



CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS
DIVISION OF STUDENT AFFAIRS

Disability Resource Programs

PROCEDURES



CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS
DIVISION OF STUDENT AFFAIRS

Disability Resource Programs

Effective Date: Office Use Only>

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Procedure on Eligibility for Services for Students with Disabilities

Intent: To provide students with appropriate and necessary disability accommodations.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and Housing Act (FEHA); Telecommunications Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Vice President for Student Affairs, Director of Access, Orientation, and Transition, Associate Director of Access, Orientation, and Transition, and Disabilities Counselor

Applicability: Students, faculty, staff and administration at CSUCI

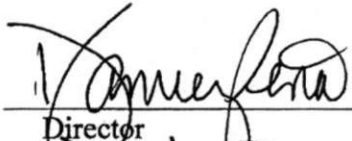
Attachment(s): Application for Disability Resource Programs
Services Agreement Contract
Accommodations Request Form
Procedure on Documentation


Procedure: Receiving accommodations through Disability Resource Programs requires the following administrative steps:


1. Eligibility for accommodations is determined on a case-by-case basis upon receipt of verifying documentation and completion of an in-take appointment with the disabilities counselor.
2. Students must register with Disability Resource Programs (DRP) by scheduling an intake appointment at the Educational Access Center (EAC), located in the Bell Tower building, Room 1541. Intake appointments must be completed in-person. A schedule of classes and a CSUCI student I.D. card are required during this initial visit. *Note: Students requesting Alternative Text Formatting are strongly encouraged to register a minimum of six (6) weeks prior to the beginning of the semester to allow for completion of their request in a timely manner.*

3. Sufficient documentation of the disability is imperative, including functional limitations and related needs. The cost of obtaining documentation is the sole responsibility of the student. If the initial documentation is incomplete or inadequate to determine the extent of the disability and reasonable accommodations, the disabilities counselor has the discretion to require additional documentation. Any cost of obtaining additional documentation is also the responsibility of the student. If the student possesses documentation of his or her disability, it should be brought to the intake interview. *Note: Individualized Education Programs (IEPs) alone are not recognized as sufficient documentation.*
4. The student must bring sufficient documentation, the completed Application for Disability Resource Programs, Services Agreement Contract and Accommodations Request Form to the intake appointment and discuss disability-related functional limitations, accommodation history and current needs with the disabilities counselor..
5. The disabilities counselor reviews the documentation and supporting information given by the student during the intake interview and evaluates the requested accommodations
6. The disabilities counselor will provide the student with a Faculty Notification Letter stating which classroom and/or testing accommodations have been approved. It is the responsibility of the student to schedule a meeting with his/her instructors early in the semester to review accommodation needs as indicated on the Faculty Notification Form.
7. The University, not the requesting student, is responsible for making the final determination of reasonable accommodation based on ADA, government and CSU policies and procedures.
8. The disabilities counselor may deny a request for accommodations and services if the request is not warranted, the student fails to provide appropriate documentation, or the request imposes a fundamental alteration to a University program or activity.
9. In the event a student is deemed ineligible for services, the student may initiate the grievance process outlined in the Student Guidebook.

Author: _____ Date: _____

Approved:  _____ Date: 9/16/08
Director

Approved:  _____ Date: 9/16/08
Dean

Approved:  _____ Date: 9/16/08
VPSA



CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS
DIVISION OF STUDENT AFFAIRS

Disability Resource Programs

Procedure on Appointment Scheduling for Disability Accommodations

Intent: To allow students to meet with the disabilities counselor to discuss their disability accommodations requests.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and Housing Act (FEHA); Telecommunications Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Disabilities Counselor, Disability Resource Programs Professional Staff

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education

Attachment^): None

Procedure:

