Important Terms and Statements

What does the abbreviation SAS stand for?
- Student Ability Services
- Student Accessibility Services
- Student Agility Services

What does the word "student" in the SAS training manual refer to?
- Someone who is a student and enrolled in classes at UW-River Falls.
- Someone who is a student at UWRF, is enrolled in classes, has a documented disability, and is receiving services from SAS.
- Someone who attends classes at UW-River Falls.

What does and accommodation refer to?
- An accommodation refers to having a handicap.
- An accommodation refers to having preferred treatment from others.
- An accommodation is an alternative circumstance SAS arranges for students with disabilities.

What does the abbreviation ESP stand for?
- Educational Support Plan
- Educational Services Program
- Educational Space Program

What is the mission statement of SAS?
- The Disability Services Office provides effective policies, procedures, and resources to ensure that students with disabilities can have equal access and opportunity at UWRF as required by the Americans with Disabilities Act.
- The mission of Student Ability Services is to ensure there can be equal access and opportunity for all students at the University of Wisconsin – River Falls.
- The Disability Services Office provides effective policies, procedures, and resources in support of the academic relationships between UWRF professors and students who have documented the fact of living with a disability.

Confidentiality in the Office

In your own words describe what FERPA is?
- Is a federal law that grants citizenship to those wishing to enter the United States.
Is a federal law that provides assistance to US citizens during after an natural disaster occurs.
Is a federal law that grants confidential status to the educational matters of all students.

Why is FERPA important for SAS to recognize and follow?
- Because a family member, friend, outside institution, or staff member cannot know information about the education matters of a student without their consent.
- Because a family member, friend, outside institution, or staff member cannot know information about the personal history of a student without their consent.
- Because a family member, friend, outside institution, or staff member cannot know information about the work history of a student without their consent.

When is it okay for a staff member to talk about a student with another staff member?
- When it's necessary to perform an aspect of their homework.
- When it's necessary to perform an aspect of their job.
- When it's necessary to perform an aspect of their major.

Professor's should be granted the same confidentiality as students?
- True
- False

If you have questions, comments, or concerns about confidentiality who should you talk to?
- SAS Office Coordinator
- SAS Accommodations Coordinator
- All of the above

Interacting with Students/Parents/Faculty & Staff

After having read the training manual in your own words describe how to properly interact with students/parents/faculty and staff in SAS?

What should you NEVER SAY to student's or professor's?
Thank you and have a nice day.
Let us know if there's anything else we can do for you.
We don't do that.

What should you NEVER EXPLAIN to a reporter, parent, or prospective student unless given permission by an SAS staff member?

- How the SAS office works.
- How you won the olympics.
- How you're deathly afraid of ticks.

If anyone should ever ask for personnel information to do a background check on someone. What should you do?

- Walk away from that person.
- Direct that individual to HR.
- Call for security to come and help you.

**Disclosing a Disability**

When a student comes into SAS asking to disclose a disability with our office. What is a good form to give them to fill-out and return to us when they're able?

- Accommodated Text Agreement Form
- Note Taker Application Form
- Self-Disclosure Form

After giving a student a Self-Disclosure Form. What should we immediately have the student do next before leaving the office?

- Make them say the alphabet backwards.
- Make an appointment to meet with the SAS Office Coordinator (if possible), and if not they can always call back to setup an appointment too.
- Make them do 25 jumping jacks.

After the SAS Office Coordinator gets all the necessary documentation form the student describing their disability and how it affects them. What does the SAS Office Coordinator create next for the student next?

- Educational Support Plan (ESP)
- Accommodation Notification Memos
- Gingerbread House
What do professor’s receive from student’s to know the various types of accommodations they allowed to have?
- An Original Hiku
- An Macintosh Apple
- An Accommodation Notification Memo

Types of Accommodations

What are the 3 types of accommodations we supply to student with disabilities generally?
- Test Accommodations
- Lecture Notes Accommodations
- Text Accommodations
- All of the above

As student managers what accommodations do you assist with in terms of forms?
- As student managers we assist with zero accommodations and forms.
- As student managers we assist with all accommodations and forms.
- As student managers we assist with half of the accommodations and forms.

Where are scanned copies of notes uploaded for student’s to access at their leisure?
- To the students email address.
- To a folder on D2L.
- To it’s respective course folder in Falcon File Database System.

