

# FREQUENTLY ASKED QUESTIONS

## Disability Support Services

### What is the primary contact for your department?

NLC: 210-486-5487, [nlc-dsscounsel@alamo.edu](mailto:nlc-dsscounsel@alamo.edu)

NVC: 210-486-4466, [nvc-access@alamo.edu](mailto:nvc-access@alamo.edu)

PAC: 210-486-3020, [pac-dsstest@alamo.edu](mailto:pac-dsstest@alamo.edu)

SPC: 210-486-2199, [spc-dss@alamo.edu](mailto:spc-dss@alamo.edu)

SAC: 210-486-0020, [sac-dSSstudent@alamo.edu](mailto:sac-dSSstudent@alamo.edu)

Interpreting Services, 210-486-1110, [dst-interpreting@alamo.edu](mailto:dst-interpreting@alamo.edu)

### What COVID-related information can you provide students with that impact your department?

The Americans with Disability Act (ADA) does not supersede public health safety. All Alamo Colleges District Board [Policies and Procedures](#) must be followed. The student should contact the disability services office, discuss barriers through an interactive process, and identify options to ensure access without fundamentally altering the course or impose an undue burden.

Out of an abundance of caution, the Alamo Colleges District has made some temporary changes to the way we provide services to our students with disabilities. Students need to remotely self-identify with their home college's Disability Support Services Office. Reasonable Accommodations for Zoom, Internet, and Hybrid courses are provided for eligible students with disabilities.

### Have there been any policy or process related changes in your department that impact students?

Student forms have been created for each campus and now submitted electronically. Disability Support Services process to renew and establish services can be completed online at <https://www.alamo.edu/academics/academic-resources/student-forms/>.

For any changes to existing accommodations please contact the Disability Support Services Office at your home college.

### What remote-related information can you provide students with that impact your department?

Reasonable accommodations are available to all eligible students with disabilities whether in a remote learning setting or face-to-face courses.

### What additional information can you share with students that is key to their success with your department?

As instructors outline how remote learning will work for their classes, students are encouraged to be proactive and communicate with their instructor and the college's Disability Support Services Office to determine any changes to accommodations.

### What information can you share regarding hours of operations?

Hours of Operation

NLC: [www.alamo.edu/nlc/admissions--aid/specific-populations/disability](http://www.alamo.edu/nlc/admissions--aid/specific-populations/disability)

NVC: [www.alamo.edu/nvc/academics/resources/access-disability-services](http://www.alamo.edu/nvc/academics/resources/access-disability-services)

PAC: [www.alamo.edu/pac/dss](http://www.alamo.edu/pac/dss)

SPC: [www.alamo.edu/spc/disability-services](http://www.alamo.edu/spc/disability-services)

SAC: [www.alamo.edu/sac/about-sac/college-offices/disability-support-services](http://www.alamo.edu/sac/about-sac/college-offices/disability-support-services)

Interpreting Services: [www.alamo.edu/about-us/offices-departments/departments/interpreter-services](http://www.alamo.edu/about-us/offices-departments/departments/interpreter-services)



# ALAMO COLLEGES DISTRICT STUDENT RESOURCES

## USEFUL NUMBERS

**Alamo Colleges Advocacy  
Helping**  
210-486-1111

**Advocacy Centers**  
NLC: 210-486-5487  
NVC: 210-486-4181  
PAC: 210-486-3121  
SPC: 210-486-2827  
SAC: 210-486-1111

**Alamo Colleges Disability  
Support Services**  
alamo.edu/admission—  
aid/special-populations/

**Alamo Colleges Military &  
Veterans**  
alamo.edu/admission—aid/special  
populations/

**A Guide to Disability Rights Laws**  
ada.gov/cguide.htm

**Alamo Colleges Police  
Department Emergency**  
210-485-0911

**Alamo Colleges Police  
Department Non-Emergency**  
210-485-0099

**Alamo Colleges Weather Line**  
210-485-0189

**Counseling Services**  
NLC: 210-486-5487  
NVC: 210-486-4466 or  
210-486-4419  
PAC 210-486-3750  
SPC: 210-486-2333  
SAC: 210-486-1620

**The Center for Health Care  
Services**  
24-hour Crisis & Substance  
Abuse Helpline: 210-223-7233  
Non-emergency assistance: 210-  
261-1250

**United Way**  
Resource Hotline: 210-227-4357

## RECOMMENDED READINGS AND RESOURCES

**AIE - Financial Aid Resources**  
[aie.org](http://aie.org)

**360 Degrees of Financial Wellness** - Free  
financial Wellness program with advice  
based on stage of life  
[360financialwellness.org](http://360financialwellness.org)

**Credit Karma** - free credit scores  
[creditkarma.com](http://creditkarma.com)

**Edvisors** - Financial aid, student loans,  
and scholarships  
[edvisors.com](http://edvisors.com)

**FAFSA** - The Free Application for  
Federal Student Aid  
[fafsa.ed.gov](http://fafsa.ed.gov)

**Federal Student Aid** - Get additional  
information about paying for school and  
financial aid requirements  
[studentaid.ed.gov](http://studentaid.ed.gov)

**FinAid!** - The smart student guide  
to financial aid  
[finaid.org](http://finaid.org)

**iGrad** - free tool for students to learn  
about money management  
[alamo.edu/pac/share](http://alamo.edu/pac/share)

**Institute for Financial Wellness** -  
financial education and counseling  
[financiallit.org](http://financiallit.org)

**IRS2Go** - the official mobile app of the IRS  
[irs.gov/newsroom/irs2goapp](http://irs.gov/newsroom/irs2goapp)

**Mint** - free personal budgeting tool  
[mint.com](http://mint.com)

**MoneySmart** - Financial  
education curriculum  
[fidc.gov/moneysmart](http://fidc.gov/moneysmart)

**NerdWallet** - all things money in one  
place  
[nerdwallet.com](http://nerdwallet.com)

***Paying the Price: College Costs, Financial  
Aid, and the Betrayal of the American  
Dream*** - Book by Sara Goldrick-Rab  
(2016)

**Prism** - billing and personal finance app  
[prismmoney.com](http://prismmoney.com)

**SupportPay** - app to help plan child support  
payment and other shared expenses  
[supportpay.com](http://supportpay.com)

**Virtual Coaching** - Free and  
personalized assistance with topics such  
as budgeting, student loans, your  
financial aid package, and credit  
[aie.org/coaching](http://aie.org/coaching)