

## Update on SAS Operations

(Effective March 31, 2020)

**Student Accessibility Services (SAS)** will continue operating and serving students as long as UTRGV campuses are open. However, we have adjusted how services are delivered in order to protect students and staff.

Please read through the information below so you are aware of the changes and can plan accordingly. Since the situation continues to evolve, there may be additional changes as more information becomes available. Students are encouraged to check their university email regularly for updates from UTRGV and SAS. Please continue to check the UTRGV website to stay informed: <https://www.utrgv.edu/en-us/>

## Hours of Operation

**Monday – Friday: 8am - 5pm.** Staff are available by phone and email and can also schedule an appointment by Zoom. Students can schedule a virtual appointment by contacting SAS by phone or email. All appointments will be conducted using Zoom until further notice.

- Brownsville: 956-882-7374
- Edinburg: 956-665-7005
- Email: [ability@utrgv.edu](mailto:ability@utrgv.edu)

## SAS Virtual Office Hours

**Monday – Friday: 9-11 a.m. and 1-4 p.m.**

Connect virtually to one of our staff.

Link: [Virtual Office – Student Accessibility Services](#)

Please be aware that response times may be delayed, but staff will respond as soon as possible.

**Appointments (Intakes, Reviews, Other):** *All appointments and services will be conducted remotely until further notice.* Students and faculty should contact SAS to schedule an appointment. A link will be emailed by SAS staff for a scheduled Zoom meeting. In the event a Zoom meeting is not possible, a phone meeting will be conducted as an alternative.

**Submitting documentation:** Students who need to submit documentation or other SAS forms should do so using [www.utrgv.edu/mySAS](http://www.utrgv.edu/mySAS). Students should not come to the SAS office in person.

- For mySAS tutorials, please see:  
<https://www.utrgv.edu/accessibility/students/mysas/index.htm>

**Testing:** SAS will be unable to proctor in-person exams while UTRGV classes are online. Many testing accommodations may no longer be relevant if students are testing in their own spaces using their own technology.

**Accommodations in online classes:** Since many classes have moved online, the way accommodations are provided may change as well. Some accommodations may no longer be relevant since online courses offer more flexibility than in-person classes. Instructors are still required to provide accommodations that are necessary to provide students with equal access to the class instruction, material, and evaluation. SAS staff will be available by phone and email to support students and instructors during this transition.

**Alternative Text:** Students can still submit requests for texts in alternate formats using mySAS, located at [www.utrgv.edu/mySAS](http://www.utrgv.edu/mySAS).

**Notetaking:** The SAS volunteer notetaker module will still be available to students and volunteer notetakers in mySAS, located at [www.utrgv.edu/mySAS](http://www.utrgv.edu/mySAS). However, students should see what materials are available in each of their online courses, since lecture notes may no longer be relevant if lectures are audio/video recorded and slides/materials are available to all students online.

**Sign Language Interpreter and Captioning Requests:** SAS is still coordinating with academic departments and instructors to ensure courses are accessible to Deaf and Hard of Hearing students. If students have a need for an interpreter or captioning, they can follow the regular procedure for submitting a request using this online form:  
<https://www.utrgv.edu/accessibility/forms/interpreter-request-staff-faculty/index.htm>

*We realize this is a time of uncertainty and change for everyone. SAS appreciates your patience as we all do our best to move forward this semester. All community members should continue to diligently monitor their personal health and hygiene and take preventative measures.*

**For additional information, please see these SAS websites:**

Student FAQ: <https://www.utrgv.edu/accessibility/students/student-faq/index.htm>

Faculty FAQ: <https://www.utrgv.edu/accessibility/accommodations/faculty-faq/index.htm>

### **Useful UTRGV Links**

COVID-19 (coronavirus) Updates and Resources: <https://www.utrgv.edu/coronavirus/>

COVID-19 (coronavirus) Updates and Resources: Students Frequently Asked Questions:

<https://www.utrgv.edu/coronavirus/fag/students-fags/index.htm>

UT Health Rio Grande Valley: Information about  
the COVID-19: <https://uthealthrgv.org/health-care-news/coronavirus/>

The university and SAS will keep you updated as we work to make adjustments to our policies and operations. Please continue to check the [UTRGV](#) and [SAS](#) websites to stay informed.