



*Disabled Student Programs & Services*

Student Handbook

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Disabled Students Programs and Services  
13356 Eldridge Avenue  
Sylmar, CA 91342-3245  
(818) 364-7732  
(818) 364-7861 TDD

Call DSP&S at: (818) 364-7732 or, for TDD use only, (818) 364-7861

**STUDENT SIGN OFF SHEET**

I have received the LAMC DSP&S Student Handbook and intend to examine its contents. If I have questions regarding this information, I will contact a DSP&S staff member for assistance, or make an appointment with a DSP&S counselor in order to clarify the information in question.

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Print student name

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Student signature Date

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Print staff signature

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Staff signature Date

## **MISSION STATEMENT**

Los Angeles Mission College, in its mission of providing equal access to educational programs and activities offered by the college, while encouraging maximum independence and full integration, welcomes students with disabilities as partners in the pursuit of learning. The college is committed to the provision of support services and accommodations that make it possible for students with disabilities to successfully pursue their educational goals and to participate fully in college life. Our mission is your success.

## **DSP&S ELIGIBILITY**

In order to be eligible for support services or instruction, a student with a physical, learning, and/or psychological disability must provide verification of the disability. Contact a DSP&S staff or counselor for details. The disability or impairment must result in an educational limitation necessitating specific services or special instructional programs. DSP&S professional staff works closely with each student in the identification of her/his special needs.

## **SPECIAL SUPPORT SERVICES/ACCOMMODATIONS**

DSP&S provides specialized support services to students with disabilities, which are in addition to the regular services provided to all students. Special accommodations and services are determined by the nature and extent of the disability-related educational limitations of the student and are provided based upon the recommendation of DSP&S professional staff. Specialized services may include the following (but are not limited to):

- Priority enrollment
- Orientation to campus
- Special parking privileges
- Mobility assistance
- Tutoring referrals
- Tape recording of lectures
- Adaptive equipment and software access
- Academic and vocational counseling
- Liaison with campus and community
- Interpreter services
- Note taking assistance
- Test-taking facilitation
- Job placement referral & liaison
- Financial aid application assistance

## **COLLEGE REGISTRATION: GENERAL NOTE AND SPECIAL ASSISTANCE POLICY FOR THE BLIND**

In the event an unavoidable late enrollment occurs, it is advisable for the student to enroll him/herself even before a DSP&S counseling appointment might be scheduled. Any error in enrollment can be corrected at the later appointment. Upon request, students with visual impairments will be provided with enlarged or alternate text, taped formats, or use of a reading machine for college application, registration, matriculation, and informational materials in a timely manner. Students should call to schedule an appointment with DSP&S staff for an orientation to the campus facilities, if needed.

## **STUDENT RIGHTS AND RESPONSIBILITIES**

The Board of Governors of the California Community Colleges believes that your education is important and that the services and accommodations you obtain from DSP&S are to be taken seriously. Your rights and responsibilities are defined by law, as well. Excerpts from Title V of the California Code of Regulations are quoted below.

### 56008. Student Rights

- a. Participation by students with disabilities in DSP&S shall be entirely voluntary.
- b. Receiving support services or instruction shall not preclude a student from also participating in any other course, program or activity offered by the college.
- c. All records maintained by DSP&S personnel pertaining to students with disabilities shall be protected from disclosure and shall be subject to all other requirements for handling of student records as provided in Subchapter 2 of Chapter 5 of this Division. Confidential files will be kept for a minimum of 5 years after the student is non-active in his/her education at LAMC.

### 56010. Student Responsibilities

- a. Students receiving support services or instruction under this subchapter shall:
  1. comply with the Student Code of Conduct adopted by the college and all other applicable statutes and regulations related to student conduct;
  2. be responsible in their use of DSP&S services and adhere to written service provision policies adopted by DSP&S; and
  3. make measurable progress toward the goals established in the Student Educational Contract or, when the student is enrolled in a regular college course, meet academic standards established by the college.
- b. A district may adopt a written policy providing for the suspension or termination of DSP&S services when a student fails to comply with subdivisions a(1) or a(2) or a(3) of this section. Such policies shall provide for written notice to the student prior to the suspension or termination and shall afford the student an opportunity to appeal the decision. Each student shall be given a copy of this policy upon first applying for services from DSP&S. (See page 22 of this handbook.)

## **STUDENT ACTIVITIES**

All students are encouraged to participate in college extra-curricular activities and student government. Appropriate accommodations will be made to ensure full access for interested students with disabilities. For further details contact the DSP&S Counselor or the Office of Student Services, which administers the student government and campus club activities.

## **CAMPUS ACCESSIBILITY FOR WHEELCHAIR USERS**

The Los Angeles Mission College campus is a fairly flat (level) campus, and most classrooms are easily accessible to students with disabilities who use wheelchairs. There are two floors of Campus Center, the Collaborative Studies building, and the Instructional building. There are three floors of the Learning Resource Center. All multi-story buildings on campus are accessible by elevator. All other buildings are accessible by ramps. This includes the bungalows at the northeast end of the campus, near the student parking lot. The main entrances to buildings with two or more floors have automatic door accessibility.