1. Students are encouraged to schedule an appointment with Disability Resource Programs (DRP) four (4) weeks prior to the beginning of the semester to avoid a delay in the provision of accommodations.
2. Counseling appointments should be scheduled in advance. Same-day appointments and walk-ins will be granted only in cases of urgent need and as schedule availability permits. All intake appointments for both new and returning students must be conducted in person.
3. Appointments may be scheduled by calling (805) 437-3331 (V/TTY) or by emailing [accommodations\(a\).csuci.edu](mailto:accommodations(a).csuci.edu).
4. Students are to notify DRP if they will be late or if there is a need to reschedule. Scheduled appointments will be forfeited if the student is 10 minutes late. Therefore, if a need to reschedule occurs, students must notify DRP prior to tardiness or absence. If availability permits, the counselor will advise if a portion of the late appointment may still be conducted and/or determine the need to reschedule.
5. A student who misses two (2) appointments with or without cancelling must contact DRP via phone at (805) 437-3331 or email to accommodations@csuci.edu to appeal for an appointment to be rescheduled.

Author:

Date:

Approved:

Director

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9.16.08

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CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS
DIVISION OF STUDENT AFFAIRS

Disability Resource Programs

Effective Date: Office Use Only>

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Procedure on Documentation for Disability Accommodations

Intent: To ensure that accurate and current documentation is presented in order to establish the most appropriate accommodations based on the specifics of students' conditions.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and Housing Act (FEFfA); Telecommunications Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Vice President for Student Affairs, Director of Access, Orientation, and Transition, and Disabilities Counselor

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education.

Attachment(s): None

Procedure: Appropriate and current documentation (generally from within three (3) years or fewer) is important in establishing the most appropriate accommodations and will vary according to the specifics of the student's condition. Information useful in developing the most appropriate services is provided below. However, the disabilities counselor can provide additional information about obtaining required documentation.

I. Verification of Disability

A. Authority to determine disability status: the disabilities counselor or his/her designee shall have the ultimate authority to determine disability status.

B. Verification of evident disability: the disabilities counselor or his/her designee has the authority to verify a disability if the nature and extent of the disability is evident.

II. Documentation of Disability

A. In those cases where the disabilities counselor or his/her designee is unable to verify the disability, the student shall provide appropriate documentation from a

verifying professional qualified to assess the nature and extent of the disability. Verification may require documentation from:

1. A professional qualified to assess the nature and extent of the disability
2. A recognized and reliable source that provides appropriate standards in the applicable field, and not a friend or relative of the student or his/her family

B. Documentation may be provided by a licensed physician, psychologist, audiologist, or a speech pathologist.

C. Documentation may also be accepted from a licensed clinical social worker, rehabilitation counselor, marriage and family therapist, learning disability specialist, or other appropriate certified/licensed professional.

D. The cost of obtaining documentation is the sole responsibility of the student. If the initial documentation is incomplete or inadequate to determine the extent of the disability and reasonable accommodations, the DRP counselor has the discretion to require additional documentation. Any cost of obtaining additional documentation is also the responsibility of the student

III. Transfer Students with Disability Status

A. A student who has transferred as a student with a disability and received services from a California community college, the University of California, or any other regionally accredited postsecondary institution, may be eligible for academic accommodations or support services at a California State University (CSU) campus if appropriate documentation is received verifying the disability by the criteria used by the CSU system.

ATTENTION-DEFICIT/HYPERACTIVITY DISORDER (ADD/ADHD)

Documentation for students with ADD/ADHD should:

- Be from a qualified professional (e.g., physician, licensed psychologist or neuropsychologist)
- Include a comprehensive social history as well as an educational and psychological assessment
- Identify an actual diagnosis of impairment according to the DSM-IV
- Discuss functional limitations in an academic environment that are caused by the impairment
- Recommend accommodations to compensate for identified functional limitations
- List current medication, dosages and existing side effects

DEAF OR HARD OF HEARING

Documentation for students who are deaf or hard of hearing should:

- Be from a licensed audiologist
- Discuss the functional limitations in an academic environment that are caused by the impairment
- Describe recommended accommodations to compensate for identified functional limitations

