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Disability Service
Staff Contact Information

Director: Jody Goldstein
Email: Jody_Goldstein@uml.edu
Phone: 978 934 4574
Fax: 978 934 2032

Assistant Director: Anyelina Diaz
Email: anyelina_Diaz@uml.edu
Phone: 978 934 4574
Fax: 978 934 2032

Support Counselor: Eva Mendes
Email: Eva_Mendes@uml.edu
Phone: 978 934 4574
Fax: 978 934 2032

Admin Asst: Aida Phillips
Email: Aida_Phillips@uml.edu
Phone: 978 934 4574
Fax: 978 934 2032
Student Responsibilities:

- Students are responsible for self-identification, unlike high school where the school district identified, evaluated and intervened.

- Students are required to provide adequate documentation to demonstrate the existence of a disability as defined under ADAAA guidelines.

- At the beginning of each semester students are required to complete a Faculty Notification Form to request accommodations.

- Students will request services and accommodations in a timely manner.

- Students are responsible for alerting DS if they experience difficulties accessing their accommodations.

- Students are responsible for making arrangements to receive their extra-time accommodation, **at least 7 days prior to the exam** and must contact DS of any scheduling conflict.

- Treat all Disability Service and University Personnel with respect.

- Meet all the requirements for your academic program; and the technical requirements required for graduation.

DS Responsibilities:

- The University will provide students with documented disabilities access to all services, programs, or activities sponsored by the University.

- DS will provide reasonable accommodations to ensure equal access to all academic programs.

- DS will provide students with documented disabilities supportive services during their college tenure.

- As per FERPA (Right to Privacy Laws), DS staff will only communicate with the student, for privacy protection, unless the student signs a Consent to Release form.

- With the student’s consent, DS staff will work with any third parties (e.g. Commission for the Blind) to ensure a smooth transition to campus life.

Student Signature_________________________________ Date _____________
Faculty Notification Process

1. Each semester registered students must complete a Faculty Notification Form either in person at the DS office or by e-mailing it to disability@uml.edu. (The form may be found at www.uml.edu/student-services/disability/)

2. Once the Faculty Notification Forms have been received by the DS office, the Faculty Notification Letter will be ready for students to pick up one week from the date received.

3. Students are then responsible for delivering the letters to their professors either before or after class, or during their professors' office hours.

4. It is at the student's discretion as to whether they disclose their disability to their professors.

5. If students do not request accommodations at the start of the semester, faculty needs a minimum of one week's notification to implement accommodations.

6. If students experience any difficulties in accessing their accommodations they must notify DS as soon as possible.

7. Remember....this process needs to be repeated each semester to ensure that you receive your accommodations.
Faculty Notification Form

Student Name: ________________________________
Student ID: ________________________________
Date: ________________________________
Semester: ________________________________
Number of Classes you need letters for: ____________

Accommodations Request: (please list accommodations required)

- ____________________________________________
- ____________________________________________
- ____________________________________________
- ____________________________________________
- ____________________________________________

Online classes please list Professors’ Names:

1. ____________________________________________
2. ____________________________________________
3. ____________________________________________

Note to Professor if required:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Please fill out this form and slide it under the door if the Disability Services’ Office is closed. This form is also available on our website http://www.uml.edu/student-service/disability/detail.html. You are responsible for picking up the letters and handing them personally to each faculty. If you have any questions or concerns, please call 4574.
CONFIDENTIAL FACULTY NOTIFICATION LETTER

DATE: ____________________
TERM: ____________________
PSID: ____________________
NAME: ____________________

Dear Professor,

The following are accommodations granted to the above mentioned student in accordance with ADAAA guidelines. Please refer to DS Testing Policy for additional testing guidelines.