## **COLLEGE PARKING**

In order to park in the college lots you must purchase a LAMC parking decal. Students with disabilities can pay for parking decals in the College Business Office. Students who require special parking should provide evidence of a DMV handicapped placard to be displayed on your vehicle when parked in the lot handicap parking space. The only campus parking that does not require a permit is the street parking. Parking enforcement by College Police, (818) 364-7843, begins on Monday of the third week of each semester.

## **TRANSPORTATION**

Los Angeles Mission College is located adjacent to a major MTA bus transportation route, including bus line 183, 234. The LADOT DASH has no stops in front of the campus. In addition the METRO SYSTEM offers transportation programs, such as CITYRIDE, throughout the city for seniors and persons with disabilities. Riders must register with the CITYRIDE program in order to receive services. To obtain further information regarding the transportation options available to you, call the following:

METRO (MTA) ..... 1-800-COMMUTE or (213)626-4455  
LADOT Services ..... 1-800-2LA-RIDE, for the hearing impaired: 1-800-252-9040.  
CITYRIDE ..... (818)908-1901 or (818)904-9353.  
ACCESS ..... 1-800-927-0892, or for pickup: 1-800-883-1295

## **SPECIAL INSTRUCTION AND TRAINING**

Special classes are instructional activities that are designed to address the educational limitations of students with disabilities. They are offered to assist underprepared students so that they may be able to substantially benefit from more advanced college classes. Some special classes are non-degree applicable (NDA). In addition to specialized tutoring (see page 8), special classes offered in any given semester at Mission College may include:

**Counseling: 6** (Introduction to College), **4** (Career Planning),  
**15** (Selected Topics Seminar)

**Learning Skills: 1A** (Reading), **2A** (English Fundamentals), **4** (The Mechanics of Spelling), **10A, 10B** (Mathematics Fundamentals), **40** (Diagnostic Processes for Learning Disabilities),

**Physical Education: 295** (Adapted Body Conditioning), **646**  
(Adapted Physical Fitness)

### **High Tech Center**

Training for individuals with educational limitations that require special adaptive classroom or computer software technology is available in the DSP&S High Tech Center. Contact the DSP&S Disability Specialist or the Assistive Technologist (Adrian Gonzalez, 818-833-3313) for further information. On a case by case basis, some electronic equipment may be temporarily available to students on loan. If not contracted for a sooner return, all loaned equipment must be returned no later than 3 to 5 business days after the class for which it is needed terminates. High Tech Center adaptive technology includes: phonic ears for the deaf & HH, continuous speech recognition for word processing, keyboard modifications, screen readers, screen and book magnification for the visually impaired, print and text conversions to Braille print and:

- Reading machines
- JAWS
- Screen Magnification and Reading
- Kurzweil 3000
- Half-Qwerty
- Dragon Naturally Speaking
- OmniPage Pro
- Braille Embosser
- Print Enlargement
- TextHELP
- Dragon Dictate
- Zoomtext
- Inspiration
- Magic Reading Edge
- Headmouse
- Duxbury Braille Translation Software
- PIAF

Los Angeles Mission College has made the accessibility of all educational labs and the College Library one of the highest institutional priorities, and continues the acquisition of adapted technology to increase access, as new technology becomes available.

## ADAPTED PHYSICAL EDUCATION

The Adapted Physical Education Program at Los Angeles Mission College consists of classes that include the development of individualized exercise plans for students with disabilities. These college level (transfer credit) classes include instructional activities designed to increase or maintain muscle strength, increase range of motion, improve balance, increase endurance, and improve self-confidence. Under the supervision of the Adapted Physical Education Instructor, students with disabilities who can benefit from progressive physical conditioning, work to improve their fitness levels in an educational setting. Each individual is encouraged to maximize his/her physical potential within the limitations of his/her disabilities. An individual adapted physical education plan is developed through an interactive process that includes the student, the instructor, as well as medical recommendations supplied by the student's physician. For more information contact Larry Resendez, 818/364-7733.

A medical authorization and detailed description by a physician of student limitations is requested from each student to be in place on file before participation in class activities is allowed. Students are responsible for securing attendant services appropriate to their own personal needs. Student conduct in all classes must conform to the Student Code of Conduct, which is listed in both the College Catalogue and the Schedule of Classes. Many individuals with disabling conditions, including the following, attend these classes.

- Cardio-vascular disorders
- Post-polio
- Spinal cord injuries
- Cerebral palsy
- Arthritis
- Blindness
- Amputees
- Asthma
- Traumatic head injuries
- Orthopedic injuries
- Diabetes
- Multiple sclerosis
- Lupus
- Spina bifida
- Cancer-related problems
- Other immune system disorders



## **EMERGENCY PREPAREDNESS**

Los Angeles Mission College has a campus-wide disaster response plan for all students and staff. Students with special needs are urged to read the "Emergency Preparedness" pamphlet located on bulletin boards within each campus building and attached to the bulletin board in the DSP&S Office. A copy of this pamphlet will be given to the DSP&S student upon request. Specific information concerning wheelchair users is included in the pamphlet. Wheelchair users are directed to the nearest elevators for transportation and other needed assistance.

