Disabled Student Programs & Services

Student Information Handbook

Disabled Student Programs & Services (DSPS)
Bakersfield College
1801 Panorama Drive
Center for Student Success Building–CSS 10
Bakersfield, CA 93305

(661) 395-4334 (Main Campus)
(661) 369-8826 (Video Phone)
(661) 395-4959 (TTY)

(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: Bakersfield College DSPS

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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 8:00 am-5:00 pm, F 8:30 am-11:45 am; call for summer hour changes
Location: CSS-11
(661) 395-4334 option 1
(661) 395-4079 FAX

**DSPS Administration**
VACANT, Director
Katrina Marquez, Program Manager
Marissa Jeffers, Department Assistant III
VACANT, Department Assistant I

**Counseling**
Elvira Martinez, DSPS Counselor
Antonio Alfaro, DSPS Counselor
Sylvia Reyes, DSPS Counselor
Pamela Gomez, DSPS Counselor (Adjunct)
Bernadette Madrid, DSPS Counselor (Adjunct)

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

**Accommodation Services–Scribes & Assistive Technology**
Mackenzie Flanagan, Accommodations Specialist
Location: CSS-10
(661) 395-4892
Monique Pohl, Accommodation Assistant
Victoria Cortez, Accommodation Assistant

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

**Alternative Media Services**
VACANT, Alternative Media Specialist
Location: CSS-10

**Deaf Services–Location: L-145 (Library)**
Michelle Begendik, Deaf Services/Advisor
Voice: (661) 395-4296
Video Phone: (661) 369-8826
TTY: (661)395-4959

**High Tech Center, Library Computer Commons:**
M-Th 8 am–8 pm, F 8 am–2 pm, Saturday 11 am–3 pm; times are subject to change without notice
Location: L-146

**Workability III**
Sarai Davis
Location: CSS-11
(661) 395-4659

**Delano Campus/Rural Initiatives**
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
Disabled Student Programs & Services

The purpose of Disabled Student Programs and Services (DSPS) is to:

1. Help ensure that students with disabilities have equal access to the college, our programs and services,
2. Help eliminate physical and attitudinal barriers that may deny full campus participation, and
3. 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. Have a visible or verifiable disability physical, mental health, or learning disability
2. Have any barrier to your education that prevents you from fully participating from classes, activities, or services offered;
3. Need specialized services or accommodations in order to remove or lessen these disability-related educational limitations.

Steps to Enrolling in DSPS

Students interested in services should follow the DSPS three step process to enroll: Application, Verification, Accommodations (A.V.A).

New Students

If you are planning to attend BC, be sure to complete the BC Application through CCCApply if you are planning to attend BC and enroll in DSPS. You will need to note your new BC ID number and email address. The information is required to apply for DSPS and it will be used often in all aspects pertaining to BC.

1. Application: Complete a DSPS Packet Request Form to receive an electronic version of the DSPS application. Do not print this document; you only need to type in the requested information.
   
   **NOTE:** You must complete all required fields of the application before you will receive a blue “Click to Sign” button at the bottom of your screen. You will be asked to enter your email address again. You must check your BC email and select “Confirm Signature.” Do not forget to confirm your signature. Your packet will not be sent back to DSPS until your signature has been confirmed.
   
   Students who have not been previously enrolled in DSPS can request either a New Student Intake Packet or a New Student Intake Packet (Dual-Concurrent Enrollment Student). The packets are only different by one form, if you would like a guest to be present in your meetings with DSPS counselors or conversations with staff choose the Dual-Concurrent Enrollment application to receive a Supplemental Consent Form.
   
   If you have questions on the packets or if you would like a paper application please come into the DSPS office at the BC main campus, CSS-11.

2. Verification: Provide disability verification documentation to the DSPS office. This can be done confidentially through Kern File Express or submitted in person at CSS-11.
Examples of disability verification documentation you can provide include but are not limited to: a High School IEP or 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. Contact our office if you have questions on documents you have to submit.

a. To use Kern File Express, sign in with your BC email and password. Under Recipient email address, type dspsdesk@bakersfieldcollege.edu > enter your message (this is not required) > check the “Delete File after the first download” box > Upload or drag and drop your file to the indicated area.

**NOTE:** You can only submit one file at a time. If you have multiple files, send multiple emails, there is no limit. For assistance, review the Kern File Express Guide created by DSPS.