If a student comes into the SAS office looking to receive their Text Accommodation materials. Who should you direct them to?
- The SAS Text Accommodations Manager
- The SAS Accommodations Coordinator
- All of the above

If student’s come into SAS to take a test. Who should you direct them to?
- The SAS Manager of Testing
- The SAS Accommodations Coordinator
Receiving/Handling Forms

When receiving forms from students, what side of the form must always be filled-in by SAS staff members?

- Front-side
- Back-side
- All sides

If a form hasn't completely been filled in by a student handing it in, what should you immediately do?

- Immediately ask the student to run away as fast as they can.
- Immediately ask the student to beg for forgiveness.
- Immediately ask the student to attempt to acquire and fill-in the missing information before they leave the office.

Where are the "Master Copies" of forms found?

- SAS Office File Cabinet
- SAS Testing Center File Cabinet
- SAS Office Coordinators File Cabinet

Where can agreement and accommodation forms also be acquired from students if not in a physical format?

- From Outerspace
- From the Residence Life Office
- From the SAS Website

Where should you place Self-Disclosure, Collaborative, and Agreement Forms when you've completed receiving and handling them?

- Put into Inter-campus Mail
- Put into the SAS Office Coordinator's Mailbox
- Put into Off-campus Mail

Receiving Accommodation Request Forms

When a student brings an Accommodation Request form into the office, what is the first thing to check for?
Has the student completely filled-out the Front-side of the form.
 Has the student gone nuts.
 Has the student asked to get Chocolate Milk.

What area on the Back-side of any request form needs to be filled out by the SAS staff member?
- The Communication Log
- The Receiving Log
- The Captain's Log

If there seems to be any questions, problems, or concerns with any Accommodations Request form. Where on the Back-side of the request form should you leave a discretion of the issue for the SAS student manager?
- The Captain's Log
- The Receiving Log
- The Communication Log

Where should you file Accommodation Request forms that have properly been received?
- File them anywhere you feel like in the office.
- File them in the respective Hanging Wall Slot for incoming request forms.
- File them in the SAS Office Coordinators Mailbox

Lecture Notes Accommodation Process

Generally, who recruits a classmate to be a Note Taker for a student with disabilities?
- The government
- The professor's student assistant
- The Professor

What portion of the Bule Note Taker Application Form is the student with disabilities responsible for completely filling-out?
- The very first Top Box
- The bottom box
- The middle box
To be hired as Note Taker what must the classmate do next with the Blue Note Taker Application Form given to them by the professor?

- Bring the form to the Pearly Gates
- Bring the form to the SAS Office
- Bring the form to the University Center

What should you ask the classmate permission to do when they first bring the Blue Note Taker Application Form to the SAS Office?

- If we can scan the classmate's hands for identity verification.
- If we can scan the classmate's lecture notes from the beginning of the semester to present.
- If we can scan the classmate's course syllabus.

What do good copies of lecture notes have quality-wise over bad copies of lecture notes?

- Labeled Properly/Legible/Evenly Spaced/Flows Well
- Labeled Improperly/Illegible/Unevenly Spaced/Flows Badly
- Labeled Upsidetown/Written Backwards/Unable to distinguish start of notes

Once all the portions of the Blue Note Taker Application Form are filled out both front and back. Where should the form be placed in the SAS Office?

- In the Incoming Accommodated Test Request Hanging Wall Slot
- In the Incoming Accommodated Text Request Hanging Wall Slot
- In the Incoming Note Taker Application Hanging Wall Slot

**Testing Accommodations Process**

When a student comes to the SAS Office looking to turn-in a Accommodated Test Scheduling Form. What portion of the Front-side of the form should the student and the professor have completely filled-out?

- The student must have completely filled-out the Top portion, and the professor must have completely filled-out the Bottom portion.
- The student must not filled-out anything, and the professor mush have not filled-out anything.
- The student must have only filled-out part of the Top portion, and the professor must have only filled-out part of the Bottom portion.

Before a student leaves the SAS Office after turning-in an Accommodation Test Scheduling Form. What should you check for and remind the student to do if necessary?

- You should check to see the form is partially completed, and if not politely remind them to partially complete it and assist if necessary.
You should check to see the form is fully completed, and if not politely remind them to fully complete it and assist if necessary.

You should check to see the form is not completed, and if not politely remind them to not complete it and assist if necessary.

What area of the Back-side of the Accommodated Test Scheduling Form must be completely filled-out by the SAS staff member?

- The Communication Log
- Test Conducting Plan
- The Form Receiving Log

If the student or professor give you important information regarding the test the SAS Manager of Testing should know. Where on the form do you write that information so the Manager of Testing will see it?

- The Communication Log
- Test Conducting Plan
- The Form Receiving Log

Where do you place the completed Accommodated Test Scheduling Form?

- In the Incoming Note Taker Application Hanging Wall Slot
- In the Incoming Accommodated Test Request Hanging Wall Slot
- In the Incoming Accommodated Test Request Hanging Wall Slot

Monitoring/Proctoring Exams

How far in-advance will you be notified you are monitoring/proctoring an exam by the SAS Manager of Testing?

- 5-7 days in-advance
- 4-6 days in-advance
- 1-2 days in-advance

Generally, where will the student be taking their Accommodated Test through SAS?

- At the SAS Office
- At the Testing Center
- At the Speech and Hearing Clinic
What should the student do with their belongings before taking the exam? (e.g. backpack, cell phone, class papers, etc...)

- Keep them with them while taking the exam.
- Place them in the far corner of the room.
- Keep them behind their chair while taking the exam.

What should you remind the student of before giving them the test?

- Remind them of how much time they have to take the exam.
- Remind them what materials they are allowed to use on the exam as instructed by the professor.
- All of the above

Once the student has the proper test materials present and personal possessions are in the corner of the room. May they now take the exam?

True

False

When the exam is completed, properly fill-out what area of the Back-side of the Accommodated Test Scheduling Form, and place both the Accommodated Test Scheduling Form and Test in which drawer of the file cabinet?

- Test Conducting Plan and Accommodated Test Drawer
- Test Occurred Log and Completed Accommodated Test Drawer
- Test Occurred Log and Miscellaneous Supplies Drawer

Final Exam Week Testing Accommodations

Generally speaking, where are final exams through SAS conducted due to large numbers of exams occurring at the same time?

- The SAS Office Testing Area
- The Wyman Buildings: Speech and Hearing Clinic
- The University Center

Who is called upon to assist in monitoring/proctoring final exams at the Speech and Hearing Clinic?

- The SAS Office Coordinator
- The SAS Accommodations Coordinator
- The SAS Student Staff
While SAS student staff are monitoring/proctoring final exams. What does the SAS Manager of Testing do primarily?

- Transporting/Returning Final Exams/ and giving breaks to SAS student staff
- Scheduling/Shredding Final Exams/ and giving breaks to SAS student staff
- Scheduling/Canceling Final Exams/ and giving breaks to SAS student staff

Whose responsibility is it that SAS student staff monitoring/proctoring final exams are supported in all ways possible?

- The SAS Office Coordinator
- The Director of Residence Life
- The SAS Manager of Testing

How far in-advance will you know your schedule for Finals Week to monitor/proctor final exams through SAS?

- 2 Weeks Prior
- 1 Week Prior
- 2 Days Prior

How to use the Copy Machine

What button do you push on the Copy Machine to enable “Scanning?”

- Copy
- Printer
- Scanner

Everytime before scanning notes how many density points should you increase to?

- 1 density points
- 2 density points
- 3 density points

When finished scanning what button should you push to ensure the scan goes to the ability.services@uwrf.edu email account?

- Clear Programs
- Interrupt
- #/Enter
Both for copying and scanning on the Copy Machine. How do you ensure raising the density 2 points ACTUALLY increases the density when copying or scanning something?

- De-highlight "Auto Density" button
- Highlight "Auto Density" button
- Don't touch "Auto Density" button

If your ever unsure how to use the Copy Maching properly. What should you do?

- Go into the fetal position
- Have a temper-tantrum
- Ask for help

**Phone Procedures-Receiving/Holding/Transferring Calls**

How should you answer the phone in the SAS Office (opening greeting)?

- Student Ability Services, what do you want?
- Student Ability Services, this is XXX; how may I help you?
- Student Ability Services, please hold.

How do you put a call on HOLD?

- Press the SP-Phone button
- Press the Transfer button
- Press the HOLD button

When transferring calls what identifying information should you have gathered from the caller and should tell the staff person before giving them the call?