## **SPECIALIZED TUTORING**

Although some exceptions exist, in general it is our philosophy that personal tutoring by a specially trained tutor who also acts as a mentor and guide to the DSP&S student, is a superior service for the underprepared student who is insecure about his/her abilities and may lack a current and relevant support system. With this philosophy in mind, based on a first come first serve basis, a DSP&S student requesting specialized tutoring service receives 1 to 3 hours per week with a specially trained tutor on a one to one basis. Unless otherwise indicated, the tutor remains with the same student for the entire semester. The tutor is weekly supervised one to one by a DSP&S professional staff member familiar with the student and his/her disability. An individual strategy evolves from this discussion, with input from verification of disability documents, the tutor and student comments, student progress, and the knowledge and experience of the DSP&S supervisor. The tutors are trained to deal with the student's academic needs (i.e. content and/or study skills needs) **AND** needs arising from the student's disabilities (e.g. accommodations needed because of a sudden flare up of disabling conditions which can unpredictably cause sudden loss of concentration). Regarding these latter needs, the tutor may contact his/her supervisor or other appropriate DSP&S staff member for guidance in advising the student or for direct intervention such as liaison with the student's professors, personal counseling and/or academic counseling. In addition, because our DSP&S students endure a wide variety of disabilities, many careers are interrupted beyond the norm, exacerbating vocational and financial pressures which also take their toll on concentration. The tutors are trained to be aware of this and again contact their supervisor to arrange DSP&S vocational counseling and/or course work revolving around the student's particular disabilities. Thus these specialized tutors effectively deal quickly with issues the mainstream tutor or computerized tutoring programs do not deal with, and these specialized tutors act as a model mentors and a center of communication for competent, timely guidance and intervention. If you are a DSP&S student and wish to take advantage of this specialized tutoring program, call the DSP&S main line at 818.364.7732 and speak to a DSP&S staff member, or call Larry Resendez at 818/364-7733.

**Special policy note.** Some students like to use our office space as a study hall. Because our space is small and it is nearly impossible to monitor when overcrowding will occur, Generally such free study time must be limited to 3 hours or less per day.

## OTHER LAMC COLLEGE RESOURCES

Los Angeles Mission College offers a variety of traditional tutoring and study skills resources and opportunities for all students. The following are available to assist students:

### **College Learning Resource Center Commons Area:**

Offers the use of computers/internet access. Located below the Library. (818) 364-7754.

### **College Library:**

Besides books and periodicals, the College Library is accessible for the blind, has adaptive software for library reference use, and a Reading Machine. (818) 364-7750.

### **College Learning Resource Center Math and Writing Labs:**

Provides free tutoring labs in mathematics and English for all students. Services are provided on an as needed rotation of tutoring services for short periods of time, depending on availability of tutors. For further information call (818) 364-7754. The Math and English tutoring labs are adjacent to the College Learning Resource Center.

### **Math Lab:**

The Math Lab is designed to help all students who are taking any math classes. The Math Lab works very simply as follows: come in to the lab; start working on your homework; when you need help, just raise your hand. Most of the time a tutor will be able to help you for a short time in a matter of minutes. The Math Lab also provides:

- \* Video tutorials for Math courses (inquire at the lab)
- \* Tutorial software for the Math courses (inquire at the lab)
- \* PC computers
- \* Computer accessible on-line tutorials that follow the text books used by the Math Department

The hours of the Math Lab change from semester to semester due to funding, so go to the Math Lab, Room to find out the schedule for the semester. Or call the lab at (818) 364-7754.

### **The Writing Lab:**

The Writing Lab operates in much the same way as the Math Lab. You can obtain help with any part of the writing process, including homework assignments. You can receive assistance in setting up research papers and learning to analyze assigned readings. When you need specific help, raise your hand. Most of the time a tutor will be able to help you for a short time in a matter of minutes. The Writing Lab is located next to the Print Center in the Learning Resource Center and the telephone number is (818)364-7754. It offers:

- \* Use of PC computers free of charge (one hour per visit)
- \* Self-instructional software for students who have computer experience
- \* Lab monitors on duty to answer your word processing questions
- \* College credit for the time you spend in the Writing Lab can be obtained.

### **EOPS Tutoring:**

You may qualify for EOPS and be eligible for EOPS tutoring. Call (818)364-7645.

**Other Campus Learning Assistance Resources:**

Child Development Lab	CMPC129	(818)364-7670
Computer Center	LRC	(818)364-7756
Multimedia Labs	LIB131	(818)364-7680
	LIB233	

**SPECIAL CLASS REPEATABILITY POLICY**

Repetitions of special classes, which exceed the regular repeatability limits stated in the College Catalogue, are allowed in order to accommodate the disability-related needs of the student pursuant to Title 5, Section 56029. Special class course repetitions may be provided for students with disabilities under the following circumstances:

1. When the continuing success of the student in mainstream and/or special classes is dependent on additional repetitions of a special class;
2. When additional repetitions of a special class are essential to completing a student's preparation for enrollment into mainstream or other special classes;
3. When the student has a Student Educational Plan (SEP) which involves a goal other than the completion of the special class in question, and repetition of the special class will further the achievement of that goal.

A student who wishes to repeat a special class beyond the regular allowable number of repeats should meet with his/her DSP&S Counselor to prepare the paperwork necessary for a course repetition request.

