student AccessAbility can be found at: www.utdallas.edu/studentaccess You can submit medical documentation of your condition or disability by faxing to a confidential line 972-883-6561 or sending it to studentaccess@utdallas.edu Your intake may be held by phone, online, or in person.

To facilitate remote communication, there is a great “Tips and Resources” section that breaks down what to use for what - for example, for access to lectures, professors could add you to the TEAMS group chat and can record the lecture and have it translated into text. The Microsoft TEAMS app is available to all students, staff and faculty for free download at https://www.utdallas.edu/oit/howto/microsoft-teams/

We encourage you to review the step-by-step guideline on how to set up TEAMS. This is a group chat/threaded discussion that has many features available for accessibility.

If you are encountering an access issue with your course, please contact our office as soon as possible.

**FACULTY AND TEACHING ASSISTANTS**

**Best Practices – Remote Examinations and Quizzes**

Most importantly, remember to apply the extra time accommodation for students who have this on their official OSA letter. If you fail to do so, students may have their exams terminate early resulting in a denial of accommodation and violation of federal law. Contact eLearning support if you are unsure how to this.

You can publish an exam as timed through the E-Learning with the adjustments to the default time. Once a student starts, they will have certain amount of time to complete it. Please review the Letter of Accommodations for each of the students who are eligible for extending time of 1.5x 2X or 2.5x, students are responsible for giving you these letters.

For multiple choice style quiz questions, you may want to set your e-course to shuffle the answers so that each student answers differently.

Turnitin can be used in assignments to detect potential plagiarism in essay questions.

Alternatively, you may choose to have a remote examination that is deliberately collaborative to encourage students to work remotely together. Microsoft TEAMS is accessible and will give students who are using captioning in the classroom the option to select captioning on the chat/group meeting. The information for TEAMS captions can be found at: http://bit.ly/2QcsF61

OSA understands adjusting an examination to new format can be time-consuming, and it may serve your course best to have fewer quizzes to than you initially expected.

**HOUSING**

Students who live in university residential housing have expressed concern regarding what would happen if the university had to quarantine people in place. If that happened, it might be necessary to separate those who are ill...
from those who are not. In such an event, the university would follow our non-discrimination policies and ensure that any emergency/temporary housing programming was accessible and inclusive for those with disabilities.

If you believe you may need some additional accommodations in housing during this time, please contact: housing@utdallas.edu or 972-883-7430. https://www.utdallas.edu/housing/

**BASIC NEEDS**

In partnership with the Student Wellness Center and the Comet Cupboard if you need further assistance with obtaining food or supplies, please call 972-883-2098

**HOW TO PREPARE**

If you or someone you know who has a disability, you may have more to think about as you plan for the COVID-19 or inclement weather emergency plan. The New York Mayor's Office for People with Disabilities provides a guide for creating an emergency plan

http://www1.nyc.gov/site/em/ready/guides-resources.page#myemergencyplan

**OTHER EMERGENCY MANAGEMENT PREPAREDNESS INFO:**

Create a "make a go bag" (a collection of items you may need when quarantine or having to relocate in the event of an evacuation). You would need to gather or get additional supplies for your unique needs and consider adding the following:

Emergency Health Information card which includes medication needs, physician's name and contact information, ICE (In Case of Emergency) contact information. Take a picture with your phone of your medical card, driver's license and prescription list. This will allow you to have the information with you at all times.

If you have equipment or devices that require batteries or battery pack, we encourage you to get extra just in case you are unable to travel to a store or department.

Notepad/pen

If you have an Emotional Support Animal or Service Animal, make sure you have plenty of food and supplies (e.g. water, leash, plastic bags, and treats). Have a backup plan for your ESA or Service Animal in case you are exposed or have COVID-19.

Make sure you are registered for UT Dallas Alerts via your cell phone.

Aerosol tire repair kits and/or tire inflator to repair flat wheelchair or scooter tires

Supplies for your pets or service animal (e.g. extra water, bowl, leash, plastic bags, toys and treats, etc.)

Back up medical equipment such as glasses and /or phone charger

If you will need groceries or items delivered to your place of residency, we encourage you to have the apps on your phone and tablets to allow you to order quickly if needed.
GUIDANCE FOR PERSONS WHO ARE AT HIGHER RISK FOR SERIOUS ILLNESS

This guidance is to help you stay healthy when COVID-19 illness is circulating in the community. Persons who are older or who have underlying health conditions are at higher risk to develop complications from this virus.