LEARNING DISABILITIES

Documentation for students with a specific learning disability should:

- Include a thorough diagnostic interview, including developmental, psychosocial and academic histories, and a discussion of dual diagnoses where indicated
- Consist of a comprehensive neuropsychological or psycho-educational evaluation resulting in the diagnosis of a specific learning disability, including an assessment of aptitude, achievement and information processing
- Address current limitations caused by the impairment
- Suggest reasonable accommodations to compensate for the limitations, which are supported by the diagnosis

PHYSICAL DISABILITIES

Documentation for students with physical impairments should:

- Be from a qualified professional (e.g. physician)
- Identify an actual diagnosis of impairment
- Discuss the functional limitations in an academic environment, which are caused by the impairment
- Recommend accommodations to compensate for identified functional limitations and list current medication, dosages and existing (not 'possible') side effects

PSYCHOLOGICAL DISABILITIES

Documentation for students with psychological impairments should:

- Be from a qualified professional (e.g. psychiatrist, licensed professional counselor, board-certified social worker)
- Identify an actual diagnosis of impairment according to the DSM-IV
- Discuss functional limitations in an academic environment that are caused by the impairment
- Recommend accommodations to compensate for identified functional limitations and list current medication, dosages and existing (not 'possible') side effects

VISION DISABILITIES

Documentation for students with vision impairments should:

- Be from a qualified professional
- Discuss the actual level of loss and functional limitations in an academic environment that are caused by the impairment

Recommend accommodations to compensate for identified functional limitations

Author:

Date:

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Director

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9/17/08



DIVISION OF STUDENT AFFAIRS

Disability Resource Programs

Effective Date: Office Use Only>

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Procedure on Conflict Resolution for Students Registered with Disability Resource Programs

Intent: To ensure students registered with Disability Resource Programs receive timely and judicious conflict resolution.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and Housing Act (FEHA); California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Vice President for Student Affairs, Director of Access, Orientation, and Transition, Associate Director of Access, Orientation, and Transition, and Disabilities Counselor

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education.

Attachment^): None

Procedure:

1. When a question arises about the denial or appropriateness of an accommodation, the faculty member and/or the student involved first must consult with the disabilities counselor.
2. The counselor will then work with the faculty and the student to resolve accommodation disagreements.
3. In the event of complex situations, the counselor may request faculty and/or the student to place their concerns in writing.
4. If the issue cannot be resolved to the satisfaction of all parties, the faculty member and/or the student may take the concern to the director of Access, Orientation and Transition (AOT).
5. If the director of AOT cannot resolve the dispute over accommodations, a formal complaint may be filed with the associate vice president of Human Resources Programs (A VP of HRP).
6. Students should contact DRP or the A VP of HRP to obtain information regarding the procedure for filing of a grievance.

7. In general, the formal complaint should be in writing, contain the name and address of the person filing the complaint and briefly describe the alleged violation of the regulation, including when and where it happened and who was involved.
8. Faculty members who question the legitimacy of an accommodation recommended by DRP must continue to afford the accommodation to the student while appeals procedures are implemented.
9. Conflict regarding DRP accommodations or services shall be addressed with the disabilities counselor *fast*.
10. If the conflict cannot be resolved between the student and the disabilities counselor, the complaint shall be filed with the director of AOT.
11. If the conflict cannot be resolved by the director of AOT, the complaint shall be made to the vice president for Student Affairs.
12. If the conflict is unresolved by the vice president for Student Affairs, a formal complaint may be filed with the AVP of HRP.
13. Students should contact DRP or Human Resources Programs to obtain information regarding the procedure for filing of a grievance.
14. Conflicts regarding faculty, exams or course content, not related to disability accessibility, must be addressed directly with faculty.
15. If the student and faculty cannot resolve the issue, a complaint may be filed with the chair of the department.

