DSPS Policies and Procedures

DSPS Office (760) 355-6434

www.imperial.edu/dsps

380 E. Aten Rd. (Bldg. 2900) Imperial, CA 92251

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Purpose of DSPS Policies & Procedures

The Disability Support Program & Services (DSPS) is committed to supporting you throughout your academic journey at Imperial Valley College. To help you successfully access and utilize your approved accommodations and services, this guide explains your student responsibilities, DSPS policies and procedures, and the processes for accessing approved accommodations.

DSPS provides accommodation and services in accordance with applicable federal and state laws and regulations, as well as Imperial Valley College Board Policy 5140 and Administrative Procedure 5140.

Student Rights

Students' receiving DSPS Services have the right to:

- Equal access to educational programs, services and activities.
- Participate in the interactive process to determine appropriate disability-related accommodations.
- Have disability-related information maintained in accordance with applicable confidentiality requirements.
- Discuss concerns regarding approved accommodations or services with DSPS.
- Access applicable complaint and grievance procedures when concerns cannot be resolved.

Student Responsibilities

Students applying for DSPS services are responsible for:

- Completing online DSPS Application.
- Providing disability verification documentation

Students receiving DSPS services are responsible for:

- Complying with Imperial Valley College Student Code of Conduct and academic standards.
- Participating in the interactive process and communicating their disability-related educational need to DSPS.
- Requesting accommodation and services according to established DSPS procedures and timelines.
- Following the procedures associated with each accommodation or service they use.
- Communicating with DSPS when they experience difficulty accessing approved accommodation or when their disability-related needs change.
- Using DSPS services, equipment, and resources responsibly.
- Maintaining communication with instructors when appropriate regarding the implementation of approved accommodations.

Requesting & Using DSPS Services

Accessing approved accommodations Accommodation(s) are determined on an individual basis through an interactive process and are based on a student's disability-related educational limitations and the essential requirements of the course, program or activity.

Approval of accommodation does not necessarily mean that the accommodation is automatically implemented in every course or setting. Students are responsible for following the applicable DSPS procedure to request or arrange the accommodation(s) and services they intend to use.

Timely requests Students are encouraged to request accommodation(s) and services as early as possible. Some accommodations require advanced coordination, scheduling, equipment, staffing or communication with faculty. Requests without sufficient notice may result in delays in implementation.

Changes in accommodation needs Students who experience a change in their disability-related educational needs or difficulty accessing approved accommodation should contact DSPS. A DSPS counselor will meet with the student and discuss their concerns

and determine whether accommodation should be added, modified, or otherwise adjusted through an interactive process. Additional disability verification may be requested when necessary to evaluate a new or modified accommodation request.

Service-specific Policies & Procedures

Test Proctoring Students approved for Test Proctoring (TP) accommodations may elect to take their exams with DSPS. Any testing proctoring will be conducted during DSPS operating business hours, Monday to Friday, 8:00am to 5:00pm. To allow sufficient time for coordination, students should submit a TP request at ***least five (5) business days*** in advance prior to each exam they intend to take at DSPS.

Note: Students may submit a TP request for each of their exams for the entire semester.

TEST PROCTORING PROCESS
1. Faculty notification is established for the semester.
2. Submit a TP request for each exam you intend to take at DSPS.
3. Communicate with your instructor and let them know you will take your exam at DSPS.
4. Show up at the time you scheduled to take your exam.
5. Come prepared with all the material you will need for your exam.

Submission of TP request does not change the instructor's established exam date or course requirements unless alternative arrangements have been approved by the instructor.

Evening Classes DSPS Test Proctoring is available during regular DSPS operating hours, Monday through Friday, 8:00am to 5:00pm. Students enrolled in evening courses who require DSPS Test Proctoring should submit a TP request at least five business days in advance to coordinate alternate testing time that falls within DSPS operating hours. When alternate testing time is necessary, the arrangement must be approved by the instructor.

