Disabled Student Programs & Services

Student Information Handbook

Disabled Student Programs & Services (DSPS)
Bakersfield College
1801 Panorama Drive
Center for Student Success Building–CSS 11
Bakersfield, CA 93305

(661) 395-4334 (Main Campus)
(661) 369-8826 (Video Phone)

(661) 720-2000 (Delano Campus & BC Sites)

DSPS provides services & accommodations at all Bakersfield College class locations. For support & assistance at your location, call one of our numbers above.

Phone or web appointments are available upon request.

For more information and useful resources, connect to our web site at:
https://www.bakersfieldcollege.edu/student/dsp
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Bakersfield College will make reasonable accommodations and/or academic adjustments to ensure that students with disabilities have an equal opportunity to participate in the college’s courses, programs and activities, including extracurricular activities.

Students with disabilities who are requesting academic accommodations or auxiliary aids should contact DSPS at 661-395-4334.

Participation by students with disabilities in DSPS is voluntary. Any students choosing not to participate in the program may elect an alternate path for accommodations through the office of the Vice President of Student Affairs at 661-395-4204.
DSPS Contacts

DSPS Main Campus
   M-Th 7:30 am-5:30 pm, F 8 am-12 noon; call for summer hours
   Location: CSS-11
   (661) 395-4334
   (661) 395-4079 FAX

DSPS Administration
   Dr. Terri Goldstein, Director
   Johanna Fisher, Department Assistant III
   Cheryl Caswell, Department Assistant I

Counseling
   Diane Allen, DSPS Counselor
   Catherine Ryan, DSPS Counselor

Alternative Media Services
   Katrina Marquez, Alternative Media Specialist
   (661) 395-4686

Accommodation Services—Scribes & Assistive Technology
   Lovejot Chahal, Accommodation Specialist
   (661) 395-4892

Deaf Services—Location: FA-56 (Fine Arts)
   Michelle Begendik, Deaf Services/Advisor
   Voice: (661) 395-4296
   Video Phone: (661) 369-8826

High Tech Center, Library Computer Commons:
   M-Th 8 am–8 pm, F 8 am–2 pm, Saturday 11 am–3 pm
   Location: L-146 (661) 395-4771

Adaptive Physical Education
   Konrad Dahl, Adjunct Faculty
   Location: Gym 1
   (661) 395-4390

Accommodated Testing, Testing and Placement Center (TAPC)
   M-Th 7:30am-5:30pm, F 8-12noon; call for summer hours
   Kalina Hill, Program Manager
   Location: CSS–14
   (661) 395-4469

Delano Campus
   DSPS (M-Th 8:30 to 5pm)
   Elvira Martinez, DSPS Counselor

Accommodated Testing
   Location: Student Services Building Room 1001
   (661) 720-2000 Voice
   (661) 720-2014 Fax
1. Getting Started

The purpose of DSPS is to:

a. Help ensure that students with disabilities have equal access to the college, our programs and services,

b. Help eliminate physical and attitudinal barriers that may deny full campus participation, and

c. Promote awareness and understanding of people with disabilities on campus and within the community.

Participation by students with disabilities in DSPS is entirely voluntary. Only students who request services are eligible to receive services.

To qualify for services, a person must:

1) Complete an application for Bakersfield College
   (https://www.openccapply.net/uPortal/f/u63l1s1000/normal/render.uP)

2) Make a request for services to DSPS

3) Have a visible or verifiable disability physical, mental health, or learning disability

4) Have any barrier to your education that prevents you from fully participating from classes, activities, or services offered;

5) Need specialized services or accommodations in order to remove or lessen these disability-related educational limitations.

2. Steps to Enrolling in DSPS

1) Complete a Bakersfield College online application
   a. Please note you new BC ID #’s as you will need to use this number often.
   b. https://www.bakersfieldcollege.edu/apply
   c. https://www.openccapply.net/uPortal/f/u63l1s1000/normal/render.uP

