

SERVICES AND ACCOMMODATION POLICIES AND PROCEDURES

The Services for Students with Disabilities (SSD) Program provides academic accommodations to regularly enrolled California State University, Fresno students in accordance with the Rehabilitation Act of 1973, the Americans with Disabilities Act and the California State University Policy for the Provision of Accommodations and Support Services to Students with Disabilities. The student must provide SSD with current written verification of disability from a professional who is qualified to determine the physical, perceptual or learning disability and the need for an academic accommodation.

In order for the campus and SSD to provide academic accommodations, the student must initiate the request personally with SSD. Any disability-related need that requires the assistance of the professor must be made known to the professor each semester. The professor is not expected to assume or remember the need for accommodations from semester to semester.

INITIATING SERVICES

1. Students who desire academic accommodations provided by SSD must: complete an initial interview, in person, with the Disability Management Specialist (DMS), or the SSD Director; provide appropriate verification of disability; and, if appropriate, participate in additional assessment.
2. Students who are concerned about the presence of learning disabilities (LD) will first make an appointment to meet with a Disability Management Specialist. A brief pre-screening will be completed and the student may be asked to complete a more detailed initial assessment packet and return it to SSD. During an appointment, set up 2-3 days later, a determination will be made regarding the appropriateness of a referral for further assessment. If such a referral is made, a psycho-educational report will be sent to SSD approximately two weeks after testing has been completed. If learning disabilities have been identified, another appointment will be made to complete the process of determining appropriate academic accommodations.
3. All disability verification forms and processes must be completed prior to receiving services from SSD.

4. An Individual Accommodation Plan, IAP, based on the professional verification of disability(s) and Federal and State mandates, will be established with the Disability Management Specialist or the Director and approved by the student in writing. Once the IAP is approved, the accommodation services will be available.

5. To activate requests for classroom accommodations (e.g., notetaking, tape recording, testing, textbooks in alternate format, sign language interpreters, real time captionists, FM device (assistive listening system), students must fill out and turn in a “Schedule Form & Request for Professor Letters” at the SSD front reception desk. On this form, the student lists course information and indicates their request for the appropriate approved accommodations for each course. This form is then used to initiate the preparation of a letter for each of the student’s professors that indicates the appropriate accommodations to be provided for each course. It is very important that the student fill out this form completely and accurately to ensure that the professor letters are prepared correctly.

It takes 2-3 days for the professor letters to be prepared and approved by the student’s Disability Management Specialist. It is the student’s responsibility to check when the letters are ready and deliver them to each professor. SSD does not send the letters to the professors.

CAMPUS REGULATIONS AND ACCOMMODATIONS

1. All students who receive academic or other accommodations through SSD are expected to adhere to the Campus Code of Conduct as well as appropriate campus regulations, policies and deadlines.

ACCOMMODATION SERVICES

Authorizations for all accommodations must be approved by the disability management specialists or the program director.

Academic Advising

1. It is the student’s responsibility to receive appropriate academic advising from the Office of Advising (for undergraduates), located on the 2nd floor of the Joyal Building, or their advisor in the department of their academic major.

2. If the student requests, after the student has made the selection of courses with their advisor, the Disability Management Specialist will review the choice of courses with the student to determine their appropriateness to the student's disability-related needs.

Assistive Devices and Equipment:

1. A variety of assistive devices and equipment are available in the SSD office, exam rooms, and in the student computer lab. Equipment includes FM listening systems, day lamps, CCTVs, magnification devices, adjustable height tables, manual wheel chair (emergency use only), wheelchair lapboard, adjustable design board, graphing calculator, and wide book holders. Other equipment may be available based on the referral from the DMS.

Many of these items are available for checkout. Equipment that is checked out must generally be returned on the specified day and in the same condition when checked out. Ask for assistance at the front desk.

New Student Lab Orientation & Individual Training

A primary purpose of lab orientation is to determine the assistive computer technology that would best meet the needs of the individual student and then offer instruction in the use of that technology.

Individual training in the use of Assistive Technology (AT) applications and equipment are arranged with the AT Coordinator by making an appointment at the front desk at least five (5) working days in advance. Please call the SSD office at: 559-278-2811 for an appointment.

AT Student Computer Lab Policies:

1. The SSD student computer lab is available only to students who are registered with California State University, Fresno and are enrolled in the Services for Students with Disabilities Program with an active accommodations plan authorizing use of the AT Student Computer Lab.

2. Students must present their Fresno State Campus ID card to the Lab Technician upon arrival for log-in tracking purposes. Lab Technicians are available to assist students in assistive computer programs applications, and specific equipment for AT software programs.

3. Lab Technicians will assist students in assistive computer programs applications and lab equipment with reasonable consideration of time and noise level to others working in the lab. The list of assistive software applications and equipment are available on the workstation computers and in the RESOURCE BINDER in the AT Lab.

4. The SSD AT Student Lab is designated a “Quiet Area” your consideration of fellow students working in the lab is anticipated. Students are expected to adhere to the SSD student lab policies, campus conduct codes, and appropriate Internet policies and regulations. Additional consideration for fellow students, please limit use at one PC workstation to maximum [four hours] per visit. Exceptions may be considered *per* student request.

5. Students who are not employed by the SSD office are not to attempt or in any way reconfigure, install, or download Web software to SSD computers. The student is expected to adhere to the SSD student lab policies and conduct codes as well as the appropriate Internet policies and regulations.

6. Lab equipment is for *academic use only*. Personal or *unsuitable Internet surfing or screen displays are prohibited*. Lab computers are for those students who require “Accessible” functionality and alternate media software applications.

7. Students (on occasion) may be asked to leave the lab for *emergency lab closure* in order to provide specialized lab applications for testing purposes.

8. Campus Pay-for-Print, PPP, printing is available in the SSD lab. Students use their campus ID card to print black/white copy. PPP printers and machine to deposit money to ID card are available throughout the Library. Ask Lab Techs for locations (in the Library).

9. Students are to provide *personal* removable storage, i.e., Flash Drive, CD, and/or other external storage media. Personal work is **NOT** to be saved on the computer (Computer Security System deletes any changes to program software applications or saved documents nightly). Be sure to save your work often.

Blue Curb Parking

1. Students with DMV placards may park in the parking stalls designated for the disabled only when the placard is accompanied by a valid Fresno State paid parking permit.

2. A one-time temporary parking permits for up to two weeks only may be issued by SSD upon receipt of appropriate verification of disability and must be used with a paid parking permit (semester decal or one-day parking permit).

3. Students without a DMV disabled person parking placard must obtain one in order to continue to use blue curb parking spaces. Information regarding DMV placards can be found at the following Web site: <http://www.dmv.ca.gov/>

Campus Transportation Service (SCOUT)

The campus provides an on-campus transportation service, known as SCOUT, for students with permanent or temporary disabilities who have been approved for the accommodation.

1. In order to request the SCOUT service, students fill out the SCOUT Service Request form each semester. Forms are available at the SSD front desk or on the website.
2. In order to activate the SCOUT service students must meet with the SCOUT coordinator every semester. Students can call and schedule an appointment with the SCOUT coordinator by calling the front desk at 278-2811. The initial scheduling process may take up to four (4) working days.
3. Once students have met with the SCOUT coordinator they will be given a card for the SCOUT program. Students must have their card with them at all times when using SCOUT services
4. Temporary SCOUT accommodations require a doctor's medical verification that should include the diagnosis (disability) and prognosis (expected length of diagnosis/disability). If a student does not have his or her own medical insurance, medical verification can be acquired through the Health Center on campus. To set up an appointment at the Health Center please call 278-2734.
5. To make changes to your SCOUT schedule please come to the SSD office. Fill out a new schedule or change on the reverse side of a blank SCOUT application. Make sure that your name and the date of change are on the form. Changes in schedule may also take up to four (4) days though the SSD office staff makes every effort to process the request as soon as possible.
6. SCOUT provides rides to classrooms only. When returning to vehicles, bus stops, or for access to administrative offices there is a RED CART that runs the perimeter of campus. (The RED CART is not wheelchair accessible but other options are available).
7. For students who are not on a regular SCOUT schedule and need to use the service only occasionally, you will need to call the Parking and Transportation office at 278-2950 (press "0" to skip the recorded message). If you need a ride after 5:00 p.m., call the Escort Dispatcher at 278-8400. Please show your SCOUT card. Please note that the wait time for last minute requests or unscheduled pickups may be longer.

Classroom Furniture

1. A student must make the request for classroom furniture accommodations (tables, chairs) known to a Disability Management Specialist one week prior to the date needed.
2. It is the student's responsibility to inform SSD if the classroom furniture designated for his or her use is not in the classroom.
3. It is the student's responsibility to be in the classroom early, where possible, in order to secure the furniture designated for her or his use.
4. SSD will request the most appropriate type of furniture available for the student's classroom needs.

Library Research Assistance

The Madden Library staff will provide assistance, where appropriate, to students with disabilities with locating and retrieving library materials, self-service photocopies, microfilm reader/printer and copy card vending machines. Students should stop at the Reference Desk to request assistance. If your request will involve extended staff time, it is advisable to call ahead for an appointment to ensure that someone will be available to assist. It is important to remember that the student must be present and actively participate in the research process.

The Madden Library also has available an accessible computer work station, with JAWS and Zoomtext applications and a portable CCTV, located near the reference desk.

Medically-related Absences

1. It is the student's responsibility to inform their professor of medically-related absences. If the student cannot reach the professor personally, a message should be left with the departmental secretary.

A note from the physician documenting the medically-related absence may be required by the professor. If the absence is disability-related, the doctor's note can be brought to SSD and a letter for the professor may be requested.

2. It is important to be aware that the essential elements of a course and/or major need not be altered to meet the disability needs of the student.

3. SSD must be notified in advance if specific accommodations will not be needed.
4. Students are to assume personal responsibility for taking medications, arranging for personal attendant care, mobility, health and safety issues, and mobility to the campus. (Use of the on-campus transportation service, SCOUT, is an accommodation and must be approved by a Disability Management Specialist or the Director.)

Notetaking and Tape Recording of in the Classroom

1. To initiate notetaking and/or taping services the student is to contact the Disability Management Specialist and provide appropriate information.
2. SSD will provide the student with a letter of accommodations to be given by the student to the professor. The letters will be ready within three (3) working days of receipt of an appropriate and complete request.
3. Notetaking agreements forms must be signed by the student requesting the service every academic year.
4. A student is expected to be present in class to receive notes for that day.
5. It is the student's responsibilities to let their Disability Management Specialist or the SSD Director know if a notetaker has not been solicited by the professor, if no one in the class has volunteered to take notes, or if the professor is hesitant about the student taping the lecture.

Photocopying

1. SSD staff will provide duplication of text in enlarged format. Students should allow for 5 working days advance notice to enlarge text materials.
2. Duplication of classroom notes will be processed by the SSD Staff. Students with the notetaking accommodation, however, must supply the SSD office with an adequate supply of photocopy paper for completion of the copy job.

Reading - Alternate Formats

All requests for text in alternate formats (audio tapes, CD's, e-text, enlarged duplication, etc.) must be submitted to the Testing/Reading Coordinator on the "Request for Textbook in

Alternate Format” or the “Request for Handout Scanning” forms. If the request forms are submitted improperly, there may be a delay in production time.

1. SSD must have five (5) working days advance notice to tape audio versions of specific assignments and chapters from textbooks.
 2. The Reading Coordinator must have two weeks (10 working days) advance notice for requests for textbooks in alternate format from RFB&D. The student must provide all relevant information before the RFB&D request is made.
 3. CD's from RFB&D must be returned promptly at the end of the semester. Failure to comply may result in holds being placed on grades, transcripts and other transactions with California State University, Fresno.
 4. Requests for alternate format texts that involve ordering CD's or e-text from publishers or the California State University Center for Alternate Media (CAM) require that the student present proof of purchase of the text prior to the order being placed. It is advisable to submit requests for these formats as soon as the student knows the text title as it may take longer to obtain these materials.
 5. It is the student's responsibility to check the status of book/scanning requests with the Reading/Testing Coordinator and to pick up completed materials. Requests and status checks should not be made with Lab Techs.
 6. Students who have been trained to use the Kurzweil software program may use the system for scanning and saving text materials onto a CD or flashdrive.
 7. SSD has a limited number of CD players compatible with RFB&D materials for loan overnight. Audio equipment can be checked out at the front desk on a limited basis. Equipment loans are on a first come first serve basis.
- SSD also can provide information regarding where students can purchase their own equipment.
8. SSD must have five (5) working days advance notice for: enlargement of written materials, scanning and editing of handouts and articles, and typing of class notes.

