



Student Information Handbook

Disabled Student Programs and Services

Bakersfield College
1801 Panorama Drive
Family & Consumer Education Bldg. – Room 16
Bakersfield, CA 93305
(661) 395-4334

This handbook is available in alternate formats upon request.

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Disabled Student Programs and Services

How can I contact Disabled Student Programs and Services?

**DSP&S (main office) & Learning Disability Testing
Family & Consumer Education (FACE), Room 16
(661) 395-4334 Voice/TTY
(661) 395-4079 FAX**

**Test Accommodations
Student Services (SS), Room 135
(661) 395-4735
(661) 395-4025 FAX**

**High Tech Center & Assistive Technology Specialist
Library (L), Computer Commons & Room 145
(661) 395-4696 or (661) 395-4771**

**Alternate Media
Family & Consumer Education (FACE), Room 13
(661) 395-4686**

**Deaf Services Coordinator
Fine Arts (FA), Room 56
(661) 395-4296 TTY**

**Interpreters' Office
Fine Arts (FA), Room 57
(661) 395-4398 Voice/TTY**

**Adaptive Physical Education
Gym, Room 11
(661) 395-4390 or (661) 395-4334**

For more information and useful resources, connect to our web site at:
<http://www2.bakersfieldcollege/dsps/>

A Letter to Students

Dear Student:

Welcome to Bakersfield College and to Disabled Student Programs and Services (DSP&S). Bakersfield College is one of the finest higher educational institutions that you will find. You have made a wise choice. Our hope is that your time here will be enjoyable and productive.

As a student with a disability, you have unique educational needs which may require special assistance. At BC we understand and are sensitive to that. We believe that you will find the entire Bakersfield College community ready to work with you to help you realize your personal, academic, and career goals.

This handbook will describe the disability-related services available to you. It will cover our roles and responsibilities and your responsibilities as a student served by DSP&S.

Finally, please don't hesitate to contact us in DSP&S if you have a question. The main DSP&S office is located in FACE-16 and can be reached by phone at 395-4334 (Voice/TTY).

You have our best and heartfelt wishes for your success at Bakersfield College.

Disabled Student Programs and Services

The Law

What does the law say about access for college students with disabilities?

Section 504 of the Rehabilitation Act of 1973 & Americans with Disabilities Act (ADA)

Congress passed Section 504 of the Rehabilitation Act in 1973. It is a civil rights statute designed to prevent discrimination against people with disabilities in federally funded programs, such as public colleges. It provides that:

No otherwise qualified individual with disabilities in the United States shall solely by reason of his or her disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The Americans with Disabilities Act (ADA), which was modeled after Section 504, was signed into law in July 1990 and generally implemented in 1992. The ADA extended the nondiscrimination statutes and civil rights for persons with disabilities (disability: physical or mental impairment which substantially limits one or more of the major life activities of the individual) to employment settings, transportation, public accommodations, services provided by state and local governments, and telecommunications.

Bakersfield College and the Kern Community College District follow the regulations from these laws as well as all California Community College guidelines to ensure that all students, including those with disabilities, are evaluated in a manner which accurately assesses the students' knowledge and skills, rather than their disabilities. Further, BC proactively seeks to integrate all students into its programs and campus life. We are committed to providing educational access which is as effective as that available to non-disabled students.

Section 508 (Amended) of the Rehabilitation Act of 1973 & California Senate Bill (SB) 105

Electronic and information technologies (EIT) are significant means by which Bakersfield College provides information to students, faculty, staff and other constituents. The need to ensure accessibility to all members of the campus community becomes critical as more administrative services and learning environments are based on EIT. Such access is also a part of the college's ongoing commitment to establishing a barrier free learning community, through universal access principles, to all students.

This means, for example, that the college is required to closed captioned videos used or replace existing non-captioned videos with new captioned videos for use; that its internet communication (e.g., web site, distance learning classes, administrative and tutorial services) is accessible to/usable by students with disabilities who use assistive computer technology, and that assistive computer technology is available on computers in labs and in instructional settings.