Late Requests and Missed Exams Requests submitted with less than five (5) business days' notice may limit DSPS's ability to coordinate testing accommodations. Students who miss an exam should communicate with their instructor regarding the possibility of a make-up exam. DSPS does not authorize make-up exams; approval is determined by the instructor in accordance with applicable course and college policies and the instructor's discretion. If a make-up exam is approved, the student must follow the

applicable DSPS Test Proctoring procedures to arrange for their approved testing accommodations.

Changes and Rescheduling Students should attend their Test Proctoring appointment at the date and time arranged with DSPS. If a change is necessary, students should notify DSPS as soon as possible.

Changes to an exam date or time that differ from the instructor's established testing schedule require the instructor's approval. ***Repeated requests to schedule Test Proctoring appointments may be reviewed by DSPS to determine whether the student is appropriately utilizing the service and following established Test Proctoring procedures.***

Reader/Scribe Services

Requesting Services Students approved for Reader/ Scribe services should contact DSPS as early as possible when the service is needed. Advance notice allows DSPS sufficient time to coordinate appropriate support. Availability of a Reader/ Scribe may depend on the nature of the request, course schedule, and time needed for coordination.

Use of Reader/Scribe Services A Reader reads or communicates written information as presented without interpreting or explaining the material. A Scribe records the student's responses as directed and does not correct, interpret, alter or independently generate responses Students are responsible for the content of their work and for meeting the essential academic requirements for their course.

Student Responsibilities Students using Reader/Scribe services are expected to attend scheduled sessions and arrive prepared to participate. Students notify DSPS as soon as possible of absence, cancellation, schedule change, or other circumstance affecting the schedule service. Students should contact DSPS if they experience difficulty accessing the service, have concerns regarding the Reader/Scribe arrangement, or believe their accommodation needs have changed.

Volunteer Note-Taker

Accessing Note-Taking Support Students approved for note-taking support may be provided with access to assistive technology or other appropriate note-taking options based on their individual disability-related needs. When assistive technology does not adequately address the student's access needs, a Volunteer Note-taker may be utilized.

Volunteer Note-Taker Process When a Volunteer Note-Taker is needed, DSPS will assist with identifying a volunteer from the student's class. The student's disability status and other confidential information will not be disclosed during the recruitment process. Because the service relies on a classmate volunteering, placement of a Volunteer Note-Taker may not be immediate. Students should continue attending class and utilizing any available approved accommodation(s) while DSPS works to coordinate the service.

Student Responsibilities Students receiving Volunteer Note-Taker services are expected to attend and participate in class. Notes provided by a volunteer are intended to supplement the student's access to course content and are not a substitute for a class attendance.

Students should contact DSPS if:

- A Volunteer Note-Taker has not been identified.
- Notes are not being received consistently.
- The notes provided do not adequately support access to the course.
- Their class schedule changes or they drop the course.
- Their disability-related note-taking needs change.

Assistive Technology

Accessing Assistive Technology Students approved for assistive technology may be provided with access to appropriate software, applications, equipment, or other technology based on their disability-related educational needs. DSPS staff will provide information regarding available technology, training, equipment loans, and any applicable procedures.

Student Responsibilities Students are responsible for using DSPS-provided technology and equipment appropriately and following applicable checkout, use and return procedures. Students experiencing difficulty using their approved assistive technology or who believe their technology needs have changed should contact DSPS for assistance.

Alternate Media

Accessing Alternate Media Students requesting alternate media should contact DSPS and follow the applicable requests procedures to obtain course materials in an accessible format. Students are encouraged to submit requests as early as possible, as the time required to obtain or produce accessible materials vary.

Student Responsibilities Students are responsible for providing the requested course information or materials needed to process their request. Students who experience difficulty accessing their approved materials should contact DSPS for assistance.

Adapted Furniture

Requesting Adapted Furniture Students approved for adapted furniture should submit their request to DSPS as soon as possible after registering for classes to allow sufficient time for coordination and placement. Requests will need to be submitted each semester based on the student's current class schedule and accommodation needs.