The DSPS office can send for verification to send to your high school or medical professional. To do so, you will need to provide the name and address of who and where to send must be indicated on the Release of Information form, page four (4) of the DSPS application. **NOTE:** Sending for verification may cause a delay in receiving DSPS services.

Onsite verification is available on a case-by-case basis.

3. **Accommodations:** Once the DSPS application and verification documents have been received, you will be scheduled a 1-hour intake appointment with a DSPS counselor. During the intake appointment the counselor engages in the interactive process with the student; discussing strengths, weaknesses and accommodations/services used in the past.

**Returning Students**

If you have not met with a DSPS counselor in at least four (4) semesters, or if your contact information has changed, you will be asked to complete a Returning Student Update Packet. You can request this packet by submitting a DSPS Packet Request Form or DSPS staff will complete the request form for you when you contact us to book an appointment.

**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.

**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.
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

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, digital recording devices
- 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 instructors 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.

**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.

**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 an instructor, 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 10
- [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.

**Accommodated Testing**

Discuss your need for special testing accommodations with each instructor at the beginning of the semester. If requested, show your instructor a copy of your approved and most up-to-date Accommodations Checklist. A template to being your conversation with your instructor regarding testing accommodations can be found on the [DSPS Testing Accommodations](#) webpage. It is not necessary for you to discuss the details of your disability with your instructor unless you want to. When discussing your accommodations or your status as a DSPS student, it may be best to see your instructor during their office hours or privately after class.

The following procedures will be followed for both online and in-person courses and for every quiz or exam which testing accommodations are needed.

1. At least three (3) business days before each test or quiz, complete the [Test Accommodation Form](#) located on the Testing and Placement Center (TAPC) website and choose [Test Accommodations for DSPS Students](#) on the sidebar generally found on the left side of the page if using a computer. If on a mobile device the link should be found at the bottom of the page.

   Once you complete the Test Accommodation Form the faculty you indicated will receive an email to complete the *Testing Accommodation Form–Instructor Responsibility*. The instructor responsibility form provides the TAPC staff with the necessary information to properly and securely proctor your exam. As well as notify faculty that it is their responsibility to adjust the testing time within your CANVAS, this cannot be done by TAPC or DSPS staff before or during your exam. Students who request appointments to test at the TAPC cannot test without the Instructor Responsibility portion completed. Be sure to complete your [Test Accommodation Form](#) as early in advance as possible so faculty can complete their portion in advance of the testing date.

   Based on testing parameters set by your instructor, 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 instructor in advance.

   Be sure to indicate on your [Test Accommodation Form](#) if you will require an alternate format of your quiz or exam. You should also contact the Alternative Media Specialist for further instructions.

2. Confirm your testing appointment at the TAPC via email confirmation from Starfish calendar or send an email to accomdesk@bakersfieldcollege.edu.

   Once you begin the test, you will not be allowed to leave the testing area until the test is completed, unless prior arrangements are made. You should discuss any personal needs (restroom, medications, food, etc.) with your DSPS counselor to arrange for any necessary accommodations the TAPC should be aware about.

   If you have any questions, contact the TAPC BC Campus CSS 14, *(661) 395-4479* or Delano Campus Student Services Rm 1001, *(661) 720-2000*.

   **NOTE:** Testing accommodations are available at other Bakersfield College campuses by appointment.
**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.

**Notetaking Support**

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

**Digital Recording Devices**

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 an instructor 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.

**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 instructor to make an announcement to the class for a volunteer notetaker, or 2) speak with a DSPS Counselor.

**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.
Alternate Media Services

If Alternate Media Services is authorized on your Accommodation Checklist (i.e. e-text, Braille, large print), you must submit a request EACH SEMESTER. It is best to submit an alternate media request in advance as possible, i.e., after completing registration on priority registration day.

New Students

Alternate media requests should be submitted the day accommodations have been approved.

To submit your request, you must:

1. Review and sign the BC Alternate Media Policies and Procedures.

2. Complete an Alternate Media Request form for each textbook you are requesting in an alternate format. Provide the class abbreviation on this form and not the title of the class (i.e. ENGL B1A, PSYC B1A)

   NOTE: When completing the Alternate Media Request Form the book information is not required to submit your requests. You can obtain book information by visiting the online BC Bookstore. If you are submitting your request during priority registration it will be common the bookstore shows “course selection pending.” Submit your request with just the classes you are enrolled in. Contact the Alternative Media Specialist with any questions.