EXAM ACCOMMODATIONS  (Tests and Quizzes Only)  CLASSROOM ACCOMMODATIONS

1. ____________________________  1. ____________________________
2. ____________________________  2. ____________________________
3. ____________________________  3. ____________________________

A NOTE TO PROFESSOR FROM STUDENT:

________________________________________

Communication Hints: (Adapted from University of Washington “Do It Program”)

Although students with disabilities want to be treated with the same respect and considerations that you would treat other, included are some helpful hints in communicating with disabled students.

- Learning Disability: Offer directions or instructions both orally and in writing. If asked, read instruction to individuals who have specific learning disabilities.
- Mobility Impairments: Sit or otherwise position yourself at the appropriate height of people sitting in wheelchairs when you interact.
- Blind or Low Vision: Be descriptive. Say “the computer is about three feet to your left” rather than “the computer is over there.”
- Speak all of the content presented with overhead projectors and other visuals. Psychiatric Impairments: Provide information in clear, calm, respectful tones.
- Deaf or Hard of Hearing: Face people with hearing impairments so they can see your lips. Speak clearly in a normal tone.

Please contact Disability Services at (978) 934 4574 with any questions.
Helpful Online Resources for Faculty are available at: https://www.uml.edu/student/services/disability
PERMISSION TO RELEASE and EXCHANGE INFORMATION

NAME OF STUDENT: ____________________________________________

STUDENT ID: ________________________________________________

I GIVE MY PERMISSION TO THE UMASS LOWELL DISABILITY SERVICES COORDINATOR, TO DISCUSS PERTINENT EDUCATIONAL, PSYCHOLOGICAL, AND/OR MEDICAL RECORDS FOR THE PURPOSE OF PROVIDING DISABILITY SUPPORT SERVICES AT UMASS LOWELL. THIS INCLUDES CONTACT BY E-MAIL, FAX, AND TELEPHONE. A COPY OF THIS PERMISSION SHALL HAVE THE SAME FORCE AS THE ORIGINAL.

I GIVE PERMISSION FOR INFORMATION TO BE RELEASED TO OR FROM THE FOLLOWING:

<table>
<thead>
<tr>
<th>NAME</th>
<th>AGENCY/RELATIONSHIP</th>
<th>CONTACT INFORMATION</th>
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☐ UMASS EMTs

☐ EXTERNAL AGENCIES

NOTE: I UNDERSTAND AND AGREE THAT THE INFORMATION WILL BE RELEASED EFFECTIVE UNTIL THE UMASS LOWELL SERVICES HAS RECEIVED WRITTEN NOTICE TO REVOKE THIS FORM.

I DO ____ I DO NOT ____ GIVE THE ABOVE PERMISSION.

__________________________________________   ________________
STUDENT SIGNATURE          DATE
### K-12 Experience for Students with Disabilities

**Mandatory and Free**

<table>
<thead>
<tr>
<th>Classroom Experience</th>
<th>Course Materials</th>
<th>Student Support</th>
<th>Student Responsibilities</th>
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<tbody>
<tr>
<td>Trained to teach</td>
<td>Always checks student’s work</td>
<td>Structures time for students</td>
<td>Attends classes</td>
</tr>
<tr>
<td>Adapts materials to student’s learning style</td>
<td>Reminds student of incomplete work</td>
<td>Initiates help sessions</td>
<td>Learns self-advocacy skills</td>
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<tr>
<td>Helps student learn and process information</td>
<td>Reviews assignments and due dates</td>
<td>Available for talks before and after class</td>
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### University Experience for Students with Disabilities

**Voluntary and Expensive**

<table>
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<th>Course Materials</th>
<th>Student Support</th>
<th>Teacher Responsibilities</th>
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<tbody>
<tr>
<td>Needs to think about and synthesize unrelated topics</td>
<td>Gets course material from syllabus</td>
<td>Needs to ask for help sessions</td>
<td>Trained as an expert in subject, not as a teacher</td>
</tr>
<tr>
<td>Takes responsibility for self</td>
<td>Often gets homework assignments from syllabus</td>
<td>Attends professor’s office hours</td>
<td>Holds office hours</td>
</tr>
<tr>
<td>Accepts consequences of own decisions</td>
<td>Manages own time</td>
<td>Provides information to parents</td>
<td>May only lecture nonstop</td>
</tr>
<tr>
<td></td>
<td>Needs to take notes</td>
<td>Advocates for self</td>
<td>Waits for student to ask for help</td>
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"Adapted from Disability Services (ACCESS) at the University of Vermont"
Delta Alpha Pi Honor Society