Author: _____

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Approved: _____

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CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS
DIVISION OF STUDENT AFFAIRS

Disability Resource Programs

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Procedure on Continuation of Disability Accommodation Services

Intent: To ensure students get the appropriate and necessary disability accommodations each semester.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and Housing Act (FEHA); Telecommunications Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Vice President for Student Affairs, Director of Access, Orientation, and Transition, Associate Director of Access, Orientation and Transition, and Disabilities Counselor

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education

Attachment(s): Accommodations Request Form
Service Agreement Contract

Procedure: Once a student has established eligibility for services, he or she must request the service **each** semester and for **each** class that he/she needs the service by completing the Accommodations Request Form, Service Agreement Contract and an in-person intake appointment.

Author:

Date:

Approved:

Director

Date:

9.16.08

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CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS
DIVISION OF STUDENT AFFAIRS

Disability Resource Programs

Effective Date: <Office Use Only>

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Procedure on Academic Accommodations for Students with Disabilities

Intent: To ensure students registered with Disability Resource Programs (DRP) get the appropriate and necessary disability accommodations regarding their academic career.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and Housing Act (FEHA); Telecommunications Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Vice President for Student Affairs, Director of Access, Orientation, and Transition, Associate Director of Access, Orientation, and Transition, and Disabilities Counselor

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education.

Attachment(s): Faculty Notification Letter

Procedure:

1. An accommodation plan is developed between the disabilities counselor and the student.
2. The student is responsible for delivering the Faculty Notification Letter to the appropriate faculty or staff.
3. The student is responsible for requesting and accessing accommodations as outlined in DRP procedures, the Disability Resource Programs Faculty and Staff Handbook and the Student Guidebook.
4. Faculty and staff are responsible for carrying out accommodations recommended by DRP.

Author:

Date:

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CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS
DIVISION OF STUDENT AFFAIRS

Disability Resource Programs

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Procedure on Alternative Testing Services

Intent: To ensure students registered with Disability Resource Programs (DRP) receive appropriate alternative testing services.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); Telecommunications Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002

Accountability: Associate Director of Access, Orientation, and Transition, Disabilities Counselor, Disability Resource Programs Staff

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education

Attachment(s): Alternative Testing Form

Procedure: Once a student has established eligibility for alternative testing services, he or she must request the service at the beginning of each semester and for each class that he/she needs the testing service. In addition to requesting test accommodations prior to the start of the semester, the following steps are required by faculty, students, and/or staff:

Student

1. Complete the Request for Alternative Testing Form and obtain the signature of the disabilities counselor.
2. Provide the completed and signed Request for Alternative Testing Form to the faculty, and request that the faculty complete and return it to Disability Resource Programs, located in the Educational Access Center, Bell Tower Room 1541.
3. Confirm test arrangements with the faculty and DRP seven (7) days in advance of the test date or services may be denied based on unreasonable timeliness of the request.
4. If the student arrives later than the scheduled start time, that time will be deducted from the total exam time. If the student is over 30 minutes late, DRP may cancel the exam and return the test to the professor.
5. If the student fails to take the exam at the scheduled time, it is their responsibility to notify the faculty and request a make-up exam.

Faculty

1. Complete an Alternative Testing Form and return it to Disability Resource Programs, located in the Educational Access Center (EAC), Bell Tower Room 1541.
2. Provide the exam to the EAC as indicated on the Alternative Testing Form a minimum of 24 hours in advance of the scheduled test date.
3. Notify DRP in the event there is a need to change an exam date listed on the course syllabus. If a student needs to take an exam in less than seven (7) days, special approval is required by the disabilities counselor.

Staff

1. Student assistants are NOT permitted to touch exams.
2. Student assistant must request that the professor place the exam inside a provided white envelope and seals it.
3. DRP staff proctor the examination under faculty specifications as indicated on the completed Alternative Testing Form returned by faculty.
4. Any evidence of academic dishonesty will be reported to the professor, department chair, and the Dean of Students.

