

Palomar College
Disability Resource Center (DRC)
Student Handbook
(Revised February 2009)

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Introduction

The purpose of this handbook is to clarify for a student the college's guidelines and processes which might affect an individual with a disability in the college environment. The intent is to provide as much information as possible in a usable reference work. It is not intended to be read from cover to cover, but instead to be available for finding answers as your questions occur.

Why DRC?

Both the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 emphasize that colleges must assure program accessibility for persons with qualifying disabilities. A person with a disability is defined as having a physical or mental impairment that substantially limits one or more of the major life activities. Examples of life activities which impact a person in a college environment include seeing, hearing, physically moving around campus, learning, etc..

Examples of reasonable accommodations that increase accessibility include auxiliary aids (assistive technology), services (alternate media, mobility assistance, learning disability assessment, etc.) and exam accommodations (extended-time, reader, technology access). The purpose of all these accommodations is to allow a person with a disability an equal opportunity to demonstrate his or her knowledge or ability.

The DRC Office was originally established in 1972 (as "Handicapped Services") to assure compliance with State and Federal requirements. To this day, an individual is not *required* to sign up with the DRC Office, as it is the College's responsibility to accommodate an individual, but the Office tries to simplify accommodation for the student and the college by housing a number of services in centralized locations. The DRC Office is staffed by professionals who specialize in disability-related issues (learning disabilities specialists and instructors, counselors, etc.) who advise and advocate for the student while maintaining the necessary level of confidentiality.

How Do I Become a DRC Student?

1. **Palomar College Application.** Fill this out online at www.palomar.edu
2. **Palomar College Placement Test (COMPASS).** You may take this (with accommodations) at DRC or at your local high school when a DRC rep visits.
3. **DRC Application for Services.** This puts you into DRC database.
4. **Verification of Disability.** It is best if you bring this in and/or have our *Disability Verification* form filled out by an appropriate professional. You may fill out the information release form attached to the Application but we may withhold services until we receive documentation.
5. **Counseling Appointment.** Discuss your goals or plans and the accommodations which you may need in order to be successful on campus. Sign a Student Educational Contract (SEC) and Educational Limitations statement. You might also be able to plan your schedule at this meeting.
6. **Semester Update Form.** (continuing students only). Fill out one of these each semester of attendance. This gives you a chance to update personal information (address, etc.) and request services you may need in the upcoming semester. This also assures you early registration privileges for the following semester

How Do I Request Accommodations or Services?

First, make sure that you have been determined to be eligible for the following. Adhere to the Service Provision Policy for each service.

Mobility Services. Submit a Semester Update form and indicate your schedule. Check with DRC Office five days before classes begin.

Testing Accommodations. Submit an Express Request form. Be specific about classes and instructors. Pick up an Accommodations Form from the DRC after 48 hours and present to instructor.

Alternate Media (recorded text, Braille, e-text, enlargements, tactile graphics). See a specialist or counselor for approval.

Notetaker. Submit an Express Request form. Be specific about classes and instructors. Pick up an Accommodations Form from the DRC after 48 hours and present to instructor. See Notetaker section of this handbook for further details.

Reader. Submit an Express Request form. Pick up an Accommodations Form from the DRC after 48 hours and present to instructor. Schedule an appointment at DRC three days in advance prior to needing Reader services.

Interpreter-for-the-Deaf/Real-time Captioning. Submit a Semester Update and notify Interpreter Coordinator two weeks before classes begin. To request an interpreter for special events submit an Interpreter Request form three days in advance.

Learning Disability Assessment. Schedule an appointment with a Learning Disability Specialist at the DRC front office.

How Do I Maintain My Eligibility for DRC Services?

1. Enroll in a Palomar College course, credit or non-credit.
2. Submit a Semester Update each semester of enrollment.
3. Make Measurable Progress, which means staying in good academic standing (not on Academic Dismissal, long-term Suspension or Expulsion from the college).
4. Use services appropriately (see Suspension or Termination of Services Policy-DRC).

