



Channel Islands

CALIFORNIA STATE UNIVERSITY

Division of Student Affairs

DSA Area Name: Retention, Outreach and
Inclusive Student Services

Effective Date: 01/01/2022

Procedure Number: ROI-p.004.02

**Student Affairs Working Procedure on Scheduling Virtual and In-Person
Appointments with Disability Accommodations & Support Services (DASS)
for New and Registered Students**

Intent:

To provide new students with disabilities the opportunity to schedule an appointment to review their submitted documentation and to engage in an interactive process with a DASS Counselor for the purpose of determining eligibility for the provision of accommodations and support services.

Background:

CSU Coded Memorandum AA-2014-08, CSU Executive Order No. 1111, The Americans with Disabilities Act of 1990, as amended 2008 (ADAAA); Sections 504 and 508 of the Federal Rehabilitation Act of 1973, as amended; and applicable state and federal laws.

Accountability:

Vice President for Student Affairs, Associate Vice President for Student Affairs – Retention, Outreach and Inclusive Student Services, the Director of DASS and all DASS professional staff and the ADA Coordinator for Students and students with disabilities requesting DASS accommodations and support services.

Applicability:

Students with disabilities enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education, registered with DASS. Additionally, CSUCI students with disabilities who have completed the New Student Appointment process and who are registered for DASS accommodations and support services.

Definition(s):

Disability: Under Sec. 12102 of the ADAAA, the term "disability" means with respect to an individual a physical or mental impairment that substantially limits one or more major

life activities of such individual; a record of such an impairment or being regarded as having such an impairment. Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

Accommodation: DASS uses the term “accommodation” to define auxiliary aids or services. Under Section 36303 of the ADA, “A public accommodation shall take those steps that may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the public accommodation can demonstrate that taking those steps would fundamentally alter the nature of the goods, services, facilities, privileges, advantages, or accommodations being offered or would result in an undue burden, i.e., significant difficulty or expense.

Business Day: a business day is defined as Monday-Friday dates, weekend and holiday dates are not included.

Timeline:

1. It is recommended that incoming freshman and transfer students schedule their New Student Appointments at the completion of the admissions process or within four (4) weeks prior to the beginning of the semester to provide DASS staff reasonable time to arrange for and avoid delay in the provision of accommodations. Incoming students requiring ASL interpreter services, CART/Real-Time Captioning services or Braille services should contact DASS upon acceptance and intent to enroll to inquire about advanced dates for DASS New Student Appointments and priority registration.
2. It is recommended that currently enrolled CSUCI students requesting a New Student Appointment, or CSUCI students who are registered with DASS and seeking new accommodations, schedule their appointments at the time they receive confirmation of course registration in order to set up semester accommodations or support services.

Procedure - New Student Appointments:

3. Scheduling New Student Appointments requires both successful completion of a DASS Online Student Application (found at <http://www.csuci.edu/dass/>) as well as documentation submitted from external or third-party sources. Documentation must be uploaded online, emailed to accommodations@csuci.edu, faxed to 805-437-8529, or submitted in-person at the DASS office.

VIRTUAL EXCEPTION: In the case of a virtual work environment, documentation should be uploaded into the DASS Online System at the time application is completed, or emailed to accommodations@csuci.edu. No faxes will be accepted.

4. Upon confirmation of their completed DASS online application, students are contacted by telephone within three (3) to five (5) business days to provide available appointment dates and times.

VIRTUAL EXCEPTION: In the case of a virtual work environment, students are contacted by email within three (3) to five (5) business days and provided a list of available appointment dates and times to choose from.

If students do not respond after the second attempt to schedule an appointment, DASS staff will send an email notifying them that their online application will be placed on hold for 30 days. Students will then need to call 805-437-3331 to schedule an appointment within that 30 day hold period.

VIRTUAL EXCEPTION: In the case of a virtual work environment, students will respond to email to request scheduling a New Student Appointment. The student will then be sent an email with a list of available dates and times to choose from.

If students do not contact DASS to schedule appointment within the allotted time period, their DASS online application will be archived, and they may be instructed to re-apply online.

5. DASS requires students, not parents or any other individuals, to schedule and participate in New Student Appointments. Exceptions to scheduling appointments will be made for students who are non-verbal or have disabilities that severely affect their ability to communicate.
6. New Student Appointments will be scheduled during regular office hours posted on the DASS Website: <http://www.csuci.edu/dass/>.
7. In-person appointments are conducted on CI's main campus in the DASS office. Virtual appointments facilitated with Zoom Conferencing are also available. Zoom allows for video, audio, and screen sharing between participants. It can be used from any computer, laptop, tablet, or phone, and it works on PC, Mac, Android, and iOS devices. A user can participate in a video or audio meeting from anywhere they have Internet access.