2) Complete and return DSPS application forms with disability verification, or we can send for verification. The following forms can be found at https://www.bakersfieldcollege.edu/dsps/getting-started
   a. Complete the Student Information Form
   b. Complete the Release of Information Form
      i. If you want DSPS to send to your high school or doctor for disability verification, the name and address of who and where to send to goes onto the Release of Information form.
   c. Complete the Supplemental Consent form (optional), at the student’s discretion
      i. The Supplemental Consent form lists anyone the student wants DSPS to be able to speak with about their disability and accommodations.
      ii. Without this signed form, DSPS can only speak to the student.
      iii. For instance, a parent, case worker, DOR counselor, etc.
   d. The Student Handbook is for each student to keep and describes our programs and services.
e. **Examples of types of disability verification** include: IEP, 504 plan, letter or completed BC DSPS form from doctor or therapist, printout from insurance website indicating diagnosis treated or under treatment, SSI paperwork, disabled parking placard, HS transcripts showing resource courses, documents from Kern County Regional Center or the Department of Rehabilitation and more.

f. All completed paperwork and disability verification must be returned to DSPS prior to making a **1 hour Intake Appointment**.
   
   i. Phone: 661-395-4334  
   ii. Fax: 661-395-4079  
   iii. Email: johanna.fisher@bakersfieldcollege.edu

3) Meet with a DSPS counselor for intake and accommodations.
   
   a. Intake appointments are 1 hour per person  
   b. The counselor engages in the interactive process with the student; discussing strengths, weaknesses and accommodations/services used in the past  
   c. Complete paperwork required for the DSPS file  
   d. Review academic goal and classes

3. **Bakersfield College Mission Statement**

   Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

4. **DSPS Mission Statement**

   The mission of DSPS is to support student success, learning, and development through the provision of individual services and the facilitation of accommodations for students with disabilities; through collaboration with internal and external partners to identify and remove barriers to foster an all-inclusive campus; and through the provision of institution-wide advisement, consultation, and training on disability-related topics. We recognize disability as an aspect of diversity that is integral to society and to the campus as supported by our College’s Mission and Strategic Goals, Strategic Initiatives and Core Values.

5. **Goals**

   Bakersfield College strives to provide the highest quality of service to all of our students, while promoting access and inclusion across the campus. BC and DSPS serve as a resource to the college and the community.

   *Our Strategic Directions are:*
   
   - Student Learning  
   - Student Progression & Completion  
   - Facilities & Technology  
   - Leadership & Engagement
6. Academic Adjustment, Accommodations, & Services

All academic adjustments, accommodations and services have three characteristics in common:

- Individualized
- Appropriate to the student’s needs and goals
- Prescribed only by a DSPS counselor, based upon verification of disability

Accommodations may include services such as the following, but not limited to, depending on the nature of your disabilities:

- Test proctoring in quiet rooms with extended time
- Alternate format services (e-text, large print, Braille)
- Computer lab with assistive software (speech-to-text, text-to-speech, magnification, etc.)
- Priority Registration
- Adaptive Fitness
- Assistive Technology
- Career/Job Placement Assistance
- Scribes who write for you
- Notetaking paper, recorders, Sonocent
- Additional tutoring time
- Computer Aided Realtime Translation (CART)
- Sign Language Interpreters
- Bookstore Front of Line privileges
- Mobility Cart
- Specialized Furniture
- Disability Management Counseling
- Liaison to campus programs and departments

All accommodations that you are eligible to receive are listed on your Accommodation Checklist and signed off by you and your DSPS Counselor. You need to update your Accommodation Checklist once each academic year. You can share this list with your professors and others who need to know. The Accommodation Checklist does not indicate any of your personal disability-related information, only your accommodations.

Indication of accommodations on your Accommodation Checklist shows your eligibility for the service. You must request each accommodation on an as-needed basis depending on your class-related needs.

7. Equipment Loans

DSPS has limited equipment which can be loaned out to students when the equipment is necessary to provide appropriate academic accommodations. Equipment may include (as available) a recorder, assistive listening device, refreshable Braille display, etc. An Equipment Checkout Agreement will need to be completed with the DSPS office each semester that the equipment is needed. If equipment is not returned by the date indicated on the Equipment Checkout Agreement or if the equipment has been abused, a hold will be put on the student’s academic records until the equipment is returned.
8. **DSPS Specialized Counseling**

*What is special about DSPS Counseling?*

The DSPS Counselors have specialized training and experience regarding disability, accommodations, and how they may impact your higher education. They understand how having a disability may affect your success in college and on the job. To help along the way, DSPS Counselors work collaboratively with you to identify appropriate individualized accommodations and services. Services are intended to support you, and enable you to participate on an equal basis with your non-disabled peers. As your needs change, just meet with a counselor and let them know.