INTERPRETING SERVICES PROCEDURES

The Disability Resource Center (DRC) strives to provide you with quality interpreters, captioners and notetakers. Acquiring service providers can be difficult and costly. In order to ensure that everyone's needs are met, we request that you cooperate with the following rules:

1. If you are going to be absent for a class or are dropping a class, you must notify the Interpreter Coordinator or the DRC office in advance. We must have at least 12 hours notice in order to cancel interpreting services unless due to a medical emergency. More notice, if possible, is appreciated. **Do not tell your interpreter to inform the DRC office. It is your responsibility to inform us.**
2. If you are absent for a class three times without notifying the Interpreter Coordinator or the DRC secretary in advance, we may terminate your services until you meet with your counselor.
3. If your interpreter, captioner or notetaker does not show up, is inconsistent or tardy, or if the quality of his/her work is not satisfactory, notify your DRC counselor or the Interpreter Coordinator.
4. If there is a specific interpreter you would prefer not to work with, please submit your request in writing (including the reason for the change) to Interpreter Coordinator, Denise VanderStoel. We can't promise to fulfill all requests but our department will do its best to accommodate your needs.
5. You will allow the DRC office to inform your instructors that they will have a Deaf student and interpreters in their class, so as to prepare them better to work more effectively with interpreters.

Denise VanderStoel, Interpreter Coordinator
760-744-1150 Ext. 2394
Coordinator's TTY: 760/736-4618
dvanderstoel@palomar.edu

NOTETAKING SERVICES PROCEDURES

Notetaking

1. Maintain current eligibility for this service by providing documentation of need for this service and submit Student Updates for each semester in which services are needed.
2. Request Accommodation Form via counselor or specialist contact or Express Request form for each class in which the service is needed.
3. Submit Accommodation Form to each instructor within the first week of class. Either on your own or with the assistance of the instructor, find a fellow student in the classroom who is willing to provide you with copies of his/her notes, either by using carbonless copy paper (NCR paper) available at no cost from DRC front office or photocopied at the DRC.
4. Provide your notetaker with a copy of the Notetaker Honorarium Procedures, which inform the notetaker how to arrange to be paid for his/her service. The notetaker will receive \$50 for the semester for each class serviced.
5. Make your own arrangements to pick up your copy of the notes. If you miss more than three class meetings, this service may be suspended or terminated for that class. To reinstate service, you must meet with the Director of DRC for reinstatement. Repeated individual class terminations or misuse of class notes may result in permanent termination of this service.

Tape Recording Lectures

1. Follow steps 1-3 in the Notetaking section.
2. Use your own tape recorder, or, if you do not have one, request one at DRC front office (limited availability).
3. Most instructors these days do not mind if you use a tape recorder in class to record lectures. As a courtesy, however, it is a good idea to inform your instructor. Some instructors may request that tape recorders be turned off during times when personal information is being shared. As long as you do not miss parts of a true lecture, it is a good idea to comply.
4. Some instructors are uncomfortable with tape recorders in class for a number of reasons. If an instructor objects, acquire an Agreement for Taping Course Lectures from DRC.
5. Return DRC tape-recorders at the end of each semester, even if you plan to return the following semester. Failure to comply may result in an academic hold being placed on your records and/or suspension of other services.

TEST ACCOMMODATION PROCEDURE

At the beginning of the semester

1. Obtain an Accommodations Form for each class from a DRC Counselor or an LD Specialist. You may request these by filling out an Express Request form at the front counter. You may pick up these items 48 hours after submission. You must pick them up as we do not deliver them to instructors.
2. You must submit the Accommodation Form to your instructor well in advance of the first exam, as he/she is within rights to deny an accommodation without adequate notice.

Three to Five school days before exam

1. Schedule a room in the DRC Building for a specific date and time. Testing time should coincide with the time your class takes the exam, unless prior arrangements have been made with the instructor. Inform the front desk of any approved special accommodations you may need (readers, scribes, etc.)
2. Obtain a blue test accommodation envelope from DRC office
3. Write your name in the Test Facilitation for: section of the envelope
4. Deliver this envelope to your instructor as soon as possible

On Test Day

1. Check in with DRC staff person
2. Leave books, notes, backpacks, purses, calculators, cell phones, food/drink, etc. in the under-counter storage bins. Only instructor approved items (books, notes, etc.) may be taken into testing rooms
3. Receive exam from DRC staff person

Upon Completion of the Test

1. Return the test to a DRC staff person
2. DRC delivers test to the instructor or designee unless otherwise specified on the envelope by the instructor

DRC TESTING ROOM REGULATIONS

QUIET is the only sound tolerated in the testing rooms. Talking, whispering, gum-chewing, pencil tapping, coughing and sneezing may be distracting to other test takers. If another student is making too much noise, please report the problem to a staff member. If Staff are making too much noise, please report that also.