Individuals with disabilities are guaranteed access both to the educational institutions and to systems of communication under the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Amendments to Section 508 of the Rehabilitation Act clarify accessibility requirements for EIT developed, procured, maintained, or used.

Furthermore, Senate Bill 105 (SB 105) added language to the California Government Code Section 11135 codifying in state law the obligation of state agencies and entities receiving state funds to comply with the requirements of Section 508 of the Rehabilitation Act. CA Government Code Section 11135, subsections 2 and 3, (through SB105), states the following:

“(2) In order to improve accessibility of existing technology, and therefore increase the successful employment of individuals with disabilities, particularly blind and visually impaired and deaf and hard-of-hearing persons, state government entities, in developing procuring, maintaining, or using electronic or information technology, either directly or through the use of state funds by other entities, shall comply with the accessibility requirements of Section 508 of the Rehabilitation Act of 1973, as amended (29 USC Section 794d), and regulations implementing that act as set forth in Part 1194 of Title 36 of the Federal Code of Regulations.”

Additionally, the Legal Opinion from the California Community Colleges Chancellor’s Office (Legal Opinion M01-17), dated June 11, 2001, states:

“In its 1998 decision concerning accessibility for blind and visually impaired students in the community colleges, the Office for Civil Rights of the U.S. Department of Education (OCR) held that the Americans with Disabilities Act of 1990 imposes essentially the same requirement on colleges. As a result, if a college does not purchase available equipment or software, which provides accessibility, OCR and the Chancellor’s Office will not accept an argument based on undue hardship if a discrimination complaint is subsequently filed. This will typically mean that the college will be found in violation of the ADA and required to replace or modify the product, often at much higher costs.”

Non-Discrimination

Bakersfield College provides services and benefits to students regardless of race, color, national origin, ancestry, gender, age, religion, marital status, medical condition or physical or mental disability. The lack of English language skills will not be a barrier to admission and participation in vocational education programs. Interference with students' access and successful completion of their education by any person through unlawful discriminatory conduct will not be tolerated. For more information, contact the Vice President of Student Services at 395-4204.

Inquiries regarding Federal laws and regulations concerning non-discrimination in education or the District's compliance with those provisions may also be directed to:

Office for Civil Rights, San Francisco Office
U.S. Department of Education
Old Federal Building
50 United Nations Plaza, Room 239
San Francisco, CA 94102-4102
(415) 437-7700 Voice
(415) 437-7783 FAX
(415) 437-7786 TTY

Bakersfield College will make reasonable accommodations and/or academic adjustments to ensure that students with disabilities have an equal opportunity to participate in the college's courses, programs and activities, including extracurricular activities. Students with disabilities who are requesting academic accommodations or auxiliary aids should contact DSP&S at 395-4334. Participation by students with disabilities in DSP&S is voluntary. Any students choosing not to participate in the program may elect an alternate path for DSP&S through the office of the Dean of Students.

Disabled Student Programs and Services (*DSP&S*)

What programs make up DSP&S?

The purpose of DSP&S is to: 1) help ensure that students with disabilities have equal access to the College and its programs, 2) eliminate physical and attitudinal barriers that may deny full campus participation, and 3) promote awareness and understanding of people with disabilities on campus and within the community. Participation by students with disabilities in DSP&S is entirely voluntary, however, the DSP&S program provides support services and accommodations to meet students' disability-related academic needs:

- Academic, Vocational and Personal Counseling
- Academic Accommodations
- Learning Disabilities Program
- High Tech Center
- Deaf Services
- Adaptive Physical Education

What disabilities are covered under DSP&S?

In order to be eligible for DSP&S, a student must have a disability which is verified by an appropriate professional. The disability must affect a major life activity, such as walking, seeing, hearing, learning, etc. The following represent the categories under which students receive services.

