



Student Resource Guide



SSD student points toward crowd at graduation.

Acknowledgements

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Mission Statement

The office of Services to Students with Disabilities (SSD) strives to empower students with disabilities by fostering skills of self-advocacy, resourcefulness, and independence. The SSD office works collaboratively with the campus community to remove barriers and promote an enriched learning environment where students with disabilities can utilize their skills and pursue their academic and personal development goals.

Subject to Change Disclaimer

The policies and procedures in this Student Resource Guide are subject to change without prior notice, if necessary, to be consistent with SSD policies and procedures and to maintain compliance with university policies, California State University policies, and State and Federal laws.



Student attentively listens and takes notes during presentation at the Ability Awareness event.

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Introduction

Student Rights and Responsibilities

Every student with disabilities at California State University, San Bernardino (CSUSB) has the right to:

- Equal access to courses, programs, services, jobs, activities, and facilities available through the University.
- Reasonable and appropriate accommodations, academic adjustments, and/or auxiliary aids determined on a case-by-case basis.
- Appropriate confidentiality of all information pertaining to his/her disability with the choice of whom to disclose their disability to except as required by law.
- Information reasonably available in accessible formats.

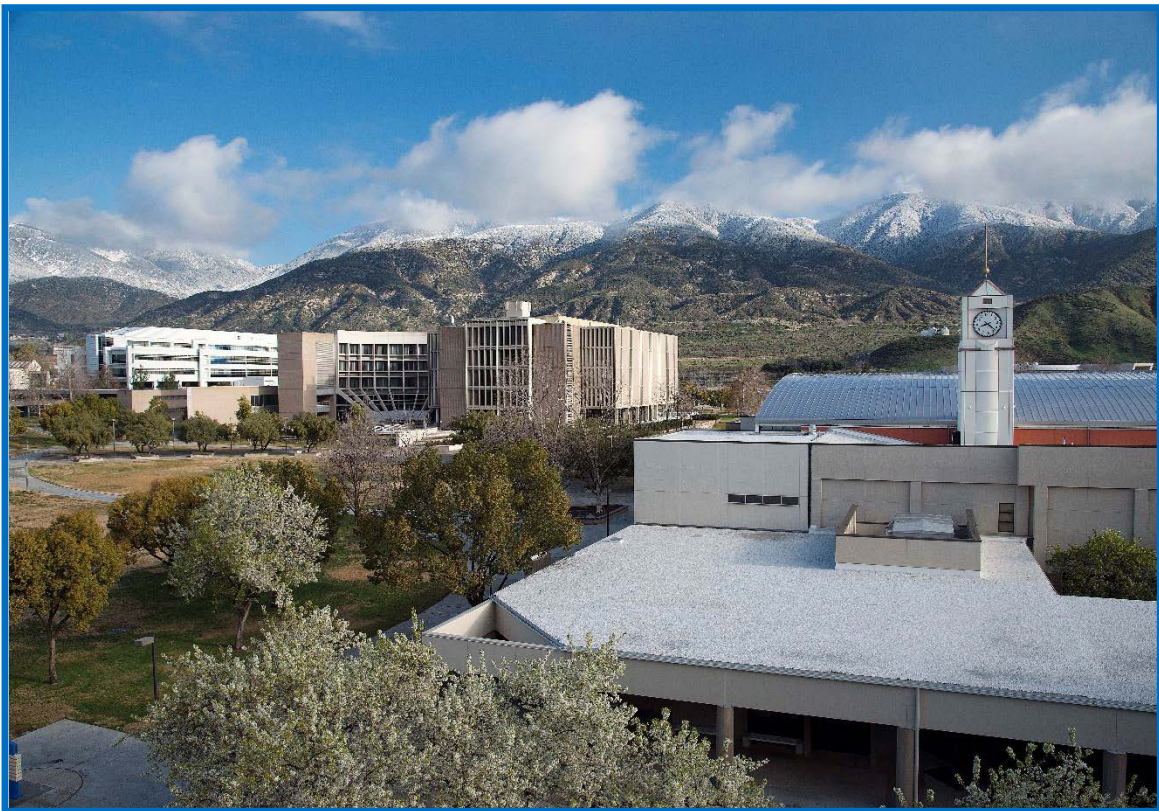
Each student must meet or exceed the essential requirements of California State University, San Bernardino (CSUSB) and its programs with or without accommodations. Although the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) protects the civil rights of qualified students with disabilities, it also affirms their right to refuse any accommodation. Thus, students are not required to register with SSD, identify themselves to instructors, staff, or other students as having a disability, or accept accommodations they do not need or want. However, if students wish to compete with their peers on a level playing field and if they wish to enjoy their right to access and equality, they must jointly self-advocate for those rights.

Every student with a disability has the responsibility to:

- Meet the University's qualifications and essential technical, academic,

and institutional standards.

- Identify themselves in a timely manner as individuals with a disability when seeking an accommodation.
- Engage in an interactive process to determine appropriate academic accommodations.
- Provide documentation from an appropriate professional source that verifies the nature of the disability, functional limitations, and the need for specific accommodations.
- Follow specific procedures for obtaining reasonable and appropriate accommodations, academic adjustments, and/or auxiliary aids.



Aerial shot of the CSUSB campus including the library, student union south, and clock tower.

Laws that Protect the Rights of Students with Disabilities

SSD abides by California statutes, national legislation, and California State University executive orders that pertain to individuals with disabilities.

California Education Code

[California Legislative Information](#)

California law consists of 29 codes that cover various subject areas, which includes the Education Code. All California State Universities (CSU) are accountable to the regulations and statutes stated in the California Education Code that pertain to post-secondary institutions.

Section 504, Rehabilitation Act

[Section 504](#)

The Rehabilitation Act of 1973 was the first “rights” legislation to prohibit discrimination against people with disabilities. This law, however, applied only to programs conducted by federal agencies, those receiving federal funds, such as colleges participating in federal student loan programs, federal employment, and employment practices of businesses with federal contracts. Additionally, this legislation authorizes the formula grant programs for vocational rehabilitation, supported employment, independent living, and client assistance. Among the sections that pertain to individuals with disabilities is Section 504.

Section 504 states that “no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under any program or activity that either receives federal financial assistance or is conducted by any executive agency or the United

States Postal Service.”¹

“Qualified” with respect to post-secondary educational services means “a person who meets the academic and technical standards required for admission or participation in the education program or activity, with or without reasonable modifications to rules, policies or practices; the removal of architectural, communication or transportation barriers; or the provision of auxiliary aids and services.”¹

Section 508, Rehabilitation Act

[Section 508](#)

Section 508 of the Rehabilitation Act of 1973, as amended, was originally an amendment passed in 1998, which specifies that federal agencies must make their electronic information (EIT) accessible to people with disabilities. According to the Section 508 website, “This law applies to all federal agencies when they develop, procure, maintain, or use electronic information technology. Under Section 508, agencies must give disabled employees and members of the public, access to information that is comparable to the access available to non-disabled people.”²

Americans with Disabilities Act (ADA)

[ADA Website](#)

The Americans with Disabilities Act of 1990 (ADA) is the most comprehensive federal civil rights legislation protecting the rights of individuals with disabilities. The ADA addresses the barriers and discrimination that people with disabilities have traditionally faced. According to the ADA, “a person with a disability means any person who 1) has a physical or mental impairment which substantially limits one or more major life activities [including walking,

seeing, hearing, speaking, breathing, learning, and working], 2) has a record of such an impairment, 3) is regarded as having such an impairment.”³ Disabilities covered by the legislation include, but are not limited to: AIDS, cancer, cerebral palsy, diabetes, epilepsy, head injuries, hearing impairments, specific learning disabilities, multiple sclerosis, muscular dystrophy, psychiatric disorders, speech impairments, spinal cord injuries, visual impairments, and loss of limbs.

[Americans with Disabilities Act Amendments Act \(ADAAA\)](#) [EEOC ADAAA Website](#)

In 2008, the ADA of 1990 was amended and renamed the Americans with Disabilities Act Amendments Act of 2008 (ADAAA). The amendment was added to broaden the definition of a disability to provide wider coverage for individuals and establishes that extensive analysis of an individual’s disability shall not be required for proving the disability.

“The Act makes important changes to the definition of the term ‘disability’ by rejecting the holdings [court decisions] in several Supreme Court decisions and portions of the U.S. Equal Employment Opportunity Commission ADA regulations. The effect of these changes is to make it easier for an individual seeking protection under the ADA to establish that he or she has a disability within the meaning of the ADA.”⁴

[Family Educational Rights and Privacy Act \(FERPA\)](#)

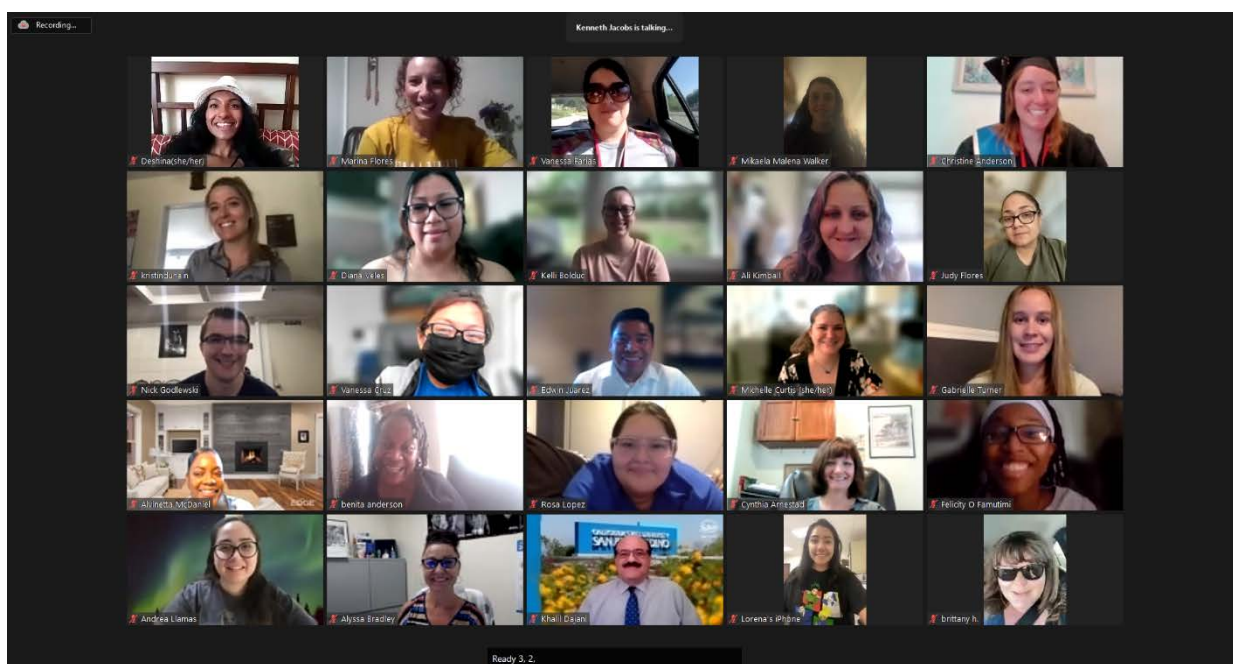
[U.S. Dept. of Education \(FERPA\)](#)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student’s education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

Executive Order 1111

EO 1111

Executive Order 1111, issued on May 23, 2018, by former California State University (CSU) Chancellor Timothy P. White relates to disability support and accommodations across all CSUs. This order supersedes Executive Order 926 and contains critical information regarding the specifics on how CSU campuses must comply with ensuring physical access to programs, accessibility of information resources as well as technology access, disability support & accommodations for students, disability support & accommodations for students in employment, and disability support & accommodations for students in contracting.



2022 Graduation Celebration

Differences between High School and College

High School	College
Support by the individualized Education Program (IEP) team, which includes parents & faculty.	Students must request accommodations from the Disability Services (DS) Office.
School is responsible for accommodations in order to provide the least restrictive environment (LRE).	Students must self-advocate for and request accommodations from DS provider.
Parents have access to students' records/grades until age 18.	Parents have no access to students' records without written consent beginning at age 18.
IEP advocates for students.	Students advocate for themselves with support as needed from DS provider.
Team meets periodically with teachers and parents to discuss students' educational progress.	Faculty members, seldom, if ever, interact with parents. Students are expected to address issues with them directly.
Section 504 of the Rehabilitation Act of 1973 in the public schools includes "Free and Appropriate Public Education."	Section 504 upholds the institution's right to maintain their academic standards, and no accommodations may be permitted to reduce that standard for any student. Student must meet all entrance and academic requirements.
Public schools, for the most part, are responsible for appropriate assessment of a student's disability.	Equal access to education is the order of the day – no one is entitled to anything, but rather students have civil rights, and they must advocate for themselves.
Some subjects may have been waived for a student if they relate to the student's disability.	"Waivers" for requirements are never granted. Substitutions are typically granted after the student has provided adequate verification to SSD of their disability.
Assessment, physical or other therapy, or personal care provided by school.	Care can be requested by students at the Health Center or Counseling and Psychological Services.
Students often receive "untimed tests" if they have a disability.	All tests are timed, while some receive certain time extensions depending upon the disability.

High School	College
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Education is a RIGHT and must be accessible.	Education is NOT a right. Students must go through an admissions process and meet certain criteria to be admitted.
The Individuals with Disabilities Education Act (IDEA) entitles or guarantees disabilities services and accommodations to students with disabilities.	The applicable laws are the Americans with Disabilities Act Amendments Act (ADAAA) and Sections 504 and 508 of the Rehabilitation Act.
IDEA is about success in the LRE.	ADAAA/504 & 508 is about ACCESS.
Fundamental modifications of curricula possible.	Modifications are not required.
The school district is responsible for identifying the disability and developing an IEP.	Students must self-disclose disability and request accommodations. An IEP is not recognized.
Personal services (i.e., personal care attendant, OT, SPL, aide) are required and funded by the school.	Personal services are not required.
The school district is responsible for the evaluation process leading to the development of an IEP.	Students are responsible for providing their own evaluations/documentation.

<https://www.paper-clip.com/Main/Product-Catalog.aspx>

What is a Disability?

California State University, San Bernardino adheres to the civil rights definition of disability. Eligibility for civil rights protection requires the applicant to meet one of the following three criteria in the civil rights definition of disability:

- Have a physical or mental condition that substantially limits one or more major life activities;
- Have a record of such a physical or mental condition; and/or
- Be regarded as having such an impairment, whether actually having the impairment or not.