CHEATING will not be tolerated. All incidents or suspicious activity will be reported to the instructor. Cheating is a Student Conduct Code violation and may result in suspension or expulsion. If you observe cheating or suspicious activity, you must report the occurrence to a staff member; failure to report the occurrence could result in your suspension or expulsion. Cheating decreases the credibility of this service for everyone!

TAKING BREAKS. If you need to take a break, you must bring your test with you and leave it with office staff. Time limit: 10 minutes. If you leave for an extended period of time, the amount of time will be reported to the instructor or your exam may be returned to the instructor.

TIME. Allow adequate time to complete the exam within one sitting during office hours. Late hours by prior arrangement only. Exams can only be split with prior approval of instructor. Time limits may be enforced.

READERS/SCRIBES must be approved and arranged ahead of time and be individuals approved by DRC staff.

ADDITIONAL STUDENT RESPONSIBILITIES

1. Only approved items are allowed in the test rooms; use of books, notes, calculators, or spell-checkers require advance approval.
2. You are responsible for providing your own pens, pencils, calculators and batteries. Use only designated DRC scratch paper.
3. Should you neglect to deliver a test envelope to your instructor, you may be required to take the test in the classroom.
4. Should you not follow the terms agreed upon between you, your instructor and DRC, you may lose your test accommodation privilege.

RELAX AND DO YOUR BEST!

MOBILITY SERVICES PROCEDURE

The Disability Resource Center of the college offers assistance with mobility for students with documented disabilities and functional limitations which impact an individual's ability to successfully navigate the campus. The college is not mandated to provide these services, but the college has decided that these services can be helpful to facilitate student success. Not all colleges provide these services, nor are they required to do so.

The college provides two types of service: individual mobility carts and larger, staff-driven mobility golf carts. The individual carts are checked out to an individual to be used while attending classes and returned by a pre-determined time. The golf carts are for pickups at the Transit Center and delivery to a destination in the interior of the campus or the DRC, at a specified time.

Eligibility is determined by a counselor or the DRC director after a review of the situation and documentation of limitations.

Individual Mobility Carts

1. Submit schedule at least five working days before the beginning of the semester or before your need.
2. Carts are designed to carry a maximum weight limit; for your safety and to avoid cart breakdown, you may be denied use. *Weight* means personal weight plus books, supplies, and equipment.
3. Yield the right of way to pedestrians.
4. Return cart to DRC promptly, as cart may be scheduled for another student after you use it.
5. Return by 5 PM as carts must be charged overnight to be operational in the morning.
6. Drive only on sidewalks or in buildings; you may not remove cart from campus grounds.

Termination of Service Privilege

1. Late return; joyriding; allowing an unapproved student/person/child to drive; excessive wear-and-tear or unusual damage; poor driving judgment; weight over maximum load limit; other breach of the Palomar College Student Conduct Code.

Reinstatement of Service Privilege: Meet with Director of DRC.

Mobility Golf Carts

1. Submit schedule at least five working days before the beginning of the semester or before your need.
2. You will be provided pre-arranged pickup and drop off times; allow a ten minute window of time for our arrival. Other students may be on the schedule and impact arrival time.
3. Call ahead of time to cancel. The office is always open by 7:30 AM and you may leave a phone message at any time at (760)744-1150/2375 ([email:dsps@palomar.edu](mailto:dsps@palomar.edu))
4. All passengers must wear seat-belts.
5. These carts are not taxies. They are a scheduled service. Extra runs can be made by pre-arrangement or when staff resources and time schedules permit.
6. Persons without disabilities are not allowed to ride along (friends, family, etc.) unless as a designated attendant to the person with a disability.

Termination of Service Privilege:

1. Excessive no-shows or cancellations (3)
2. Excessive walk-offs (i.e. not waiting the ten minute window of time).
3. Refusal to wear a seat-belt; other dangerous riding behavior or poor riding judgment.
4. Other breach of Palomar College Student Conduct Code.

Reinstatement of Service Privilege: Meet with Director of DRC.

Palomar College
Disability Resource Center (DRC)
Service Provision Policy (detailed)
(revised March 2007)

In accordance with the Academic Accommodations Policy of Palomar College, and in recognition of the college's responsibility to accommodate students with disabilities as per the Americans with Disabilities Act of 1990, Disability Resource Center (DRC) establishes policies for provision of services and accommodations to clarify processes and establish roles and responsibilities.

Failure to comply with established policies, procedures and/or timelines may result in delay of receiving services or termination of specific services (see DRC Suspension or Termination of Services Policy).