   If you are submitting your request during the first 6 weeks of the semester, please submit a syllabus to altmedia@bakersfieldcollege.edu.

3. Provide proof that you are in possession of the requested book, before alternate media can be released to you. Email proof of ownership to altmedia@bakersfieldcollege.edu or bring a copy into the DSPS office. Contact the Alternative Media Specialist with questions on providing your proof.

IMPORTANT: You DO NOT need to own or rent the textbook(s) before you submit your Alternate Media Request form. You DO need to own or rent the textbook(s) before the Alternate Media office will release your requested textbook(s) in an alternate format.

Returning Students

1. Complete an Alternate Media Request form for each textbook you are requesting in an alternative format.

2. Meet with your DSPS counselor and have an up-to-date academic year accommodation on file.

Deadlines for alternate materials

Alternate Media is completed both in-house and/or requested from the Alternate Text Production Center (ATPC). While the Alternate Media office makes every effort to deliver alternate format materials to students within ten (10) business days, there are many factors that may decrease or increase the time it takes to receive material. The general timeframe for all alternate media requests is between 2-6 weeks.

When did you place the order?

The Alternate Media Office encourages you to submit your request for alternative media materials when registering for courses, i.e., during priority registration. There is typically a large
influx of requests submitted near or at the beginning of the semester. As our office operates on a first-come, first-served basis, processing time could be longer than usual if submitted closer to or during the start of the semester. Requests received before the semester begins have a higher chance of being available on the first day of class, after providing proof of ownership. Students submitting requests made during the first 6 weeks of the semester, should send a syllabus to altmedia@bakersfieldcollege.edu. We will do our best to keep ahead of your reading needs.

Is the book information available through the bookstore or other sources?

Requests submitted in advance of the semester may not have the textbook information available to submit your Alternate Media Request. You should still submit your request, leaving the book information blank on the form. While Alternate Media cannot start processing requests until the complete textbook information is received, we can connect with the Bookstore or Department Chairs to receive the information in advance of students. Be advised, this process alone can take three (3) to seven (7) business days, which can increase the time it takes to receive your completed material.

If after receiving the book information, your requested textbooks are not currently available in electronic format through any resource, which our office can process your requests the following steps can be taken:

1. We will contact the ATPC and request assistants with drafting a notice to a publisher to provide files for disability related needs.

2. You can provide your purchased hardcopy to the Alternate Media office so it can “chopped and scanned.” Alternate Media staff will chop the spine off the hardcopy, scan it in through high-speed scanning process, rebind the book with spiral binding, and return to you.

3. If you do not wish to have your book “chopped and scanned”, you can use a flatbed scanner located in the Computer Commons High Tech Center (HTC) to scan your book independently. Once scanned, you can provide the files to the Alternate Media office to process.

Is an electronic version of the book readily available through the publisher or other source?

Some students opt to purchase an electronic version through the publisher after submitting their request(s). After purchasing the e-books, you may find the app or website used to access the e-book provides an audio button to have the book read out loud. If you find that audio version works for you and you will no longer need Alternate Media to process your textbook, please email the Alternate Media Office to cancel your request(s).

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

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?
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 instructor 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 instructor 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.

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!

**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.

**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 = typically first week of April
- Spring registration = typically 2nd week of November

Actual days are subject to change.

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 Student Programs & Services (DSPS), OR Elvira Martinez, DSPS counselor
2. Submit a request to the DSPS office
dspsdesk@bakersfieldcollege.edu
3. Call and speak with the DSPS staff, (661) 395-4334

Appeal requests will be submitted via the DSPS Priority Registration Appeal Form. You must be prepared to answer the following questions:

- 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?
- What is your career goal?
- Do you have an updated Comprehensive Student Education Plan (CSEP)?
- Do you have an updated Accommodated Checklist?
- Do you use alternative media services (i.e. E-text, Audio, Braille)?
- Do you use scribes?
- Do you use interpreting/CART services?
**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.

**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.

**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!

**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.

**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.

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”

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.

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
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 Student 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.
   a. 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

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 or 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.
## Resources

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