

Disabled Student Programs & Services

Student Handbook

Policies & Procedures



Available in alternate format



RIVERSIDE COMMUNITY COLLEGE DISTRICT

Moreno Valley Campus • Norco Campus • Riverside Campus

The students are:

The most important people on our campuses, without them there would be no need for us.

*Not a cold enrollment statistic
but flesh and blood human beings
with emotions and needs for guidance.*

*Not individuals to be tolerated as
we go about our business...
They are our business.*

*Not totally dependent on us—
but our jobs are totally dependent on them.*

Not an interruption of our work, but rather, the purpose of it.

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ACCOMMODATION FOR PERSONS WITH A DISABILITY

In accordance with Section 504 of the Federal Rehabilitation Act of 1973 and its 1974/1975 amendments and the Americans with Disabilities Act of 1990, Riverside Community College endeavors to make reasonable accommodation in its policies, practices, and facilities, to ensure equal opportunity for eligible persons with disabilities to participate in all programs and activities.

Whenever a special accommodation or auxiliary aid is necessary in order to assure access to and full participation by students with disabilities in college programs or services, the department or service responsible for the program or service to which the individual requires access, will work with the Office of Disabled Student Programs & Services to ensure that reasonable accommodations are made.

The student is presumed to have independent living skills sufficient to provide for his/her personal needs on campus. If this is not the case, the student must, at their own expense, employ a personal attendant or mobility aide. Students requiring specialized medical care beyond what is ordinarily offered through the Student Health Center must be prepared to bear the expense of this care through a general hospital or a private physician/clinic of their choice.

GRIEVANCE PROCEDURES

Free inquiry and free expression are essential attributes of an educational community. As members of that community, students should be encouraged to develop the capacity for critical judgement and to engage in sustained and independent search for truths. The freedom to learn depends upon appropriate opportunities and condition in the classroom, on the campus and in the community. The responsibility to secure and to respect general conditions conducive to the freedom to learn is shared by all members of the college community. Students should endeavor to exercise their freedom with maturity and responsibility (See the RCC Student Handbook).

Students with disabilities are responsible for contacting the Office of Disabled Student Programs & Services if reasonable accommodations are not implemented in an effective or timely way. The Office of Disabled Student Programs & Services works with college staff and students with a disability to resolve disagreements regarding recommended

accommodations. Students with disabilities who believe they have been discriminated against on the basis of their disability may file a grievance with the office of Affirmative Action, Diversity & Equity. The purpose of a student grievance procedure is to provide a process by which student related issues may be resolved in a fair and efficient manner following due process of law. The procedure is intended to achieve an equitable solution to an issue with due regard for the rights of the student, the faculty, the student body, and the College District (See RCC Student Handbook). For more information contact the Associate Dean, DSP&S.

Riverside Community College provides educational services and access for students with documented disabilities who intend to pursue coursework at Riverside Community College. A variety of programs and services are available which afford students with disabilities the opportunity to participate fully in all aspects of college programs and activities through appropriate and reasonable accommodations.

STUDENTS RIGHTS AND RESPONSIBILITIES

RIGHTS

- My participation in DSP&S shall be entirely voluntary.
- Receiving support services or instruction through DSP&S shall not preclude me from also participating in any other course, program or activity offered by the college or from receiving basic accommodations required by state and federal law.
- I have been provided with a copy of DSP&S Student Handbook (policies & procedures) and the opportunity to register to vote in local, state and national elections via “Motor Voter Registration”.
- All records maintained by DSP&S personnel pertaining to my disability(s) shall be protected from disclosure and shall be subject to all other requirements for handling of student records.
- NOTE: Authorities cited: Title V, Section 56000 et seq., Education Code Sections 66701, 67310-67312, 70901, 84850.

RESPONSIBILITIES

- I will provide DSP&S with the necessary information, documentation and/or forms (medical, educational, etc.) to verify my disability.

- I will meet with a DSP&S Counselor/Specialist to complete a Student Educational Contract and then meet with the Counselor/Specialist at least annually (once per semester preferred) to update the Student Educational Contract. I will use DSP&S in a responsible manner.
- I will utilize DSP&S services in a responsible manner. I understand that DSP&S uses written service provision policies and procedures, which must be adhered to, for continuation of services.
- I will comply with the Student Code of Conduct adopted by the college.
- I must demonstrate measurable progress toward the goals established in my Student Educational Contract (SEC).