- Students with Physical (Mobility or Orthopedic) Disabilities, including temporary injuries or illnesses
- Students with Learning Disabilities
- Students with Psychological Disabilities
- Students who are Blind or have Visual Impairments
- Students who are Deaf or have Hearing Impairments
- Students who have Acquired Brain Injuries
- Students with Speech and Language Disorders
- Students with Developmentally Delayed Learning
- Students with Other Disabilities, including various health impairments

Getting Started

How do I begin receiving services?

To qualify for services, a student must:

- 1) be enrolled at Bakersfield College;
- 2) have a verifiable disability;
- 3) have an educational limitation that prevents you from fully benefiting from classes, activities, or services offered to non-disabled students;
- 4) need specialized services or instruction in order to mitigate these disability-related educational limitations.

To initiate services, a student must:

- Complete an application located in the main DSP&S office (FACE-16). A file will be developed from this paperwork. We will need your permission to send for verification of your disability or we may refer you for testing if necessary. Services cannot be provided until all forms/records are completed and reviewed for eligibility. DSP&S is committed to keeping any information the student provides confidential.

When verification of your disability is received, you will need to make an appointment with a DSP&S Counselor or Learning Disabilities Specialist. During this first appointment, we will get to know you and your college goals. In addition, an accommodations list will be developed with you to help ensure that your abilities, not your disabilities, will be evident in your college coursework and activities. You will have a copy of this list to share with your instructors when arranging services.

Follow up appointments will be available to continue planning your academic pursuits, to deal with changes in your disability, and to discuss any challenges or triumphs you encounter along the way toward your goals. If you experience frustration with the system or your personal situation, make an appointment in DSP&S right away. Hopefully, together we can resolve your concerns.

How can I contact DSP&S?

**DSP&S – Main Office
Family & Consumer Education Building (FACE), Room 16
(661) 395-4334 Voice/TTY**

Counseling

What is special about DSP&S Counseling?

DSP&S helps to ensure that students with disabilities are able to participate in the mainstream programs and activities of the College. The Counselors in DSP&S understand how having a disability may affect a student's success in college and on the job. To help along the way, DSP&S provides academic, vocational, and personal counseling to address both academic and disability-related issues.

DSP&S Counselors will also work to identify appropriate individualized accommodations and services. These services are intended to prepare and support each student, enabling them to participate on an equal basis with their non-disabled peers.

Students must see a DSP&S Counselor or Learning Disabilities Specialist when first entering the program. We will get to know them and their goals during this appointment. When verification of disability is received, we will develop an accommodations list, and help the student understand how to arrange each service. If they have difficulty explaining their needs to an instructor, we can help guide them through the process or facilitate their communication.

As each student continues to work toward their goals, they will meet with their Counselor to discuss progress, make adjustments to their academic or vocational plan, and talk about any changes in their disability or medications. We do not provide personal therapy, but may refer a student to community resources for assistance.

How can a student arrange a Counselor appointment?

Students may make an appointment with a DSP&S Counselor at any time on a space-available basis. They simply may call 395-4334 or come by the DSP&S main office in FACE-16 to schedule their appointment.

Students are urged to call as early as possible to reschedule any appointments they cannot keep, so another may be given that appointment time.

Accommodations

What academic accommodations are available?

After receiving verification of your disabilities and working together to identify academic limitations, your DSP&S Counselor or Learning Disabilities Specialist will develop an individualized list of appropriate accommodations with you. All accommodation lists have three characteristics in common:

- Individualized
- Appropriate to the student's needs and goals
- Prescribed only by a Counselor or Learning Disabilities Specialist upon verification of disability

These may include such services as the following, depending on the nature and severity of your disabilities:

- Extra Time on Tests
- Additional Tutoring
- Note-taking Paper
- Scribes
- Interpreters
- Assistive Technology
- Braille, Large Print, or E-Text
- Mobility Assistance
- Learning Disabilities Assessment
- Adaptive Physical Education
- Registration Assistance
- Liaison with On-Campus and Community Organizations
- Academic, Career and Disability Counseling

Many of these services are coordinated through the Accommodations Desk in the Learning Center (395-4735, SS-135). For more information or help in arranging appropriate accommodations, visit or call the main DSP&S office (395-4334, FACE-16), or make an appointment to talk with a DSP&S Counselor or Learning Disabilities Specialist.