**Purpose**

Because of the negative stereotyping associated with disability, students have been reluctant to identify themselves publicly. Delta Alpha Pi international Honor Society presents an opportunity to change that perception by recognizing students with disabilities for their academic accomplishments. In addition this honor society facilitates development of skills in leadership, advocacy and education for participating students.

**Delta** – D for Disability, but also the triangle, symbol of strength. Members of Delta Alpha Pi demonstrate strength as leaders on campus to help break down the barriers of negativism. Also, they serve as mentors and role models for other students with disabilities.

**Alpha** – A for achievement. Alpha is the beginning and academic achievement must come first. But also for advocacy because students must advocate for themselves before they can advocate for others. Members of Delta Alpha Pi enhance advocacy skills for themselves and for the rights of all individuals with disabilities to be included fully in society.

**Pi** – P for Pride, pride in academic achievement and in other accomplishments, not just as students with disabilities but as members of the university community. Pi is a mathematical symbol that we all learned to use in elementary arithmetic classes. So Pi is an appropriate symbol for education.

**Criteria for the Society**

**All Students must:**
- Present with a documented disability and work with one of the staff members in the Office of Disability Services.
- Demonstrate an interest in disability issues.

**Undergraduate Student:**
- Must complete a minimum of 24 credits.
- Must earn an overall quality point average of 3.10.

**Graduate Student:**
- Must complete a minimum of 18 credits.
- Must earn an overall quality point average of 3.30
Disable the Label Club

Club Mission:

Disable the Label's purpose is to unify and connect students with and without disabilities at the University of Massachusetts Lowell by interacting and talking about their personal experiences with other students in regards to disabilities. The club is committed to educating students about the resources that Disability Services provides on campus.

The club is here to unify every member of our college community and create equality disregarding any limitations. The goal is to unit people with unique challenges, to welcome those students with disabilities and their allies.

We strive to remove all misconceptions regarding learning, physical, neurological, medical, physiatrist differences, and disabling the stigma of labels. Overall the club is a group that provides a safe space for students to disclose their challenges without ever being judge, rejected or mistreated. As a club we stand for acceptance.

- The club meets once a week. During the same time same day of the week.
- The club has an e-board. They have elections every year.
- Find the club on Facebook by searching Disable the Label.
- The club actively helps with the programming week sponsored by our office called Disable the Label Week.
- Joining the club is a great way to get involved on campus and to become a student leader.
CAMPUS RESOURCES:

DISABILITY SERVICES:

Disability Services seeks to foster equal access and support for students. Students’ needs are assessed for academic accommodations, time and organizational management is offered individually, and access to assistive technology is coordinated.

Where: North Campus
One University Avenue
Cumnock Hall, Room C4

Contact Information:
Phone: 978-934-4574
Fax: 978-934-2032
E-mail: Disability@uml.edu

Director: Jody Goldstein

THE COUNSELING CENTER:

Students come for counseling services, consultations and referrals in an effort to achieve a better understanding of themselves and to gain methods of coping with their feelings, relationships, choices and academic studies.

Where: South Campus
McGauvran Student Center, Room 363

Contact Information:
Phone: 978-934-4331
Fax: 978-934-4025
E-mail: Counseling@uml.edu

Director: John C. Pakstis

HEALTH SERVICES:

The staff of Health Services consists of nurse practitioners, a registered nurse, health educators, a consultant M.D., an immunization coordinator, a secretary, and an insurance coordinator. Emergency care is provided on a walk-in basis and students may also make appointments with a nurse practitioner for routine health care or a sick visit.