Examples of disabilities include, but are not limited to:

Arthritis, Attention-Deficit/Hyper-Activity Disorders, blindness/low vision, cerebral palsy, communication disorders, deafness/hearing impairments, emotional/psychological disabilities, multiple sclerosis, seizure disorders, specific learning disabilities, spinal cord injuries, temporary disabilities, traumatic brain injuries, and other health impairments.

Each student must provide current written documentation that verifies the existence of a temporary or permanent disability. Verification of the disability should include diagnosis, medication, a description of the functional limitations that may affect academic performance, a rating of severity, and a recommendation for accommodations. The documentation must contain the printed and signed name of a licensed physician, psychologist, social worker, or any authority qualified or certified to assess the disability. This person cannot be related to the student. For learning disabilities, students may review the documentation procedure online at the following link: [Learning Disability Documentation](#).



Doctor discusses medical information with patient.

What is a Functional Limitation?

A disability must limit functioning in the academic setting before a student can receive an accommodation. SSD refers to the effects of a disability on program access as a functional limitation. A disability, in and of itself, does not necessarily require accommodation. There must be a logical link between the functional limitation stemming from the disability and the accommodation requested.

SSD counselors identify functional limitations through discussion with the student and a review of documentation. For example:

- A blind student may have text available in an accessible format (e.g., electronic or Braille). In this case, the disability — blindness — causes the functional limitation — an inability to read printed text.
- Visual impairment, however, does not necessarily prevent one's ability to take notes during a course lecture. Therefore, a visually impaired student may not be eligible for notetaking services because the functional limitations of some degrees of visual impairment do not affect the ability to take notes.

To facilitate the prompt provision of reasonable accommodations, it is best to have documentation of a disability, which details functional limitations. Should the documentation provide inadequate information about functional limitations, the SSD Counselor may require additional documentation that describes them.

How do I Become Eligible for Services?

Responsibilities of the SSD Counselor/Specialist Include:

- Determine the student's eligibility for SSD services based upon a review of appropriate documentation.
- Determine appropriate accommodations for each student through an interactive process based on the individual's need and a review of documentation.
- Ensure the student receives appropriate accommodations.

Responsibilities of Students Include:

- Filling out and submitting an application for services through the [Accessible Information Management \(AIM\)](#) system.
- Provide the SSD office with appropriate medical, psychological, psychoeducational, or neuropsychological documentation indicating the student's disability, resultant functional limitations, and impact of the disability in a post-secondary environment, which can be uploaded into the AIM system.

If eligibility is determined, the student will meet with the appropriate SSD Counselor/Specialist to complete an intake, at which time resources and accommodations will be discussed and arranged.

Steps to Determining Eligibility

Step 1: Contact SSD

Contact the SSD office for application information. You must provide documentation of disability directly to SSD — not to your program or the Office

of Admissions and Student Recruitment. All contact with SSD is confidential. Disability-related information is not released except on a need- to-know basis.

Step 2: Complete and Submit

Complete the application for services at [SSD's online application](#), and upload documentation of disability when prompted in either PNG/JPEG image, Word Doc, or PDF format. Without submission of documentation, the processing of the student's application may be delayed.

Step 3: Review of Materials

An SSD Counselor will review the application and documentation for eligibility and a brief introduction (Meet and Greet) will be scheduled either through Zoom, in person, or by phone.

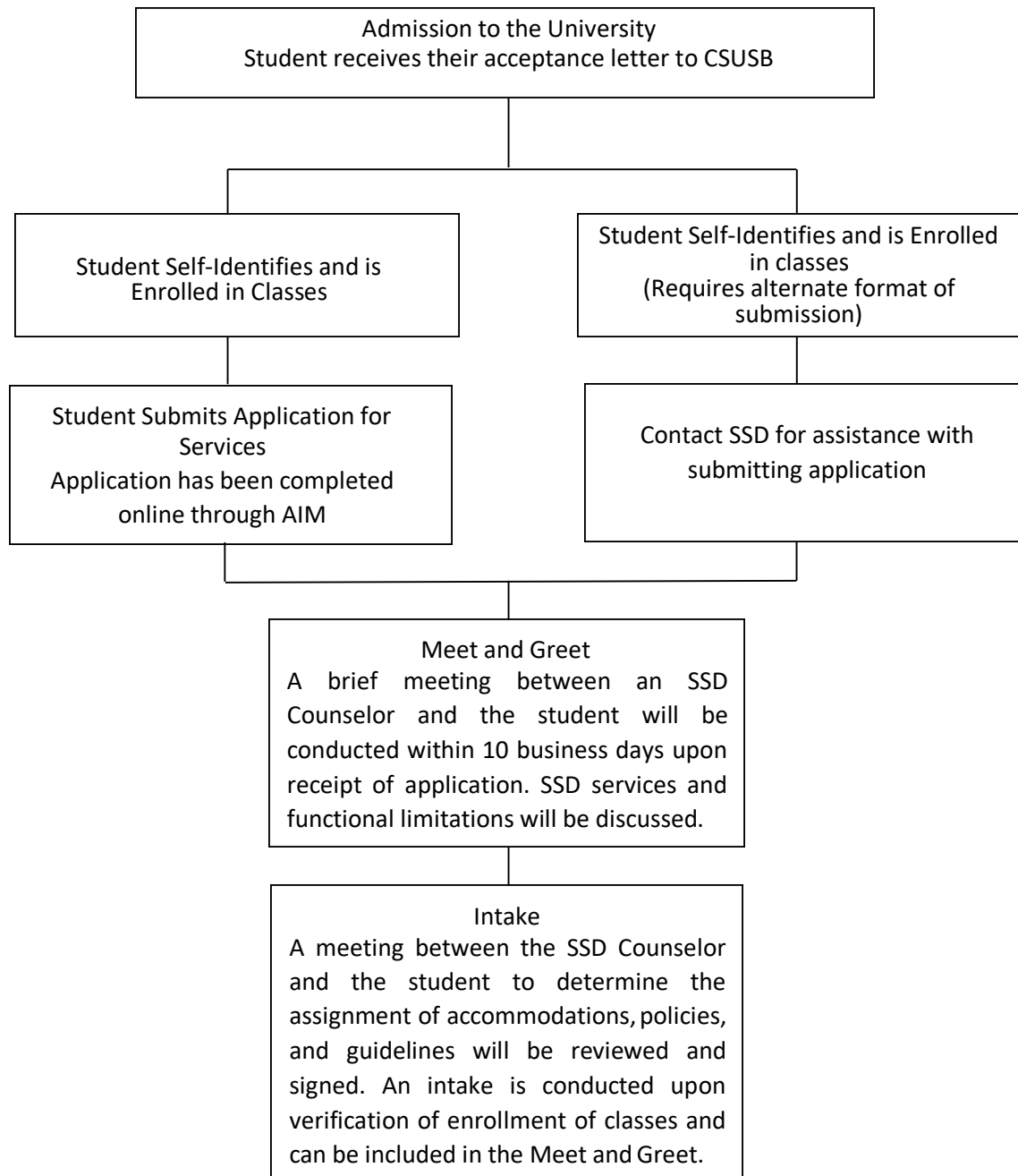
Step 4: Verification of Enrollment

Upon verification of enrollment in classes, the intake will be scheduled. For students enrolled in online only programs, the intake appointment can be conducted via Zoom. During the intake, the SSD Counselor will discuss and assign the appropriate accommodations and the student will sign the necessary paperwork. Most reasonable accommodations may be arranged within 10 business days. Students receiving reasonable accommodations have a responsibility to notify the appropriate university personnel of their recommended accommodations in a timely manner.

Please Note: Temporary disabilities (i.e., broken leg, sprained ankle) may be visually verified by staff to authorize on-campus mobility accommodations. The accommodation will remain in effect for the term. COVID-19 related cases require a positive COVID test to be uploaded and accommodations will remain in effect until students are cleared by Risk Management to return to campus.

Students who are found to be non-disabled will be referred to other campus and community resources for assistance. Pending receipt of documentation, SSD reserves the right to deny services or accommodations.

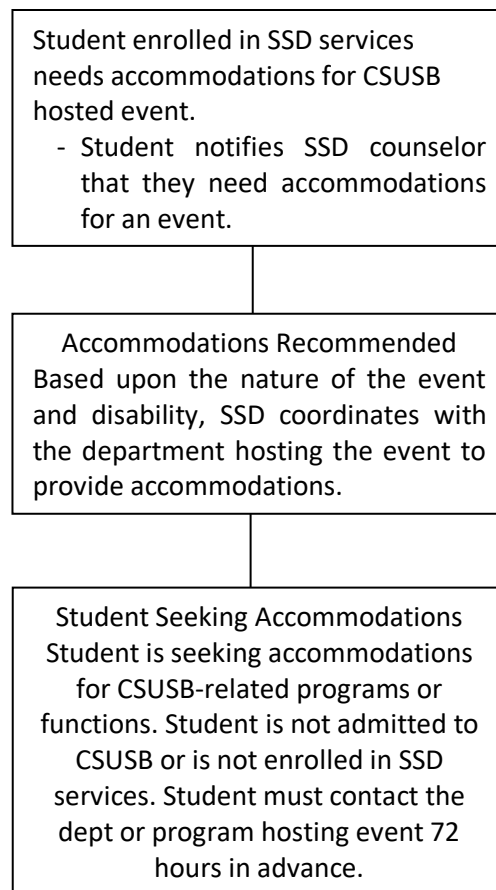
Figure 1: Intake Process for Admitted Students (Includes Early Start)



Other CSUSB Related Programs/Functions and Non-CSUSB Students

Students enrolled with SSD services who need accommodations to attend CSUSB related programs and functions, should email their SSD Counselor for assistance. Non-CSUSB students can request accommodations by submitting their request for accommodations to the program or department hosting the event at least 72 hours in advance, and they will coordinate with the SSD office as necessary.

Figure 2: Process for CSUSB Events and Non-CSUSB Students



Accessibility

California State University, San Bernardino is committed to providing accessible university information to all CSUSB students, faculty, staff, and interested parties regardless of disability. The CSU strategic plan's first and primary goal is student success. In addition, a major initiative within the CSU is the Accessible Technology Initiative (ATI). Each of these activities seeks to provide our students, faculty, and staff with the most productive campus experience. Providing materials and products that are accessible adds value to this experience.

The [Accessibility Website](#) provides information on campus resources as well as accessibility information for all CSUSB students.

Facilities Management and Planning offers updates to current construction projects. For more information, please visit the [Facilities Campus Disruptions](#) website.

The [Campus Accessibility Guide](#) provides important information pertaining to the services available to students with disabilities as well as safe campus navigation paths and accessible entrances to campus buildings.

Accommodations/Support Services

It is the role of SSD to determine the eligibility of the student for an accommodation based upon the educational limitation of the disability. SSD provides support services for students with disabilities that include but are not limited to: mobility limitations; learning disabilities; psychological impairments; deaf/hard-of-hearing; and visual and functional limitations. Notification letters to faculty are prepared in order to identify the accommodation(s) each student is eligible to receive.

Reasonable accommodations depend upon the nature and degree of severity of the documented disability. Although the ADA requires that priority consideration be given to the specific method requested by the student, it does not imply that a particular accommodation must be granted if it is deemed not reasonable and other suitable alternatives are available.

Students with disabilities have a variety of accommodations available in order to provide them with equal access. Accommodations are determined and approved by counselors based upon an interactive process and the documentation submitted with the student's application packet. The following are the more commonly assigned accommodations, but it does not mean that a student receives all of them and assignment is done on a case-by-case basis. For more specific information on the procedures and guidelines for these services, please refer to the section on Policies, Guidelines, and Procedures.

Accessible Furniture

Accessible furniture may be provided to students for whom the standard desks and chairs in classrooms are inaccessible due to disability. There are many different types of furniture that may be assigned depending on the student's needs and disability. To request this accommodation, the student must first meet with their counselor and then submit their request through [AIM](#).



Adjustable Table



Alternate Chair

If there are any questions regarding this accommodation, please contact the office at ssdaltfurniture@csusb.edu.

Alternative Media

The Alternative Media Production team for the SSD office provides quality products in accessible formats to our students in a timely and efficient manner. The production team provides textbooks and additional course materials in various accessible formats including, but not limited to: Kurzweil 1000/3000, Adobe PDFs, Microsoft Word documents/Docx files, Plain/Rich text files or MP3 audio files (when necessary). This accommodation must be approved by an SSD Counselor and will depend on the symptoms and severity of the student's disability. Students may also be eligible to receive their materials in an enlarged print or Braille format.



Student receives computer assistance.

If there are any questions regarding this accommodation, please contact the SSD office at altmedia@csusb.edu.

Assignment Accommodations

Students may be determined eligible for the accommodation of extended time on out-of-class writing assignments on a case-by-case basis under the following concurrent conditions: 1) The narrative description of substantial limitations to major life activities, and current functional limitations relating to academic performance provided in disability verification documentation indicate a need for such accommodation, and 2) discussion between the SSD Counselor and faculty finds that the provision for extended time on a given writing assignment will not interfere with essential course requirements. If you have questions regarding this accommodation, please e-mail the office at ssd@csusb.edu.

Assistive Technology

SSD has available sound amplification systems, SignGlasses, and digital recording devices available for student check out. The amplification system is used to facilitate the student's hearing as a disability-related accommodation by amplifying the sound directly into the student's ears. SignGlasses allows students that use sign language or real-time captioning to receive services through an online platform. The SignGlasses equipment allows students to wear glasses and see the interpreter/captioner projected on the lens as they are attending lecture to have a more interactive experience. For students that wear glasses and for online courses, SignGlasses can be used with a camera and a tabletop microphone and students can watch the interpreter/captioner on the computer screen. These accommodations are approved on a case-by-case basis by the SSD Counselor. If you have questions regarding this accommodation, please e-mail the office at altmedia@csusb.edu.

Cart Service

Students with a permanent or temporary physical disability may have access to cart services. The services are individualized and scheduled upon a first-come, first-serve basis. Mobility services are provided through the use of four carts, three are wheelchair accessible, and a van. Both scheduled and unscheduled rides are permitted, and the request form can be submitted through the [Cart Service Request](#) form.



SSD student assistants pose in front of a mobility cart.

If you have questions regarding this accommodation, please email the office at ssdmobil@csusb.edu.

Class Aide

Class aides are provided by SSD based on individual needs and situations. Class aides assist students with in-class assignments and other classroom activities that the student cannot carry out on their own, based on their disability. If a student believes that they may need a class aide, they should submit their request through [AIM](#) and contact their SSD counselor. The

counselor will then determine the need for a class aide based upon the student's needs and course requirements. This accommodation is approved by the SSD Counselor. If you have any questions regarding this accommodation, please email the office at ssd@csusb.edu.