I understand and agree to the above Student Rights and Responsibilities and I will abide by them. I give permission for DSP&S staff to discuss my educational situation with other professionals who have a legitimate educational need to know.

I have been given a copy of this document. **If I do not comply with these rights and responsibilities, I will be notified in writing of my impending suspension of services. I will have the opportunity to appeal the decision.**

ELIGIBILITY REQUIREMENTS

- Students applying for support services must provide documentation of an eligible condition to the Office of Disabled Student Programs & Services. The eligible condition must have been verified by an appropriate professional and/or physician within the last three years.
- Students requesting services offered through Disabled Student Programs & Services are required to complete an intake interview and schedule an appointment with a counselor.
- Students applying specifically for Learning Disability services must complete assessment tests, conducted by a certified L.D. Specialist, qualifying the student for support services.
- Students and/or other non-college agencies have the responsibility for providing attendant care if that is necessary. This service cannot be provided by Disabled Student Programs & Services staff.
- Students should possess the ability to comprehend and respond to questions at the level required in Riverside Community College class

offerings, follow directions, and demonstrate the potential to profit from educational offerings.

- Students are expected to follow the Student Code of Conduct established by the college and to refrain from behaviors which offend or deny the personal rights or safety of others. Students must demonstrate annual measurable academic progress. Failure to do so may result in the termination of support services and academic dismissal from the college.
- Students are to assume personal responsibility for taking any medications. (If needed, the college employs a nurse practitioner located in the Health Services Office)
- Students have the responsibility to notify instructors when unable to attend class. If students use on-campus support services (tutoring, interpreters, notetakers, etc.), DSP&S must be notified. Failure to do so may result in being dropped from class, and/or the termination of on-campus support services.

ACADEMIC ACCOMMODATIONS & SUPPORT SERVICES

The following accommodations must be requested by the student and approved by DSP&S professional staff on an individual basis and will not duplicate services or instruction which are otherwise available to all students; will be directly related to the educational limitations of the verified disabilities of the students to be served; will be directly related to the student's participation in the educational process at this college; will promote the maximum independence and integration of the student; and will support participation of students with disabilities in educational activities consistent with the mission of the community colleges. The college is not required to provide accommodations which are fundamental alterations of academic requirements.

The student should understand that the accommodations approved at Riverside Community College are considered reasonable for certain classes or educational settings at this college and may not apply to other institutions. If an agreement between the faculty member, DSP&S professional and the student cannot be reached then the student should understand that he/she may appeal through the formal college grievance procedure.

Academic Advising:

Disabled Student Programs & Services has trained certificated and classified personnel who are available to assist students with individual academic advisement including the writing of Student Educational Contracts. Students are encouraged to schedule an appointment to see DSP&S Staff at least twice each semester.

Personal Counseling:

Counseling for personal situations, impacting the students ability to succeed in college, is available through Disabled Student Programs & Services. If in-depth counseling appears to be indicated, the staff will refer the student to the psychologist/MFCC available through the Health Center.

Career Counseling:

Counseling related to career choice, considering the abilities of specific disability groups, is available to students through the Office of Disabled Student Programs & Services. Referrals are frequently made to the Department of Rehabilitation for further assistance in career decision making and to the Workability III program offered as a cooperative program jointly funded by DSP&S and the Department of Rehabilitation.

Priority Registration:

Students are encouraged to take advantage of Priority Registration which allows students with disabilities to register for classes before the general student population in order to assure that appropriate accommodation can be arranged in a timely manner.

Reader Services:

Reader services may be provided to visually impaired students through Disabled Student Programs & Services and/or the Department of Rehabilitation. Reader services are also available to students who have a documented learning disability.

Alternative Text Formats:

Students needing to request text in large print, audio tape or e-text format should file a Request for Accommodation form specifying the desired format and discuss the appropriateness of the request with a counselor.

Mobility Assistance:

Visually impaired students may request an orientation to the campus prior to the start of classes. A Request for Accommodation form should be completed. Student must then arrange an appointment for campus orientation.

Transportation:

Students whose disability requires accessible transportation to and from school, should contact the minibus operated by the City Parks and Recreation Department at (909) 687-8080 before 1:00 p.m. and at least one week in advance. Transportation is NOT provided by the college.