Where: South Campus
McGauvran Student Center, Room 335.

Contact Information:
Phone: 978-934-4991
Fax: 978-934-3080
E-mail: Health_Services@uml.edu

Director: Nancy Quattrocchi, M.S., R.N.C.S., A.N.P.
CLASS (CENTERS FOR LEARNING AND ACADEMIC SUPPORT SERVICES)

CLASS has programs designed to help students adjust to the demands of heavier course loads and more difficult classes. It gives support in varying ways such as tutoring, computer workshops, study skills workshops, and major and career planning.

Executive Director: Sheila Riley-Callahan
E-mail: Sheila_RileyCallahan@uml.edu

South Campus Location: O’Leary Library, 1st Floor
South Campus Contact Information:
Phone: 978-934-2941
Fax: 978-934-3056
Coordinator of Advising Services & Goler Program: Susan Lemire
Email: Susan_Lemire@uml.edu

North Campus Location: Southwick Hall, Room 308
North Campus Contact Information:
Phone: 978-934-2936
Fax: 978-934-3088
Coordinator of Tutoring Services & Strategies for Success: Suzanne Gamache
Email: Suzanne_Gamache@uml.edu

❖ The Advising Center (Located on North and South Campus at CLASS)

The Advising Center provides students with the information and advice they need to make informed decisions about their academic career. Staff members provide ISIS support, and offer advice on majors, careers, study skills and fulfilling University academic requirements, including general education requirements.
Email: advisement@uml.edu

❖ The Write Place (Located on North and South Campus at CLASS)

Students come here for assistance in all phases of the writing process. Appointments are made for one-on-one help from trained writing tutors.

Drop by or call to make an appointment at:

South Campus: 978-934-2941
North Campus: 978-934-2292
FINANCIAL AID OFFICE

The University participates in various federal, state, institutional and private financial aid programs. There are three major types of financial aid: grants and waivers, student employment programs and student loans.

All financial aid inquiries should be mailed to:

University of Massachusetts Lowell
Financial Aid Office
883 Broadway Street, Room 102
Lowell, MA 01854-5131

WHERE: South Campus
        Dugan Hall, Room 102

CONTACT INFORMATION:
PHONE: 978-934-4220
FAX: 978-934-3009

Senior Associate Director: Teresa Jardon

OFFICE OF THE REGISTRAR

Registrar
Patricia A. Duff
PHONE: 978-934-2550

EMAIL: Registrar@uml.edu

OFFICE OF RESIDENCE LIFE

The Office of Residence Life works to provide a safe, interactive and well maintained environment where students can live, learn and grow. They aim to maintain a living and learning environment that promotes the personal and academic success of each individual student.

WHERE: East Campus
        Fox Hall, First Floor
        100 Pawtucket Street

CONTACT INFORMATION:
E-MAIL: ResLife@uml.edu
PHONE: 978-934-5160
FAX: 978-934-6453

Housing Coordinator: Erin Butterworth
PHONE: 978-934-5160
EMAIL: Erin_Butterworth@uml.edu

Housing Director: Matthew Austin
CAREER SERVICES & COOPERATIVE EDUCATION CENTER

Career & Co-op Center offers individual appointments for all types of career guidance, resume and cover letter reviews, practice interviews, workshops and presentations, panel discussions, career fairs, on-campus interviews, company information sessions, online job and internship postings (as well as some printed internship, co-op, and seasonal resources in the office), vocational assessments, a variety of job search handouts and articles, and access to the University Career Advisory Network (UCAN/Mentors).

WHERE: North Campus
Southwick Hall

Contact Information:
Phone: 978-934-2355
Fax: 978-934-3073
E-mail: career_center@uml.edu

Veterans Services

The mission of creating and maintaining a veteran friendly campus is supported by a standing committee on veterans' affairs, with a strong representation of veterans on campus and from the community.