Author:

Date:

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Date:

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Disability Resource Programs

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Procedure on Alternative Test Proctoring

Intent: To provide students registered with Disability Resource Programs appropriate alternative testing services.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and Housing Act (FEHA); Telecommunications Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Vice President for Student Affairs, Director of Access, Orientation, and Transition, Associate Director of Access, Orientation, and Transition, and Disabilities Counselor

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education.

Attachment(s): None

Procedure:

1. All exams are placed in a white manila envelope and sealed, with a cover sheet stating: "Confidential Testing Materials Enclosed" (CTME).
2. All exams are kept in locked cabinets in the Educational Access Center (EAC) until 15 minutes before the scheduled exam time.
3. Exams are placed in a portable, plastic filing cabinet, in alphabetical order by last name of the student taking the exam.
4. Student will take the test at the EAC.
5. A DRP staff member will announce, five minutes prior to the exam time, that all backpacks, cell phones, iPods, and excess items are not permitted in the exam room.

Please Note: Excess items are any items not specified as acceptable by the professor in the comments section at the bottom of the "Confidential Testing Materials Enclosed" form.

Dependant upon location, the following procedures apply:

If the student is taking his/her exam in the **EAC**, items must be placed in an EAC locker.

If the student is taking his/her exam elsewhere in the **Bell Tower (BT)**, items must be placed in an EAC locker prior to leaving for the designated BT room.

- S** If the student is taking his/her exam in the **library**, items must be given to the library proctor upon arriving at the designated library room.

Two (2) DRP staff members will distribute exams to the correct students promptly at the designated exam time. Upon delivering the exam, DRP staff will:

- S Locate the student's room location on the cover sheet.
- S Tell student where he/she is going and walk him/her to the location within the EAC, or if there is another student in line immediately ask another staff member to walk him/her.
- S If student has a location other than EAC, explain this to him/her and tell him/her to stand with the group bound for that location. Specified groups will stand near a sign for that location. *(Due to the influx of students during finals and midterms, not all students can test in the EAC.)*

BELL TOWER PROCTOR

1. All students taking exams in a private BT room must leave their backpacks and other excess items in an EAC locker prior to leaving for their designated BT room.
2. Walk student to designated room and inform him/her where you will be during the time of the test and that periodically you will be checking on him/her.
3. Have student remove all contents within white envelope.
4. Write exam's start time on the "Confidential Testing Materials Enclosed" form and take the envelope with you.
5. Vary the time lapses between checking on students so as not to appear routine and calculated, but do not allow more than 20 minutes to pass between observations.

LIBRARY PROCTOR

1. Proctor takes student's backpack and excess items to his/her location until student completes exam.
2. Have students remove all contents from white envelope.
3. Write exam start time on "Confidential Testing Materials Enclosed" form and take the envelope with you.
4. Vary the time lapses between checking on students so as not to appear routine and calculated, but do not allow more than 20 minutes to pass between observations.

EAC PROCTOR

1. All students taking exams in the EAC must leave their backpacks and other excess items in an EAC locker prior to sitting to take their exam.
2. Have student remove all contents from white envelope.
3. Write exam start time on "Confidential Testing Materials Enclosed" form and take the envelope with you.
4. Vary the time lapses between checking on students so as not to appear routine and calculated, but do not allow more than 30 minutes to pass between observations.

AT THE EXAM'S END

1. Write exam's end time on the "Confidential Testing Materials Enclosed" form.
2. The envelope and cover sheet are removed from the "Exams in Progress" folder in the locked desk cabinet. (Or, library proctor already has envelopes.)
3. Have student place completed exam inside envelope, sign and date "Confidential Testing Materials Enclosed" form and initial envelope over the seal.
4. Remind student to pick-up personal items from the EAC. Or, if you are in the library, remember to give students the backpack/items they left with you.

5. Tape "Confidential Testing Materials Enclosed" to a new white envelope, transfer contents, seal envelope, and place in white information binder for student assistants to mark how to file the test (i.e. file in "To be picked-up" or "To be delivered").
6. Staff will place in appropriate file, pick-up or delivery, in locked filing cabinet. "Pick-up" folder is organized in alphabetical order by professor's last name. "Delivered" folder can be placed randomly.