Books on Tape:

Books on tape are available through the Recording for the Blind and Dyslexic. Contact the Office of Disabled Student Programs & Services can order books on tape for students when provided with Book title, author, publisher and edition. Allow for two week delivery.

Video Captioning:

Students who are hearing impaired may request that any videos shown in their classrooms be captioned. A Request for Accommodation form should be completed. The Instructor will need to request captioning of videos and must provide blank video to DSP&S. Videos must be RCC owned.

Note-taking Services:

Students are asked to recruit their own notetakers from their classes. We strongly encourage using volunteers if possible. ("Volunteer hours may be used as "Service Hours" through ASRCC clubs. "Service Hours" may be noted on transcripts and are beneficial when applying to Universities"). If a volunteer notetaker is unavailable, DSP&S will pay a notetaker an hourly rate determined by the district.

- Students should first request a volunteer notetaker during class or ask the instructor to make the request for them. If problems are encountered students should see a Support Services Specialist for assistance.
- Once the notetaker is selected, it is the student's responsibility to send the notetaker to the Office of Disabled Student Programs & Services to complete the hourly volunteer/student employee and notetaker guidelines/contract forms.

- Paid notetakers will make two copies of class notes at their own expense, one for the student and one for the DSP&S office.
- Volunteer notetakers may bring class notes to the Office of Disabled Student Programs & Services to have copies made or request NCR paper.
- Having a notetaker is NOT a substitute for attending class. Note taking services during a student absence will be provided only when the absence is directly related to the disability and has been arranged in advance with the DSP&S office.

Tutoring Services:

Students are encouraged to apply for tutorial assistance through the Tutorial Services Department located in the Instructional Media Center and schedule an appointment with a tutor. Three hours of tutoring per subject, per week, are available to all RCC students.

- If tutoring above and beyond that provided by Tutorial Services is needed, eligible students must be approved and make arrangements through the Office of Disabled Student Programs & Services. Approval for above and beyond tutoring will be granted only if the educational limitation of the eligible condition supports the request.
- If interpreting services are required for the tutoring appointment, the student must complete a “request for interpreter” form in the Office of Disabled Student Programs & Services.

Learning Disabilities Services:

If appropriate, students applying for support services based on a specific learning disability will be referred for testing by an L.D. Specialist. Students must have that eligibility determined according to Title V regulations that require specific testing instruments.

- A Learning Disabilities Specialist, certified by California Community College Chancellor’s Office, must sign off on this eligibility determination. Qualifying students will be eligible for multi sensory reading and writing classes (Guidance 85A & Guidance 85B).
- Request that all psychological and educational assessments completed in the last three years, by any school or agency, be forwarded to the Office of Disabled Student Programs & Services. (Including testing from any other California Community College)

Interpreting Services:

Interpreters will be provided through the Office of Disabled Student Programs & Services. Riverside Community College makes every reasonable effort to employ competent and skilled interpreters. Due to the nationwide shortage of interpreters, we, like other community colleges, institutions, and agencies, employ many interpreters of varying skill levels. Many colleges give students the option of having a paid notetaker or an interpreter. Riverside Community College permits, in fact, encourages students to use both services as well as other support services.

Interpreters are assigned to appropriate classes based upon their skill level and availability whenever possible. There may be an occasion when an interpreter is not available for a given class. The student then has four options for accommodation:

1. Take another class where an interpreter has been assigned.
 2. Take the class with a notetaker/tutor, but no interpreter.
 3. Have the class audio taped and interpreted within three working days of the lecture.
 4. Request Real Time Captioning. (Coordinator approval only) Students must make an appointment to meet with the Coordinator of DSP&S and an Accommodations Specialist to determine eligibility.
- Students are advised to request interpreting services at the time of priority registration in order to ensure availability of an interpreter for classes. (A Request for Interpreter form should be completed a minimum of two weeks prior to the start of class)
 - Students have the responsibility to notify the Office of Disabled Student Programs & Services immediately when, for any reason, they will be late or absent from a class. (24 hour advanced notice is encouraged when possible)
 - It is the student's responsibility to complete a Request for an Interpreter form for any co-curricula activities (e. g. field trips, tutoring, meetings, etc.). At least one week's notice is needed.
 - Students are expected to be in class on time. Interpreters have been instructed to wait **20 minutes** for each scheduled hour of class time. For example, the interpreter will wait 20 minutes for a one hour class, 30 minutes for a 90 minute class, and one hour for a three hour class. If the student does not arrive within the designated time, the interpreter will notify the Office of Disabled Student Programs & Services of the

absence and complete a “no-show” form, that will be placed in the student file. Two “no-shows” without notifying Disabled Student Programs & Services may result in suspension of interpreting services for that class.