Sign Language Interpreter

1. Students requesting sign language interpreters must submit their course schedules to their Disability Management Specialist or the Lead Interpreter by the date requested to ensure the assignment of an interpreter(s) by the first classroom session.
2. Interpreters will be provided for academically-related functions. SSD must have five (5) days advance notice. Interpreters will also be provided for other campus activities and events, but need to be requested through the office or group responsible.
3. Absences are to be reported at least 24 hours before class or the event to both SSD and the assigned Sign Language Interpreter. Unexpected absences should be reported as soon as possible.
4. For written classroom examinations, interpreters may be provided to interpret instructions from the professor to the class or questions from the student to the professor. Interpreters are generally not permitted to interpret written examinations, whether administered in the classroom or in the SSD office. Oral examinations will be interpreted.
5. Requests for specific interpreters will be honored if possible.
6. Choice of sign language preference will be accommodated but advanced notification is needed.
7. A TTY and VP is available for students in the SSD office.

Testing

1. New students must complete a Testing Orientation and sign off with their understanding of testing accommodation procedures before testing accommodations are put in place.
2. Proctoring and other appropriate accommodations for examinations are provided for students for whom testing accommodations are approved.
3. Students must first provide SSD with a class schedule for the semester on the "Schedule Form and Request for Professor Letters" form. The student's Disability Management Specialist will write a letter to those professors teaching a course for which the student has requested testing accommodations. The student will deliver the letter(s) directly to their professor(s).

Three (3) working days are required for SSD staff to process the request and prepare the professor letter(s).

4. The student must also complete and return to SSD the “Request for Testing” form seven (7) days prior to the date of each exam. A separate request must be submitted for each exam.

5. SSD staff will pick up the exam, provide the proctoring or other accommodation services and deliver the exam to the professor through their departmental office.

6. Any irregularities in the exam process or the student’s behavior while testing will be reported in writing to the professor.

8. Exams begin at the time of the student’s request. No additional time will be given to the student if they arrive late for an exam. If the student is more than twenty (20) minutes late, the unused exam will be returned to the instructor. It is then up to the instructor to allow the student to reschedule the exam.

9. STANDARDIZED EXAMINATIONS – Accommodations national, state or departmental examinations must be discussed with a Disability Management Specialist or the SSD Director and a Standardized Examinations Request for Accommodation form completed and signed. Where appropriate, a letter will be prepared on the student’s behalf verifying the approved testing accommodations. The request for the letter must be submitted two weeks prior to the date that the student needs to pick up the letter. Some standardized exams (e.g., GRE) require a signed document (provided by the testing agency) to verify testing accommodations. Such a document replaces the need for a letter from SSD.

It is the student’s responsibility to register in a timely fashion and to contact the university’s Office of Testing Services (Family/Food Sciences, Rm. 110) about the date and place the exam will be given.

If the examination accommodations are to be provided in the SSD office, it is the student’s responsibility to arrange the time and date with the SSD Testing Accommodations staff. SSD will then pick up and deliver the exam to the Office of Testing Services.

NOTE: For state and national exams for purposes other than those required as part of California State University, Fresno, it is the student’s responsibility to send in verification directly to the test sponsor. It is recommended that students carefully review the test application and the

requirements for accommodations and allow a minimum of 4-6 weeks for processing the request.

Tutoring

1. SSD does not provide tutorial services directly.
2. Students are encouraged to utilize the Learning Center for tutoring services. A referral sheet will be provided by SSD to introduce you. If a tutor is available for the subject you request, you will be assigned to a small group (2-3 people) for tutoring. If it is deemed necessary, letter of recommendation for one-on-one tutoring with the Learning Center can be provided by SSD.
3. It is the student's responsibility to pick up the letter(s) from SSD and take it to the Learning Resource Center.

Typing

1. Typing will be provided for those students approved for this accommodation and for class assignments only.
2. All work must be submitted in final form five (5) class days prior to the due date. Typing or word processing must be required by the Instructor.
3. Clear instructions regarding formatting must be provided.
4. Duplication of papers and final proofing are the responsibility of the student.

RECEIVING, RESEARCHING AND RESOLVING STUDENT COMPLAINTS RELATED TO PROGRAM, ACADEMIC, ARCHITECTURAL AND TECHNOLOGY ACCESSIBILITY AND ISSUES

It is a responsibility of the office of Services for Students with Disabilities to receive, research and document issues and complaints related to program, academic, architectural and technology access presented by students. It is further the responsibility of the SSD staff members to work to provide, where reasonable, timely resolution of the issue or complaint presented. Where the resolution of an issue/complaint falls outside of the function and responsibility of the SSD office, referral for resolution will be made to the appropriate campus office.