Eligibility for Services: Student will provide current (usually less than three years old) professional documentation of disability to DRC to support the disability claimed on the DRC Student Data Form and the services requested on the Educational Contract section of that form. Documentation should include a statement of functional limitations imposed by the disability. DRC, in consultation with the student, will identify and determine eligibility for services, educational limitations, accommodations and/or auxiliary aids. DRC will also maintain privacy of and restrict access to disability documentation.

Timeline for Student: Two weeks prior to provision of services.

Timeline for DRC: Two weeks after receipt of current disability documentation.

Continuing Student Service Requests: Student will consult with a DRC professional each semester to discuss accommodation and/or service needs and submit a Student Update form indicating service requests for each semester. Student will also submit on a semesterly basis an Express Request form for specific requests such as Accommodations Forms. DRC will respond in a timely manner to appropriate requests made on these forms.

Timeline for Student: Submit Student Update form two weeks prior to provision of services. Submit Express Request form two school days before need for Accommodations Form or other action.

Timeline for DRC: Provide approved service/accommodation within two weeks. Perform Express Request action within three school days of submission of form.

Disclosure of Disabilities to Instructors/Staff: Student will inform his/her instructors about specific disabilities and discuss necessary accommodations. DRC will, upon student request, inform faculty/staff about functional and/or educational limitations and about recommended accommodations.

Timeline for Student: Within the first two weeks (or the first 20%) of the course.

Timeline for DRC: Within three school days of specific request.

Access to Adaptive Technology: Student will use college adaptive equipment in a responsible manner and for work related to college activities. DRC will

recommend, acquire, replace, repair and maintain adaptive technology on an ongoing basis to keep pace with technological enhancements. DRC will advise other components of the campus about adaptive technology necessary for access in their areas.

Timeline for Student: Student will request individually issued adaptive equipment two weeks before the start of the semester/session. Student will return equipment within two weeks after the end of the semester/session.

Timeline for DRC: DRC will respond to valid requests for adaptive equipment within two weeks of request.

Learning Disability Assessment: Student will make available to DRC most recent testing results and/or documentation of history of special education services. If existing documentation is lacking in recency (within three years) or lacking in acceptable tests, the student will agree to be prioritized on a wait-list and reassessed to determine current eligibility. Students without documentation will agree to be placed on a wait-list for assessment. DRC will review previous assessment results to determine current eligibility. DRC will update assessments on a prioritized wait-list basis. DRC will wait-list other individuals without prior assessment information.

Time line for Student: Student will provide learning disability assessment results and/or documentation of special education history four weeks prior to request for accommodations or services. Student will respond to assessment “call-in” within two weeks of notification.

Timeline for DRC: DRC will review documentation to determine eligibility for services or need for additional assessment within four weeks of submission.

Interpreting Services/Real-time Captioning: Student will inform DRC of each class time and location for which interpreting services/real-time captioning are required on a Student Update form. Students will sign and return an Interpreting Services Contract and abide by its stipulations. Special events (field trips, appointments, campus events, etc.) require that you submit an Interpreter Request form for each event. DRC will provide the most effective means for facilitating communication for each requested class or special event.

Timeline for Student: Notify Interpreter Coordinator via appropriate form two weeks in advance for classes, three school days in advance for special events. For absences, notify the Interpreter Coordinator 24 hours in advance for planned absences, or as soon as possible for illness or emergency.

Timeline for DRC: Will provide qualified service providers by the commencement of each class or special event for which we receive stipulated advance notification. Service providers will wait 20 minutes in each scheduled class meeting if the student is late.

Testing Accommodations: Student will provide each instructor with an Accommodations Form and will provide each instructor with a blue Testing Accommodation envelope for each exam. Student will reserve room space and special requirements (reader, scribe, alternate formats) in advance. Student will follow the Test Accommodation Procedure and the Testing Room Regulations

included in this handbook and posted in designated testing accommodation rooms, as well as comply with the college's Student Code of Conduct. Student will take the exam on the scheduled day of exam unless an alternate day is approved by the instructor of the course. DRC will facilitate receipt and delivery of exams and provide space and approved services. DRC will follow instructions provided by the instructor and also communicate any unusual circumstances pertaining to the exam to the instructor.

Timeline for Student: Student will inform instructors of needs for test accommodations within the first two weeks or 20% of the course. Student will schedule rooms and approved services a minimum of three school days prior to the exam. Student will deliver blue Test Envelope to instructor at least one class meeting prior to the exam. Student will take exam on scheduled exam day unless instructor approves otherwise.