**NOTE TAKING**

If your DSP&S Counselor or the Disability Specialist determines that you require note taking assistance in your classes, DSP&S will provide this service. The note taker is usually another student in your class who is willing to provide a *copy* of his/her lecture notes to you.

Procedures for using this service:

- 1 Inform DSP&S staff that you will require note taking assistance in your class.
2. If approved for this service, you will be given a memo to give to instructors for each class in which you require notes. The instructor will help you locate a student who is interested in volunteering to take notes. You need not identify yourself to the class during this process, but can identify yourself to the note taking volunteer after class. DSP&S will provide NCR paper or the use of the DSP&S copying machine.
3. If you feel that the notes are inadequate or illegible, or if the notetaker is frequently absent, please come to the DSP&S Office to discuss the problem with your Counselor or the Disability Specialist. If necessary, arrangements can be made for copies of other class notes.
4. Notetaking is not a substitute for attending class! You must attend class in order to get notes!

*\*\*\* Review your notes immediately after class when your memory of the class is most recent.*

## BOOKS IN AUDIO FORMAT

Some students experience difficulty reading due to visual problems or learning disabilities. In many such cases, the DSP&S student may be eligible for books in audio format.

Procedures for using this service:

- \* The LAMC Library and DSP&S High Tech Center have reading machines into which you can plug in a tape recorder for making your own tapes. Also, our Information Technologist may be able to computer scan your book, and return to you an audio copy.\*\*\*\*
- \* OFF CAMPUS RESOURCES:
- \* The Braille Institute Library, (213) 660-3880.
- \* Clearinghouse for Specialized Media and Technology (916) 445-5103
- \* Folsom Project for the Visually Impaired (916) 985-2561 ext. 4349
- \* If you would like to order unlimited books for recreational reading, you can purchase an individual membership for \$75 for the first year, and \$25 per year thereafter. Contact RFB&D at 1-800-221-4792.

\* \* \* *Do not wait until classes start to order your books. There is **sometimes** a lengthy turn-around time to get your **textbooks recorded** (UP TO SIX WEEKS!!)*

## GUIDELINES FOR USE OF INTERPRETER SERVICES FOR THE DEAF & HARD OF HEARING

Students are strongly encouraged to register for classes and to request interpreter services through DSP&S early during priority registration to ensure availability of an interpreter for classes. Assignment of interpreters is done on a first-come, first-served basis. A request for an interpreter should be made no later than two weeks prior to the start of classes. Procedures for using this service:

1. New students should will meet with an appropriate DSP&S staff member to explain the policies for using the services. Sign the service contract.
2. Call to schedule an appointment to meet with your DSP&S Counselor during DSP&S Priority Registration to discuss the classes you plan to take and to make arrangements for the interpreter services you require. Schedule interpreter services as early in the registration process as possible!
3. If you need an interpreter for a campus activity other than for regularly scheduled classes or for a meeting with your instructor, a notice of at least 5 DSP&S business days is required.
4. Students have the responsibility of notifying DSP&S when, for any reason, they will be late or absent from class. Please call DSP&S at least 24 hours in advance of the class. Daily 8AM-6:30PM, Friday until 4pm, and Saturday 9am-2pm, call TDD (818) 364-7861 or call the DSP&S Office using the California Relay Service (800) 735-2929, and leave a message at (818) 364-7732, stating the class, the time, and the date that you will be absent or late.
5. It is a student responsibility to inform DSP&S of any class scheduling changes, such as Adds, Drops, and/or class cancellations, as well as, interpreter "no-shows."

6. Students are expected to be in class on time. Interpreters have been instructed to wait for the student outside of the classroom as follows:

One hour class:	20 minutes
90 minute class:	30 minutes
3 hour class:	1 hour

If the student does not arrive within the allotted time, the interpreter will return to the DSP&S Office and report the student absence. The student will be given a "no-show" for that day. Two "no-shows" without prior notification of DSP&S may result in a suspension of interpreter services for the class. To request reinstatement of interpreter services the student must speak with the DSP&S director and provide a reinstatement rationale.

7. The student has the responsibility to notify DSP&S at the start of class if the interpreter is not there. If interpreter is absent, a substitute interpreter will be provided, if available.

## TEST-TAKING ACCOMMODATIONS

If your DSP&S counselor or disability specialist determines that your disability-based educational limitations make you eligible for test-taking assistance, this service can be arranged through the DSP&S Office. You are encouraged to make arrangements for this service as soon as possible once the semester begins.

Procedures for using test-taking services are as follows:

1. Schedule an orientation to test-taking accommodations from the DSP&S Office. DSP&S staff will explain the procedures to you. Read and sign the necessary paperwork.
2. As soon as you know the date of an upcoming exam, contact DSP&S to make a testing appointment.

## TIME GUIDELINES

You should schedule exams, including finals, as early in the semester as possible, and according to the professors' instructions as to when the test may be given. Exams will not be scheduled earlier than 8:00 AM unless it is the scheduled exam time for the class. DSP&S will try to accommodate requests for testing appointment times outside of DSP&S business hours based upon staffing availability. Requests for tests that require proctoring beyond 4:30 PM must be approved by DSP&S staff prior to being scheduled. DSP&S will accommodate these arrangements based upon staffing availability.