Equipment Loans

Some accommodations are in the form of equipment which can be loaned out to students when the equipment is necessary to provide appropriate academic accommodations. An Equipment Checkout Agreement will need to be completed by the student with the Accommodations Coordinator in the Learning Center (395-4735, SS-135). If equipment is not returned by the date indicated on the Equipment Checkout Agreement or if the equipment has been abused, a hold will be put on the student's academic records until the equipment is returned or a replacement fee is paid, as appropriate.

Test Accommodations

What are the steps for arranging test accommodations?

The DSP&S Counselor or Learning Disabilities Specialist may discuss special testing accommodations with you. In this case, the appropriate accommodations are recorded in your file, and you are given a copy of your Accommodations Checklist to present to your instructor(s).

You must follow these procedures each time special testing accommodations are needed:

1. Discuss your need for special testing accommodations with each instructor at the beginning of the semester. If requested, show your instructor a copy of your approved Accommodations Checklist. It is not necessary for you to discuss the details of your disability with your instructor unless you want to. It may be best to see your instructor during office hours.
2. One week before each test, pick up a copy of the Test Accommodations Form from the Accommodations Desk in the Learning Center (SS-135). Provide the form to the instructor to complete their portion (they keep the pink copy), then return it to the Accommodations Desk at least 3 days before the test. If you have any questions, call 395-4735.
3. If possible, remind your instructor of special testing arrangements before the test.
4. You will be required to take the test on the same day as the rest of your class, unless other arrangements are made.
5. Once you begin the test, you will not be allowed to leave the testing area until the test is completed. You should discuss any personal needs with the Accommodations Coordinator ahead of time.
6. Your completed test will be returned to the instructor according to the arrangements detailed on the Test Accommodations Form.

The Courtesy Cart

What is the Courtesy Cart?

The Courtesy Carts are electric powered carts used to provide mobility assistance on campus. They follow a set route around the campus (map available in FACE-16).

Bakersfield College is not required by law to provide on-campus mobility carts. They are provided as a courtesy for students whose temporary or permanent disabilities substantially limit their ability to walk around campus.

It is your responsibility to allow for adequate travel time between your classes. You cannot expect reliable service getting to and from classes on the cart when you do not schedule appropriate breaks between your classes.

Service is available Monday through Thursday from 8:00 a.m. to 5:00 p.m., and on Fridays from 8:00 a.m. to 12:00 noon (hours may vary during summer and vacation periods). To learn more about this courtesy service, call 395-4334 or come by FACE-16.

What are the Courtesy Cart safety rules?

1. No more than 6 persons on the Cart at one time (including the driver).
2. No pulling or dragging of people or objects.
3. People may get on or off only when the Cart is at a complete stop.
4. Do not ask the driver to drive faster; the driver is trained to drive at a safe speed at all times.
5. No smoking is allowed on the Cart.
6. Cart drivers are not allowed to travel into parking lots or off campus.

Is on-campus transportation available for non-disabled students?

No. The DSP&S Courtesy Carts are provided exclusively for students with verified disabilities.

Alternate Media

How can I receive alternate media?