Your health and the health of those you care about are important to us and it may be recommended that you stay at home and away from other people during this time. Preparing for this possibility requires some pre-planning. There are also some things that you can do to help to protect friends and loved ones from this illness if you do develop symptoms.

HOW SHOULD YOU PREPARE FOR YOUR HEALTH NEEDS BEFORE COVID-19 IS IN THE COMMUNITY?

Make sure you can contact your regular healthcare provider when you need advice.

Some clinics use the "patient portals" to communicate and most of them will have staff that can take your calls to give advice. Please keep in mind that they will likely be very busy if the virus is circulating so try to anticipate your needs.

Make a list of those medicines that you need regularly and ask the pharmacy or your healthcare provider if you can have an extra supply or prescription.

Keep track of any other medications or supplements that you take and monitor your current health conditions (e.g.; blood pressure, blood sugar) as directed.

Identify a person(s) or social group who can help you if you need extra help and ask them to check up on you by phone or other ways to make sure you are okay. Make sure that they understand not to visit if they are not feeling well.

Consider stocking up on extra food or personal hygiene supplies.

Practice good health habits including washing your hands frequently with soap and water, covering coughs and sneezes and staying home when you don’t feel well.

EMERGENCY TRANSPORTATION AND/OR PERSONAL ATTENDANT SERVICES

A student with disability has a caretaker/personal attendant for transportation and daily living activities. If a personal attendant become ill, or are caring for loved ones who are ill, this could create a gap in support for our students with disabilities in the UTD community. Please read this article by the Center for Disability Rights "Action Steps for Attendant Service Users in Response to Coronavirus Disease 2019"; http://cdrnys.org/blog/programs-services/action-steps-for-attendant-service-users-in-response-to-coronavirus-disease-2019-covid-19/

INFORMATION FROM INDIVIDUALS AND ORGANIZATIONS REGARDING CORONAVIRUS
The language and sentiments that are found in mainstream discussion of this public health challenge can leave people with disabilities feeling alienated and othered. It is important to hear those within the community name this, and also hear from community members on the challenge itself.

What you need to know about Coronavirus in ASL

https://www.youtube.com/watch?feature=youtu.be&v=Uu7PRKGK3_s&app=desktop

Five Things to Know About Coronavirus and People with Disabilities


Disability Rights UK: Statement on Coronavirus


A Chronic Illness Patient’s Guide to Coronavirus

https://awareness.creakyjoints.org/coronavirus/

World Institute on Disability: Call to Action

https://wid.org/2020/03/03/national-call-to-action-covid-19/

If you have questions or concerns, the Office of Student AccessAbility is here to provide information or connect you to the right campus resource.

**WHAT SHOULD YOU DO IF YOU BECOME ILL WHEN COVID-19 IS IN THE AREA YOU LIVE IN ON OR OFF CAMPUS?**

Stay home and out of public places (e.g., shopping centers, movie theaters, stadiums), workplaces (unless the work is in an office space that allows distancing from others), schools and other classroom settings, and local public conveyances (e.g., bus, subway, taxi, ride-share).

Write down any symptoms you may be having.

Record your temperature. Some medications can lower your body temperature, including aspirin (acetylsalicylic acid), Tylenol® (acetaminophen), Motrin® or Advil® (ibuprofen), Aleve® (naproxen).

If you are taking one of these medications, please take your temperature before your next dose of medication. Write down your temperature.

Call your regular healthcare provider first. DO NOT GO to a clinic or hospital without first calling ahead. Calling first will help the clinic or hospital prepare to greet you and take care of you in the safest possible way. It may be recommended that you stay home and monitor your symptoms.

Seek prompt medical attention if your illness is worsening (e.g., shortness of breath or difficulty breathing). Before seeking care, call your healthcare provider.

Clean your hands often. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering
all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Cover your coughs and sneezes. Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can and wash your hands with soap and water or apply alcohol-based hand sanitizer that contains at least 60% alcohol.

Avoid sharing personal household items. You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home. After using these items, they should be washed thoroughly with soap and water.