Exam Accommodations

The purpose of exam accommodations is to provide an equal testing opportunity based on the educational limitation of the student. "Test", as used in this context, refers to quizzes and examinations taken during the term, in conjunction with an academic class, as well as graded lab demonstrations.

Exam accommodations are determined on a case-by-case basis and may include, but are not limited to:

- Extended testing time (1.5x or 2x)
- Reduced distraction environment (RDE) or distraction free environment (DFE)
- Readers and/or scribes
- Accessible formats (i.e., enlarged exams)
- Assistive technology (i.e., WYNN, JAWS, Dragon)

Other exam accommodations may be determined and approved by the SSD Counselor. To request to take exams in the SSD office, students must submit their individual test dates through [AIM](#).



Students take exams in a distraction-reduced environment (testing room).

If you have questions regarding this accommodation, please email the office at ssdproctoring@csusb.edu.

Housing Accommodations

For eligible SSD students who require housing accommodations, an SSD Counselor will evaluate the request and required documentation to determine if the accommodation is reasonable. This includes, but not limited to, room occupancy, accessibility features, service animals and emotional support animals (ESA). Students who reside or intend to reside in university housing and believe they need a disability related accommodation must contact the SSD office. Please note, an SSD accommodation does not automatically lead to a housing assignment. Housing assignments are made based on the application submission date and space availability.

Notetaking Services

For eligible SSD students whose disability prevents them from taking effective notes, the SSD office will recruit a volunteer from the class to take notes. Another option for students seeking this service is to recruit their own notetaker such as a friend who is also taking the class. This accommodation must be approved by an SSD Counselor. If you have any questions regarding this accommodation, please contact the office at ssdnotetaking@csusb.edu.

Priority Registration

This accommodation is offered to students enrolled in SSD services to enable them to register for the classes they need in order to complete their academic goals. The accommodation must be approved by an SSD Counselor. This accommodation is used to ensure other accommodations such as alternative media are completed prior to the commencement of the term. Students enrolled in the Over 60 program or have a temporary disability are not eligible

for priority registration. If you have any questions regarding this accommodation, please contact the office at ssd@csusb.edu.

Real-Time and Remote Captioning

A real-time captioner is a stenographer who brings with him/her a laptop computer. All verbal communication which transpires during the course of the class will be transcribed and appears on the screen of the laptop computer. The student sits next to the captioner and reads the lecture via the laptop. This can also be done remotely where the captioner transcribes the lecture and transmits it to the student's laptop/device for them to read. Students can access copies of the transcripts through SignGlasses or SSD's Blackboard class. This accommodation must be approved by an SSD Counselor. If you have any questions regarding this accommodation, please contact Deaf Services at ssddeafservices@csusb.edu.

Reduced Course Load Accommodation

Students may be determined eligible for reduced course load if the student can demonstrate they would be denied equal access without a reduced course load. In some cases, the academic department/college must approve a modification to unit requirements. Each situation is evaluated on a case-by-case basis. Reduced course load will affect the student's academic standing and federal financial aid eligibilities. For specific information, see <http://www.finaid.org/educators/pj/disability.phtml>.

Remote Instruction

Students may be determined eligible for the accommodation of remote instruction on a case-by-case/class-by-class basis under the following concurrent conditions: 1) The narrative description of substantial limitations to major life activities, and current functional limitations relating to academic

performance provided in disability verification documentation indicate a need for such accommodation, and 2) discussion between the SSD Counselor and faculty finds that the provision for remote instruction will not fundamentally alter course curriculum. If you have questions regarding this accommodation, please e-mail the office at ssd@csusb.edu.

Sign Language Interpreters

American Sign Language (ASL) Interpreters provide translation services to students requiring this accommodation to ensure that effective communication takes place between two different parties. Interpreters are communication mediators and facilitate integration of the student into the classroom environment such as class lectures or other class-related activities. This accommodation must be approved by an SSD Counselor. To request this accommodation, students must submit their request through [AIM](#). If you have any questions regarding this accommodation, please contact Deaf Services at ssddeafservices@csusb.edu.

SmartPen Program

The SSD office provides Livescribe SmartPens to help facilitate the notetaking process for students. Through the use of the SmartPen and special notebook paper, students are able to record spoken content in class and link the audio to the notes on the page of a specialized notebook. Students can listen to their audio lectures at a later time by tapping on the written words to jump to specific parts of the lecture. For convenient access, students can also upload their notes into a digitized format and take advantage of other SmartPen features using Echo Desktop, a software used in conjunction with a SmartPen. This accommodation must be approved by an SSD Counselor. If you have any questions regarding this accommodation, please contact the office at ssdnotetaking@csusb.edu.

Visual Impairment Orientation

This accommodation is utilized for students who have visual impairments and need an assisted tour of the campus and the buildings, as well as requested classroom locations. If you have any questions regarding this accommodation, please contact the office at ssd@csusb.edu.



Guide dog and a person assist a visually impaired person.

Policies, Guidelines, and Procedures

The policies and procedures listed have been approved by the CSUSB Administrative Council. Also included are SSD general office procedures and guidelines.

University Policies and Procedures

University administrative policies and procedures, which have been approved by the CSUSB Administrative Council, are available for viewing at the [Policies and Procedures](#) website. Examples of relevant policies and procedures include,

but are not limited to:

- [ADA Procedures and Guidelines](#)
- [Animals on Campus](#)
- [Discrimination Policy](#)
- [Emergency Communication Notification Procedures](#)
- [Parking Policy](#)
- [Student Academic Grievance Procedures](#)
- [Student Leave of Absence Policy](#)
- [Student Non-Academic Grievance Policy and Procedures](#)
- [Student Records](#)
- [Title IX](#)
- [Withdrawing from a Class or the University](#)

General SSD Procedures and Guidelines

Privacy Rights of Students in Education Records

SSD follows the University's policy regarding the confidentiality of student records. SSD regards the information it keeps about students as educational records. Educational records fall under different rules than medical records (HIPAA), and SSD advises students to note the difference. Thus, SSD prefers that documentation of disabling conditions provided by students be limited to that which is necessary to establish the disability and the right to an accommodation in an educational setting. Please refer to the section "What is a Disability?" for more details on verifying a disability and the right to accommodation.

The following information summarizes the University's policy on student records: The federal Family Education Rights and Privacy Act of 1974 (20 U.S.C. 1232g) and regulations adopted thereunder (34 C.F.R. 99) set out requirements designed to protect student's privacy in their records maintained by the campus. The statute and regulations govern access to students' records maintained by the campus and the release of such records. The law provides that the campus must give students access to records directly related to them and must also provide opportunity for a hearing to challenge such if the student claims they are inaccurate, misleading, or otherwise inappropriate. The right to a hearing under this law does not include any right to challenge the appropriateness of a grade determined by the instructor. The law generally requires the institution to receive a student's written consent before releasing personally identifiable data about the student. The institution has adopted a set of policies and procedures governing implementation of the statutes and

regulations on the campus. Copies of these policies and procedures may be obtained at the [CSUSB Policies website](#). Among the types of information included in the campus statement of policies and procedures are: 1) the types of student records maintained and the information they contain; 2) the official responsible for maintaining each type of record; 3) the location of access lists indicating persons requesting or receiving information from the record; 4) policies for reviewing and expunging records; 5) student access rights to their records; 6) the procedures for challenging the content of student records; 7) the cost to be charged for reproducing copies of records; and 8) the right of the student to file a complaint with the Department of Education. The Department of Education has established an office and review board to investigate complaints and adjudicate violations. The designated office is Family Policy Compliance Office, U.S. Department of Education, Washington, D.C. 20202-4605. The campus is authorized under the act to release "directory information" concerning students. Directory information may include the student's name, address, telephone listing, electronic mail address, major field of study, participation in officially recognized activities and sports, dates of attendance, degrees and awards received, and the most recent previous educational agency or institution attended by the student. The above designated information is subject to release by the campus at any time unless the campus has received prior written objection from the student specifying information which the student requests not be released. Written objections should be sent to the [Division of Academic Affairs – Office of the Provost](#). The campus is authorized to provide access to student records to campus officials and employees who have legitimate educational interests in such access. These persons have responsibilities in the campus's academic, administrative or service functions, and have reason for using student records associated with their campus or other related academic responsibilities. Student records may also be disclosed to other persons or organizations under

certain conditions (e.g., as part of accreditation or program evaluation, in response to a court order or subpoena; in connection with financial aid, or to other institutions to which the student is transferring).

SSD retains student records in accordance with the [CSU Records Retention and Disposition Schedule](#). SSD student records are destroyed after five years from the student's last date of enrollment. Students diagnosed with a learning disability through SSD at CSUSB will have their records destroyed after seven years from the last date of enrollment. Students can request to view their records by signing a Records Access Request form located in the appendix.

Confidentiality

SSD is committed to ensuring that all information regarding a student is kept confidential as required by law under the Federal Family Educational Rights and Privacy Act (FERPA). Information collected by SSD is primarily used to determine the presence of a disability, functional limitations, and to determine reasonable accommodations.

Only SSD staff has access to student files. Any information regarding a disability submitted by the student (i.e., medical/psychological documentation) or documentation created by SSD on behalf of the student is considered confidential and is shared with authorities within the institution on a need-to-know basis provided the student provides their written consent. The [SSD Vol Release of Confidential Information](#) form can be submitted and remains in effect for up to one year.

Exceptions to the confidentiality policy are as follows:

- The student states they intend to harm themselves or another person(s);

- The student reports or describes any suspected physical abuse, neglect, or sexual abuse of children or vulnerable adults within the last three years. This includes the occurrence of abuse or neglect to the student if he or she was under age eighteen at the time of the abuse;
- The student reports the use of an illegal drug for nonmedical purposes during pregnancy;
- The student reports or describes sexual exploitation by counseling or healthcare professionals;
- Minors, unless legally emancipated, as their parent(s)/legal guardian(s) have access to their records until they are eighteen years of age;
- A student who is under a court appointed conservatorship of their person as their conservator has access to their records.

SSD will retain a copy of all information provided. If a student wishes to have a record expunged, he or she must make a written request to the director, who will then decide whether it is necessary for the office to retain the record.

If you have any questions about SSD's confidentiality policies, please contact the SSD office at ssd@csusb.edu.



SSD Student Advisory Board doing a Coyote hand gesture.

Conflict Resolution Procedure

Purpose

The Services to Students with Disabilities (SSD) office is committed to ongoing and open communications between its students and its office staff. It is SSD's experience that open communication is essential to providing the best quality level of services to its students. SSD believes that questions, concerns, problems, or complaints that are left unresolved will negatively impact a student's educational experience as well as the mission and goals of the office.

Procedure

This procedure encourages students to communicate directly with the office regarding any matter and summarizes clear choices/options available to resolve conflict. Below are procedures regarding A) complaints about disability accommodations, B) complaints about decisions made by SSD about delivery of disability accommodations, C) complaints about staff, and D) complaints about alleged discriminatory practices and decisions regarding eligibility.

A. Complaints about Disability Accommodations

1) Informal Review (optional for students)

A student registered with SSD may bring a complaint about disability accommodations to the SSD Director. If the accommodation decision was made by the SSD Director, then the complaint may be brought to the Associate Vice President (AVP) for Student Success and Educational Equity. The complaint may be verbal or in writing and must describe the matter to be resolved. The SSD Director or the AVP will first seek to resolve the complaint by informal means. The SSD Director or his/her

designee will agree to meet in person with the complaining student within five (5) working days of receipt of the complaint. For verbal complaints, the SSD Director or AVP must provide a verbal response to the complainant within five (5) working days of receipt of the complaint. For written complaints, the SSD Director or AVP must provide a written response to the complainant within 5 working days of receipt of the complaint. This step, if successful, can provide a speedy resolution to the dispute.

2) Mid-level Review (interactive process)

If a student elects to use the Informal Review process but the complaint is not resolved in the Informal Review, a mid-level review can be initiated by the student, the SSD Director, or the AVP. The SSD Director will be responsible for notifying the Americans with Disabilities Act (ADA) Compliance Officer that a mid-level review has been initiated. In addition, during the process described below, the SSD Director or the student's SSD Counselor will be responsible for discussing with the student any interim remedies that may be necessary during the mid-level review process.

A student who has elected not to participate in the Informal Review process may initiate a mid-level review by filing a written complaint describing the matter to be resolved with the ADA Compliance Officer at Sierra Hall, Suite 110. The ADA Compliance Officer will convene a panel within 10 working days of receipt of notification from the SSD Director that an informal resolution was not successful or receipt of a complaint under this process from a student.

The Review Panel will consist of the ADA Compliance Officer, one faculty member who is knowledgeable in the area of learning and other

disabilities, the SSD Director, and a professional staff member of SSD who is knowledgeable about the specific disability, the requested aids or accommodations and available options, and, depending on the issues, other academic or administrative personnel as may be appropriate. If one of the SSD staff members on the panel determined the accommodation for the student, that staff member will not participate in the review of that accommodation and will be temporarily replaced by another staff member designated by the SSD Director.

The panel will use a problem solving approach that will include the following steps: 1) an analysis of the particular class or activity for which the accommodation is being sought; 2) consultation with the student with a disability to ascertain the particular limitations of his or her disability and what is being requested as accommodation(s) to overcome the limitations; 3) consultation with the student with a disability to identify options and assess the effectiveness each would have in enabling the student to have an equal opportunity to participate; and 4) consideration of the preference of the student to be accommodated and selection and implementation of the accommodation that is most appropriate for the student and University.

The Review Panel will make a determination within five (5) working days. The timeline may be extended for good cause by the ADA Compliance Officer in writing to the student. The written notification to the student must explain why the timeline for determination has been extended, and address the need, if any, for interim remedies.

In determining whether or not good cause exists to justify extending the timeline for determination, the ADA Compliance Officer will strongly consider the impact such a timeline extension may have on the student's

current ability to effectively participate in his/her university education. The ADA Compliance Officer has the authority in these matters and is the impartial arbitrator who assures prompt and equitable determinations. The written notification to the student will describe the process for filing a formal grievance if the student continues to feel aggrieved.

3) Formal Grievance

The student will be notified of his or her right to follow the University's Procedure for a Discrimination Complaint by a Student and of the timelines for filing. This document is available online [here](#).

