

Frequently Asked Questions



STUDENT ACCESS &
ACCOMMODATION SERVICES
Heartland Community College

Q: When should I request accommodations?

A: Although there is no set deadline for requesting services, it is recommended to contact SAAS at the earliest opportunity.

Q: What if I do not have current documentation?

A: Speak with a member of the SAAS staff. We will advise you of options for obtaining current documentation.

Q: Who will know I have a disability?

A: An individual's privacy and confidentiality will be respected. Instructors are notified by SAAS about the need for accommodations but not about the specific disability.

**Student Access and
Accommodation Services
(SAAS) is here to help!**

SAAS is committed to equality of educational opportunities for eligible students with disabilities. We ensure access, customized to meet individual needs, and support students in reaching their full potential.

"SAAS was extremely helpful to me in my class and I did very well thanks to the help of SAAS."

Contact Student Access and
Accommodation Services
heartland.edu/accommodations
accommodations@heartland.edu
309-268-8259

Requesting Accommodations

- Apply to Heartland Community College.
- Take the placement exam
 - Accommodations that are available for placement exam: extended time, separate test area, reader for exam.
 - If you would like accommodations for the placement exam, call 309-268-8259.
- Enroll in classes.
- Complete SAAS accommodation request form, available at the SAAS office (SCB 1415) or on the Heartland website.
- Submit documentation of disability and/or medical/psychological conditions to the SAAS office (SCB 1415).
- Once documentation is approved, SAAS will reach out to you to set up an intake appointment.

Common Accommodations

- **Extended time for tests** – allows more time to demonstrate understanding of the course content.
- **Separate testing area** – provides a calm and quiet setting where a student can focus.
- **Note taker** – class notes provided so that the student can focus on in-class learning.
- **iPad (reader) for tests** – test are read to the student in order to improve comprehension of test questions.
- **Alternative text/materials** – course materials offered in a format that is most accessible to the student. Textbooks can be produced in audio, enlarged print or Braille.

What Your Peers Say

“Having a quiet environment in SAAS lets me focus and understand the test and questions better.”

“I as a nontraditional student appreciate the support and assistance provided in returning to college.”

“I use the apps and technology that help me to be successful both in and out of the classroom.”

“They are very helpful, and I feel like I can talk to them about anything.”