You must meet with a DSPS Counselor once each academic year (summer, fall, or spring) in order to remain current with the DSPS program. You can make an appointment to see a DSPS Counselor any time you want by stopping by or calling our office. After your 1-hour intake appointment, all follow-up appointments are 30 minutes, or you can see a DSPS Counselor most every morning and afternoon during Walk-In Hours.

If you experience any difficulties, needs, or barriers, meet with a DSPS Counselor as soon as possible. If it’s an urgent, immediate need, let the DSPS front desk staff know to tell the DSPS Director. If you have any difficulties explaining your needs to a professor, we can help guide you through the process or facilitate communication. We do not provide personal therapy, but we work closely with Student Health & Wellness and can connect you to their therapists and resources for assistance.

As you continue to work toward your educational and career goals, you can meet with a DSPS Counselor to discuss progress, and make adjustments to your Comprehensive Student Education Plan (CSEP).

*How can I arrange an appointment with a DSPS counselor?*

Call or stop by to make an appointment with a DSP&S Counselor at any time on a space-available basis. Remember to ask about our daily walk-in hours. Phone or web-based appointments are available upon request:

- 661-395-4334 Main Campus–CSS 11
- 661-720-2000 Delano Campus & rural locations–Admissions Building 1001
- 661-369-8826 Video Phone

Need to reschedule? Call as early as possible to reschedule any appointments you cannot keep, so another person may be given that appointment time.
9. Accommodated Testing

What are the steps for arranging test accommodations?

Share a copy of your Accommodations Checklist to your instructor(s).

_You must follow these procedures each time testing accommodations are needed, and for every quiz or exam:_

A. Discuss your need for special testing accommodations with each professor at the beginning of the semester. If requested, show your instructor a copy of your approved Accommodations Checklist. It is not necessary for you to discuss the details of your disability with your instructor unless you want to. It may be best to see your instructor during office hours or privately after class.

B. One week before each test, may pick up a “Test Accommodations Form” the following locations:

   a. On-line (at the bottom of the page)
      
      https://www.bakersfieldcollege.edu/testing-and-placement

   b. Hard Copies at:

      i. BC Testing and Placement Center (CSS 14);
      ii. Delano Campus (Admissions room 1001); and
      iii. BC DSPS office (CSS 11)

   c. Fill out the top portion and provide the form to the professor to complete their part. Return the form to the Testing and Placement Center at least 3 days before the test.

   d. If you have any questions, contact the Testing and Placement Center BC Campus CSS 14, 661-395-4479 or Delano Campus Student Services Rm 1001, 661-720-2000

C. If possible, remind your professor to send the test to the Testing and Placement Center before the day of the test.

D. Based on testing parameters set by your professor, you may be required to take the test on the same day as the rest of your class, unless other arrangements are made with the professor in advance.

E. Once you begin the test, you will not be allowed to leave the testing area until the test is completed, unless advanced arrangements are made. You should discuss any personal needs (restroom, medications, food, etc.) with the Testing and Placement Center ahead of time.

F. Your completed test will be returned to the faculty member according to the arrangements they detailed on the “Test Accommodations Form”.

**Academic Honesty**

The administration, faculty, and staff at Bakersfield College believe that students are entitled to the finest education that the college can make available to them. A student’s achievement and proficiency in subject matter must include the realization that there are standards of academic honesty which should prevail in all one’s endeavors. Accordingly, this realization further requires that each student exerts every effort to maintain these standards. Any student caught cheating while using Accommodated Testing Services will be immediately stopped, reported to the faculty member, and to the Director of **Student Life regarding Academic Integrity.**

https://www.bakersfieldcollege.edu/studentconduct/ai
10. Notetaking Support

Notetaking support is offered to students who have difficulty taking notes &/or organizing the classroom information being presented. There are three options available to the student based on approval of the DSPS counselor: Audio Recording, Notetaker/Notetaking Paper, and Sonocent.

A. Audio Recording

Audio recording as an accommodation allows you to use a recording device capture lectures for your personal studying purposes. You may use Smart Pens, computer software, tablets, digital recorders, and other electronic devices. DSPS has a limited number of digital recorders available to loan on a first-come basis. Regardless of whether or not DSPS supplies the recorder, a student with this marked on their Accommodation Checklist cannot be denied access to record a class lecture. If a professor has an issue with recording, do not argue with the faculty member. Tell a DSPS Counselor or the DSPS Director who will work with the faculty member. At times, students are asked to sign a document stating that the recording will not be shared and will be used for their educational purposes only.