- It is the student’s responsibility to contact the Office of Disabled Student Programs & Services immediately at the start of class if the interpreter has not arrived. A substitute interpreter (if available) will be provided. If a substitute interpreter is not available, the student may request that the lecture be tape recorded and schedule an appointment to have the taped lecture interpreted within three working days.
- It is the student’s responsibility to inform the Office of Disabled Student Programs & Services of any changes in their class schedules (i.e. Adds, Drops, or cancellations of classes). Failure to do so may result in delay of provision of accommodations.
- Public phone TDD’s are available. See campus maps for specific campus locations.

Equipment Loan:

The Office of Disabled Student Programs & Services has available for loan: manual/electric wheelchairs, tape recorders (students are required to provide their own tapes), assistive listening devices, Alpha Smarts, talking calculators, Jiffie desks, back supports, lap desks, and Is-Able tables, etc. All equipment loans shall be made only to students who are officially enrolled in classes. Equipment shall not be loaned to students for any purpose or activity which is not school sponsored. Students will be held responsible if equipment is abused or not returned. (See accommodations specialist and complete a Request for Accommodation form)

Test Accommodations:

Alternative testing arrangements (additional time, oral responses, use of reader and/or scribe, enlarged print and etc.) are provided for eligible students. In order to ensure staff availability, arrangements should be made with the Office of Disabled Student Programs & Services at least three working days prior to the scheduled test. (See accommodations specialist and complete a Test Accommodation Request form)

- The student must complete a Test Accommodation Request form in the Office of Disabled Student Programs & Services and schedule an appointment to take the examination.

- The Office of Disabled Student Programs & Services will coordinate with the instructor and student on specifics of test administration.
- Tests not received prior to arranged test date will have to be rescheduled. Test Accommodation Forms that are not completely filled out by instructor will also need to be rescheduled.

High Tech Center:

Students who are determined to have an eligible condition and are registered with Disabled Student Programs & Services have access to the High Tech Center. Adaptive technology can be found in locations on all three campuses. Equipment is available on a first come, first served basis. Some equipment may require a prescheduled appointment. For training and access information, contact the High Tech Center at 222-8549.

- The student must complete a Needs Assessment with the adaptive technology specialist or qualified staff member.
- The student will receive training on the equipment needed (training will be arranged upon completion of the Needs Assessment).
- The student must be registered in a qualified lab class (Guidance 95, 96,97).

To accommodate the variety of educational limitations experienced by students who are served by Disabled Student Programs & Services, Riverside Community College has acquired adaptive technology which includes:

- Scan & Read Technology
- Screen Readers
- Voice Recognition
- CCTV's
- Screen Magnification Software
- 19" flat panel monitors
- Alternative keyboards
- Talking dictionaries
- Visual idea mapping software
- Math/tutorial/CAD software

Accessibility Maps:

Maps clearly identifying elevators, Handicapped parking and accessible restroom locations are available in the Office of Disabled Student Programs & Services and Administrative offices throughout the Riverside, Norco, and Moreno Valley campuses.

Handicapped Parking:

Riverside Community College provides ample and conveniently located handicapped parking spaces in each of its parking lots. Students using handicapped parking spaces are required to display both a current DMV placard/plate or disabled veteran placard/plate and a Riverside Community College parking permit. Temporary disability placards are available through the DMV (Department of Motor Vehicles). For further information contact the Department of Motor Vehicles.

Adaptive Physical Education:

For those students with a documented disability who may have difficulty competing in the college's standard P.E. classes, adaptive physical education, taught by a licensed physical therapist, is an option. This course permits better self-awareness of each student's physical needs and of methods utilized in meeting these physical development and strength needs. This course helps to enable the student's active participation in his environment.

NOTES: