

Accessibility Resource Center (A.R.C.)
Grossmont College
COVID-19 Frequently Asked Questions (FAQ) – As of 05/21/2020

*The A.R.C. office is closed due to the campus closure resulting from the COVID-19 pandemic and California's Stay-at-Home order. The A.R.C. is still providing services to students; all supports are now being delivered remotely (online). **Contact Us!***

Phone: 619-644-7112 (leave a message and your call will be returned)

Email: grossmont.arc@gcccd.edu

Website: <http://www.grossmont.edu/arc>

Q-1: Is Grossmont College still open?

A-1: Yes. Although Grossmont College campus is currently closed in response to the COVID-19 pandemic and California's Stay-at-Home order, classes are still in session and employees are still working. In-person classes have been moved to an online format, a "virtual campus," and all classes are currently taught online. Student service departments and programs can be contacted by phone and/or email as indicated on each department's/program's website. Visit the Grossmont College [Virtual Campus](#) for information and resources.

Q-2: Is the Accessibility Resource Center (A.R.C.) still open?

A-2: Yes. To support student learning during these unprecedented times, the A.R.C. is providing remote (online) counseling services, academic accommodations, and disability support services to students with disabilities enrolled in courses at Grossmont College.

Q-3: Who do I contact if I have general questions about the A.R.C. or about accommodations?

A-3: For general questions about A.R.C. accommodations and services, you may contact the A.R.C. by [email](#). You may also call 619-644-7112 and leave a voice message; an A.R.C. staff member will return your call to address your question(s).

Q-4: I am an existing student with the A.R.C., can I ask an A.R.C. Counselor a quick question without an appointment?

A-4: Yes. You can chat with an A.R.C. Counselor without an appointment by submitting your quick question through A.R.C. [e-Advising](#).

Q-5: I am an existing student with the A.R.C., how do I schedule an appointment with an A.R.C. Counselor?

A-5: To schedule an appointment with an A.R.C. Counselor, book an e-Counseling appointment [online](#). If you need assistance with booking your appointment, you may contact the A.R.C. by [email](#) or by phone at 619-644-7112 (leave a voice message).

Q-6: I have an appointment booked with an A.R.C. Counselor. How will we meet?

A-6: All appointments are currently held online using Zoom. You must download and join Zoom before your scheduled A.R.C Counselor appointment. To download Zoom, visit the [Zoom Download Center](#). For Zoom help, visit the [Zoom Help Center](#).

Prior to your appointment time, you will receive an email with information to access your “Zoom Meeting” or video appointment. At your appointment time log onto Zoom and enter your Zoom Meeting.

Q-7: Can I still use my authorized academic accommodations for my classes?

A-7: Yes. All of your previously authorized and approved academic accommodations are still valid. Some accommodations would be more helpful in an online learning environment than others. Common accommodations used in an online setting include (but are not limited to) exam or testing accommodations and alternate media/audiobook accommodations.

You may review your Authorized Academic Accommodations (AAA) letter for a list of your approved accommodations. If you need a copy of your AAA letter, please contact the A.R.C. by [email](#) or by phone at 619-644-7112 (leave a voice message).

Q-8: Can I still request a new accommodation or change an existing accommodation?

A-8: Yes. You can still request approval of a new accommodation or request a change to an existing accommodation by scheduling an appointment with an A.R.C. Counselor. Appointments can be booked [online](#). If you need assistance with booking your appointment, you may contact the A.R.C. by [email](#) or by phone at 619-644-7112 (leave a voice message).

Q-9: How do I request my approved exam or testing accommodation? How does my exam or testing accommodation work in an online learning environment?

A-9: To request your approved exam or testing accommodation, complete and submit the online [Request for Testing Accommodation form](#). The Testing Center will process your form and contact your instructor with your request. We also recommend you send an email to your instructor a week prior to your exam to remind them of your approved exam accommodation.

Once you complete and submit your online Request for Testing Accommodation form and once the Testing Center informs your instructor of your request, your instructor will extend your time in Canvas for your quizzes, exams, and tests. When you log into your quiz/exam/test, you should see your extended time.

If you have any questions or concerns about using your exam or testing accommodation, please email the [Testing Center](#) or call 619 644-7120 (leave a voice message).

Q-10: How do I request my approved ASL Interpreter or Real Time Captioning service for my classes?

A-10: To request your approved ASL Interpreter or Real Time Captioning accommodation, complete and submit the online [Request for ASL Interpreter & Real Time Captioning \(Classroom\) form](#) or the [Request](#)

[for ASL Interpreter & Real Time Captioning \(Academic Activity\) form](#). Your request will be processed and you will be contacted directly.

If you have any questions or concerns about scheduling or using your ASL Interpreter or Real Time Captioning accommodation, email [Denise Robertson](#).

Q-11: How do I request my alternate media or audio book accommodation?

A-11: To request your approved alternate media and/or audio book accommodation, complete the online [Request for Alternate Media Books form](#). Your request will be processed and you will be contacted directly.

Q-12: Are services with the Assistive Technology Center (ATC) still available and who can I contact if I have questions about assistive technology or technology in general?

A-12: Yes. The ATC is available and providing services virtually. If you would like to schedule an assistive technology consultation, if you have questions about assistive technology, or if you have general questions about technology email [William Bown](#).

Q-13: Are writing tutors still available through the Assistive Technology Center (ATC)?

A-13: Yes. Writing tutors through the ATC are still available to provide writing support and tutoring. Services are provided online and can be requested by [email](#). When emailing ATC writing tutors, include your name, the prompt for the assignment, and the draft of your assignment as an attachment.

Q-14: Where can I find more information about A.R.C. accommodations and services?

A-14: Visit the [A.R.C. website](#) for updated information, forms, and resources about A.R.C. accommodations and services.