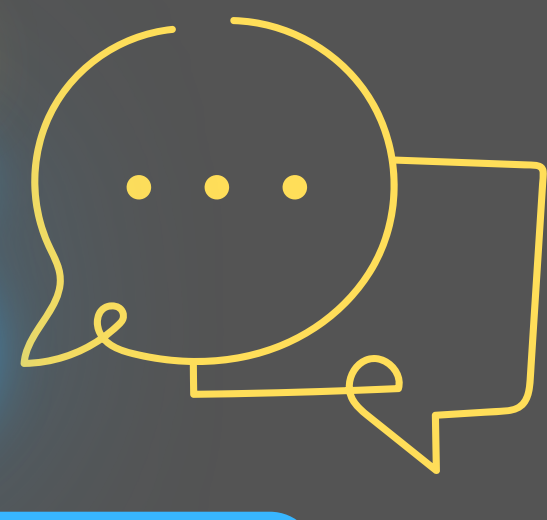


# FAQ'S



Welcome to the Student Accessibility Services: Frequently Asked Questions



## GETTING STARTED:



"Am I eligible for accommodation with Student Accessibility Services (SAS)?"

If you are unsure whether you qualify for accommodation, book an appointment with our office! To qualify, you will need to provide documentation of a disability from a licensed health or mental health professional.



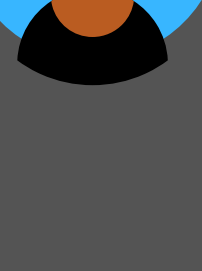
"How do I register with Student Accessibility Services?"

You can e-mail our office at [accessibility@stu.ca](mailto:accessibility@stu.ca) OR drop by our office at George Martin Hall, Room 104 to fill out an intake form.



"How soon in the semester should I register with Student Accessibility Services?"

AS SOON AS POSSIBLE! If you are planning to attend STU in September, please contact us well before you arrive.



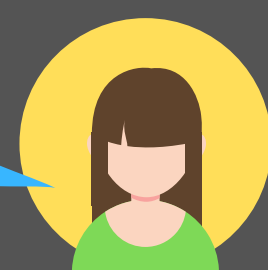
"How can I book an appointment? Where is the office?"

To book a meeting: Scan the QR code on our door at George Martin Hall, Room 104. OR Visit [www.stu.ca/accessibility/](http://www.stu.ca/accessibility/), and click 'Book an Appointment', to choose a time.



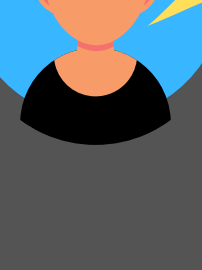
"What are the hours of SAS Support?"

The Student Accessibility Office is open Monday-Friday from 8:30AM to 4:30PM



"Do I have to disclose my diagnosis(es) to my professor, peers, and/or parents?"

No. All information provided to SAS remains confidential. Your professors will be made aware of your accommodation plan, but at no time will any student be required to disclose their diagnosis(es) to anyone outside of SAS office.



"Can my parents/guardian(s) make changes to my accommodation plan for me?"

No. Your parents/guardians are unable to make changes to your plan unless you have provided SAS with written permission for our office to discuss your accommodation plan with them. The student will always have final approval of an accommodation plan and who it is shared with.



## ONGOING SUPPORT:

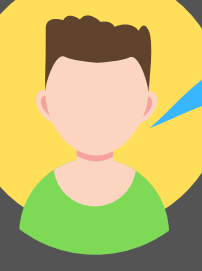
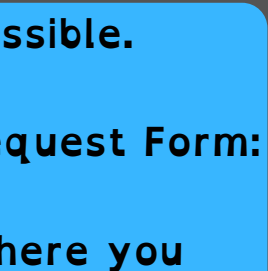


"How do I ensure my accommodation is in place for my tests, exams, or final assignments?"

Make sure you register with our office as early as possible. Each semester you will be asked to fill out a new Exam Request Form:

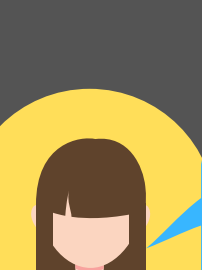
- To inform SAS of any upcoming tests and exams where you require your accommodation
- To ensure we have booked a spot for you to write with us
- To ensure your professors are reminded beforehand of any accommodation you may require

We will never assume you need accommodation for all courses or during every semester at STU. Therefore, it is important to communicate your needs with SAS each semester, as they may change throughout your academic journey at St. Thomas University.



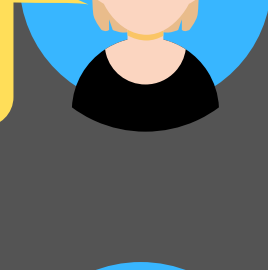
"How do I request an extension?"

If your Accommodation Plan outlines a need for extensions, simply reach out to your professor via email and explain that you are requesting an extension for an assignment and clearly outline the date you plan to submit it by.



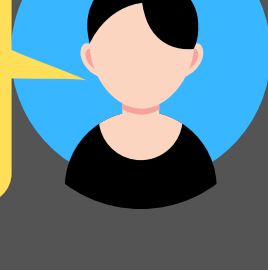
"I am afraid to speak with my professor, what do I do?"

If you require support to craft an email or to speak with a professor, please book an appointment with us and we can help to find the best way to support communication between you and your professor(s).



"Can I make changes to my accommodation plan after it's been completed?"

Yes. Book an appointment with our office and we will go over options to best fit your needs.

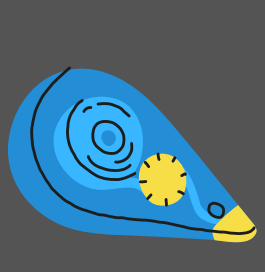


"I'm struggling to organize my courses and due dates, can SAS help?"

Absolutely. If you notice yourself becoming overwhelmed with deadlines or know that this is your tendency, you may benefit from regular check-ins with our office to track progress on your courses and manage due dates.



## NOTE-TAKER SERVICES:



"If I had a note-taker last semester, do I automatically get one this semester?"

No. We aim to provide all our students with the best resources possible, however, we are only able to provide as many note-takers as we have available. If there are no note-takers for a specific course, we will try our best to accommodate and find one.



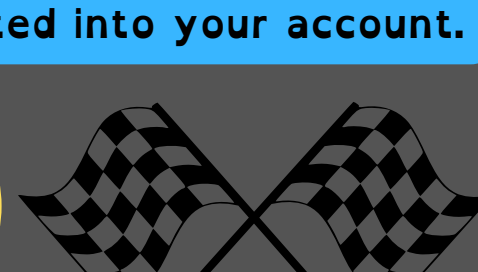
"I have been assigned a note-taker, when will my notes be uploaded to Moodle?"

Please allow at least 24-48 hours for notes to be uploaded for your access.



"When do I get paid for taking notes?"

At the end of the semester. You will receive an email to pick up your cheque. If you are enrolled in direct deposit with STU, the money will be deposited into your account.



If we've missed anything that you're curious about, feel free to reach out to [accessibility@stu.ca](mailto:accessibility@stu.ca) with your name and questions and we will get back to you as soon as possible. For additional SAS related news, check out our monthly newsletter, visit [stu.ca/accessibility](http://stu.ca/accessibility).