B. Complaints about Decisions made by SSD about Delivery of Disability Accommodations

1) Informal Review (optional for students)

A student registered with SSD may bring a complaint about the delivery of accommodations to the SSD Director. If the decision about delivery of disability accommodations was made by the SSD Director, then the complaint may be brought to the AVP. The complaint may be verbal or in writing and must describe the matter to be resolved. The SSD Director or AVP will first seek to resolve the complaint by informal means. The SSD Director or his/her designee will agree to meet in person with the complaining student within five (5) working days of receipt of the complaint. For verbal complaints, the SSD Director or AVP must provide a verbal response to the complainant within 5 working days of receipt of the complaint. For written complaints, the SSD Director or AVP must provide a written response to the complainant within five (5) working days of receipt of the complaint. This step, if successful, can provide a

speedy resolution to the dispute.

2) Mid-level Review (interactive process)

If a student elects to use the Informal Review process but the complaint is not resolved in the Informal Review, a mid-level review can be initiated by the student, the SSD Director, or the AVP. The SSD Director will be responsible for notifying the Americans with Disabilities Act (ADA) Compliance Officer that a mid-level review has been initiated. In addition, during the process described below, the SSD Director or the student's SSD Counselor will be responsible for discussing with the student any interim remedies that may be necessary during the mid-level review process.

A student who has elected not to participate in the Informal Review process may initiate a mid-level review by filing a written complaint describing the matter to be resolved with the ADA Compliance Officer at Sierra Hall, Suite 110. The ADA Compliance Officer will convene a panel within ten (10) working days of receipt of notification from the SSD Director that an informal resolution was not successful or receipt of a complaint under this process from a student.

The Review Panel will consist of the ADA Compliance Officer, one faculty member who is knowledgeable about the delivery of disability accommodations, the SSD Director, and a professional staff member of SSD who is knowledgeable about the specific disability, the requested aids or accommodations and available options, and, depending on the issues, other academic or administrative personnel as may be appropriate. If one of the SSD staff members on the panel participated in the delivery of accommodations, that staff member will not participate in the review of that accommodation and will be temporarily replaced

by another staff member designated by the SSD Director. The panel will use a problem solving approach that will include the following steps: 1) an analysis of the particular class or activity for which the accommodation is being sought; 2) consultation with the student with a disability to ascertain why the delivery of accommodations does not meet the needs of the student; 3) consultation with the student with a disability to identify options and assess the effectiveness each would have in enabling the student to have an equal opportunity to participate; and 4) consideration of the preference of the student to be accommodated and selection and implementation of the accommodation that is most appropriate for the student and University.

The Review Panel will make a determination within five (5) working days. The timeline may be extended for good cause by the ADA Compliance Officer in writing to the student. The written response to the student must explain why the timeline for determination has been extended, and address the need, if any, for interim remedies. In determining whether or not good cause exists to justify extending the timeline for determination, the ADA Compliance Officer will strongly consider the impact such a timeline extension may have on the student's current ability to effectively participate in his/her university education. The ADA Compliance Officer has the authority in these matters and is the impartial arbitrator who assures prompt and equitable determinations. The written notification to the student will describe the process for filing a formal grievance if the student continues to feel aggrieved.

If the student is not satisfied with the Review Panel's response, then the student must use the Procedure for a Discrimination Complaint. There are timelines for filing. This document is available online [here](#).

C. Complaints about Staff

1) Informal Review (optional for students)

A student registered with SSD may bring a complaint about staff service and/or attitude to the SSD Director. The complaint may be verbal or in writing and must describe the matter to be resolved. The SSD Director or her designee will agree to meet in person with the complaining student within five (5) working days of receipt of the complaint. The SSD Director will first seek to resolve the complaint by informal means. If the SSD Director made the decision, then the complaint may be brought to the AVP. For verbal complaints, the SSD Director or AVP must provide a verbal response to the complainant within five (5) working days of receipt of the complaint. For written complaints, the SSD Director or AVP must provide a written response to the complainant within five (5) working days of receipt of the complaint. This step, if successful, can provide a speedy resolution to the dispute.

2) Mid-level Review

If the student elects to use the Informal Review process but the complaint is not resolved in the Informal Review, a mid-level review can be initiated by a student, the SSD Director, or the AVP. The AVP will agree to meet with the student within five (5) working days of receipt of the complaint. If the AVP made the response in C (1), a designee will agree to meet with the student within five (5) working days of receipt of the complaint. A student who has elected not to participate in the Informal Review process may initiate a mid-level review by filing a written complaint describing the matter to be resolved. The AVP will agree to meet with the student within five (5) working days of receipt of the complaint. If the AVP made the response in C (1), a designee will

agree to meet with the student within five (5) working days of receipt of the complaint.

3) Administrative Review

If the complaint is not resolved, the student may next bring the matter to the Vice President of Student Affairs (VSPA) and/or to the Provost. The VSPA or Provost or their designee will agree to meet with the student within five (5) working days of receipt of the complaint. If the VSPA or Provost designates a representative to meet with the student, such a designee cannot be the same person designated to meet with the student pursuant to Section C (2) of this agreement.

D. Complaints about Alleged Discrimination Practices and Decisions Regarding Eligibility

1) Informal Review (optional for students)

A student registered with SSD may bring a complaint about an alleged discriminatory practice or decision regarding eligibility to the SSD Director. If the SSD Director is alleged to have discriminated, then the complaint may be brought to the AVP. The complaint may be verbal or in writing and must describe the matter to be resolved. The SSD Director or the AVP will first seek to resolve the complaint by informal means. The SSD Director or AVP will agree to meet in person with the complaining student within five (5) working days of receipt of the complaint. For verbal complaints, the SSD Director or AVP must provide a verbal response to the complainant within five (5) working days of receipt of the complaint. For written complaints, the SSD Director or AVP must provide a written response to the complainant within five (5) working days of receipt of the complaint. This step, if successful, can

provide a speedy resolution to the dispute.

2) Mid-level Review (interactive process)

If a student elects to use the Informal Review process but the complaint is not resolved in the Informal Review, a mid-level review can be initiated by the student, the SSD Director, or the AVP. The SSD Director will be responsible for notifying the Americans with Disabilities Act (ADA) Compliance Officer that a mid-level review has been initiated. In addition, during the process described below, the SSD Director or the student's SSD Counselor will be responsible for discussing with the student any interim remedies that may be necessary during the mid-level review process.

A student who has elected not to participate in the Informal Review process may initiate a mid-level review by filing a written complaint describing the matter to be resolved with the ADA Compliance Officer at Sierra Hall, Suite 110. The ADA Compliance Officer will convene a panel within ten (10) working days of receipt of notification from the SSD Director that an informal resolution was not successful or receipt of a complaint under this process from a student.

The Review Panel will consist of the ADA Compliance Officer, one faculty member who is knowledgeable in the area of learning and other disabilities, the SSD Director, and a professional staff member of SSD who is knowledgeable about the specific disability, eligibility for disability services, and, depending on the issues, other academic or administrative personnel as may be appropriate. If one of the SSD staff members on the panel made the eligibility decision, that staff member will not participate in the review of that accommodation and will be temporarily replaced by another staff member designated by the SSD

Director.

The panel will use a problem-solving approach and will include the following steps: 1) review of the disability verification information; 2) review of the intake report and other related documentation produced by SSD; and 3) consultation with the student to ascertain the nature and particular limitations of his or her purported disability.

The Review Panel will make a determination within five (5) working days. The timeline may be extended for good cause by the ADA Compliance Officer in writing to the student. The written notification to the student must explain why the timeline for determination has been extended, and address the need, if any, for interim remedies. In determining whether or not good cause exists to justify extending the timeline for determination, the ADA Compliance Officer will strongly consider the impact such a timeline extension may have on the student's current ability to effectively participate in his/her university education. The ADA Compliance Officer has the authority in these matters and is the impartial arbitrator who assures prompt and equitable determinations. The written notification to the student will describe the process for filing a formal grievance if the student continues to feel aggrieved. If the student is not satisfied with the mid-level review process, the student must use the Procedure for a Discrimination Complaint. There are timelines for filing. This document is available online [here](#).

Nepotism

Consistent with the CSUSB policy on nepotism FAM 010 found on the [Policy for the Administration of Grants and Contracts in Support of Sponsored Programs](#) website, SSD adopts this guideline:

SSD does not support provision of services/accommodations to SSD affiliated students by any relative or significant other. Relatives are defined as, but not limited to, parents, children, husbands, wives, brothers, sisters, boyfriends, and girlfriends.

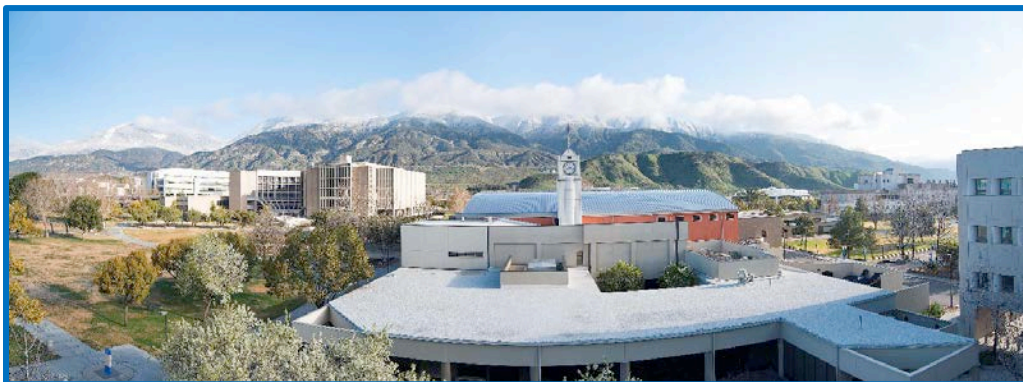
Lobby Guidelines

It is the goal of SSD to provide a safe, welcoming environment for those who come through our doors. To that end, we have established the following:

Confidentiality is to be respected, yours and that of others. Seating is reserved for those who are here to conduct SSD/WorkAbility (WA-IV) business. Chairs are provided for those that may have difficulty standing. If you see someone in need, please consider offering your seat. CSUSB has places on campus where tables and chairs are provided for dining purposes, waiting for transportation, or for studying. If you need directions to a suitable area, we would be glad to provide them.

Gift-Giving Guideline

We appreciate your gratitude; however, we are unable to accept personal gifts from students associated with SSD. Thank you for your cooperation.



Wide-shot aerial picture of the CSUSB campus, displays the Student Union, Pfau Library, and University Hall.

Accommodation Related Procedures and Guidelines

SSD accommodation requests are not retroactive. Accommodations start from the date the faculty receives the Faculty Notification Letter. It is strongly recommended that students submit their requests for accommodations as early in the term as possible.

Reasons requested accommodations may not be approved include, but are not limited to:

- Providing the accommodation would put an excessive administrative burden on the institution;
- Providing the accommodation would change the nature of an academic program or the school's curriculum, including giving a student an unfair advantage over other students, lowering academic standards, and significantly altering what is required of a student to complete a class or program; or
- The requested accommodation is of a personal nature; colleges and universities are not required to provide students with disabilities with personal care attendants, personal readers, or personal devices.

Accommodation Deadlines

Accessible Furniture	10 working days before the beginning of the term
Alternate Media Requests or Class Aide	6 weeks before the beginning of the term
Assignment Accommodations	5 days before first class meeting of the term
Assistive Technology (FM Systems, Digital Recorders, SignGlasses)	Before the beginning of the term
Cart Services, Notetaking Services, SmartPen Program, Captioning Services, and ASL Interpreters	At least 30 days before the term starts. Captioning and interpreting for special events need 3 days' advance notice
Exam Accommodations	Exams require 5 working days' notice before the date of the quiz/exam/midterm, and at least 3 weeks before the date of the final exam
Faculty Notification Letters	Before the beginning of the term

Accessible Furniture

PROCEDURES:

1. Submit your request for Accessible Furniture as soon as your classes have populated in the AIM system. You can access AIM [here](#).
2. New students are required to meet with their SSD Counselor at least ten (10) working days prior to the start of the term to review their accommodation. Current students are required to request their accommodation a minimum of ten (10) working days prior to the start of the term. If you require specialized furniture, you must meet with your SSD counselor twenty (20) working days prior to the start of the

term.

3. Establish and maintain communication with SSD regarding changes in class schedules and locations.
4. Any questions or concerns regarding the request should be immediately directed to the SSD office at ssdaltfurniture@csusb.edu.

GUIDELINES:

1. The student's SSD Counselor determines Accessible Furniture services as an accommodation.
2. SSD will work with Facilities Services to ensure that accessible furniture is available and in place in classrooms on the first day of instruction, provided that the student follows the request timelines. For late requests, SSD and Facilities Services will make their best efforts to have accessible furniture in place as soon as possible.
3. The SSD Counselor will determine the appropriate furniture after meeting with the student through an interactive process and reviewing the medical and other related documentation.
4. The SSD Counselor will work with the student to determine if accessible furniture needs to be placed in specific locations or specific configurations in the classroom(s) based on disability(ies).
5. In cases in which an SSD Counselor, in consultation with the student, has determined specific locations within the classroom are needed for the accessible furniture, the SSD Counselor and Facilities Services will conduct a walk-through with the student in all of his/her classrooms to identify the appropriate location for furniture placement.

6. Students will receive a copy of the work order sent to Facilities Services regarding their request and an email notification when the work order has been completed.
7. Faculty will receive the Faculty Notification Letter of the student's accommodation that if they do move, disassemble or relocate the furniture, they must return the furniture to its original location and configuration.
8. Problems reported to SSD will be corrected by Facilities Services in a reasonable timeframe. If problems continue, SSD will consult with Facilities Services and the student to ensure that problems are resolved, and steps are developed to ensure that the problem does not recur.

Alternative Media

PROCEDURES:

1. Submit your request for Alternative Media through [AIM](#) as soon as your courses populate in the system. It will be listed as either "Kurzweil" or "E-Text." The standard production timeline is six (6) weeks following the student request.
2. Submit the completed Additional Book or Reading Materials form through AIM as soon as materials are available.
3. Submit textbooks when requested by the Alternative Media Production Team. Timely submission will ensure faster delivery of alternative media.
4. SSD communicates with students regarding the status of their requests via their CSUSB email accounts. Thus, it is important that students waiting for Alternative Media check their Coyote email account regularly.

5. Contact the Alternative Media Production Team at altmedia@csusb.edu for any changes in course registration. Make sure to make those changes on your AIM request. If it does not show up in AIM, there may be delays.
6. All students are required to submit proof of purchase (receipt) and sign a Copyright Agreement form for each textbook prior to the release of their alternative media. Receipts are accepted through [AIM](#) only. This is accessed through the Alternative Formats link on your main dashboard.
7. Third party receipts and/or purchases from fellow students will not be accepted as proof of purchase.