Scheduling Exams Requiring Extended Testing Time: Schedule an appointment for extended testing time no later than three DSP&S business days before the exam is scheduled for the class.

Scheduling Exams Requiring Other Accommodations: Students requiring readers, writers, alternate text formats, computers, print enlargers, or other

adaptive technology must request testing assistance no less than one week, 5 DSP&S business days, in advance of the exam date. If you fail to meet the above guidelines, you might not be allowed to test at DSP&S and may wish to try to make arrangements with your instructor to take the exam with her/him.

Cancellations: You must inform DSP&S of any change of date, accommodation, or time well in advance of the exam. DSP&S requires the instructor's permission for any changes in the date or time of an exam. Back-to-Back Exams: If you are scheduled to take two exams back-to-back, you will be permitted to take a 15 minute-break between exams. If this will not meet your needs, you should make arrangements with DSP&S and/or your instructor. Your instructor may approve a time other than the scheduled time for you to take the exam. DSP&S will try to accommodate these arrangements based upon staffing availability.

3. At the beginning of the semester or when you become eligible for test-taking assistance, you will be given a Request for Proctoring form by DSP&S staff to take to your instructor. DSP&S will fill out the top portion. Your instructor will fill out the appropriate portion and then will send it back to DSP&S to be kept on file. This form contains the instructions for administering your exams.
4. It is your responsibility to make sure that DSP&S has received the fully completed Request for Proctoring form from your instructor. Exams cannot be proctored without this important form on file.
5. Arrive on time for your DSP&S-proctored exam!! If you are late, it is just like the classroom test; you will lose precious minutes of time to take the exam. When you have completed your exam, DSP&S will arrange for its return to your instructor.

*\*\*Make your test-taking appointment as soon as you know you will be having a test, no later than 3 DSP&S business days before the test. If you require testing accommodations in addition to extended time, you are required to schedule a test-taking appointment no later than 5 DSP&S business days before the test. The earlier you make these arrangements, the better. Because DSP&S has a limited number of proctors, they may be unavailable to provide assistance to you at the time you want, if you wait too long.*

*\*\*\*It is your instructor's right to provide extended test-taking time in an environment other than DSP&S. If so, the instructor must provide a setting that is as conducive to concentration as possible. If you are provided with a setting that is unconducive to test-taking, such as a noisy office, a busy hallway, or any other setting with inappropriate distractions, politely inform the instructor that you need a proper test-taking environment with minimal distractions in which to take your exam. If your instructor cannot provide you with an appropriate test-taking environment or the proper amount of extended time, politely refuse to take the exam under the circumstances and report the incident immediately to the DSP&S staff.*

## WHAT TO DO IF?

You need to change the date or time of your exam: DSP&S will not change any scheduled exam times without the instructor's permission. If you utilize testing accommodations other than extended time, 5 DSP&S business days' notice is required to assure that your accommodation can be arranged. Test dates and times will not be changed or cancelled on the date of an exam. Consult your instructor for permission to change an exam time.

Your professor changes the way a test is to be administered after DSP&S has received your Request for Proctoring form: If a change is to be made regarding the administration of an exam, you must bring a note signed by the instructor indicating approval for the change. The test can only be administered by DSP&S according to the professor's written instructions, so make sure any changes are sent to DSP&S by the instructor.

Your instructor refuses to sign a Request for Proctoring form or questions your accommodation: Contact DSP&S and explain what is going on. DSP&S will contact the instructor to discuss the matter further and inform him/her of the compliance regulations.

## TAKING YOUR EXAM

Arrive at your scheduled time for the test: On occasion you may be assigned to different rooms on campus for proctoring. Always report to DSP&S, unless otherwise instructed. You will be allowed a grace period of 15 minutes before the test will be cancelled. The amount of minutes you are late will be deleted from your extended time based on DSP&S staffing and space considerations. If you arrive more than 15 minutes late, we may not be able to administer the exam at all, unless you obtain written permission from your instructor. DSP&S will try to accommodate the new time based on staffing and space availability.

Special Instructions for Administration of Exams: If your instructor allows open book, open notes, calculators or other materials, this information must be noted on your Request for Proctoring form. This sheet tells the proctor exactly which materials you are allowed for the exam. If this information is not clearly noted on your Request for Proctoring form, your exam may be interrupted or delayed. DSP&S proctors will inform you where to store your belongings during the exam.

No Shows/Suspension of Services: If you fail to show up for two scheduled exams, your testing services may be suspended. If they are suspended, you must meet with the Disability Specialist or DSP&S Director before the testing services can be reinstated. A third "no-show" can result in the suspension of the services for the remainder of the semester. Test appointments cancelled by students on the date of the test will be considered "no-shows."

## **ACADEMIC INTEGRITY AND TEST-TAKING ACCOMMODATIONS**

Students taking exams at DSP&S are expected to act in accordance with the Student Code of Conduct. In cases where conduct is in violation of this code, students will be referred to the Vice President of Student Affairs for review. Additionally, possible violations of the Code of Academic Integrity will be referred to the appropriate faculty member. When you take an exam that is proctored by DSP&S, it is our responsibility to ensure that both the Student Code of Conduct and the instructor's rules are followed. DSP&S will report any and all incidents in which academic integrity may have been compromised.