Students must be authorized to receive textbooks in an alternate format (i.e. e-text, Braille, large print) by their DSP&S Counselor or the Learning Disabilities Specialist. If this accommodation has been authorized for you, the following process must be utilized for receiving the alternate media:

As soon as possible after registering for an upcoming semester, you will need to complete an Alternate Media Request form for each textbook. Book information can be obtained from the booklist if available for that semester. Otherwise, you can meet with the Bookstore Manager or instructor to get the book title, author, ISBN#, etc. on each form. (When available, booklists will be located in FACE-16 for students to use.) You should also bring any class materials (ie: syllabus, handouts) you have available when turning in the Alternate Media Request forms. In addition to the Alternate Media Request forms, you will also be required to sign an Alternate Media Agreement form and agree to the Alternate Media Policies and Procedures.

Alternate Media will be requested from the Alternate Text Production Center (ATPC).

- If book is available through ATPC, it should take approximately 2 to 4 weeks to receive.
- If book is unavailable through ATPC, other resources will be explored (AMX Database, book share, etc.).
- If book is not currently available in electronic format through any of these resources, you have the following options:
 - Give your book to the Alternate Media staff so it can be converted through a high speed scanning process. **If you choose this option, your book will have the binding removed, leaving the pages unattached.** *Note: Upon request, you can have all unattached pages 3-hole punched for easy placement into a binder.* **OR,**
 - Use one of the flatbed scanners located in the High Tech Center (HTC) to scan your book independently. This may require some instruction in the use of specific hardware and software applications.

Once alternate media is received, formatted, and labeled, it will be available for student to pick up from the Alternate Media staff. You must provide proof that you have purchased the book before the alternate media can be released to you. If you plan to purchase a used book, please contact the Alternate Media staff (395-4686) for instructions on obtaining a receipt.

Interpreters and Assistive Listening Devices

How do I request sign language interpreter services?

Call 395-4296 (TTY) to make an appointment with the Deaf Services Coordinator (FA-56) when planning your courses for the upcoming semester. Interpreting services can be requested during your appointment.

Copies of policies and procedures for interpreting services are available through the Deaf Services Coordinator.

What are the policies and procedures for using Assistive Listening Devices?

You should call 395-4334 (V/TTY) to make an appointment with a DSP&S Counselor when planning your courses for the upcoming semester. If authorized to use an assistive listening device, you will be required to complete an Equipment Checkout Agreement with the Accommodations Coordinator in the Learning Center (395-4735, SS-135) who will put your name on the daily checkout list for assistive listening devices. You must pick up and return the equipment each day at the designated times because other students will also be using the devices.

When you arrive in class each day, ask your instructor to wear the microphone and transmitter unit, so that your receiver unit and headphones will pick up the amplified sound. Don't forget to retrieve the device from your instructor before you leave class! Return all equipment to DSP&S for recharge and/or reissue to others.

If you notice any mechanical difficulties with the assistive listening device, please notify DSP&S right away so it can be repaired.

Accommodations & Responsibilities

<i>Action</i>	<i>By Whom</i>	<i>By When</i>	<i>Where</i>
Provide professional verification of disability or sign release form so verification can be acquired	Student	ASAP before receiving services	FACE-16 or FA-56
Make appointment with DSP&S Counselor or Learning Disabilities Specialist to discuss goals, limitations, and accommodations	Student	ASAP before receiving services	FACE-16
Obtain texts in alternate formats, such as electronic text (e-text)	Student/ DSP&S	Up to 4-6 weeks before semester begins or ASAP	FACE-13
Request Sign Language Interpreters, Scribes	Student	ASAP before semester begins	FACE-16 or FA-56
Check-Out or Request Equipment using Equipment Checkout Agreement	Student	ASAP before semester begins	SS-135
Meet with instructors to discuss approved accommodations	Student/ Faculty	As needed before and during semester	Campus
Pick up Test Accommodation Form (to be completed with instructor) from Accommodations Desk	Student	1 week before test	SS-135
Return Completed Test Accommodation Form to Accommodations Desk	Student	3 days before test	SS-135
Obtain test, proctor test, and return it according to specifications on Form	DSP&S/ Faculty	As specified on form	SS-135
Abide by College and Departmental policies and academic standards	Student	Continuously	Campus
Ensure that Bakersfield College follows all federal and state laws and community college policies regarding access for people with disabilities	Administration	Continuously	Campus