B. Notetaker/Notetaking Paper

Students who qualify for a notetaker can request the assistance of another student also taking the class for support with class notes. The volunteer notetaker will use special lined notetaking paper provided by DSPS and assist the student in taking notes for the class. Once the class is over the notetaker will separate the paper and will keep one copy while giving the other copy to the DSPS student. DSPS will also make Xerox copies of notes as needed.

Students who are not comfortable with asking someone in the class have the option to 1) ask the professor to make an announcement to the class for a volunteer notetaker, or 2) speak with a DSPS Counselor.

C. Sonocent

Sonocent is an audio notetaking program provided by a contract from the CA Community College Chancellor’s Office. Please check with DSPS for availability.

Sonocent requires you to have a smart phone or tablet and computer in order for us to provide the special software. For more information about the Sonocent software, view a video on YouTube at https://www.youtube.com/watch?v=CVuK0IQQ0DU

11. Scribes

For students whose disabilities prevent them from writing in-class notes or assignments, or performing in-class hands-on activities, DSPS can provide an in-class scribe. Scribes are to write (by hand or computer) verbatim what the student with the disability dictates. Scribes should be familiar with the necessary formats, but they are not responsible for proof-reading papers. The student with the disability is expected to direct the scribe what to write and where to place the information, for example in a formula or works cited list. Scribes are not allowed to tutor, prompt or correct the student with the disability.
12. **Alternative Media Services**

If Alternative Media Services is authorized on your Accommodation Checklist (i.e. e-text, Braille, large print), the following process must be followed to receive the service EACH SEMESTER:

A. Meet with the Alternative Media Specialist or Accommodation Specialist to review and sign the Alternate Media Agreement form acknowledging the Alternate Media Policies and Procedures.

B. As soon as possible after registering for the next semester or summer session, complete an Alternate Media Request form for each textbook you want in an alternative format. Book information can be obtained online at [http://kccd.bncollege.com](http://kccd.bncollege.com), if available. Otherwise, you can meet with the Bookstore Manager or class instructor to get the book title, author, ISBN#, etc. for each book.

You do not need to possess the book in order to place the order. You need to own the book in order to receive your order.

C. Bring any class materials (ie: syllabus, handouts) as soon as you have them available when turning in the Alternate Media Request forms.

D. Indicate on your Test Accommodation Forms if you want tests and quizzes converted into an alternative format.

**Deadlines for Materials:**

DSPS makes every effort to get your first alternative format materials to you within 10 business days. Our ability to best serve you depends on a number of factors:

a. When did you place the order? Orders placed at the start of the semester will be placed into a cue. We will make every effort to stay a week ahead of your reading needs as possible. The sooner you place the order, the sooner we can start filling your order.

b. Is the book information available through the bookstore or other sources? We cannot start looking for an electronic source without complete book information.

c. Is an electronic version of the book readily available through the publisher or other source? If book is not currently available in electronic format through any resource, you have the following options:

   i. Give your book to the Alternate Media staff so it can be converted through a high speed scanning process. If you choose this option, your book will have the binding removed, leaving the pages unattached. We can reconnect the book with comb binding, or upon request, you can have all unattached pages 3-hole punched for easy placement into a binder.

   ii. Use a flatbed scanner located in the Computer Commons High Tech Center (HTC) to scan your book independently. This may require some instruction in the use of specific hardware and software applications.

You must provide proof that you have purchased the book, or are in possession of the book, before alternate media can be released to you. If you plan to purchase a used book, please contact the Alternate Media staff (661-395-4686) for instructions on obtaining a receipt.
13. **Services for people who are Deaf or have hearing loss**

If you are Deaf or have any hearing loss that impacts your education, contact the DSPS Deaf Services Coordinator (DSC) when planning your courses and accommodations for the upcoming semester.

The Deaf Services Coordinator (DSC) is located in Fine Arts 56 (FA-56), or call 661-395-4296 (voice) 661-369-8826 (video phone). The DSC can help schedule your sign language interpreters or Computer Aided Realtime Translation (CART) for your classes, tutoring sessions, or to participate in any campus meeting or activity. Copies of policies and procedures for interpreting and CART services are available through the Deaf Services Coordinator.