Clean all “high-touch” surfaces everyday: High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Your caregivers (those persons assisting you in your household) should also take special precautions. See the references below for more guidance on this. (Note: If you are just receiving help for delivery of meals or other items and the deliveries are left outside for you to pick up there is no need for special precautions for these activities.)

ACCESSIBILITY AND MICROSOFT PRODUCTS:

Deaf/Hard of Hearing students who are currently in your course:

Microsoft TEAMS is being used on campus and is easily accessible for faculty and students to set up a group chat. To ensure all students are included, if you should have someone that is using a sign language interpreter or captioning, please encourage them to contact our office.

When communicating to students through TEAMS – We encourage you to visit the Accessibility support for Microsoft TEAMS.

Accessibility support for Microsoft Teams

https://support.office.com/en-us/article/accessibility-support-for-microsoft-teams-d12ee53f-d15f-445e-be8d-foba2c5ee68f

Using TEAMS to communicate and chat with students, we encourage you to follow the guidelines provided below for captioning/translations for students with hearing loss/Deafness.

https://support.office.com/en-us/article/Present-with-real-time-automatic-captions-or-subtitles-in-PowerPoint-68d20e49-aec3-456a-939d-34a79e8ddd5f

The outlined information is not a replacement for sign language or captioning in the classroom. This is to support communication between you and the student as well by keeping them involved with the classroom group projects and teams.


Moving from Skype for Business to Microsoft Teams for people that use screen readers

Use a screen reader to explore and navigate Microsoft Teams

Accessibility Support for Microsoft Access
https://support.office.com/en-us/article/accessibility-support-for-microsoft-access-0976b140-7033-4e2d-8887-187280701bf8

Accessibility support for Excel
https://support.office.com/en-us/article/accessibility-support-for-excel-0976b140-7033-4e2d-8887-187280701bf8

Accessibility support for Mail and Calendar for Windows 10
https://support.office.com/en-us/article/accessibility-support-for-mail-and-calendar-for-windows-10-187280701bf8

Accessibility support for Outlook Mail and Calendar for Windows Phone
https://support.office.com/en-us/article/accessibility-support-for-outlook-mail-and-calendar-for-windows-phone-a3112838-10c2-4d53-b48f-7d7e230a35ba

Accessibility support for PowerPoint
https://support.office.com/en-us/article/accessibility-support-for-powerpoint-9d2b646d-ob79-4135-a570-b8c7ad33ac2f

Add closed captions or subtitles to media in PowerPoint

Change closed caption settings

Make Windows easier to hear
https://support.microsoft.com/en-us/help/27933/windows-10-make-windows-easier-to-hear

Captioning YouTube Videos
http://ncdae.org/resources/cheatsheets/pdf/youtube.pdf
HERE ARE A FEW PRACTICAL TIPS ON CAPTIONING

Captions should be, have or include:

• One new line for each new sentence, because it can be distracting to the meaning if a sentence ends on one line and then is followed by several words from the next sentence;
• Synchronized and appear at approximately the same time as the audio is available;
• Verbatim when time allows, or as close as possible;
• Equivalent and equal in content;
• Accessible and readily available to those who need or want them;
• Easy to read format;
• Appear on screen long enough to be read;
• Limit on screen captions to no more than two lines;
• Speakers should be identified when more than one person is on screen or when the speaker is not visible;
• Punctuation is used to clarify meaning;
• Spelling is correct throughout the production;
• Sound effects are written when they add to understanding;
• All words are captioned, regardless of language or dialect;
• Use of slang and access is preserved and identified;
• Nouns and verbs are not separated from their modifiers;
• Italics are effective when a new word is being defined or a word is heavily emphasized in speech;
• Translating speech to text sometimes requires creative use of punctuation, but always remember the rules of good grammar.

Captions and Subtitles Vimeo Help Center

MovieCaptioner Tutorial Videos
http://www.synchrimedia.com/tutorials.html

Much of the content in this and other guides were provided by the University of Washington's terrific Accessible Technology website; https://www.washington.edu/accessibility/
Providing live captions to Blackboard:
https://help.blackboard.com/Collaborate/Ultra/Participant/Accessibility/Captions

Blackboard Accessibility:
https://help.blackboard.com/Learn/Student/Accessibility/Accessibility_Features