- Give the staff person the Caller's Name and Line the caller is on.
- Give the staff person the Caller's Middle Initial and Line the caller is on.
- Give the staff person the Caller's Date of Birth and Line the caller is on.

When transferring calls to another department on-campus. How many digits are involved in transferring a call?

- 10 digits
- 7 digits
- 4 digits
If a caller has a simple question, should you answer it or transfer the caller to another department?
- Transfer the caller
- Answer the callers question
- Hang-up on the caller

Taking Phone Messages Properly

When taking a phone message for an SAS staff member on a message pad. What is the first thing you should ask the caller to provide you with?
- Who is the message for
- Who is the message not for
- Who is going to laugh at the message

What is the second thing you should ask the caller to provide you with?
- The Caller's First/Last Name and Contact Information
- The Caller's Middle Name and Contact Information
- The Caller's SSN and Date of Birth

What is the third thing you should ask the caller to provide you with?
- What message should I not write down?
- What message should I write down?
- What message should I throw away?

What is the fourth thing you should ask the caller to provide you with?
- How would you like the SAS staff member to address you
- How would you like the SAS staff member to look
- How would you like the SAS staff member to contact you back

What is the last thing you should write on the message pad before placing it in the SAS staff member's message slot?
- Write-down your name if you took the message
- Write-down your SSN
- Write-down your date of birth
How Work Schedules Work

Does the SAS Office run effectively by having all SAS staff designated to work specific shifts.

True  False

There must be mutual agreement between each student staff and the Accommodations Coordinator regarding when their individual shifts will occur.

True  False

SAS staff are not allowed to work when they should be in class, the shifts are typically of relatively short duration, so to get all the hours of work they desire some staff arrange to work multiple shifts in a given day.

True  False

A master schedule shows when each staff works throughout the week, and is kept in the "Student Ability Services: Pass-on Notebook" on the office table.

True  False

Everyone is expected to follow the schedule exactly; it's not ok to miss a shift (without advanced notice) and randomly arrive to work at an undesigned time(s).

True  False

Payroll/Pay Periods/Requesting Time-Off/Work Schedule

Who do you go see in the University Center near the Involvement Center to complete your Payroll forms?

☐ Christine Webster
☐ Deb Wros.
☐ Either of the above

Hourly staff and student workers are paid bi-weekly at UW-River Falls.

True  False
If you need to miss work for any reason, then who should you tell it to right away?

- Director of Residence Life
- The Chancellor
- SAS Accommodations Coordinator

If for some reason you want/need to change your work schedule you MUST inform which SAS staff member as soon as possible?

- Director of Residence Life
- The Chancellor
- SAS Accommodations Coordinator

It's highly recommended you determine your work schedule change before the semester begins if possible. Because other SAS staff can often adjust to the work schedule change with less issue, rather than, when the semester is in-progress.

- True
- False

**Time Sheets**

To be paid for work each staff has to individually fill out and submit appropriate time sheets both physically and electronically.

- True
- False

Time sheets must show the exact dates and times that were worked for each separate shift.

- True
- False

Staff will be expected to keep their time sheets current by filling-in the hours of work after each shift ends.

- True
- False

Time sheets must be filled in by the staff they pertain to; no one is allowed to fill in someone else's time sheet.

- True
- False
If staff's physical and electronic time sheets do not match up exactly, then the appropriate change must be made by the staff so that they do match up exactly. Until, the staff makes the appropriate change to their time sheets; their time sheets cannot be approved and increases the likelihood a staff may not get paid for that particular time period.

True  False

Claiming extra, cross-over, or duplicate hours on your time sheets will be met with the most stern consequences.

True  False

Limitations of the Ability Services Office

The SAS staff are not experts on a wide range of medical, physical, or brain issues and can't provide remedial services or monitor health situations.

True  False

The SAS staff can't provide support on lessons, because they don't attend the lectures or read the books.

True  False

Should a problem arise with an adjustment or accommodation it can be quite difficult for anyone else to notice unless the students outwardly indicate something is wrong.

True  False

Prompt attention is always given to a student who informs there is a problem with an adjustment or accommodation.

True  False

Students can come to the SAS Office for friendly support on virtually anything, but may need to be referred elsewhere for the best solution.

True  False
The SAS Office does not provide tutoring or counseling to students, but it is provided elsewhere on-campus.

True  ○

False ○