GUIDELINES:

1. Requests will be acted upon according to the order in which they are received; however, requests cannot be guaranteed to be completed in that order.
2. Students may request alternative media for optional or recommended course materials but required materials will be given priority.
3. Students will receive Kurzweil (kes) files for all textbooks and additional materials. Students with visual impairments currently using Braille readers and/or specific OCR software will receive accessible formats commensurate with their needs.
4. If requested materials are not available from in-house libraries or publishers, students will be notified via their Coyote email to bring their textbooks and or course materials to the SSD office for in-house scanning.

5. SSD may cancel any textbooks requested for in-house scanning if not received by the requested date stated in the email. If you are unable to provide hard copies for in-house scanning by the request date but would like to keep your request active, you must contact the Alternative Media Production staff immediately for an extension.
6. Students will be notified via email when their requests are available. Every effort will be made to meet the six (6) week standard production timeline. The Alternative Media staff will work with students and faculty should there be unforeseeable technical delays in production. **Please note that a receipt and signed copyright agreement form must be on file for the release of alternative media.**
7. For students who choose to rent textbooks, please note that the Alternative Media Production Team will not be able to cut, or scan rented textbooks. Accessible materials provided to students who rent textbooks will only be available for the duration of the rental agreement (one academic term).
8. Any questions or concerns regarding the alternative media accommodation, formats provided, or difficulties accessing provided files should be directed to the Alternative Media Coordinator or designee at altmedia@csusb.edu.
9. Alternative media is intended solely for the educational purposes of the student. According to Copyright Revisions Act of 1976, as amended [17 U.S.C. Sec. 101 et seq.], students may not copy, duplicate or distribute the alternative media.

Assignment Accommodations

PROCEDURES:

1. Submit a completed Extension of Assignment Due Date Request form at least five (5) business days after the first class session following determination of eligibility. This form may be obtained by emailing ssd@csusb.edu during normal business hours.
2. Students must discuss the extension of assignment due dates with their instructor and submit the form within SSD's submission deadlines. Exceptions are handled on a case-by-case basis.
3. In the event that the student and instructor are unable to complete the agreement form, SSD will contact the instructor to determine the maximum extension that can be given.
4. Students must complete work with the agreed upon alternate timeframe.

GUIDELINES:

1. Eligibility for this accommodation is determined by the student's SSD Counselor on a case-by-case basis under the following conditions: 1) The narrative description of substantial limitations relating to academic performance provided in the student's disability verification document indicates a need for such an accommodation; and 2) discussion between the student's SSD Counselor and faculty group finds that the provision for extended time on a given writing assignment will not interfere with essential course requirements.
2. Eligibility for extension of assignment due dates does not guarantee due date extensions for all assignments, given that such extensions may

alter a course's essential requirements.

3. If it is determined that extending assignment deadlines compromises essential course requirements, the faculty group, including the student's instructor and department chair, will document and provide a written summary of such determination to the student and SSD within five (5) working days of initial contact from SSD.
4. Any questions or concerns regarding this accommodation should be directed to the student's SSD Counselor.

Assistive Technology

PROCEDURES:

1. Submit a request for the assistive technology you wish to check out thirty (30) days prior to the start of the term via email at altmedia@csusb.edu.
2. A completed Audio Recording and Transcription Services Agreement must be submitted by students checking out digital recorders at least thirty (30) days prior to the first day of classes each term. This form may be obtained from the SSD office during normal business hours or via email.
3. Meet with the Alternative Media Coordinator or designee to discuss lending policies and sign an Assistive Technology Contract prior to loan of equipment.
4. Sign an Assistive Technology Return form when equipment is returned. All equipment must be returned in the same condition before the last day of final exams unless otherwise specified.

5. Upon final return of assistive technology equipment, users are requested to complete a satisfaction survey.

GUIDELINES:

1. The student's SSD Counselor must approve the accommodation associated with the assistive technology.
2. The student will check out the assistive technology no earlier than five (5) business days prior to the first day of a new term.
3. It is the student's responsibility to always ensure the assistive technology is charged/batteries are in working order.
4. It is the student's responsibility to notify the SSD office immediately of any assistive technology issues.
5. It is the student's responsibility to notify the SSD office immediately if the equipment is damaged, lost, or stolen.
6. If the equipment is returned in a damaged condition, lost or stolen, or is missing parts, the student will be responsible to pay to replace the damaged or missing equipment. Failure to do so will result in a registration hold being placed on the student's account.
7. The student will utilize the equipment for school purposes only.
8. The student will not sell or redistribute the equipment or reproduce/distribute audio files to anyone in any manner. These audio files are solely for the student's personal academic use and may not be used for any other purpose or shared with anyone other than the student and SSD.

Digital Recorder Only

9. The student will be responsible for transferring files from the device in a timely manner to allow for additional recording.
10. Students will have forty (40) days after the last day of the term to delete all audio files both on the equipment and on any personal devices.
11. The student will not use audio files during a quiz or exam unless expressly authorized by the professor. Use of audio files during quizzes/exams will be considered academic dishonesty and will be handled according to university policy.

Captioning Services

PROCEDURES:

1. Submit a request for captioning services through the AIM system at least thirty (30) days before the start of the term for returning students or as soon as they are enrolled for new students. The request can be submitted through AIM [here](#).
2. All one-time requests must be submitted through AIM as soon as the student becomes aware of the need with at least three (3) working days advance notice. For conferences, field trips and any other functions, please contact the Deaf Services Coordinator or designee as soon as possible as arranging for services may take weeks to coordinate.
3. All email communication regarding captioning services must be submitted to ssddeafservices@csusb.edu.
4. Cancellations, if known, need to be submitted at least two (2) working days in advance or as soon as possible. Services may be suspended if two (2) or more classes/events are missed without prior notification.

Students will need to meet with the Deaf Services Coordinator or designee before services are reinstated.

5. All communication regarding requests for services, late notifications, extensions on requests, or cancellations, etc. need to be made between students and SSD. Students **are not** to communicate to captioners directly regarding scheduling issues or make any personal schedule(s) with the captioners.
6. Captioners will leave after twenty (20) minutes if the student does not attend class or the event unless they have notified the Deaf Services Coordinator one (1) working day prior they will be late and will need the captioners to stay.
7. Students must sign the Audio Recording and Transcription Services Agreement prior to receive captioning services at least thirty (30) days prior to the start of the term. This form may be obtained from the SSD office during normal business hours or via email.

GUIDELINES:

1. The Deaf Services Coordinator or designee will determine the student's eligibility for captioning services based upon review of documentation of the disability, past use of services, and the type and format of classes and other events.
2. Students who receive captioning notes agree not to share the transcripts with others. These transcripts are solely for the student's personal academic use and may not be shared with any other student or be used for any other purpose than class study notes without the express consent of the instructor. Students are advised to destroy the transcripts within forty (40) days at the conclusion of the term. Archived notes on

Blackboard will be deleted upon forty (4) days after the completion of classes.

3. It is the student's responsibility to submit their captioning request in a timely fashion through AIM. For events outside of class(es), all fields must be filled. Blank fields may result in delays in processing the request.
4. It is the student's responsibility to contact SSD for any changes regarding their class schedule. Changes need to be submitted through AIM and the Deaf Services Coordinator notified at ssddeafservices@csusb.edu.
5. It is the student's responsibility to notify the SSD office for any questions, concerns, cancellations, etc.
6. Requests for captioning services can be made up to the last official day of classes. **Final exams are not included.**
7. It is the student's responsibility to notify SSD if they require captioning services for final exams. Students are to submit the date, time, and location via email to ssddeafservices@csusb.edu as soon as they receive the class syllabus.
8. For any classes that may be teamed with an interpreter, the student will need to submit their requests through AIM. The interpreter and the captioner will switch off so at no time they are both working simultaneously.

Cart Service

PROCEDURES:

1. Submit a completed [Cart Service Request](#) form each term after course registration has been completed.
2. The Accommodations Support Coordinator or designee will review the requested drop-offs and pick-ups at the times requested. The student will be notified via email of the approval or to make modifications.
3. New students are required to meet with their SSD Counselor at least ten (10) working days prior to the start of the term to review their requests. Current students are required to submit their requests thirty (30) business days prior to the start of the term.
4. Priority will be given to students who submit their requests early.
5. Scheduled cart rides will begin within five (5) business days after approval. Unscheduled cart rides will be provided on an as needed basis by telephone or in person at the time the student calls for service.
6. Scheduled cart rides will have priority over unscheduled (one-time) cart rides.
7. Notify SSD regarding changes in cart ride schedules and locations as soon as possible.
8. Students must be at the designated pick-up locations at the scheduled times to ensure pick-up.

GUIDELINES:

1. The SSD Counselor (or designee) determines Cart Services as an

accommodation.

2. Priority registration should be utilized to ensure adequate time between classes.
3. Cart Service will be available at the times during which there are classes, including evening and Saturday classes.
4. Scheduling of cart rides will occur by submission of the Cart Service Request form. Unscheduled (one-time) cart rides will occur on an as needed basis at the time the call is made.
5. All pick-up/drop-off locations are indicated on the Cart Service Map, which can be found in the Appendix and on the SSD website.
6. SSD will do its best to notify students via email or telephone if carts are out of service. Only students who are on the current Cart Schedule will be notified.
7. If carts are out of service, SSD will contact students' faculty regarding the situation and encourage them to work with students in making alternate arrangements for class instruction, assignments, and testing. Only faculty for those students on the current Cart Schedule will be contacted.
8. Two consecutive no shows for any specific pick-up may result in a cancellation of services for that pick-up only. Reinstatement of the cancelled pick-up is subject to review, approval, and availability.
9. Any questions or concerns regarding Cart Service should be immediately directed to the SSD office in person or at ssdmobil@csusb.edu.

Class Aide

PROCEDURES:

1. Submit a completed Class Aide Request at least thirty (30) days prior to the first day of classes each term. The request can be submitted through AIM [here](#).
2. Notify SSD regarding changes in class schedules and locations as soon as possible.
3. SSD will hire a student assistant to serve as a Class Aide.

GUIDELINES:

1. The student's SSD Counselor determines Class Aide as an accommodation on a case-by-case basis.
2. Priority registration should be utilized by students to ensure timely submission of Class Aide requests and recruitment efforts.
3. Class Aides will leave after 20 minutes if the student with a disability does not attend class.
4. Any questions or concerns regarding requested Class Aides should be directed to the SSD office in person or at ssd@csusb.edu.

Exam Accommodations

PROCEDURES:

1. Students must request exam accommodations through [AIM](#) at the beginning of the term, which triggers the Online Instructor Testing Agreement to be sent to their instructor for approval. This form needs to be completed in order for SSD to proctor exams in the office. If instructors choose to proctor their own exams or there are no exams, they will need to indicate it on the agreement.
2. Students need to submit their individual exam dates by accessing the Alternative Testing portal on their AIM account and are subject to instructor approval. Requests must be submitted at least five (5) working days prior to the requested exam date for regular exams (i.e., midterms and quizzes).
3. Students will take regularly scheduled exams on the same schedule as their non-disabled classmates. When scheduling conflicts occur, exams may be scheduled at an alternate time the same day or the following business day. Such conflicts will be handled on a case-by-case basis.
4. Students will take final exams on the schedule established by SSD, which differs from the schedule published in the Class Schedule. Request dates for final exams must be submitted at least three (3) weeks prior to their scheduled final.
5. Establish and maintain communication with SSD and instructors regarding exam arrangements, including informing the office of “pop” (unscheduled) quizzes/exams or timed in-class assignments. Students must submit their syllabus to ssdproctoring@csusb.edu if “pop” quizzes/exams or timed in-class assignments are listed as soon as it is

available after the first class meeting. SSD will make every effort to accommodate according to the student's class schedule. Take-home exams will be handled on a case-by-case basis.

6. For exams that are rescheduled by the instructor, students must inform SSD as soon as they know so that rescheduled exams can be administered on the same schedule as other students or as soon as possible. Rescheduled exams require instructor permission or verification and can be sent via email to ssdproctoring@csusb.edu.
7. Complete an optional Exam Accommodation Feedback Form at the end of each exam session to rate the effectiveness of the proctor, reader, or scribe.
8. Report any problem with exam administration to the Accommodation Services Coordinator or proctor immediately. Time to investigate and correct a problem is not taken out of the student's exam time.
9. Any questions or concerns regarding exam accommodations should be immediately directed to the SSD office in person or at ssdproctoring@csusb.edu.

GUIDELINES:

1. Students taking exams are expected to follow any special instructions provided by the instructor (e.g., open books, closed notes, etc.).
2. SSD will review the student's request in AIM for completeness and scheduling arrangements. Submission of a requested date through AIM indicates that the student has read and agrees to student responsibilities, including academic integrity.

3. SSD will contact the student's instructors to obtain the necessary exam information prior to the provision of accommodations.
4. Only approved items are allowed in testing rooms. No backpacks, purses, electronic devices, food, or drinks are allowed in the testing rooms unless they are approved by SSD. SSD has a secure place to store these items. Students' personal laptops are not allowed in the testing rooms unless approved by professor.
5. Once exams begin, students may not leave the testing room unless permission is given by a proctor. Time allotted for an exam begins at the scheduled start time determined by the instructor and SSD. If a student arrives late for an exam, the scheduled ending time remains the same. Late arrivals may require that an exam be rescheduled and approved by the instructor. Makeup of missed final exams is at the instructor's discretion.
6. Exam activity will be monitored via video camera and proctors. All exam activity will be documented on the Exam Cover Sheet/Receipt and a copy provided to the instructor.
7. Any conflicts, discrepancies, or other irregularities related to the exam will be documented on the Exam Cover Sheet/Receipt and a copy will be provided to the instructor.

Housing Accommodations

PROCEDURES:

1. New students must submit an application for services through [AIM](#) prior to requesting the housing accommodation along with documentation of the disability from the student's health care provider. Documentation should clearly state the diagnosis, functional limitation(s), and observations. In the case of service animals and emotional support animals, the benefits of having the animal must be stated as well. This must be done for each animal.
2. Current students must submit annually a request for a housing accommodation to SSD along with documentation from the student's health care provider stating the need for a housing accommodation to ssd@csusb.edu. Documentation should clearly state the diagnosis, functional limitation(s), and observations. In the case of service animals, and emotional support animals, the benefits of having the animal must be stated as well. This must be done for each animal.
3. An SSD Counselor will evaluate the request and engage in an interactive process with the student to determine the reasonableness of the accommodation.

GUIDELINES:

1. The SSD Counselor will determine the student's eligibility for a housing accommodation based on an interactive session with the student as well as review of documentation of the disability which must include the benefits to the student of having the animal (if applicable).
2. SSD will submit a memorandum to the Department of Housing and

Residential Education verifying the student's disability and approval for the housing accommodation.