**What is CART anyway?**

Computer Aided Realtime Translation (CART) is for people with hearing loss who do not know sign language. The CART Reporter is someone who is specially trained to use a court stenographer’s machine to capture what is being said by the professor and students during class. The stenograph is connected to a laptop with special software that translates the steno strokes into complete English sentences. The student reads what is being said.

**Assistive Listening Devices**

Assistive Listening Devices amplify sound for people with hearing loss. The professor wears a microphone and sound can be shot directly into your hearing aids, or you can wear ear buds if you don’t have hearing aids. You can contact the Deaf Services Coordinator or DSPS Counselor to request an assistive listening device and complete an Equipment Checkout Agreement for a semester.

In each class, you provide your instructor the microphone and transmitter unit to wear, so that your receiver unit and/or headphones will pick up the amplified sound. Don’t forget to retrieve the device from your instructor before you leave class! Return all equipment to DSPS at the end of the semester to reissue to you or others.

If you notice any mechanical difficulties with the assistive listening device, please notify DSPS right away so it can be repaired.

14. **Assistive Technology**

Assistive technology are tools to help support your success in college and beyond. Our goal is to help you learn to support your own independence through the use of specialized computer technology. Examples of Assistive Technology include:

**Speech-to-Text**

- Dragon Naturally Speaking is a dictation program that allows users to have the computer type what they say.

**Text-to-Speech**

- Kurzweil 3000 is a screen reader program available on campus computers, through a web portal or can be installed on personal computers without internet access
- Read & Write Gold is an alternative screen reader program available on campus
- JAWS is a screen reader program for people who are blind

**Magnification**

- ZoomText is a screen enlarging program
Notetaking

- Sonocent is an audio notetaking program

15. WorkAbility III Job Placement Services

In cooperation with the CA Department of Rehabilitation (DOR), Bakersfield College
WorkAbility III provides career and job placement for students with disabilities.

Our WorkAbility III Job Placement Specialists assist students with disabilities with part-
time or full-time jobs, internships and work experience placement. Moreover, WorkAbility
III offers job search skills training, including resume writing and interviewing skills.

Services are provided to BC DSPS students who are also clients of DOR. We can help
connect you with DOR if you are not currently a client. DOR supports people with
disabilities to obtain employment. DOR may assist with resources to cover the cost of
fees, books and other services.

Whether your first-ever work experience, or entry into your career, WorkAbility can help!

16. Adaptive Fitness

All DSPS students are eligible to enroll in BC Adapted fitness classes, regardless of your
type of disability. Attending adaptive fitness classes is similar to having a personal
trainer who works out a schedule of activities to meet your specific needs. Furthermore,
as a DSPS student, you can enroll in adaptive fitness classes as many times as you
want.

17. Priority Registration

All DSPS students who have a current Accommodations Checklist are eligible for
priority registration. Students are encouraged to check their InsideBC Portal starting 3
weeks prior to priority registration to make sure their date is correct. Contact the DSPS
Office, 661-395-4334, if you do not have priority registration:

- Summer & Fall registration = first week of April
- Spring registration = 2nd week of November

Students with disabilities who have over 100 units or have completed a degree lose
priority registration. Appeals for priority registration can be made in one of three ways:

1. Schedule a meeting with the Director of Disabled Students Programs &
   Services (DSPS), OR
2. Submit a written request to the Director of DSPS
   a. CSS 11, BC Main Campus
   b. terri.goldstein@bakersfieldcollege.edu
3. Call and speak with the Director, DSPS (661)395-4590

Appeal requests must include information regarding:

- Your contact information and BC @ ID number.
- Why are you over 100 units? (e.g. high unit major (RN, Engineering, Biology,
  etc.), changed goals, returned for retraining, etc.)
- What is your major?
- Are you planning on transferring? To where? When?
- What is your career goal?
- How many classes do you have left, and which classes?
- Do you have an updated Accommodated Checklist?
- Do you have an updated Comprehensive Student Education Plan (CSEP)?
18. **Courtesy Mobility Cart**

The Courtesy Mobility Carts are electric carts used to provide mobility assistance at Bakersfield College main campus. The Courtesy Cart service is provided to students whose temporary or permanent disabilities limit their ability to ambulate around campus, which has been verified and authorized for use by a DSPS Counselor. A laminated DSPS card is provided to all approved DSPS students.