Timeline for DRC: On a space available basis, DRC will provide room space and support services on a reserved basis on the specified exam day. DRC will return completed exams to instructors or designees within 24 hours of exam completion (excluding weekends and holidays).

Mobility Services: Student will use the services and/or equipment in a responsible manner which does not endanger the student or others and which does not harm the equipment. Student will inform DRC of any changes in schedule or needs. Student will follow other guidelines specified in the *Mobility Services Procedure* which each eligible student must sign. DRC will provide reliable service and/or equipment to facilitate on-campus transportation needs during school or school-event hours. DRC will make unscheduled "taxi" or emergency runs only if and when equipment and/or manpower resources permit. Within the limits of its resources, DRC will endeavor to match the type of mobility service to the needs of the individual.

Timeline for Student: Student will request regularly scheduled mobility service needs five school days before the commencement of each term. Student will notify DRC in case of absence or temporary schedule change by 9:00 a.m. of that day. Student will allow a 10 minute window of time for pickups.

Timeline for DRC: DRC will provide regularly scheduled mobility services to qualified individuals. Drivers will wait 10 minutes past scheduled pickup time when waiting does not impact transportation of other scheduled individuals.

Reader Services: Student will request an Accommodations Form for each class in which reader services are necessary. Student will use reader services in a responsible manner that does not compromise the ethics of the student or the reader. Student will sign a copy of Procedures for Requesting Readers and Guidelines for Using Reader Services. DRC will provide a qualified reader and appropriate space. DRC will, based on availability, provide a reader on the day of the exam and as close as possible to the scheduled hour of the exam.

Timeline for Student: student will notify DRC of reader request at least three school days before each exam.

Timeline for DRC: DRC will schedule qualified readers and appropriate space when notified three school days in advance of need.

Notetaking Services: Student will follow procedures included in the Notetaking Services Procedures. Student will request an Accommodations Form for each class in which a notetaker is requested. Student will attempt to find a notetaker within the class either on his/her own or with the assistance of the instructor. Student will inform the notetaker of the payment process (Notetaker Honorarium Procedures) and keep the notetaker supplied with NCR paper which is available at no cost at the DRC front office. DRC will assist the student in finding a notetaker if the student is unable to find one. DRC will supply the student or notetaker with NCR paper as necessary. DRC will pay for the services of the notetaker at the conclusion of each semester.

Timeline for Student: Student will request an Accommodation Form by the first week of class.

Timeline for DRC: DRC will process a request for Accommodation Form within 48 hours of request. DRC will supply NCR paper on request for approved notetaking situations.

Alternate Media (Audio-tape; Large Print; Braille; Tactile Graphics): Student will request an Accommodations Form from a specialist or counselor each semester. Student will submit this form to a member of the Alternate Media Team by the first week of classes each semester. Student will sign an Alternate Media Services (AMS) Contract and comply with its directives. DRC will comply with the AMS Contract and deliver alternate media according to the Conversion Completion Timelines.

Timeline for Student: Student will acquire and submit an approved Accommodations Form each semester. Student will make individual requests in a timely manner to conform with the Conversion Completion Timelines.

Timeline for DRC: DRC will, within reason, convert alternate media within the schedule specified in the Conversion Completion Timelines.

Suspension or Termination of Services Policy

Disability Resource Center (DRC)

Palomar College

An eligible student may be denied services through DRC for:

1. Lack of measurable progress, or
2. Inappropriate use of services

Measurable Progress

Lack of measurable progress is defined as being classified as on academic dismissal, long-term suspension or expulsion from the college. Services will only be provided to enrolled students in good standing with the college.

Inappropriate Use of Services

Inappropriate use of services is defined as a failure to comply with the policies and procedures of individual services that students are using. Failure to comply with the terms and/or timelines within each service area may result in suspension or termination of that service.

Prior to the suspension of service, the student will be notified in writing of the impending suspension of service, which will include a date on which services will be suspended.

Services can be reinstated only after the student meets with the DRC Director, presents extenuating circumstances which warrant reinstatement of services, and signs a Service Reinstatement Contract (signed by Student, Counselor and DRC Director) which outlines the guidelines for continuance of services. Failure to comply with the contract will result in termination of that service.

Appeal Process

Students who are dissatisfied with the decisions of DRC personnel regarding accommodations, or about the quality, efficiency, timeliness or effectiveness of a provided accommodation may appeal to the Director of DRC, and, if dissatisfied with the result, file an *ADA Complaint Form* with an ADA Compliance Officer and follow that established process.