3. Students requesting accommodations for service animals or emotional support animals must comply with the Americans with Disabilities Act (ADA), local ordinances, Housing and Residential Education policies, and the [Animals on Campus Policy](#).
4. Any questions regarding housing accommodations should be directed to the SSD office at ssd@csusb.edu.

Interpreting Services

PROCEDURES:

1. Submit request for interpreters to SSD at least thirty (30) days before the start of the term for returning students or as soon as they are enrolled for new students. Requests must be submitted through AIM [here](#).
2. All one-time requests must be submitted through the Deaf and Hard of Hearing portal with the Submit Custom Request form in AIM as soon as the student is aware of the need with at least three (3) working days advance notice. For conferences, field trips and any other functions, please contact the Deaf Services Coordinator or designee as soon as possible as arranging services may take weeks to coordinate.
3. All email communication regarding interpreting services must be submitted to ssddeafservices@csusb.edu.
4. Cancellations, if known, need to be submitted at least two (2) working days in advance or as soon as known. Services may be suspended if two (2) or more classes/events are missed without prior notification.

Students will need to meet with the Deaf Services Coordinator or designee before services are reinstated.

5. All communication regarding requests for services, late notifications, extensions on requests, or cancellations, etc. need to be made between students and SSD. **Students are not to communicate with interpreters directly regarding scheduling issues or make any personal scheduling arrangements with the interpreters.**
6. Interpreters will leave after twenty (20) minutes if the student does not attend class or the event unless they have notified the Deaf Services Coordinator one (1) working day prior that they will be late and need the interpreter(s) to stay.
7. Students who use interpreting services need to request a notetaker per the Notetaker Procedures and Guidelines.

GUIDELINES:

1. The Deaf Services Coordinator or designee will determine the student's eligibility for interpreter services based on an interactive session with the student as well as review of documentation of the disability, past use of services, and the type and format of classes.
2. Students who use interpreting services will also receive notetaking as an accommodation.
3. It is the student's responsibility to submit their request in a timely fashion. Requests cannot be processed timely if not submitted through AIM.
4. It is the student's responsibility to contact SSD for any changes

regarding their class schedule. Changes **must** be made in AIM.

5. It is the student's responsibility to notify the SSD office about any questions, concerns, cancellations, etc.
6. Requests for interpreter services can be made up to the last official day of classes. **Final exams are not included.**
7. It is the student's responsibility to notify SSD if they require interpreting services for final exams. They are to submit the date, time and location via email to ssddeafservices@csusb.edu as soon as they receive the class syllabus.
8. For any classes that may be teamed with a captioner, the student will need to request captioners for those classes through AIM. The interpreter and captioner will switch off so at no time are they both working.

Notetaking Services

PROCEDURES:

1. Submit a notetaking request at least thirty (30) days prior to the first day of classes each term. The request must be submitted through AIM [here](#).
2. Notify SSD regarding changes in class schedule and locations as soon as possible and update in AIM as necessary.
3. Students are encouraged, but not required, to select their own notetaker from the students in the class. If the student selects a notetaker, the student should email ssdnotetaking@csusb.edu to notify SSD that a notetaker has been recruited. The notetaker will be sent instructions on

how to apply to the AIM system.

4. If the student selects their own notetaker, it is their responsibility to ensure the notetaker logs into AIM and registers the course for their Notetaking Assignment.
5. SSD will recruit a notetaker from the student's class if pre-recruitment efforts are unsuccessful. Once a notetaker has been identified, they will receive follow up instructions via email to log into AIM and verify their classes.

GUIDELINES:

1. The student's SSD Counselor determines notetaking as an accommodation.
2. Priority registration should be utilized by students to ensure timely submission of notetaker requests.
3. Notetakers will not be provided for asynchronous courses (fully online classes with no meeting times) and will not be provided for classes that are recorded with transcripts available.
4. Notetakers will not be provided for activity courses (i.e., yoga, badminton) and art activity classes.
5. Notes are expected to be posted in AIM and are available for download within twenty-four (24) hours of the class meeting.
6. If the student does not attend class after the first twenty (20) minutes, the notetaker is not obligated to take notes for the class. It will be the student's responsibility to make arrangements for the notes.

7. As an incentive, students who are serving as a notetaker will receive priority registration for the following term. One notetaker per class is allowed priority registration unless approval has been authorized by the Notetaking and SmartPen Coordinator.
8. Any questions or concerns regarding requested notetaker services should be directed to the SSD office or at ssdnotetaking@csusb.edu.

Reduced Course Load Accommodation

PROCEDURES:

1. Students must submit a request for reduced course load to SSD at ssd@csusb.edu along with documentation from the student's provider stating the presence of a diagnosed disability or medical condition, the functional limitation(s), observations, and the benefit to the student having a reduced course load.
2. The student's SSD Counselor will engage in an interactive process with the student regarding the reasonableness of the accommodation. If a modification to unit requirements is needed, the SSD counselor will consult with the academic department/college.

GUIDELINES:

1. Eligibility for this accommodation is determined on a case-by-case basis through an interactive process between the student and their SSD Counselor and documentation from the student's health care provider.
2. Modification to unit requirements must be approved by the academic department/college. The requested accommodation may not be approved if providing the accommodation would change the nature of an academic program or the school's curriculum, including giving a

student an unfair advantage over other students, lowering academic standards, and significantly altering what is required of a student to complete a class or program.

3. Reduced course load will affect the student's academic standing and federal financial aid eligibilities. Federal financial aid awards are based on unit load and will decrease if it drops below full-time (12 units or more at CSUSB).
4. Any questions regarding the accommodation should be directed to SSD at ssd@csusb.edu or the student's SSD Counselor.

Remote Instruction Accommodations

PROCEDURES:

1. Submit a completed Remote Instruction Request form at least thirty (30) days before the start of the term following determination of eligibility. This form may be obtained by emailing ssd@csusb.edu during normal business hours.
2. Students must submit medical/psychological documentation from their health care provider that states their diagnosis(es) places them at "high risk" for COVID-19 or they have a psychological disability(ies) that are highly exacerbated due to the fear that they will contract COVID-19 by being on campus and the impact necessitates remote instruction.
3. SSD works with professors and chairs to examine their curriculum to determine if offering instruction in a remote modality would fundamentally alter their curriculum (entirely or for certain components). If it is deemed that it would fundamentally alter the curriculum, the student would have to attend face-to-face. For example,

clinical skills for a BSN program or glass blowing for an art class.

4. Should the accommodation be granted, students must log into the classroom remotely via Zoom. If they fail to log in within twenty (20) minutes of the class starting, the class aide will log out and note the student's absence in their SSD file.
5. Remote accommodations may be suspended if two (2) or more classes are missed without prior notification. Students will need to meet with their SSD Counselor before services are reinstated.

GUIDELINES:

1. Eligibility for this accommodation is determined by the student's SSD Counselor on a case-by-case/class-by-class basis under the following conditions: 1) The narrative description of substantial limitations to major life activities, and current functional limitations relating to academic performance provided in disability verification documentation indicate a need for such accommodation, and 2) discussion between the SSD Counselor and faculty finds that the provision for remote instruction will not fundamentally alter course curriculum.
2. Remote instruction is a temporary accommodation and must be requested **each** term.
3. Eligibility for remote instruction does not guarantee remote instruction of all classes, given that remote modality may alter a course's essential requirements.
4. If it is determined that remote instruction compromises essential course requirements, SSD will document and provide a written summary of such determination to the student prior to the commencement of the

term.

5. Any questions or concerns regarding this accommodation should be directed to the student's SSD Counselor.

SmartPen

PROCEDURES:

1. Submit a request for SmartPen at least thirty (3) days prior to the first day of classes each term. The request can be submitted through AIM [here](#). Once the request has been submitted, any changes in the student's class schedule should be updated in AIM as soon as possible.
2. Meet with the Notetaking and SmartPen Coordinator or designee to discuss lending policies and sign a SmartPen Release form prior to loan of equipment.
3. Students must sign the Audio Recording and Transcript Services Agreement prior to receiving the SmartPen. This is to be done each term the student checks out the SmartPen.
4. First-time users are required to watch a SmartPen tutorial.
5. Sign a SmartPen Return form when equipment is returned. All equipment must be returned before the last day of final exams unless otherwise specified.
6. Upon final return of SmartPen, users are requested to complete a survey.

GUIDELINES:

1. The student's SSD counselor must approve the SmartPen as an

accommodation.

2. First-time SmartPen users will be permitted a notetaker and a SmartPen for the first term of use. If the student chooses to utilize a SmartPen thereafter, the student cannot submit a request for a notetaker unless otherwise approved by their counselor.
3. Students can check out the SmartPen each term.
4. The student will be provided a single subject notebook for each class the student is enrolled in. If the student is enrolled in three classes, the student will be given a three-subject notebook; any additional classes after the three, the student will receive a one subject notebook. It is the student's responsibility to purchase and or print additional paper if needed.
5. The student will not be provided a new notebook if the student swaps or changes classes.
6. It is the student's responsibility to always ensure the SmartPen is charged. The student will be responsible for getting notes from a classmate if the pen is not charged or left at home, work, etc.
7. It is the student's responsibility to notify the SSD office immediately of any pen malfunction issues.
8. It is the student's responsibility to notify the SSD office immediately if the equipment is damaged, lost, or stolen at ssdnotetaking@csusb.edu.
9. If the equipment is returned in a damaged condition, lost or stolen, or is missing parts, the student will be responsible to pay to replace the damaged or missing equipment. The student will also be responsible to

pay to replace lost or stolen equipment. Failure to do so will result in a registration hold being placed on the student's account.

10. The student will utilize the equipment for school purposes only.
11. The student will not sell, reproduce, or redistribute the equipment or pencasts to anyone in any manner. These pencasts are solely for the student's personal academic use and may not be used for any other purpose or shared with anyone other than the student and SSD.
12. The student will not use the SmartPen during a quiz or exam. Any electronics used during quizzes/exams will be considered as academic dishonesty and will be handled according to university policy.
13. Questions or concerns regarding requested SmartPen services should be directed to the SSD office or ssdnotetaking@csusb.edu.

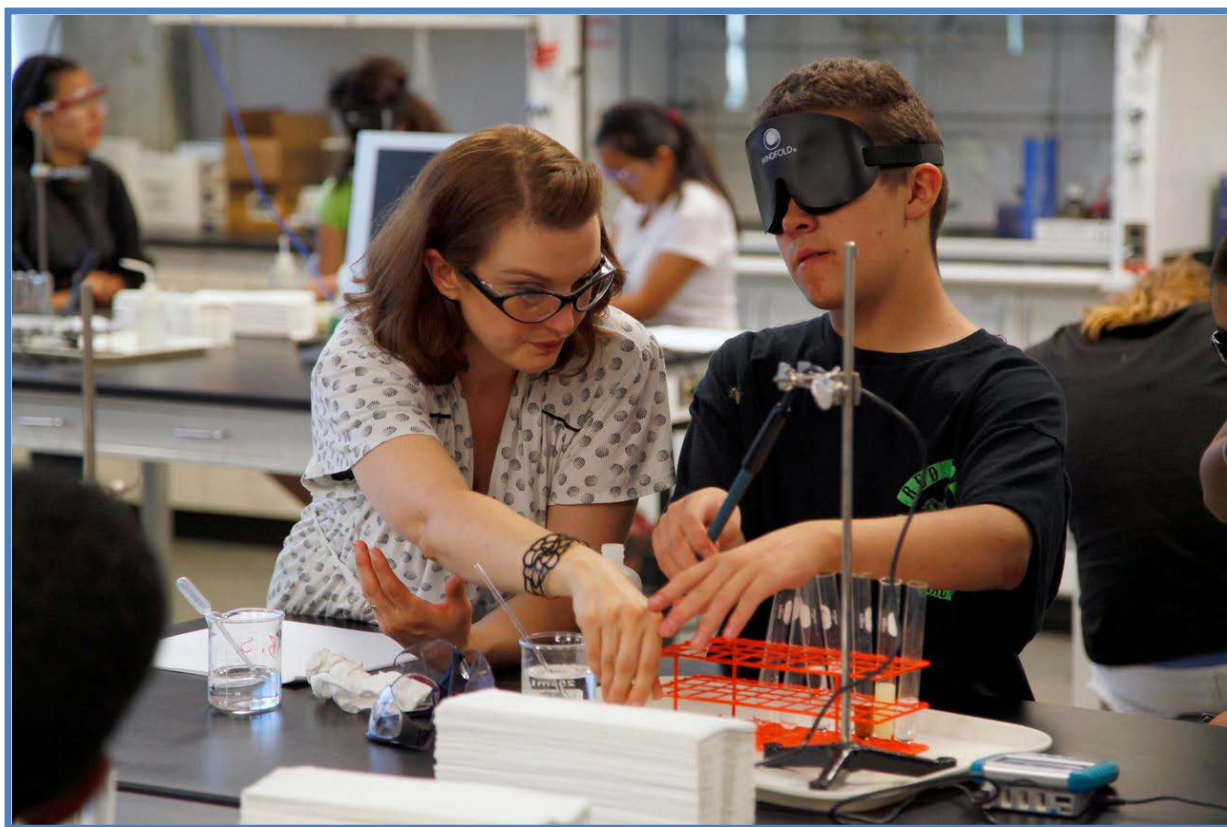
Visual Impairment Orientation

PROCEDURES:

1. Submit a request through the AIM system at least thirty (30) days prior to the first day of classes each term. The request may be submitted via email to ssd@csusb.edu.
2. Notify SSD regarding changes in class schedules and locations as soon as possible.
3. Submit a request through AIM and schedule an orientation appointment with an SSD designee for orientation to student's classrooms, campus buildings, or other on-campus locations.

GUIDELINES:

1. Priority registration should be utilized by students to ensure timely submission of the visual orientation request and arrangements of tour prior to the commencement of classes.
2. Any questions or concerns regarding orientations should be directed to the SSD Office at ssd@csusb.edu.
3. Visual Impairment Orientations offered by SSD do not take the place of Orientation and Mobility Training provided by professional trainers through the Department of Rehabilitation. Students who require Orientation and Mobility Training will be referred to the Department of Rehabilitation.



Visually impaired student receives assistance during a lab.