Public Safety’s student drivers provide the service Monday through Thursday from 8:00 a.m. to 5:00 p.m., and on Fridays from 8:00 a.m. to 11:00 a.m. (hours may vary during summer and vacation periods). If a student driver is unavailable or if calling before or after cart service hours, an Officer, when available, will respond to your location to assist you.

To request this courtesy service, call the Public Safety Office at 395-4848. Let them know if you need a wheelchair accessible cart. Cart drivers are not allowed to travel into parking lots or off campus.

19. **Bookstore Front of the Line Privileges**

Bookstore front-of-the-line privileges are provided to students whose temporary or permanent disabilities limit their ability to stand in line for any length of time. The disability-related need has been verified and the service is authorized by a DSPS Counselor. A laminated DSPS card is provided to all approved DSPS students.

20. **Additional Time at the Tutoring & Writing Centers**

All DSPS students who have a current Accommodations Checklist are eligible for additional time in the Tutoring Center and Writing Center. Simply show your Accommodations Checklist at the Center and request your additional time!

21. **Specialized Furniture**

Specialized furniture is available to students who’s temporary or permanent disabilities limits or prohibits their ability to use the existing furniture. The disability-related need has been verified and the service is authorized by a DSPS Counselor on the Accommodation Checklist. Make any requests to the DSPS front office staff as early in the semester as possible.

22. **Termination/Suspension of Services**

Services may be terminated or suspended under two (2) conditions:

1) A student has failed to be responsible in his/her use of services and/or has failed to adhere to service provision policies. In this case, only services which have been treated irresponsibly may be suspended or terminated.

2) A student no longer has a disability-related need for services. In this case, all services may be terminated.

Prior to the termination or suspension of a service, DSPS will notify the student in writing of an “Intent to Terminate/Suspend Services” and why. The service(s) will be automatically terminated/suspended one (1) week from the date of the letter.

In order to avoid termination/suspension or to reinstate the service(s), the student must meet with the DSPS Director, explain why they misused the services, discuss what they are going to do differently moving forward, and sign a “Contract for Continuation of
Services”. If a service is terminated/suspended, it will be terminated/suspended for the current semester.

23. **Student Rights & Responsibilities**

Students receiving services through DSPS shall comply with Bakersfield College’s student code of conduct. All students shall follow the prescribed college policies and procedures as outlined by the Bakersfield College website under the section entitled “Student Code of Conduct” (https://www.bakersfieldcollege.edu/studentconduct/code).

24. **Non-Discrimination**

Bakersfield College provides services and benefits to students regardless of race, color, national origin, ancestry, gender, age, religion, marital status, medical condition, physical or mental disability. The lack of English language skills will not be a barrier to admission and participation in vocational education programs. Interference with students’ access and successful completion of their education by any person through unlawful discriminatory conduct will not be tolerated. For more information, contact the Associate Vice President of Student Affairs at 661-395-4204.

25. **The Laws**

*What laws apply to access for college students with disabilities?*

**Section 504 of the Rehabilitation Act of 1973**
& **Americans with Disabilities Act (ADA)**

Congress passed Section 504 of the Rehabilitation Act in 1973. It is a civil rights statute designed to prevent discrimination against people with disabilities in federally funded programs, such as public colleges. It provides that:

No otherwise qualified individual with disabilities in the United States shall solely by reason of his or her disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The Americans with Disabilities Act (ADA), which was modeled after Section 504, was signed into law in July 1990 and generally implemented in 1992. The ADA extended the nondiscrimination statutes and civil rights for persons with disabilities (disability: physical or mental impairment which substantially limits one or more of the major life activities of the individual) to employment settings, transportation, public accommodations, services provided by state and local governments, and telecommunications.

Bakersfield College and the Kern Community College District follow the regulations from these laws as well as all California Community College guidelines to ensure that all students, including those with disabilities, are evaluated in a manner which accurately assesses the students’ knowledge and skills, rather than their disabilities. Further, BC proactively seeks to integrate all students into its programs and campus life. We are committed to providing educational access which is as effective as that available to non-disabled students.

**Section 508 (Amended) of the Rehabilitation Act of 1973**
& **California Senate Bill (SB) 105**

Electronic and information technologies (EIT) are significant means by which Bakersfield College provides information to students, faculty, staff and other constituents. The need
to ensure accessibility to all members of the campus community becomes critical as more administrative services and learning environments are based on EIT. Such access is also a part of the college’s ongoing commitment to establishing a barrier free learning community, through universal access principles, to all students.