Please Note: All academic and student conduct policies are applicable and enforced during all alternative testing procedures.

Author:

Date:

Approved:

Date:

Director

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Dean

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Disability Resource Programs

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Procedure on Note-Taking Services

Intent: To provide services to students whose documented disability makes note-taking in class difficult or impossible.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and Housing Act (FEHA); Telecommunications Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Vice President for Student Affairs, Director of Access, Orientation, and Transition Programs, Associate Director of Access, Orientation, and Transition Programs, and Disabilities Counselor

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education.

Definition[^]):

Note-taker: Person who takes classroom notes for someone else.

Attachments): Note-Taker Memorandum
Contract for Stipend Notes
Information Sheet for Stipend Notes
Invoice
Verification of Notes

Procedure:


1. In respect of confidentiality concerns, if the student chooses to remain anonymous to the note-taker, Disability Resource Programs (DRP) or the faculty member will obtain a student note-taker, and the student requesting the service shall retrieve their notes from the Educational Access Center (EAC).
2. When possible, students are encouraged to identify a student in class to provide them with notes.
3. Note-takers may also be identified by the faculty member after the faculty member announces to the class that a note-taker is needed.
4. Note-takers are required to keep their services confidential in regards to whom the notes are for and why the service is necessary.

5. DRP provides lined sets of non-carbon required (NCR) paper, allowing a student to simultaneously take notes and make copies. However, this is not a requirement. A note-taker may photocopy the original notes if this is his/her preference.
6. At the end of the lecture, the sheets are separated and each person keeps a copy or a copy can be dropped off at the EAC at least 24 hours after the end of instruction.
7. The student who is taking the notes is eligible to register with DRP to receive a stipend of \$15 per unit, per class, at the end of the semester.
8. In order for note-takers to receive financial compensation, the student obtaining notes must complete and sign a confirmation of services for each class prior to the end of finals week.
9. A student receiving notes must sign that his/her notes have been received prior to the last day of finals week of the semester in which the notes were given.
10. Once a student has established eligibility for note-taking services, he or she must request the service each semester and for each class that he/she needs the note-taking service.
11. The note-taker must complete DRP paperwork that must be submitted to the EAC at least ten (10) days before the end of the semester. Included in this paperwork is a form that must be signed by the student *receiving* notes verifying that the notes were provided to him/her.

Use of a stipend note-taker is not intended to replace the need to attend class. Class notes will not be provided for days that a student does not attend class.

Author: _____ Date: _____

Approved:  Date: 09.16.08
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Procedure on Taped Lectures

Intent: To provide registered Disability Resource Program (DRP) students who are unable to take or read notes the ability to tape record class lectures.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and Housing Act (FEHA); Telecommunications Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Vice President for Student Affairs, Director of Access, Orientation, and Transition, Associate Director of Access, Orientation, and Transition, and Disabilities Counselor

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education.

Attachment(s): Audio Recording Lecture Agreement

Procedure: Students with disabilities and the faculty member may develop an Audio Recording Lecture Agreement in which the student guarantees that he/she will use the tapes only for personal use as a student with a disability, that he/she will not share the tapes with anyone and that the tapes will be destroyed at the end of the semester. This agreement is only necessary if an objection to being taped arises. Students must obtain their own recording devices.

Author:

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Disability Resource Programs

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Procedure on Requesting and Using Alternative Media

Intent: To provide services to students whose documented disability makes it necessary to receive alternative media.