Using Adapted Furniture DSPS will coordinate the placement of approved furniture in the appropriate classroom. Adapted furniture is designated for the student for whom it has been arranged and should remain in its assigned classroom and location. If another individual is using the student's assigned furniture, the furniture has been moved or remover, or the furniture is not meeting the student's approved accommodation needs, the student should contact DSPS for assistance.

Changes to Class Schedule Students should notify DSPS promptly if they add/ drop, or change course or classroom for which adapted furniture has been arranged. This allows DSPS to make any necessary adjustments to the furniture placement.

Responsible Use of DSPS Services

Students receiving DSPS accommodation(s) and services are expected to use them responsibly and in accordance with established DSPS policies and procedures. Students share responsibility for communicating their accommodation needs and completing any required steps necessary for DSPS to coordinate their approved services.

Responsible use of services includes:

- Following the procedures and timelines associated with the accommodation(s) and services being used.
- Providing DSPS with timely notice of cancellations, schedule changes, or when a scheduled service is no longer needed.
- Attending scheduled appointments, testing sessions, or services as arranged.
- Using DSPS equipment, technology, materials, and other resources appropriately and for their intended educational purpose.
- Communicating with DSPS when experiencing difficulty accessing or utilizing approved accommodation or service.

- Informing DSPS when changes in enrollment, class schedules or other circumstances affect the coordination of a service.

Repeated Failure to Follow Service Procedures DSPS understands that circumstances may prevent a student from following an established procedure. Students are encouraged to communicate with DSPS as soon as possible when this occurs so that available options can be discussed.

A repeated pattern of missed appointments, cancellations, rescheduling, failure to provide appropriate notice, misuse of DSPS resources, or failure to follow established service procedures may interfere with DSPS ability to effectively coordinate services.

When a pattern of concern is identified, DSPS may contact students to discuss the concern, review applicable procedures, and determine appropriate next steps.

Service Suspension, Termination & Reinstatement

Suspension or Termination of a Service Repeated failure to follow established DSPS policies or procedures may result in a review of the student's continued use of the affected service in accordance with Administrative Procedure 5140.

Before DSPS service is suspended or terminated, the student will be informed of the identified concern and provided with an opportunity to discuss the circumstances with DSPS. When appropriate, DSPS will work with the student to clarify expectations and identify steps that may resolve the concern and support continued responsible use of the service. Any decision to suspend or terminate a service will be based on the circumstances involved and handled in accordance with applicable College and DSPS procedures.

Suspension or termination of a particular service does not automatically terminate the student's participation in DSPS or affect other approved accommodations and services.

Reinstatement of Services A student whose DSPS service has been suspended or terminated may request reinstatement in accordance with AP 5140. The student may be asked to meet with DSPS to discuss circumstances that resulted in the suspension or termination, review applicable service procedures, and determine the steps necessary for the service to resume.

Concerns & Grievance Procedures

Questions or Concerns Regarding Accommodation Students who experience difficulty accessing an approved accommodation or service, or who have concerns

regarding the implementation of their accommodation(s), are encouraged to contact DSPS as soon as possible.

A DSPS counselor will meet with the student, as appropriate, to discuss the concern and determine whether the accommodation is effectively implemented or whether additional review through the interactive process is needed.

Informal Resolution Whenever appropriate, students are encouraged to work with DSPS to address accommodation-related concerns through an informal resolution process. DSPS may work with the student, instructor, or other appropriate college personnel to better understand the concern and identify an appropriate resolution. Students are encouraged to communicate concerns promptly so that DSPS has an opportunity to address potential access barriers in a timely manner.

Grievance and Complaint Procedures Students who believe an accommodation-related concern has not been appropriately resolved, or who wish to pursue a formal complaint, may access the applicable Imperial Valley College complaint and grievance procedures. Students may contact DSPS for assistance identifying the appropriate college process or office for their concern.