



Read each situation and think about it as if you were the student. You are given two options of how you can respond to the situation. Rate each response as Effective or Poor. When you finish your ratings, create your own scenario and response options and answer the reflection questions.

### Situation 1



**You are applying to college and you have a few questions about the application.**

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**Rate your responses:**

“Hello, I am filling out an application for this program and have a few quick questions for you.”

Effective  Poor

“This is so confusing.”

Effective  Poor

### Situation 2



**On the first day of class, your professor explains that there will be 5 written exams throughout the semester. You know that you will need some extra time when taking the exams.**

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**Rate your responses:**

Don't say anything. Take the test with the rest of the class and ask to retake it if you fail.

Effective  Poor

“I wanted to discuss my disability with you. It impacts my reading speed, and I am allowed extra time on tests.”

Effective  Poor



### Situation 3



**When looking at the course schedule, you notice there are classes being offered in the morning and the afternoon. You know you can't have class early in the day because you have regular doctor's appointments that are always in the morning. You go talk to the Disability Services office about receiving priority class registration.**

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**Rate your responses:**

"I have a medical condition that requires me to go to regular doctor's appointments, which are always in the morning. I need priority registration to make sure I get classes that don't overlap with my appointments."

- Effective                       Poor

"I can't do class in the morning so don't put them on my schedule."

- Effective                       Poor

### Situation 4



**You are halfway through the semester and you realize that you need an accommodation that you did not ask for when you first met with the Office of Disability Services. You call to set up a time to meet with them to discuss the accommodation.**

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**Rate your responses:**

"I am having a difficult time taking notes in my class. It is hard for me to keep up with how quickly the professor talks. I would like to request a voice recorder, so that I can record the lectures and listen to them when studying."

- Effective                       Poor

"My professor talks too fast. I need to change professors and move into a different class."

- Effective                       Poor



### Situation 5



**You have received an accommodation letter from the Disability Services Office detailing the accommodations that you can receive in your classes. You need to share this information with your professors.**

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**Rate your responses:**

“Attached to this email is my accommodation approval letter. I would like to meet with you to discuss what they will look like in your classroom.”

- Effective                       Poor

Wait until the first day of class and hand your professor a copy of the accommodation letter.

- Effective                       Poor

### Situation 6



**You have to take a daily medication at 2:00pm every day. You are in a class on Mondays from 1:30-3:00. You need to let your professor know that you may have to step out.**

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**Rate your responses:**

“I will need to step out at 2:00pm every class for just a couple of minutes. I will check with a classmate about any notes I miss while I am out of the room.”

- Effective                       Poor

“I will be leaving class whenever I need to, just so you know.”

- Effective                       Poor



#### Situation 7



**Your science lab requires you to be on your feet for most of the class period. Your disability makes this difficult for you and you would benefit from having a stool available so you can sit down when you need to.**

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**Rate your responses:**

“My feet hurt during this class”

- Effective                       Poor

“I have a disability that makes standing for a long time challenging. Can you tell me where I can find a stool?”

- Effective                       Poor

#### Situation 8



**You notice you have been struggling to get to your class on time. The class starts at 3:00, but your bus is dropping you off at 3:05, making you late for class. Your options are to be early or late. There is not a bus that would get you there right on time.**

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**Rate your responses:**

Take an earlier bus route to ensure you are on time to class. Use the extra time to study or meet with your professors.

- Effective                       Poor

It's only about 5 minutes, you don't need to change anything.

- Effective                       Poor

### Situation 9



**Before classes started, you discussed your accommodations with your professor and agreed that she would email you the class notes the day before so you have time to review them. About an hour before class starts, you notice that your professor still hasn't emailed you the notes. You email her to ask for the notes.**

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#### Rate your responses:

“Hello! I haven't received the notes for today's class yet. Could send them to me so I can review them prior to class?”

- Effective  Poor

“I can't participate because you didn't give me the notes.”

- Effective  Poor

### Situation 10



**You received a grade you don't agree with on a paper you wrote. You decide to go to your professor's office hours the next day to discuss the grade and the assignment.**

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#### Rate your responses:

“I was wondering if you could explain my grade to me so that I can understand what I need to fix for the next assignment.”

- Effective  Poor

“You should reread this paper. It is way better than you think it is.”

- Effective  Poor



**Student  
Designed  
Situation**



**Design and Rate your responses:**

Effective

Poor

Effective

Poor



## Reflect

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1. What do you think your professor or classmates would think if you responded to all of these situations using poor communication?

2. What are the benefits of using effective communication in college?