SSD's Accommodation Information Management Platform (AIM)

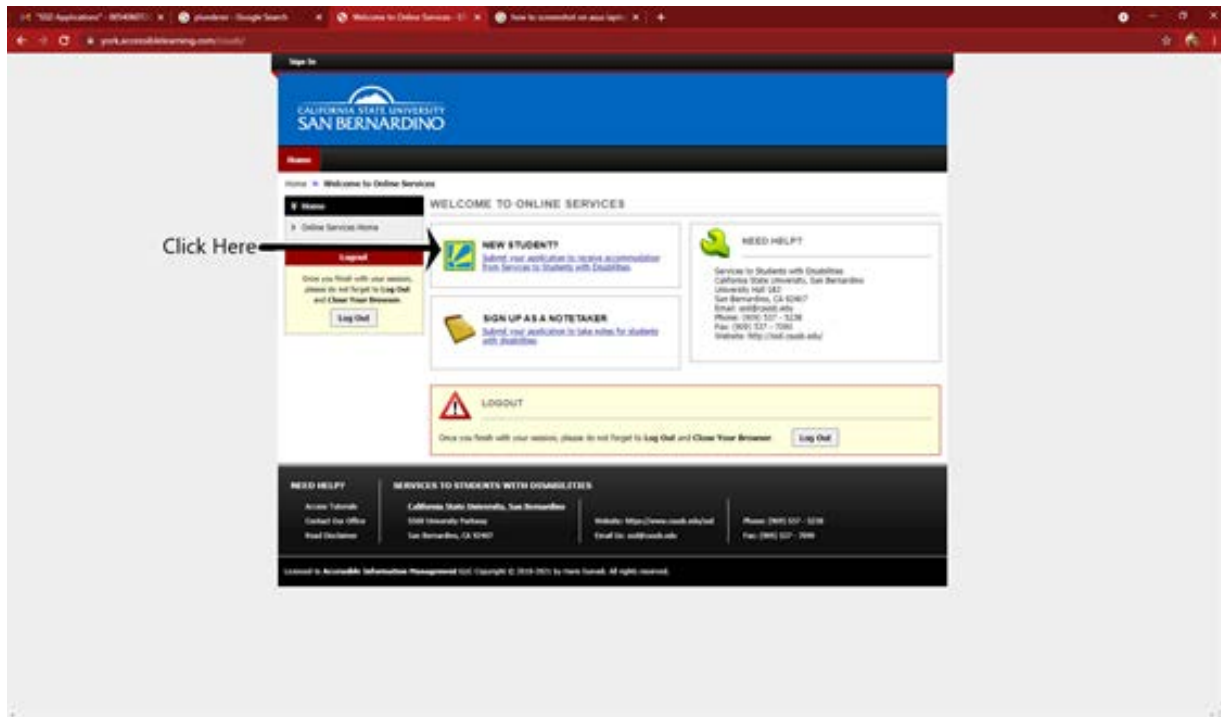
The Office of Services to Students with Disabilities (SSD) has transitioned to a comprehensive accommodation, appointment, and case management software called the Accessible Information Management system or AIM. A team of disability staff professionals designed AIM with accessibility and usability as a core principle stating, "It shouldn't be MOSTLY accessible, it must be 100% accessible." Equally important, the software enables students to access important information critical to their academic success 24 hours a day. For example, students can do the following through AIM: apply for services and upload documentation; request appointments, accommodations, alternative media, and ASL interpreters and real-time captioners; generate and send Faculty Notification Letters to their professors; schedule exams/quizzes at the SSD Testing Center and view proctoring information such as the date and time; and download notes. Volunteer notetakers can use AIM to volunteer to take notes for classes, accept assignments, and upload their notes. Training sessions are provided to students so email ssd@csusb.edu to request one. Step-by-step training tutorials have been uploaded on SSD's website (csusb.edu/ssd) on the "Tutorial Gateway" tab.

Take a moment to view our tutorials on applying for services, alternative formats, testing, downloading notes, uploading notes, and requesting accommodations.

To access AIM, click the link below:

<https://york.accessiblelearning.com/CSUSB>

Click on New Student



For new students wishing to enroll in SSD services, please fill out the online application and submit your disability documentation when prompted to do so. For more information regarding documentation click the link below.

<https://www.csusb.edu/ssd/eligibility-process/documentation-guidelines>

For more information regarding AIM click the link below.

<https://www.youtube.com/watch?v=tFbLVHtsZeI>

An appointment with your assigned counselor will be scheduled within 10 business days from the date your application is received.

If you have any questions regarding AIM, please call our office at (909)537-5238 or email ssd@csusb.edu.

Student Involvement

Student Listserv

The SSD listserv has been established to provide SSD students with relevant up-to-date information that pertains to them as well as updates on campus functions that may affect accessibility. All students who register with SSD are automatically added to the listserv using their CSUSB issued Coyote email.

SSD Student Advisory Board

The SSD Student Advisory Board works with SSD staff to raise campus-wide awareness of issues related to disability, accessibility, and equity. The purpose of the board is to provide student input and guidance on SSD's direction, programs, services, and university/community relations regarding equal access.



Students listening to a lecture.

Campus Accessibility Advisory Board (CAAB)

The Campus Accessibility Advisory Board (CAAB) has been established to assist the University to identify and resolve barriers to individuals with disabilities. Students, staff, faculty, and members of the community can communicate directly with the CAAB regarding any accessibility barriers and the CAAB will work with the necessary departments to resolve them. If you are interested in being a student representative, please contact the SSD office.

Instructional Materials Sub-Committee (IMAP)

The CSUSB Accessible Technology Initiative (ATI) Steering Committee includes three teams that work together with the campus community to accomplish goals in ATI priority areas. The Instructional Materials Sub-Committee (IMAP) is one of the three committees and provides resources, tools, training, and expertise to faculty and staff to ensure that all documents and media are accessible to all. The IMAP committee is responsible for: Preparing the ATI Annual Report, maintaining an updated Accessibility Plan, conducting risk assessments, reviewing standards and guidelines annually, and ensuring the posting of all approved reports, plans, assessments, and/or standards and guidelines, etc.



Student committee discussing some topic.

University Partners (On Campus)

SSD coordinates with many departments on campus as well as refers students to additional resources they may need while attending CSUSB. These services are available to students to help them succeed academically and personally.



Mobility impaired student talks with a staff member tabling at the Ability Awareness event.

Academic Success & Undergraduate Advising (ASUA)

Aids undergraduate students in the development and implementation of educational plans, including assistance in reviewing general education requirements and PAWS.

Hours of Operation:

SBC - Monday – Thursday, 8 AM to 5 PM

Locations:

SBC - University Hall (UH), Room 380

PDC - Indian Wells Center (IW), Rooms 103, 107

Phone:

SBC - (909) 537-5034 or (909) 537-5035

PDC - (909) 537-8253

Web:

[SBC Advising website](#)

[PDC Advisor Scheduling Page](#)

[Who is My Advisor?](#)

ADA Compliance Officer

CSUSB has a responsibility to comply with ADA regulations for faculty, staff, students, and visitors. The ADA procedures and guidelines are available for viewing [here](#). The ADA Compliance Officer helps to ensure that CSUSB complies with all ADA regulations.

ADA Compliance Officer: Jeanne Durr, Interim VP Human Resources

Location:

Sierra Hall (SH), Room 110

Phone:

(909) 537-3720

Web:

[ADA Compliance website](#)

Assistive Technology Center (ATC) and Other Campus Adaptive Workstations

ATC is a specialized assistive technology computer lab that provides access and training to students, faculty, and staff in the use of software including WYNN, OpenBook, JAWS, Dragon, and ZoomText. Other services include reduced cost printing, iPad and SmartPen loan program, Braille embossing, and a mobile accessible workstation. The lab provides access and training on the following accessible technology:

- [Zoomtext](#) (magnification software)
- [JAWS](#) (screen-reading software)
- [Kurzweil 3000](#) (scanning software with speech output)
- [Dragon Speech Recognition](#) (speech recognition software)
- [WYNN](#) (tool to enhance success for individuals with reading challenges and writing difficulties)

Hours of Operation:

Staff are Available During these Hours:

Monday – Thursday, 8 AM to 11 PM

Friday, 8 AM to 5 PM

Location:

Pfau Library (PL), Room 1109D (Main Campus)

Adaptive Workstations

Other CSUSB Adaptive Workstations are located across the campus. Students can access the computers by logging in with their Coyote ID and password. Any CSUSB member may use the computers on a walk-in basis.

Adaptive Workstation Locations:

CSUSB

Jack Brown Hall, Room 123

Social and Behavioral Sciences, Room 107

College of Education, Room 205 and Room 311

Pfau Library (6 workstations): 1st floor by reference computers; 1st floor, 2nd floor, Room 2005; 3rd floor by new elevators; 4th floor by new elevators; and 5th floor by new elevators.

University Hall, Room 385 (SAIL harbor), Room 007 (Multimedia Language Center)

PDC

Health Sciences, Room 103

Rogers Gateway, Room 105, Room 107, Room 209, Room 215

Indian Wells, Room 203, Student Success Center

Phone:

SBC - (909) 537-5079

PDC - (909) 537-8117

Email:

accessibility@csusb.edu

Associated Students Incorporated (ASI)

ASI is the recognized voice of the students at CSUSB. They represent the interests, needs, and concerns of over 20,000 students to the CSUSB administration, faculty, and staff. ASI presence is evident in many of the committees that they serve on, the programs and services supported across campus, and student representation at the state and national levels.

Location:

SBC: Santos Manuel Student Union (SMSU), SUS-115

PDC: Mary Stuart Rogers Gateway Building (RG), Room 101

Phone:

SBC: (909) 537-5940

PDC: (909) 537-8155

Web:

[SBC ASI website](#)

[PDC ASI website](#)

Campus Safety (University Police)

The CSUSB Police Department is a state law enforcement agency which employs 18 sworn police officers and an active support staff for 24-hour protection for the campus community. The CSUSB Police Department offers programs such as Community Service Officers (CSO's), a Chaplain Program, and campus escorts.

Location:

University Police (UP), Room 105

Phone: (Police Dispatch)

(909) 537-5165

Web:

[CSUSB University Police website](#)

CARE Team

The CARE (Campus Assessment, Response, and Education) Team is a multidisciplinary group of professional staff members who come together to provide support and resources to students. The CARE Team receives, assesses, responds to, and monitors behavior on campus that may be disruptive, concerning, or threatening.

Phone:

(909) 537-2273

Web:

[CSUSB CARE Team website](#)

Career Center

The Career Center empowers students and recent alumni to develop a lifelong skillset for an ever-changing labor market through exploration, programming, and experiential learning opportunities to meet their personal and professional goals. The center provides resources and programs as well as future employment and/or internship opportunities and offers counseling and professional development workshops to assist with preparation of resume, interview skills, and internship opportunities.

Location:

SBC - University Hall (UH), Room 329

PDC - Indian Wells Center (IW), Room 111

Phone:

SBC - (909) 537-5250

PDC - (760) 341-2883

Web:

[SBC Career Center website](#)

[PDC Career Center website](#)

Center for Global Management Public Speaking Studio

Practice your public speaking skills at this new lab, which features space for online presentations with a virtual audience, casual mentorship, and Zoom recording. You must check availability and reserve a time in advance to use the lab (JB-230).

Hours of Operation:

Monday – Friday, 10 AM to 5 PM

Location:

SBC – Jack Brown (JB), Room 404

Phone:

SBC - (909) 537-4362

Web:

[Center for Global Management Website](#)

Counseling and Psychological Services (CAPS)

CAPS offers counseling and psychological services for individuals, couples, and groups. Services are funded through student health fees. No other fees apply. Appointments may be scheduled in person or by telephone.

Hours of Operation:

By Telephone

Monday – Thursday, 8 AM to 5:30 PM

Friday, 9:30 AM to 5 PM

PDC

Monday – Friday 8 AM to 5 PM

Counseling Hours

Monday – Tuesday, 8 AM to 6 PM

Locations:

SBC - Student Health Center (HC), Room 162

PDC - R.D. & Joan Dale Hubbard Student Health Center and Counseling and Psychological Services, Room 119

Phone:

SBC - (909) 537-5040

PDC - (760) 341-2883

Crisis text line: text HOME to 741741

Web:

[SBC Counseling and Psychological Services website](#)

[PDC Counseling and Psychological Services website](#)

Coyote PLUS (Peer Led Undergraduate Success) Programs

CSUSB Plus is committed to student success by providing a space for impactful learning and creating collaborative peer-to-peer communities. Coyote PLUS student leaders serve as mentors, tutors, and supplemental instruction facilitators and work collaboratively with undergraduate students.

Student Mentoring Program

The Student Mentoring Program offers peer support programs that encourage academic excellence, campus connectedness and engagement, and the personal growth and development of participating students.

Location:

Pfau Library, Room 208

University Hall, Room 362

Phone:

(909) 537-4499

Web:

[Student Mentoring Program website](#)

Tutoring Program

The Tutoring Program supports registered students in CSUSB courses on a “walk-in” basis with challenging concepts, strengthening study skills, and building academic confidence. To achieve optimal results, students should bring course materials (syllabus, assignment prompts, etc.) and have a few questions in mind.

Location:

SBC - University Hall, Room 350

PDC – Indian Wells, Room 351

Phone:

SBC - (909) 537-4499

PDC - (760) 341-2883

Web:

SBC - [Tutoring Program website](#)

PDC - [Student Success Studio website](#)

Supplemental Instruction

Coyote PLUS offers Supplemental Instruction (SI) as a method to help students who are enrolled in challenging courses by providing additional guidance, support and subject matter, and learning strategies. SI sessions last 50 minutes twice a week, and classroom size is limited to 20 students to maintain a small group learning environment.

Location:

University Hall (UH), Room 401.20

Phone:

(909) 537-7320

Web:

[Supplemental Instruction website](#)

Early Start Program (ESP) and Coyote First Step (CFS)

CSUSB's Early Start Program (ESP) strives to prepare first-time freshmen to acquire skills in written communication and/or quantitative reasoning before their first term, which increases their chances of successful completion of a baccalaureate degree in a timely manner. ESP participation is recommended for students determined by the Early Assessment Program, College Board SAT®, ACT® test, high school course work and grades.

A list of all courses to complete Early Start Program (ESP) at any CSU can be found at <https://csustudentsuccess.org/>

The Coyote First Step (CFS) program has been created to meet CSU Early Start Program requirements. The three-week intensive summer math and English program makes it possible for students to take free math and/or English courses.

Web:

[ESP website](#)

[CFS website](#)

Educational Opportunity Program (EOP)

EOP provides academic and personal counseling, tutoring, and financial assistance to first-generation college students who are California residents, or who qualify for AB 540 resident exemption, and those who are economically-disadvantaged with a history of low-income, need support, and demonstrate the potential to obtain a baccalaureate degree.

Requires an application submitted between October 1 and November 30 of each academic year.