WHERE: South Campus
McGauvran, Room 353

Contact Information:
Phone: 978-934-2461
E-mail: veterans@uml.edu

Director: Janine Wert

Student Activities and Leadership

UMass Lowell has over 100 active student organizations. These clubs are open to students and are a fantastic way to meet people, have fun, and make a difference! The Office of Student Activities and Leadership creates cultural, social, educational and leadership opportunities, which embrace diversity and collaboration, shaping visionary leaders of tomorrow.

WHERE:
South Campus
McGauvran Student Center, Second Floor

Contact Information:
E-mail: student_activities@uml.edu
Phone: 978-934-5001

Director: Sarah Rine
Autism Spectrum Resources

**Autism Support Center**
www.ne-arcautismsupportcenter.org

**Asperger’s Association of New England Services:**

**LifeMAP**
LifeMAP provides personal, intensive, one-on-one support to post-high school adults with AS and related conditions who are struggling with day-to-day tasks. These tasks may include but are not limited to Home Skills, Community and Social Skills, Personal Growth, and Pre-Employment Skills.

**Support and Social Groups**
AANE offers a number of support and social groups for adults with Asperger Syndrome.

**Resources**
AANE maintains a database of psychotherapists, psychologists, psychiatrists, couple’s counselors, speech and language pathologists, and occupational therapists serving the AS community in the New England area.

**Form Clinic**
Do you need help completing applications for housing, SSI or health insurance? AANE will be offering this service to our adults by appointment.

**Barbara Bissonnette (Employment Coach)**
www.forwardmotion.info  978-298-5186

**Marci Shaffer (Employment Coach)**
www.bostonaspergerscoach.com  marci_shaffer@yahoo.com

**Achieving in Higher Education with Autism/Developmental Disabilities**
www.aheadd.org  877-AHEADD-1
ADHD Services:

Children and Adults with ADHD (CHADD)
www.chadd.org
800-233-4050, 508-302-2425

ADHA Lowell Support Group
CHADD of Northern Mass./Southern NH
978-957-0655

Attention Deficit Disorder Association (ADDA)
www.add.org
800-939-1019

The Hallowell Center
http://www.drhallowell.com
978-287-0810

Susan Cherwinski
ADHD Coach
susan.cherwinski@gmail.com
978-201-5275

Becca Colao, MA SCAC
ADHD Coach
www.coachbecca.com
www.thinkythink.com (blog)
becca@coachbecca.com
617-699-4192

Keleigh Lynch, Life Coach, E-RYT
plaidbodyproject.org
plaidbody@gmail.com
4th Floor,
419 Boylston Street, Boston, MA
Diinnergym.com
978-609-1564
COMMUNITY RESOURCES

OTHER COMMUNITY RESOURCES

Career Center of Lowell
www.cclowell.org
Phone: 978-458-2503

Anxiety Disorders Association of America (ADAA)
www.adaa.org
Phone: 240-485-1001

National Alliance on Mental Illness (NAMI)
www.nami.org
Phone: 781-938-4048

Association on Higher Education and Disability (AHEAD)
www.ahead.org
New England AHEAD
PO Box 88
Boston, MA 02133

Mass Commission for the Blind
www.mass.gov/mcb
Phone: 617-727-5550

Mass Rehabilitation Commission
www.mass.gov/mrc
Phone: 617-727-2183

Mass Commission for the Deaf & Hard of Hearing
www.mass.gov/mcdhh
617-740-1600

Depression & Bipolar Support Alliance
Lowell Support Group
www.dbsamerrimackvalley.org
Phone: 888-280-7773

Lowell Vet Center
www.vetcenter.va.gov
Phone: 978-453-1151 (Lowell)
Access Academic Calendar @

http://www.uml.edu/Registrar/Calendars/default.aspx
BEGINNING OF SEMESTER CHECKLIST

Fall Semester

☐ 1. Finalize your schedule (decide which classes you are going to add or drop before the add/drop period ends).