Background: CSU Coded Memorandum AA 2002-35; CSU Coded Memorandum AA-206-41; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and **Housing** Act (FEHA); **Telecommunications** Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Associate Director of Access, Orientation, and Transition, Disabilities Counselor, Disability Resource Programs Staff, Assistant Technical Specialist

Applicability: CSU Channel Islands students, faculty, and staff determined eligible for alternative media services

Attachment(s):

Student Certification Form for Alternate Media Services
Alternate Media Request Form

Procedure:

1. A student requesting alternative media for the first time must meet with a disabilities counselor to determine eligibility for the service. Once found to be eligible, the individual must read, agree to and sign the CSUCI Student Certification Form for Alternate Media Services, in compliance with AB 422.
2. For course textbooks, students must provide DRP with the course syllabus and materials as soon as they are available, preferably a *minimum* of six (6) weeks prior to the beginning of the course. **Students must present documentation of their course registration and proof of textbook purchase before requests can be processed. In the event the bookstore does not have the course textbook information or the student is unable to obtain syllabus information four to six weeks prior to the beginning of the semester,** students should immediately notify DRP staff. After the student provides DRP with information that demonstrates sufficient attempts to contact faculty, DRP staff will make every effort to contact faculty on behalf of the student to obtain textbook information.

3. Depending on workflow and demand, students may receive their alternative media in installments.
4. Each semester and for each book, handout or other material, students must complete the Alternate Media Request (AMR) Form immediately upon registration or as soon as the materials have been identified, preferably a *minimum* of six (6) weeks prior to the start of the course. Note: DRP students who have been certified to receive Alternative Media Accommodations are given priority registration status to facilitate their request in a timely manner.
 - a. Faculty or staff needing alternate format materials for a student with a disability should complete the Alternate Media Request Form and submit the materials to DRP as early in the semester as possible. Questions may be directed to DRP at (805) 437-3331.
5. Late requests will be honored with the understanding that DRP staff will set the timeline for completion of the work accordingly. This might also determine a need to produce the alternative media in installments.
6. Turn-around times for alternate text including the translation of materials into an audio format will be determined on a case-by-case basis upon review of material to be formatted and converted. DRP staff will make every effort to complete the work request in a timely and reasonable manner within four (4) weeks from the date DRP staff receive the completed Alternative Media Form (AMF). Incomplete or incorrect information placed on AMFs may result in a delay of services.
7. Students are responsible for picking up completed materials from the Educational Access Center in a timely manner. In the event that a student drops the class or there is a change in the alternative text needed, the student must notify DRP immediately so that staff may respond accordingly.

CONTINGENCY PLAN:

1. If the student prefers electronic texts (e-texts), but the e-texts are not readily available, then DRP may scan the student's own textbook. This is based on student preference and is strictly his/her choice. *Note: To do this, the text spine must be removed and the book will no longer be acceptable for buy back at the bookstore.*
2. In the event of unforeseen situations, such as equipment unavailability or mechanical failure, DRP staff shall: a) immediately advise the student of the situation, and b) consult with the student regarding comparable formatting that can be produced on-site and made usable by the student.
3. DRP staff shall seek the assistance of outside institutions, organizations or vendor services if on-site formatting is not readily available.
4. To solidify this contingency plan, a collaboration agreement has been established between DRP and the Alternate Text Production Center (ATPC) of the California

Community Colleges regarding electronic Braille files, Braille books/documents and tactile graphics.

5. When utilizing outside resources, the turn around-times will be determined by the vendor providing the services. Time frames are dependent on the complexity of the work order. DRP will work closely with the vendor and request that the work is completed in a timely and reasonable manner.
6. In order to meet the immediate needs of the student, formatted alternate text from outside vendors may also be provided in stages based on the course syllabus at a turn-around time determined by the outside vendor.
7. If DRP staff determines that comparable formatting is available on-site, however the student does not agree with the determination, the student has the option of filing an appeal with the director of Access, Orientation and Transition (AOT) or his/her designee.
 - a. Upon reviewing parties' information, the director of AOT or his/her designee shall make a determination and notify the student as soon as possible but no later than seven (7) business days from the date the appeal was received.
 - b. If the student does not agree with the determination made by the director of AOT or his/her designee, then the student has the option to file an appeal with the vice president for Student Affairs or his/her designee.
 - c. The vice president for Student Affairs or his/her designee shall make a determination and notify the student as soon as possible but no later than seven (7) business days from the date the appeal was received.