This means, for example, that the college is required to closed captioned videos used or replace existing non-captioned videos with new captioned videos for use; that its internet communication (e.g., web site, distance learning classes, administrative and tutorial services) is accessible to/usable by students with disabilities who use assistive computer technology, and that assistive computer technology is available on computers in labs and in instructional settings.

Individuals with disabilities are guaranteed access both to the educational institutions and to systems of communication under the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Amendments to Section 508 of the Rehabilitation Act clarify accessibility requirements for EIT developed, procured, maintained, or used.

Furthermore, Senate Bill 105 (SB 105) added language to the California Government Code Section 11135 codifying in state law the obligation of state agencies and entities receiving state funds to comply with the requirements of Section 508 of the Rehabilitation Act. CA Government Code Section 11135, subsections 2 and 3, (through SB105), states the following:

“(2) In order to improve accessibility of existing technology, and therefore increase the successful employment of individuals with disabilities, particularly blind and visually impaired and deaf and hard-of-hearing persons, state government entities, in developing procuring, maintaining, or using electronic or information technology, either directly or through the use of state funds by other entities, shall comply with the accessibility requirements of Section 508 of the Rehabilitation Act of 1973, as amended (29 USC Section 794d), and regulations implementing that act as set forth in Part 1194 of Title 36 of the Federal Code of Regulations.”

Additionally, the Legal Opinion from the California Community Colleges Chancellor’s Office (Legal Opinion M01-17), dated June 11, 2001, states:

“In its 1998 decision concerning accessibility for blind and visually impaired students in the community colleges, the Office for Civil Rights of the U.S. Department of Education (OCR) held that the Americans with Disabilities Act of 1990 imposes essentially the same requirement on colleges. As a result, if a college does not purchase available equipment or software, which provides accessibility, OCR and the Chancellor’s Office will not accept an argument based on undue hardship if a discrimination complaint is subsequently filed. This will typically mean that the college will be found in violation of the ADA and required to replace or modify the product, often at much higher costs.”

**Inquiries regarding Federal laws & regulations concerning non-discrimination in education or the District’s compliance with provisions may also be directed to:**

Office for Civil Rights, San Francisco Office
U.S. Department of Education
50 United Nations Plaza
San Francisco, CA 94102
(415) 486-5555 Voice
(415) 486-5570 FAX
Email: OCR.SanFrancisco@ed.gov
26. **Complaint/Grievance Procedures**

Any person who has suffered harassment, discrimination, or retaliation may file a formal or informal complaint of harassment, discrimination, or retaliation. The Kern Community College District (KCCD), Bakersfield College (BC) and Disabled Students Programs & Services (DSPS) strives to resolve complaints at lowest level. Nonetheless, individuals can file an informal or formal complaint with KCCD, BC, DSPS, or directly with State and Federal agencies at any time (see above).

**Campus-Level Complaint-Informal**

1) A student who has suffered harassment, discrimination, or retaliation can meet with a DSPS Counselor &/or the DSPS Director to discuss the issue and attempt a low level resolution.

2) If the complaint is not resolved to your satisfaction you can ask to meet with the Vice President for Student Affairs, 661-395-4204, who is also the BC ADA Coordinator.
   - You may submit an informal complaint to the Vice Chancellor Human Resources, or any other District or college administrator. Administrators receiving an informal complaint shall immediately notify the Vice Chancellor Human Resources in writing of all pertinent information and facts alleged in the informal complaint.

**Campus-Level Complaint-Formal**

1) At any point in time, you are welcome to file a formal campus-level complaint through the Office of Student Life: [https://www.bakersfieldcollege.edu/studentconduct/complaint](https://www.bakersfieldcollege.edu/studentconduct/complaint)

**District-Level Complaint—Formal or informal**

See KCCD Board Policy AP 7D4A for more information

1) When complaints are filed directly with the College or District, the Vice Chancellor, Human Resources shall be responsible for ensuring District compliance with rules and regulations adopted by the California Community Colleges, and will assure that the College or District investigation shall be completed within ninety (90) calendar days.

2) Formal Complaints must be filed with the Chancellor of the California Community Colleges or the Vice Chancellor Human Resources unless the party submitting the Formal Complaint alleges discrimination, harassment, or retaliation against the responsible district officer, in which case it should be submitted directly to the Chancellor of the California Community Colleges.