Incidents to be reported to your instructor include, but are not limited to:

- \* \* the use of any materials not authorized by your instructor or listed on the Testing Form
- \* \* leaving the designated testing area once testing has begun
- \* \* lengthy absences from the DSP&S designated testing area
- \* \* taking your exam with you when you leave the DSP&S testing area
- \* \* talking with other students during the exam
- \* \* suspicious or unusual behavior, whether or not cheating actually takes place

In the event of such an incident:

You may complete your exam if you choose

- \* \* In the case of the use of unauthorized materials, the materials will be removed immediately by the proctor. If doubt exists as to whether the materials are authorized, then the testing may
- \* \* continue. However, the instructor will be notified, and in some cases the materials, or copies thereof, will be turned in with the test itself.

The witnessing proctor will document the activity.

Please remember:

- \* \* It is our job to report incidents where violations may have occurred, not to determine guilt. Your instructor will decide what to do with the information provided by DSP&S.
- \* \* Even if we think that a reasonable explanation has been given by the student for the incident, DSP&S is still required to report the incident.
- \* \* You should make yourself aware of your rights and responsibilities under the "College Policy on Dishonesty," published in the College Catalogue, the Schedule of Classes, and the LAMC Student Handbook.



## **FREQUENTLY USED TEST-TAKING ACCOMMODATIONS**

Extended Time: No test will be administered with unlimited time. Unless otherwise approved by DSP&S, you will receive time and a half. This means that you will be given one and a half times the amount of time given in the classroom as indicated on the Request for Proctoring form. For example, if the class is allowed 2 hours, you will receive 3 hours. Based on educational limitations, some students are approved for double the amount of classroom time.

Testing Areas: Due to the lack of available space on campus, DSP&S cannot always provide testing in totally private space. Testing areas should be conducive to concentration. When necessary, noise-reducing earplugs are made available to students easily distracted by noise.

Reader: Readers will be assigned for eligible students upon request. Readers read the test verbatim. Readers can read multiple choice questions with each of the choices to let you hear each possibility. Readers cannot define terms or words.

Writer: Writers will be assigned for eligible students upon request. Writers record your answers verbatim. They cannot suggest ideas, words or concepts. A writer is responsible for the correct transcription of your words, not for grammar or content. Writers are responsible for spelling, capitalization and minor punctuation unless this proficiency is what the exam is testing. Writers are not responsible for the correct spelling of course-related terms or for determining the start or end of paragraphs.

Brailled Materials, and Print Enlarger: These accommodations are available from DSP&S for vision impaired students. Students may request to have exams Brailled or taped. However, at least two weeks advance notice is requested.

Other Frequently Used Accommodations: spell checkers, calculators and computers are often used during test taking, depending on agreement between the DSP&S Office and the instructor giving the test.

## LEARNING DISABILITY ASSESSMENT

The presence of a learning disability can prevent students from achieving their highest potential. Students with learning disabilities may have difficulty with reading and/or writing and/or math. If you suspect that you have a learning disability, contact the DSP&S Disability Specialist to request to be assessed for eligibility for services as a learning disabled student.

### **Procedures for Learning Disability Assessment:**

1. Schedule an appointment with an LD assessment specialist in DSP&S, who will provide you with information about the assessment process, which includes filling out a questionnaire, discussing your history, and taking standardized achievement and cognitive tests.
2. After the assessment process has been completed, you will have a results interview with the Disability Specialist. Your test results indicating your eligibility for services will be discussed, as well as appropriate compensatory strategies.
3. You will be given a copy of your assessment results. If you need additional copies in the future, please make copies from the one you obtained from DSP&S. However, if you lose the original copy, you may request another copy from the DSP&S Office.
4. Services for students with learning disabilities may include:
  - \* Notetaking assistance \* Tape recorder loans \* Special classes
  - \* Testing accommodations \* Assistive listening devices \* Specialized tutoring
  - \* Use of calculator \* Spellchecker \* Adaptive software
5. Make an appointment with the LD assessment specialist to discuss and arrange appropriate services.

\*\*\* *Keep your assessment appointments! If you miss one, reschedule it ASAP.*

*There is a waiting list for LD testing. Missing an appointment can significantly delay the process. **Unless another disability is documented**, your eligibility for services can't be determined until you have completed the entire LD assessment process.*

## STUDENT GRIEVANCE PROCEDURES

For complaints regarding instruction, the student should first meet with the instructor. The student should next meet with the departmental chairperson, and if the problem is not resolved at the departmental level, the area dean. To file a grievance the student should contact the College Ombudsman and file a written Statement of Grievance within 30 instructional days of the incident. See the College Catalogue for further details on this procedure.

For disability-related complaints, refer to the Academic Accommodations Policy in this handbook for detailed information on how to file a complaint. The student may contact the DSP&S Coordinator, Vice President of Student Affairs, or the College Compliance Officer for assistance in filing the complaint or to obtain a complaint form.

## **ACADEMIC ACCOMMODATIONS POLICY**

### Purpose

The purpose of this policy is to provide an equitable means for resolving disputes regarding DSP&S-recommended academic accommodations or academic adjustments in a timely manner.