☐ 2. Fill out your accommodation form with the accommodations you've been granted and the number of courses you are taking.

☐ 3. Pick up your accommodation letters from Disability Services.

☐ 4. Make appointments with your professors, during their office hours, to discuss your accommodations. (Be sure to bring your Accommodation letter with you.)

☐ 5. Make an appointment with a Case Manager to check in once classes have begun.

☐ 6. *If using extended time for exams, be sure to speak with your professors at least one week prior to your exams to discuss how you will be receiving your accommodations.

☐ 7. Meet with your academic advisor to help choose your classes for next semester.

Spring Semester

☐ 1. Finalize your schedule (decide which classes you are going to add or drop before the add/drop period ends).

☐ 2. Fill out your accommodation form with the accommodations you've been granted and the number of courses you are taking.

☐ 3. Pick up your accommodation letters from Disability Services.

☐ 4. Make appointments with your professors, during their office hours, to discuss your accommodations. (Be sure to bring your Accommodation letter with you.)

☐ 5. Make an appointment with a Case Manager to check in once classes have begun.

☐ 6. *If using extended time for exams, be sure to speak with your professors at least one week prior to your exams to discuss how you will be receiving your accommodations.

☐ 7. Meet with your academic advisor to help choose your classes for next semester.
TIME MANAGEMENT AND ORGANIZATION:

Planning is a complex process. For some people, it is a natural skill, while others require some guidance and practice before they learn the different techniques that work best for them.

Disability Services works with our students on this by sitting down and helping them to create calendars based on current and future assignments. We strongly encourage all of our students to make use of a semester or yearly planner in addition to the calendars that we create with them.

TIPS FOR MANAGING YOUR TIME:

- To help get yourself places on time, tell yourself that your departure time is 15 minutes earlier than it really is. That way, if you start to run a bit late, you’re really right on time!

- Make to-do lists and cross things off! It’s much more difficult to forget things when they’re written down.

- Know that it’s ok to say ‘no’! Know your limits; check your planner and make sure you have time to fit in your schoolwork and any other things that need to be done before you start over planning.

- Each night, look over your schedule for the next day and create a game plan. Aim to prevent yourself from becoming overwhelmed.

- Keep all of your school work/class papers together. Have a folder for each course where you keep any handouts or loose notes so you can easily reference them.

- Never hesitate on asking for help! Everyone gets overwhelmed and overworked at some point. Get an extra hand before things get out of hand.
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Assistive Technology:

**Kurzweil**
Kurzweil Firefly is a program that enables conversion of print to electronic text which can be read to the user. The program also offers a variety of study skills tools to make learning easy.

**pulse™ smartpen**
While you're writing, your smartpen is remembering—linking everything you hear to everything you write. Later, simply tap on your notes to replay the recording.

**JAWS®**
JAWS offers comprehensive screen reading capability that includes extended product customization through powerful utility managers instantly, with a tap.

**Dragon®**
Dragon Speech Recognition software gives you complete voice control of your digital world.

**Audio Books**
Download digital audio books online. Your books can be converted to an alternative format such as a PDF file to read out loud to you. The sources used to download audio books are the following Learning Ally, Access Text and Bookshare.

**Other**
Adaptive equipment and software.
Kurzweil Firefly How to Guide

Once Disability Services staff has given you a name and password, log in to www.fireflybykurzweil.com to access the information.

1) Use given log in information to log on to your account.
2) Click library home at the log in page
3) Click on “Jody Goldstein”’s file
4) Click the “Public” folder
5) When the folder opens, a complete list of uploaded files will show up, click on the chapter/book that relates to what you need.
6) At the top of the opened page, the reading tools are available. These are back to library, options, back, play, forward and the reading options select, size, dictionary and translation.
7) The white arrows on the left and right sides are to go back and forth on the pages.
8) For a more in depth tutorial, you can watch this 4min video at http://www.youtube.com/watch?v=VcSyMflGSX4