VIRTUAL EXCEPTION: In the case of a virtual work environment, all New Student Appointments will be conducted via Zoom.

8. New Student Appointments are conducted by DASS Counselors and Administrators. Appointments are dependent upon availability.
9. DASS will make every attempt to schedule available appointments within five to six business days of each student's preferred time. However, during peak operational times (e.g., beginning of the semester, finals weeks), new appointments may take up to three weeks from the time DASS staff successfully contacts students to schedule.

Scheduling Registered DASS Student Appointments:

- Students registered with DASS can request appointments either in person at the DASS office, located on the second floor of Arroyo Hall or by telephone at 805-

437-3331. At the time of scheduling, students may request an in-person or virtual appointment.

VIRTUAL EXCEPTION: In the case of a virtual work environment, students should email their assigned DASS counselor or accommodations@csuci.edu to request the scheduling of a returning student appointment.

- Appointments will be scheduled based on availability.
- Counseling appointments should be scheduled in advance. Same-day appointments and walk-ins will be granted only in cases of urgent need and as scheduling availability permits.
- Students experiencing a disability-related crisis, or severe concerns pertaining to the delivery, need or denial of DASS accommodations, should advise DASS staff that the appointment is urgent in nature.
- Students experiencing personal crises should contact Counseling and Psychological Services (CAPS) or call 805-437-2088 for 24/7 access to a counselor.
- Students experiencing severe concerns pertaining to disability inclusion, discrimination, the delivery, need or denial of DASS accommodations also have the option to contact the campus ADA Coordinator for Students by calling 805-437-2077.

Scheduling Course Modification Appointments

Course modifications differ from course accommodations in that they change the established academic requirements, without fundamentally altering the nature of the course. Course modifications require an interactive process between the student, DASS and faculty. As such, the process may take up to three weeks to complete, depending on the individual need of the student. It is recommended for students to schedule course modification appointments three weeks prior to the date the course modification is needed, either in-person or by telephone. Course modification appointments should be scheduled in the same way Registered DASS Student Appointments are scheduled.

Rescheduling DASS Appointments:

- In advance of their scheduled appointment time, all students are responsible to notify DASS in writing to accommodations@csuci.edu or by telephone 805-437-3331 if they will be more than 15 minutes late or have a need to reschedule.

VIRTUAL EXCEPTION: In the case of a virtual work environment, DASS students should email accommodations@csuci.edu, or their DASS counselor, to notify if they will be late to the appointment or will be delayed more than 15 minutes.

- Late Arrivals: All students arriving 15 minutes late or more to their scheduled DASS appointments for any reason will have their appointment time forfeited and will need to reschedule. If availability permits, students will be advised whether a portion of the late appointment may still be conducted and/or determine the need to reschedule.

No Shows:

- New Student: If students do not show up for their New Student Appointment, DASS staff will send an email requesting that they call 805-437-3331 and reschedule within 30 days. If students do not contact DASS to reschedule within 30 days, their DASS online application will be archived, and they may be instructed to re-apply online. Students with repeated no-shows, dependent on the situation, may be required to meet with a DASS Administrator prior to being permitted to reschedule the appointment.

VIRTUAL EXCEPTION: In the case of a virtual work environment, students should email DASS at accommodations@csuci.edu to reschedule the appointment.

- Registered DASS Students: If registered students do not show for their scheduled appointment, they will need to reschedule for the next available date and time. After two missed scheduled appointments without contacting DASS staff, students may be asked to explain their reason for their no show in writing via accommodations@csuci.edu. Dependent on the situation, the student may be required to meet with a DASS Administrator prior to being permitted to reschedule the appointment a third time.

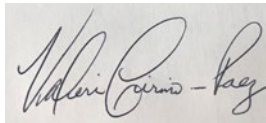
Timeline Limitations:

- New Student Appointments: New Student Appointments are not scheduled during the last two weeks of fall or spring semesters. New student appointments for fall semesters are not scheduled more than 5 weeks ahead of the start date of fall semester. Dates are located on the Academic Calendar: <http://www.csuci.edu/academics/calendar.htm>
- With the exception of urgent matters, registered DASS student appointments typically are not scheduled during finals.

Additional Information:

Some DASS accommodations, including but not limited to: American Sign Language (ASL) interpreter services, CART/Real-Time Captioning services, alternative media, course modifications or Braille services, require DASS staff additional time to process. Students should also be aware that peak operational times for appointment requests include the beginning of the semester, mid-terms, and finals. Therefore, due to these peak operational times, and to permit DASS staff sufficient time to process the accommodation requests, it is strongly recommended that new students, or students who are registered with DASS and in need of additional accommodations or requesting a new course modification, schedule appointments well in advance of need.

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