### Guidelines for Accommodations Requests

A student with a verified physical, learning, and/or psychological disability may be eligible for accommodations/services from DSP&S which address specific educational limitations resultant from her/his disability (Title 5, Section 56026). Students should contact DSP&S in a timely manner to request academic accommodations and other support services.

In order to be eligible for support services, a student with a disability must have an impairment which is verified pursuant to Title 5, Section 56006, subdivision (b) which results in an educational limitation identified pursuant to subdivision (c) of this section. The existence of a disability may be verified by one of the following means:

1. Observation by DSP&S professional staff with review by the DSP&S coordinator;
2. Assessment by appropriate DSP&S professional staff; or
3. Review of documentation provided by appropriate agencies or certified or licensed professionals outside of DSP&S.

The student's educational limitations must be identified by appropriate DSP&S professional staff and described. Eligibility for each service provided must be directly related to an educational limitation consistent with Section 56006(b) and Section 56004 of Title 5. Students are requested to:

1. Provide verification of disability and the specific need for the requested accommodation/service.
2. Complete paperwork and forms necessary to establish a file which is necessary for the management of the service provision.
3. Meet with the DSP&S counselor to develop an educational plan (SEP) based upon student educational goals and obtain DSP&S recommendation/approval for special accommodations.
4. Meet with appropriate DSP&S staff to arrange for the actual service or academic accommodation.

Students with disabilities seeking academic accommodations from instructors must present instructors, at or before the beginning of the semester or as soon as possible after classes begin, with appropriate DSP&S documentation of eligibility so that accommodations can be provided.

Students who do not wish to apply for services through DSP&S may contact the Dean of Admissions, College Compliance Officer, or Vice President of Student Services to arrange for necessary accommodations. Verification of disability is required before accommodations will be provided.

### **Academic Accommodations Review Procedures**

When a dispute arises over DSP&S-recommended academic accommodations or adjustments, all parties are required to seek informal resolution before proceeding formally. The seeking of an informal resolution consists of discussions between persons directly involved in the dispute. The seeking of an informal resolution is essential at the onset of the dispute and is encouraged at all stages of the process.

In an effort to resolve the matter informally, the student should schedule a meeting with the person with whom the student has had the dispute, as well as other individuals such as the person's immediate supervisor, a Dean of Academic Affairs, a DSP&S professional staff person, and/or the DSP&S Coordinator. If the matter is not resolved informally, the student should meet with the DSP&S Coordinator or College Ombudsman to explore the options for formal resolution.

If the student fails to obtain an informal resolution to the dispute or if the student believes that the dispute has not been resolved satisfactorily, the student may make a written request for a formal hearing of the Student Grievance Review Committee or file a formal discrimination complaint (AB 803) with the College Compliance Officer. If the former option is selected, the Student Grievance Review Committee will meet in a timely manner to review the request. If the latter option is selected, the College Compliance Officer will then follow the established steps outlined in the District Policy and Procedures for Processing Complaints of Discrimination AB 803; 1993.

### **Student Grievance Review Committee Hearing Procedures**

If the student requests a formal hearing by the Student Grievance Review Committee, these procedures will be followed:

1. The Section 504 coordinator, or other designated district official with knowledge of accommodations requirements, will make an interim decision regarding provision of accommodations pending the final resolution of the dispute.
2. The student and/or a representative shall present the request for accommodation orally or in writing to the Review Committee.
3. The person denying the accommodation and/or their departmental representative shall present orally or in writing the reasons for denying the DSP&S-recommended accommodation.
4. The committee will make a determination regarding the "reasonableness" of the

- accommodation, and recommend an equitable solution, if necessary.
5. The committee will deliberate outside of the presence of the student and the person denying the accommodation and their representatives.
  6. During the formal hearing process, the committee chair shall coordinate the conduct of the hearing.
  7. The hearing shall be closed and confidential.
  8. The committee will submit in a timely manner a written recommendation to the College President for approval.
  9. Copies of the college president's final decision will be sent to the student and the individual who denied the accommodation within two business days after receipt of the committee's recommendation.

### **Student Grievance Review Committee**

The Student Grievance Review Committee shall be composed of appointed representatives from faculty and from administration. The DSP&S Coordinator or designee will function in the hearing as a consultant and will have no vote.

Student Grievance Review Committee Formal Hearing Request forms are available in the DSP&S Office, Student Services Office, and from the College Compliance Officer and College Ombudsman.

If the student is dissatisfied with the outcome of the Student Grievance Review Process, the student may file a formal discrimination complaint (AB 803) with the College Compliance Officer.

### **Complaints Regarding DSP&S:**

If a dispute arises between a student with a disability and DSP&S professional staff regarding special accommodations, the student should meet with the DSP&S Director and make a reasonable effort to resolve the matter on an informal basis. If the matter cannot be satisfactorily resolved in this matter, the student has the right to meet with ombudsman and/or the Vice President of Student Services and/or the College Compliance Officer and/or file a formal complaint.