FACULTY AND STAFF

1. Faculty and staff needing workplace accommodations including materials in an alternative format must make the request to their immediate supervisor and the assistant vice president of Human Resource Programs (AVP of HRP).
2. The A VP of HRP will: 1) contact the director of AOT to advise that a request for Alternative Media has been placed; 2) provide verifying documentation to DRP; and 3) work collaboratively with the employee, the director of AOT, DRP and/or outside vendors to provide alternative media requests.
3. The employee may be required to complete the Application for Services and the Alternative Media Form (AMF).
4. DRP staff will make every effort to complete the work request in a timely and reasonable manner within four to six (4-6) weeks from the date DRP staff receive the completed AMF. Incomplete or incorrect information placed on AMFs may result in a delay of services.

CSUCI SPONSORED STUDENT-RELATED ACTIVITIES

1. Individuals attending campus-sponsored events are encouraged to contact the event coordinator to request event materials in an alternative format or other disability-related accommodations as soon as possible but no later than four (4) weeks prior to the event. Verifying appropriate documentation is required at the time of the request.
2. Failure to provide documentation and place the reasonable request in a timely manner may prevent the accommodation from being available by the time of the event.
3. The event coordinator will communicate the request to DRP within two (2) business days of receiving the accommodation request. If needed, DRP will confer with the AVP of HRP, who is also the campus ADA compliance representative.
4. Depending upon the format requested, the materials may be converted and provided by the event sponsor, DRP or an outside vendor.
5. Timeline for completion is determined based on the type, complexity, length, and original format of the material to be converted. Also, the format the material is to be converted to, such as literary Braille, Nemeth Braille, tactile images, etc, affects time efficiency.
6. If it is not possible to provide the materials by the event date, the event sponsor will work with DRP and the requestor to determine an acceptable alternative accommodation.
7. If not available at the time of the event and still desired, alternative format materials will be sent to the requestor as quickly as possible (within 14 calendar days depending upon the items listed in number three above).

NON-CSUCI SPONSORED EVENTS

1. Individuals attending non-CSUCI-sponsored events are encouraged to contact the event coordinator to request event materials in an alternative format as soon as possible. Failure to make the request in a timely manner may prevent the requested format from being available by the time of the event.
2. Depending upon the format requested, the materials may be converted and provided by the event sponsor or an outside vendor.
3. The AVP for HRP and DRP, while not directly responsible for the provision of the accommodation, are available as a consultation resource for all events on campus.

GENERAL CAMPUS PUBLICITY MATERIALS

1. Campus and community members who need campus publicity materials in an alternative format are encouraged to contact the department of origin to request event materials in an alternative format as soon as possible.
2. The department will communicate the request to DRP as well as complete the Alternate Media Form. As needed, DRP will confer with the AVP of HRP, as well as the Communications and Marketing office.
3. Depending upon the format requested, the materials may be converted and provided by the department of origin, DRP or an outside vendor.
4. Timeline for completion is determined based on the type, complexity, length, and original format of the material to be converted. Also, the format the material is to be converted to, such as literary Braille, Nemeth Braille, tactile images, etc, affects time efficiency. Generally items will be completed within 14 calendar days, depending upon the items listed above.

LIBRARY MATERIALS

1. Community members who would like access to library materials are encouraged to contact the library front desk to request assistance with materials.
2. Library staff will direct patrons to assistive equipment as needed.
3. Library staff will provide one-on-one assistance with reading non-accessible materials, either hard copy or electronic. If one-on-one assistance is not immediately available, a library staff member will schedule a time the patron may return and assistance will be provided.
4. In instances where patrons need materials converted into alternate formats, library staff will contact DRP and/or the AVP of HRP and complete an Alternative Media Request Form.

Author:

Date:

Approved:

Director

Date:

09.16.08

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Date:

9/19/08

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