DISABILITY & ACCESSIBILITY AT THE UNIVERSITY OF MARYLAND - ONLINE TRAINING TECHNICAL ASSISTANCE & FREQUENTLY ASKED QUESTIONS

ABOUT THE TRAINING:

The *Disability and Accessibility at the University of Maryland* online training program for **faculty and supervisory staff members** is part of the University's ongoing efforts to create a more inclusive and accessible learning and working environment, and is designed to assist you in performing your specific responsibilities under the *Americans with Disabilities Act (ADA)* and the *UMD Disability and Accessibility Policy and Procedures*. Faculty and supervisory staff members are responsible for helping to facilitate reasonable accommodations for students and employees in a timely and effective manner. After completing this training, you will be able to identify and respond effectively to accommodation requests—including referring students and employees to the appropriate offices on campus—and utilize best practices and campus resources to help ensure an accessible and inclusive learning and working environment.

If you have questions about the training requirement or program content, skip to the Frequently Asked Questions section (beginning on page 3). If you have a technical question about using the online training program, please review the following tips:

TECHNICAL ASSISTANCE

1. **What if I did not receive my link to access the online program?**

   1. Go to https://training.wecomply.com/wc2/login.aspx
   2. Enter your username: [Your UID#]
   3. Enter your password: [Your Last Name]

   If you cannot log in, please send an email including your name, UID# and preferred email address to ocrsm-training@umd.edu.

2. **I thought I completed this training. Why am I still getting reminders?**

At the end of the training, you will be presented with a certificate of completion onscreen. If you did not receive your certificate, then you did not reach the last page of the training program. Return to the program and continue from where you left off to complete the training program and receive your certificate.

3. **What if the training program freezes, will not open, or will not display all of the content?**

   - Try logging in to the training program using the instructions above (in item #1) instead of clicking the link in the email. The network may be slow or may be blocking some content and this may help you get around potential firewall issues.

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4. **The following are some other things you can do to make sure the training program runs smoothly. After completing the recommended steps, restart your browser in order for any new settings to take effect. (Refer to your browser's specific documentation if you are using a browser other than Internet Explorer).**

- Clear your browser's cache:
  - o Select Tools -> Internet Options -> Temporary Internet Files -> Delete Files.

- Check your computer's default Internet Security settings:
  - o Select Tools -> Internet Options -> Security tab
  - o Click "Custom Level"
  - o The "Reset to" box should be set at Medium. If it is not, select Medium and click Reset.

- Add WeComply.com (host site for our training) to Trusted Sites:
  - o Select Tools -> Internet Options -> Security tab
  - o Under "select a Web content zone..." Click the TRUSTED SITES icon
  - o Click the SITES button below
  - o Deselect "require server verification" and type https://www.wecomply.com in the "Add this Web site..." field.
  - o Click ADD and then OK to save changes

- If you have many applications open, close all non-essential applications while you're completing the training program.

- Reset your Internet Explorer settings.
  - o This can be performed by clicking on Tools, Internet Options, Advanced, and then clicking the Reset button.

5. **Navigation tips:**

- Click the question mark to open the Help screen, containing navigation tips.

- Click the forward and backward arrows to navigate through the course. Click the Play/Pause button in between the arrows to pause (or silence) and restart the audio.

- Click the index button for the Table of Contents. Highlight a chapter (page) of the course and click the "Go to Page" button to skip to a different chapter. *Note: You cannot advance to a chapter that you have not already completed.*

- Click the resize font button to enlarge or reduce the size of the text on each page.

- Click the star button to view and download policies and other reference materials associated with this course.

- The audio speech and bullet buttons are not active in this training program.

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6.   **Exiting and Resuming the Course:**

- If you need to leave the course before you are done, you can exit by simply closing the window. You can return to the course later and you will be given the option to either resume from where you left off or start over from the beginning.
- You will receive periodic reminder messages until you have completed the course (i.e., you have reached the end of the course and received a certificate of completion).

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FREQUENTLY ASKED QUESTIONS

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1.   **What if I did not receive my link to access the online student training?**

   1.   Go to https://training.wecomply.com/wc2/login.aspx
   2.   Enter your username: *[Your UID]*
   3.   Enter your password: *[Your Last Name]*

   If you cannot log in, please send an email *including your name, UID# and preferred email address* to ocrsm-training@umd.edu.

2.   **How long will this training take?**

In general, the program can take 30 to 50 minutes to complete, depending on whether you choose to listen to the narration or read the content at your own pace. Please note that it may take you more or less time to complete the training, depending on your own reading pace and time spent answering the quiz questions and reviewing the supplementary information and links provided throughout the training. You are not being timed, so please feel free to take as much time as you need to review the material. You also do not have to complete it all in one sitting. Rather, you can leave the training and pick up where you left off at a later time.

3.   **Why am I being asked to complete this training program?**

Under the *Americans with Disabilities Act (ADA)* and the *UMD Disability and Accessibility Policy and Procedures*, faculty and supervisory staff members are responsible for helping to facilitate reasonable accommodations for students and employees with disabilities. (Reasonable accommodations are adjustments to the learning or working environment that provide individuals with disabilities an equal opportunity to participate.) The University is providing this training to enable faculty and supervisory staff members to identify and respond effectively to accommodation requests from students and employees, as well as utilize best practices and available resources to ensure that your learning or working environment is accessible. This training is part of the University's ongoing efforts to create a more inclusive, respectful, and accessible learning and working environment for all members of the UMD community.

4.   **Are teaching assistants required to complete this training, as well?**

Teaching assistants are not required to complete this training. However, graduate assistants (including teaching assistants) will receive an email inviting them to complete the training if they (or their supervisors or professors) determine it to be relevant to their responsibilities.

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5. What if I have staff members reporting to me who are not officially designated as faculty or supervisors, but who I believe should complete this training, based on their responsibilities. Can I request that they be assigned the training, as well?

Yes. Please email us the names and UID numbers of the staff members you would like to complete the training and we will follow up with you regarding your request.

6. What happens if I don't complete the training?

Faculty and supervisory staff training completion may be noted in Faculty Activity Reporting (FAR) and staff PRD's, respectively.

7. What if I have additional questions about my responsibilities or reasonable accommodations, in general?

If you have questions about how this material applies to your individual job responsibilities, please direct them as follows:
- **Staff Members** should contact your supervisor, your department's Human Resources Office, or University Human Resources, Staff Relations at (301) 405-0001.
- **Faculty Members** should contact Faculty Affairs at (301) 405-6803 or **faculty@umd.edu**.

Questions regarding campus-wide compliance with federal laws related to disability and accessibility should be directed to the University's ADA Coordinator:

> **Dr. Jo Ann Hutchinson**
> **Director, Accessibility & Disability Service (ADS)**
> 0106 Shoemaker Building
> Phone: 301-314-7682
> Fax: 301-405-0813
> TTY/TDD: 301-314-7682
> Email: adsfrontdesk@umd.edu
> Website: https://www.counseling.umd.edu/ads/

For additional information, including a comprehensive list of campus resources, visit the UMD Accessibility Hub at www.umd.edu/policies-and-procedures/accessibility**.**