1. When a student presents an access issue or complaint to SSD or such a complaint becomes known to the SSD staff or student assistants, the issue/complaint shall be documented on the "Contact/Request/Complaint (CRC) Form. Forms are available at SSD and on our website, www.csufresno.edu/ssd/.

If at any point a student or other individual connected with the student states that they wish to file a formal complaint with the university, they will be given a copy of the campus "Dispute Resolution Policy" (available at the SSD front desk) and referred to the Office of the Vice President for Student Affairs and Dean of Students. If the individual stating they wish to file a complaint is not a student or someone connected with a student, the individual will be referred to the Office of Human Resources.

2. The CRC form shall be routed in a timely fashion to the appropriate SSD staff member to research and initiate appropriate action.

3. If resolution of the issue/complaint falls within the responsibility of a campus office other than SSD, an SSD staff member shall forward the issue/complaint to the appropriate individual/office. SSD will request timely follow up and that information be provided to SSD regarding how the issue/complaint will be resolved and/or any difficulties or issues involved in achieving resolution.

4. Whether or not the action needed to resolve the issue/complaint is most appropriately taken by an SSD staff member or by personnel from another office, follow up information through the point of resolution shall be documented on the CRC form and communicated to the student or the individual who brought the issue/complaint to the attention of SSD staff.

5. Every reasonable effort shall be made by the SSD staff to ensure that the issue/complaint is addressed and appropriately resolved. Appropriate research into the issue/complaint may involve contact with the individual bringing the issue/complaint, personnel from other campus offices, on-site inspections, and legal clarification from university counsel.

6. If the issue/complaint cannot be immediately resolved by the University for reasons of availability of resources, SSD will recommend to the Vice President of Student Affairs that a reasonable timetable to provide resolution be detailed, documented and communicated to the individual who brought the issue/complaint.

7. If the issue/complaint is found not to have merit or if there is not a reasonable solution to the issue/complaint, the reason(s) for the decision not to pursue further action shall be documented on the CRC form and communicated to the individual who brought the issue/complaint.

8. A binder of active and pending CRC forms shall be maintained and reviewed periodically by the SSD Director to ensure timely resolution of issues/complaints. A binder of CRC forms that relate to resolved issues/complaints will also be maintained, in chronological order, for easy reference in the SSD office.

9. Once an issue/complaint is resolved, a copy of the CRC form shall be placed in the student's file in the SSD office. Where resolution of the issue/complaint falls outside the responsibility of the SSD office, copies of the CRC form with pertinent information shall be sent to the Vice President for Student Affairs and to the campus ADA/504 compliance officer.

Declining Student Disability Services and Accommodations Requests:

Requests for SSD services and accommodations can be denied for the following reasons:

1. The student does not qualify as a person with a disability.
2. The requested accommodation is not related to the verified disability.
3. The student does not provide verification of a disability.
4. The campus is not legally required to provide the service or accommodations, e.g. "personal assistance."

5. There is no accommodation needed, based on information provided in the documentation presented for verifying a disability.
6. SSD offers equally effective but different assistive equipment or accommodations.
7. Providing the service or accommodation would be a redundancy of services.
8. The individual is not an enrolled student at the Fresno State campus, e.g., individuals taking standardized examinations on the campus who request accommodations not authorized by the testing agency or that are not deemed reasonable.
9. The requested service or accommodation is not viewed legally as “reasonable”.
10. The campus does not have the financial means to provide the accommodation.
11. Services may be suspended based on repeated failure of a student to follow the required SSD procedures. Services will be reinstated upon verification of student compliance with SSD procedures.

Appeal of Decisions Regarding Provision of Services and Accommodations

Students who do not agree with the denial of a requested accommodation may appeal the decision through the on-campus informal and formal dispute resolution processes. A copy of the Dispute Resolution Policy may be obtained from the Office of Services for Students with Disabilities, Henry Madden Library, suite 1202 or the Office of the Vice President for Student Affairs, Joyal Administration Building, Room 262.

Performance Monitoring Process of Services for Students with Disabilities

The Office of Services for Students with Disabilities will assess annually the quality and direction of its services through a variety of assessment approaches. Student Affairs Feedback Cards are available at all times to enable students and others to provide their comments regarding the quality of service received in the SSD office.

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