Termination/Suspension of Services

Services may be terminated or suspended under three (3) conditions:

- 1) A student has failed to be responsible in his/her use of services and/or has failed to adhere to the above service provision policies. In this case, only services which have been treated irresponsibly may be terminated or suspended.
- 2) A student has failed to meet the established college academic standards or has failed to make measurable progress toward the goals established in the Student Educational Contract. In this case, all services may be terminated.
- 3) A student no longer has a disability-related need for services. In this case, all services may be terminated.

Prior to the termination or suspension of a service, DSPS will notify the student in writing of an "Intent to Terminate/Suspend Services". The service(s) will be automatically terminated/suspended one (1) week from the date of the letter.

In order to avoid termination/suspension or to reinstate the service(s), the student must meet with the Director of DSPS or designee and sign a "Contract for Continuation of Services".

If a service is terminated/suspended, it will be terminated/suspended for the current semester. An appeal process is available through the Dean of Student's Office.

Student Rights & Responsibilities

Students receiving services through DSPS shall comply with Bakersfield College's student code of conduct. All students shall follow the prescribed college policies and procedures as outlined by the Bakersfield College Student Handbook under section entitled "Student Conduct and Policy Procedure" and "Student Complaint Procedure".

Complaint/Grievance Procedures

What are the procedures for filing a complaint or grievance?

Please consult the Bakersfield College Student Handbook or the Dean of Students office for the latest College grievance policies and forms.

Section 504 or ADA Grievances:

Students or any other persons who believe there has been discrimination because of a disability are encouraged to discuss the matter with the Director of DSP&S (395-4334) or with the Bakersfield College 504/ADA Compliance Officer. The designated Officer for Bakersfield College is the Vice President of Student Services (395-4204), who welcomes an opportunity to discuss your concerns. If such discussion does not resolve the matter, you may initiate a formal grievance by completing the form available from the Compliance Officer.

What are the procedures for requesting a course substitution?

The student should make an appointment with a Disabled Student Programs and Services Counselor or Learning Disabilities Specialist to discuss their needs and to obtain a copy of the policy on course substitution and the "Request for an Adjustment of Graduation Requirements for Students with Disabilities" form.

Resources

<i>If You Need Help With</i>	<i>Contact</i>	<i>Phone</i>
Accommodations for Tests	Accommodations Coordinator SS-135	395-4735
Accessible Web Page Design <i>Also see BC Web Policy</i> http://www2.bc.cc.ca.us/is/	Assistive Technology Specialist L-145 Internet Services Administrator L-188 Instructional Technology Specialist L-160	395-4771 395-4693 395-4222
Alternate Formats for Textbooks (Braille, large print, e-text)	Alternate Media Staff FACE-13 Assistive Technology Specialist L-145	395-4686 395-4771
Assistive Technology	High Tech Center - Computer Commons	395-4696
Captioned Videotapes	Media Services L-133 Assistive Technology Specialist L-145	395-4516 395-4771
Distance Education Accessibility	Assistive Technology Specialist L-145 Distance Learning L-131	395-4771 395-4694
Learning Disabilities Referral and Assessment	Learning Disability Testing FACE-16	395-4334
Sign Language Interpreters	Deaf Services Coordinator FA-56 Interpreters Office FA-57	395-4296 TTY 395-4398 V/TTY
Telephone Assistance when calling someone with Speech Impairments	Speech-to-Speech Relay Service	800-854-7784
Telephone Assistance when calling someone who is Deaf	CA Relay Service Deaf Services Coordinator FA-56 Sign Language Interpreters FA-57	711 395-4296 TTY 395-4398 V/TTY