3) Formal Complaints should be submitted on the form prescribed by the Chancellor of the California Community Colleges. A copy of the form will be available at the District or college human resources department and on the college’s/district’s web sites.

4) If any party submits a written allegation of harassment, discrimination, or retaliation not on the form described above, the District will seek to have the individual complete and submit the form. However, if the individual chooses not to do so, the District will attach the written allegation(s) to the form and treat it as a Formal Complaint. In no instance will the District reject a written allegation of harassment, discrimination, or retaliation on the basis that it was not submitted on the proper form.
A Formal Complaint must meet each of the following criteria:

a. It must allege facts with enough specificity to show that the allegations, if true, would constitute a violation of District policies or procedures prohibiting discrimination, harassment, or retaliation;

b. The complainant must sign and date the Formal Complaint;

The completed form must be filed with any of the following:
- the Vice Chancellor Human Resources;
- the Chancellor; or
- the California Community Colleges Chancellor’s Office.

Confidentiality of the Process
Investigations are best conducted within a confidential climate. Therefore, the District does not reveal information about ongoing investigations except as necessary to fulfill its legal obligations. The District will keep the investigation confidential to the extent possible, but it cannot guarantee absolute confidentiality because release of some information on a “need-to-know-basis” is essential to a thorough investigation and to protect the rights of Accused students and employees during the investigation process and any ensuing discipline.
## 27. Resources

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<th>If You Need Help With</th>
<th>Contact</th>
<th>Phone</th>
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| Accommodations for Tests                      | Testing and Placement Center (TAPC)                                     | Main: 661-395-4469  
               |                                                                         | Delano: 661-720-2000 |
|                                               | Main Campus: CSS 14                                                     |                |
|                                               | Delano Campus: Room 1001                                                |                |
|                                               | **Studying &/or writing papers**                                         | **Main**: 661-395-4430  
               | **Tutoring Center & Writing Center**                                     | **Delano**: 661-720-2076  
               | **Located at the Main campus, Delano, BC**                               | **SW**: 661-395-4714 |
|                                               | **SouthWest (SW), & online**                                            |                |
|                                               | **Main**: 661-395-4469                                                   |                |
|                                               | **Delano**: 661-720-2000                                                 |                |
|                                               | **SW**: 661-395-4714                                                   |                |
| Math…Help!                                    | **Student Success Lab**                                                 | **Main**: 661-395-4805 |
|                                               | **Main Campus: CSS 140**                                                |                |
|                                               | **Math Hub**                                                            |                |
|                                               | **Main campus: MS 113**                                                 |                |
| Online class support                          | **Renegade Online Hub**                                                 | **Renegade Online Hub:** 661-395-4477 |
|                                               | **Main Campus: Library Commons**                                        |                |
|                                               | **Net Tutor—Live one-on-one tutoring!**                                 |                |
|                                               | **Online via CANVAS — NetTutor link in course navigation menu**         |                |
| Paying for books & supplies                  | **Financial Aid**                                                       | **Financial Aid:** 661-395-4428  
               |                                 | **EOPS:** 661-395-4351 |
|                                               | **EOPS/CARE/CalWorks/NextUP**                                           |                |
| Food, clothes, housing assistance             | **Office of Student Life (OSL)**                                        | 661-395-4614 |
|                                               | **Main Campus: Levenson Hall**                                          |                |
|                                               | **Delano Campus: Room 1001**                                            |                |
| Free basic medical care & mental health services | **Student Health & Wellness**                                         | 661-395-4336 |
|                                               | **Main campus: Levenson Hall 34**                                       |                |
|                                               | **Delano Campus: DST 111**                                              |                |
| Veterans support & benefits                   | **Veterans Center**                                                     | 661-395-4312 |
|                                               | **Main Campus: Levenson Hall**                                          |                |
| Assistance with filing a grievance or complaint | **Vice President, Student Affairs (VPSA)**                              | **VPSA**: 661-395-4204 |
|                                               | **Main Campus – A3**                                                    |                |
|                                               | **Office of Student Life (OSL)**                                        | **OSL**: 661-395-4614 |
|                                               | **Main Campus: Levenson Hall**                                          |                |
|                                               | **Delano Campus: Room 1001**                                            |                |
| Employment & school support for people with disabilities | **CA Department of Rehabilitation**                                    | 661-395-2525 |
|                                               | **4925 Commerce Dr. #150**                                              |                |
|                                               | **Bakersfield, CA**                                                    |                |