### **For Your Convenience:**

Ombudsman (818) 364-7790  
College Compliance Officer (818) 364-7701  
Vice President of Student Services (818) 364-7766

## **ACADEMIC REQUIREMENTS, MODIFICATIONS AND AUXILIARY AIDS**

All students, including students with disabilities, are required to master the competencies and coursework required by the California Education Code in order to earn occupational certificates, Associate of Arts and Associate of Science Degrees, and to be eligible to transfer to four year colleges. Modifications of the academic process are acceptable for qualified students with disabilities providing that the modifications do not result in fundamental alterations to the nature of the academic program. Los Angeles Mission College shall make such modifications to its academic requirements, as are necessary, to ensure that there is no discrimination against a qualified student with a disability. Essential academic standards related to licensing requirements shall not be viewed as discriminatory.

Modifications in the testing process are acceptable. The college shall ensure that any testing process will measure a student's true achievement level, rather than merely reflecting a student's impaired sensory, manual and/or speaking skills (except where such skills are the factors that the test purports to measure). Modifications of exams or other evaluation procedures should not fundamentally alter the measurement of the skills or knowledge the exam is intended to test. An individual cannot be barred from taking an examination because of unfounded institutional doubts about the student's ability to meet future licensing or certification requirements that are not part of that test.

Students with impaired manual, sensory, or speaking skills must be provided with auxiliary aids, such as taped tests, note taking assistance, sign language interpreters, readers, and appropriate adaptive classroom equipment. The college might elect to meet this obligation by assisting students to obtain auxiliary aids through existing resources, such as state vocational rehabilitation agencies and private organizations. In those circumstances where the college is required to provide the educational auxiliary aid, the college has flexibility in the selection of an effective method by which the aid will be supplied.

The college is not responsible for providing personal attendants, individually prescribed devices, readers for personal use, or other devices or services of a personal nature to students with disabilities. For assistance in obtaining services of this nature, DSP&S will provide referral information.

## **POLICY FOR SUSPENSION OR TERMINATION OF DSP&S SERVICES**

### Cause for Suspension or Termination of Services:

DSP&S services may be suspended or terminated (partially or in full) when any of the following occur:

1. A student fails to act responsibly in the use of DSP&S services and/or refuses to follow written service provision policies adopted by DSP&S and/or
2. A student fails to make measurable progress toward the goals established in the Student Education Contract and/or ceases to meet the college's academic standards.

### Request for Reinstatement of Services:

Students subject to partial or full service suspension or termination are required to meet with DSP&S professional staff in order to request reinstatement of services. In order to request reinstatement of services the student must schedule an appointment with the DSP&S Coordinator or her/his designee and provide a written reinstatement rationale. The decision to suspend or terminate services (partially or in full) will be made by the DSP&S Coordinator and the Vice President of Student Services based upon the recommendation of the professional staff. The DSP&S Coordinator will notify the student in writing of any suspension or termination of services. Copies of such notice will be placed in the student's file.

### Requirements for Reinstatement of Services:

A student subject to full or partial service termination may re-apply after one full semester has elapsed from the date of termination. Services may be reinstated on a probationary basis, concurrent with a written commitment from the student to follow DSP&S policies for service provision including, but not limited to, the following;

1. Accept DSP&S recommendations for appropriate course selection.
2. Attend all classes regularly and on time.
3. Report academic difficulties to DSP&S staff in a timely manner.
4. Keep all scheduled appointments or, when necessary, cancel appointments at least 24 hours in advance.
5. Keep DSP&S staff apprised of academic progress through progress reports.

### Student Right to Appeal:

The student has the right to appeal the suspension or termination of service decision through the Vice President of Student Services and/or the College Compliance Officer. Any termination of service should not be construed as indicating expulsion or termination from the college itself.

## DSP&S STAFF CONTACTS & OTHER RELEVANT CONTACTS

Christopher Villa – Vice President, Student Services x7766

Larry Resendez, Psy.D — Associate Dean DSP&S & Health

Center x7733

Robert Schwartz, LCSW — DSP&S Counselor x7620

Adam Serda, MS-RC — DSP&S Counselor x7734

Adrian Gonzalez — Assistive Technologist x 3313

Marian Murray, Special Services Assistant x7732

For all DSP&S Instructors, call DSP&S Director x 7732

Interpreter Services (TDD) x7861 or x7732 via Cal Relay

Proctoring or Test-Taking Appts. x7732

DSP&S	(818) 364-7732
For TDD use only:	(818) 364-7861
FAX number	(818) 833-3318
College Police	(818) 364-7843
College Compliance Officer	(818) 364-7772
DSP&S Office Hours:	Monday-Tuesday 8am-7:00 pm Wednesday-Thursday 8am-5pm Friday 8am-12pm

In emergency, you may DIAL \*80 on any campus pay phone to reach College Sheriff's

Office located near the Student Health building: North East Health Corp Center.

A TDD is available in the DSP&S.

To leave messages for instructors, call their campus voice mail numbers. Instructor campus telephones and office hours are listed in your course syllabus. Or to obtain instructor campus phone/voice mail numbers, call Office of Academic Affairs (818) 364-7623.

Los Angeles Mission College  
Disabled Student Programs and Services  
13356 Eldridge Avenue  
Sylmar, CA 91342-3245  
Internet: <http://www.lamission.edu/dsps>  
(818) 364-7732