Location:

University Hall, Room 395

Phone:

(909) 537-5042

Web:

[Educational Opportunity Program \(EOP\) website](#)

For the Palm Desert Campus, please contact Mario Baeza at (909) 537-5042 or by email at mbaeza@csusb.edu.

Helene A. Hixon Information Resource Center

The Helene A. Hixon Information Resource Center is the Palm Desert Campus's library and provides a variety of accommodations for people with disabilities including adaptive workstations, e-books, and enlarged text displays.

Hours of Operation:

Monday – Friday 8 AM to 6 PM

Saturday, 9 AM to 1 PM

Phone:

Librarian: (909) 537-8112

Library Information Desk: (909) 537-8102

Salton Sea Archives: (909) 537-8104

Web:

[Helene A. Hixon Library website](#)

Housing Needs

The CARE Team and the Department of Housing and Residential Education (DHRE) work together in order to identify both on-campus and off-campus housing resources. DHRE may be able to assist with on-campus housing if space is available and/or depending on the particular situation.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

Cajon Hall, Room 127

Email:

housing@csusb.edu

Phone:

(909) 537-4155

Web:

[CSUSB Housing website](#)

JHBC Professional Writing Office

The JHBC Professional Writing Office is open to both graduate and undergraduate students who seek to improve their writing in general and specifically hone in on business writing skills. They tutor students across the disciplines but focus primarily on writing associated with business.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

Student Success Center Jack Brown Hall (JB), Room 134

Writing Office Jack Brown Hall (JB), Room 462

Phone:

Student Success Center (909) 537-3358

Writing Office (909) 537-3704

Email:

JHBCProfessionalWritingOffice@csusb.edu

Web:

[JHBC Professional Writing Office Website](#)

[How to Make an Appointment](#)

John M. Pfau Library (Disability Resources)

The Pfau Library offers a variety of accommodations for people with disabilities including audio books, e-books, adaptive workstations, Sorenson Videophone, and enlarged text displays. There is also a laptop program, where laptops may be borrowed for the academic year. Request through the form [here](#). In addition to these services, books from the Textbook Collection may be checked out for two hours at the Checkout Desk.

Hours of Operation:

Monday through Thursday, 7 AM to 11 PM

Friday, 8 AM to 5 PM

Saturday, 10 AM to 2 PM

Sunday, 1 PM to 5 PM

Phone:

SBC - (909) 537-5091

PDC - (909) 537-8112

Web:

[Accessibility/Users with Disabilities website](#)

Math Coaching

The Office of Undergraduate Studies offers math coaching to students in need of assistance. Services offered are 1:1 math tutoring and group math coaching/tutoring both lead by an instructor. Students can walk-in during office hours or call 909-537-3035 to request an appointment. Coaching hours are regularly updated on the website.

Location:

University Hall, Room 352

Phone:

(909) 537-5032

Web:

[Math Coaching website](#)

Multimedia Language Center

The Multimedia Language Center for the Department of World Languages and Literatures (MLC) provides resources to students studying world languages. A variety of programs and software are available to assist with the studying of many languages.

Location:

University Hall (UH), Room 314

Phone:

(909) 537-5847

Web:

[Multimedia Language Center](#)

Obershaw DEN & PDC DEN

The DEN/CSUSB Food Pantry provides free groceries as well as personal hygiene items that students can take with them. The DEN staff can also assist students in applying for CalFresh benefits and other food related assistance.

Hours of Operation:

Monday- Tuesday, 9 AM to 5 PM

Wednesday- Thursday, 9 AM to 6 PM

Friday, 9 AM to 2 PM

Location:

SBC- SMSUS, Room 224

PDC- Health Sciences, Room 118

Phone:

SBC- (909) 537-3663

PDC- (909) 537-8173

Web:

[PDC DEN website](#)

[Obershaw DEN website](#)

Office of Financial Aid and Scholarships

The Office of Financial Aid and Scholarships offers student loans, grants, scholarships, and work-study in order to help students meet the financial needs of obtaining a college education.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

SBC - University Hall (UH), Room 150

PDC – Indian Wells (IW), Room 109

Phone:

SBC - (909) 537-5227

PDC - (760) 341-2883, Ext 78143

Web:

[SBC Financial Aid & Scholarships website](#)

[PDC Financial Aid & Scholarships website](#)

Office of Graduate Studies

The Office of Graduate Studies assists graduate students from application to graduation. They also coordinate a number of fellowships and grants for those considering doctoral studies, as well as research and travel opportunities.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Locations:

SBC – College of Education, Room 356

Phone:

SBC - (909) 537-5058

PDC - (760) 341-2883

Web:

[SBC Graduate Studies](#)

[PDC Graduate Studies](#)

Office of Student Engagement

The Office of Student Engagement provides, creates, and supports an inclusive student experience by offering social and co-curricular opportunities that foster student involvement and build affinity to CSUSB.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

SBC- Santos Manuel Student Union North (SMSUN), Room 3302

Phone:

SBC- (909) 537-5234

PDC- (760) 341-2883

Web:

[Student Engagement website](#)

Ombuds Services

Ombuds Services works with the university community to help resolve university-related problems in a fair and civil manner. Ombuds Services is a confidential, independent, impartial, and informal resource.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

Pfau Library (PL), Room 268

Phone:

(909) 537-5635

Web:

[Ombuds Services website](#)

Parking Services

Parking & Transportation Services offer free exclusive CSUSB carpool matching, vanpool coordination, additional transportation information, a Guaranteed Ride Home program and much more. Parking permits may be purchased here: [Parking Permits](#). The campus parking fee may be waived for students with disabilities who meet the eligibility standards based on financial need. To qualify, students must have a DMV disabled placard/plate and meet

the federal guidelines for financial aid. Students must fill out and submit the "[Request for Waiver of Campus Parking Fee](#)" form online.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

SBC - University Hall (UH), Room 039

PDC – Mary Stuart Rogers Gateway Building (RG), First Floor Lobby

Phone:

SBC - (909) 537-5912; after hours (909) 537-7777

PDC - (909) 537-8138

Web:

[SBC Parking Services website](#)

[PDC Parking Services website](#)

Recreation and Wellness Center

CSUSB Recreation and Wellness is an auxiliary unit of the Santos Manuel Student Union (SMSU) within the Division of Student Affairs at CSUSB. The Recreation and Wellness Department provides a variety of safe and enjoyable programs and facilities to meet the diverse needs of the CSUSB community by creating a healthy social environment. Many activities and programs are offered to enhance physical fitness, learn new skills, engage in friendly sports competition, expand one's knowledge base/comfort level, relieve stress, and to have fun.

Location:

Recreation & Wellness (RF), Room 102

Anytime Fitness (PDC)

Phone:

SBC - (909) 537-2348

PDC - (760) 610-1172

Web:

SBC - [Recreation and Wellness website](#)

PDC - [RecWell at Palm Desert website](#)

SMSU Identity Centers

The Santos Manuel Student Union (SMSU) houses several centers that provide campus and community resources: Undocumented Student Success Center, LatinX Center, PanAfrican, Asian/Pacific Islander, First People, Queer and Transgender Resource Center, Osher Adult Re-entry Center, and Women's Resource Center.

Location:

Main Information Desk: Santos Manuel Student Union South, Room 115

* Information desk will have the location of all centers available *

Hours:

Santos Manuel Student Union North:

Monday- Thursday, 7:30 AM to 10 PM

Friday, 7:30 AM to 8 PM

Saturday and Sunday, 10 AM to 6 PM

Student Centers Hours:

Monday- Thursday, 9 AM to 7 PM

Friday, 9 AM to 3 PM

* Summer hours vary. Refer to the website for more information. *

Phone:

(909) 537-5940

Web:

[SMSU website](#)

Student Assistance in Learning (SAIL)

SAIL offers a variety of services including academic advising, financial aid counseling, supplemental instruction, and graduate school preparation to undergraduate students who are low-income, first-generation college students or students with disabilities. Requires application and supporting documentation. Enrollment is from September 1 to September 30 of each academic year.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

University Hall, Room 386

Phone:

(909) 537-5921

Web:

[Student Assistance in Learning \(SAIL\) website](#)

Student Employment

Student Employment at CSUSB provides a limited number of part-time, on-campus positions for eligible CSUSB students, providing students the ability to earn money as well as develop new skills to ensure professional success.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

Sierra Hall, Room 119

Phone:

(909) 537-5225

Web:

[Student Employment website](#)

Student Health Center

The Student Health Center provides clinical care, immunizations, and health education and is conveniently equipped with a pharmacy and laboratory. In addition, the Student Health Center offers free pregnancy tests and female personal hygiene products. Health Center staff help students apply for Cal Fresh and Family Pact benefits which include free birth control for qualified students.

Locations:

SBC - Student Health Center (SHC), Room 101

PDC – Palm Desert Health Science Building (HS), Room 119

Hours:SBC:

Monday- Wednesday, 8 AM to 5 PM

Thursday- Friday, 9 AM to 5 PM

PDC:

Monday- Friday, 8 AM to 5 PM

Phone:

SBC - (909) 537-5241

PDC - (909) 537-8177

Web:

[SBC Student Health Center website](#)

[PDC Student Health Center website](#)

Student Success and Equity Programs

The programs focus on retaining, supporting and facilitating the timely graduation of all CSUSB students through advising, community building, academic success programs, personal growth and awareness opportunities and targeted graduation campaigns.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

University Hall, Room 157

Phone:

(909) 537-5032

Web:

[Student Success and Equity Programs website](#)

TRIO Educational Opportunity Center

The Educational Opportunity Center (EOC) program is a federally funded grant designed to assist eligible adults (19 years old and older), who desire to enter for the first time or re-enroll in college. The program's mission is to facilitate and guide students through the higher educational system by providing quality

information, counseling, and other services free of charge.

Eligible adults include veterans, military-connected family members, students reenrolling with a high school diploma or high school equivalency, community college students, trade or vocational school students, private or public four-year college students.

Location:

PDC - Health Sciences (HS), Room 105

Hours of Operation:

Monday - Friday, 8 AM to 5 PM

Phone:

(909) 537-3032

Web:

[Educational Opportunity Center website](#)

Undergraduate Studies Computer Lab

The Undergraduate Studies Computer Lab provides CSUSB students an opportunity to browse through the internet and check their e-mails. Students can also use the high-quality laser printing service available at the lab by signing in on the computer with their Coyote ID and using their Coyote One card to print. Cost per page is 16 cents for black and white and 60 cents for color.

Hours of Operation:

Monday- Friday, 8 AM to 5 PM

Location:

University Hall, Room 352

Phone:

(909) 537-5032

Web:

[UGS-Computer Lab](#)

University Honors Program

The Honors Program provides students from all majors with a community of peers equally passionate about learning, and it gives them opportunities to participate in community, academic, creative and service experiences that enhance their learning in classrooms, labs, and studios.

Hours of Operation:

Monday – Friday 8 AM to 5 PM

Location:

Cajon Hall, Coyote Village, Room 135

Phone:

(909) 537-7472

Email:

honors@csusb.edu

Web:

[University Honors Program website](#)

Veterans Success Center (VSC)

The VSC provides support and resources for student veterans, service members, and their families, including tutoring, computer workstations, and advocacy services.

Hours of Operation:

Main:

Monday – Friday, 8 AM to 5 PM

Summer Hours:

Monday – Thursday, 7 AM to 5 PM

PDC:

Monday – Friday, 9 AM to 5 PM

Location:

SBC – Building 23, Lower Level, Room 006A

PDC - Health Sciences Building (HS), Room 105

Phone:

SBC - (909) 537-5195

PDC - (909) 537-8129

Web:

[SBC Veterans Success Center \(VSC\) website](#)

[PDC Veterans Success Center \(VSC\) website](#)

Web Accessibility

Web Accessibility is responsible for evaluating and assisting the campus community with adherence to the CSUSB Information Technology Accessibility Policy.

Hours of Operation:

Monday – Friday, 7 AM to 4 PM

Location:

Pfau Library (PL), Room 046

Phone:

(909) 537-5079

Web:

[Web Accessibility website](#)

WorkAbility IV (WA-IV)

WA-IV provides current students who are clients of the California Department of Rehabilitation (DOR) with career services including: one-on-one career counseling; assistance in acquiring internships, volunteer opportunities, and/or part-time jobs; resume and cover letter development; interview coaching; and connections to regional employers. WA-IV also offers a variety of workshops and events throughout the year including resume development, job fair preparation, career planning, transferrable skills, stress management, social security benefits, and more.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

SBC - University Hall, Room 401.02

PDC – Mary Stuart Rogers Gateway, Room 203.B

Phone:

SBC - (909) 537-7207

PDC - (909) 537-8146

Web:

[WorkAbility IV website](#)

Writing Center

The Writing Center assists students at all stages of the writing process to discover topics, expand ideas, clarify organization, incorporate counter-arguments, cite references, edit, and proofread.

Hours of Operation:

Monday – Thursday, 8:30 AM to 8 PM

Friday, 8:30 AM – 4:30 PM

Saturday, 10 AM – 3 PM

Location:

College of Education, Room 310 (Writing Center)

College of Education, Room 311 (Graduate Writing Center)

Phone:

Main Writing Center - (909) 537-5232

Graduate Writing Center - (909) 537-3127

Web:

[Writing Center website](#)

[Graduate Writing Center website](#)

Writing Lab

The Writing Lab in the College of Social and Behavioral Sciences assists students completing writing projects and assignments in the social sciences.

Hours of Operation:

Monday – Friday, 8 AM to 5 PM

Location:

College of Social and Behavioral Sciences (SB), Room 354A

Phone:

(909) 537-7539

Web:

[Writing Lab](#)

[To Schedule an Appointment](#)



Photo taken at CSUSB displays the College of Education building.

Off-Campus Resources

211

211 is a toll-free, 3-digit phone number and service that provides information about many community resources including: employment resources, low-cost or free health clinics, free eyeglass replacement for the elderly, affordable parenting classes and other counseling services. 211 is a database and directory with a 24-hour call center staffed by highly trained specialists.

Phone:

211

Website:

[211 website](#)

Ability Tools

Ability Tools, formerly the AT network, is California's Assistive Technology Act Program. They work with multiple partners, including device lending libraries, reuse centers, assistive technology (AT) centers, independent living centers to advance the use of AT for Californians.

Location:

1000 G Street, #100, Sacramento, CA 95814

Phone:

(800) 390-2699 or (800) 900-0706 TTY

Website:

[Ability Tools website](#)

The Braille Institute

The Braille Institute, located in Rancho Mirage, CA, provides mainstream technology and adaptive devices such as magnifiers, CCTVs, and computer training with blind/low-vision software.

Location:

70-251 Ramon Road, Rancho Mirage, CA 92270

Phone:

(760) 321-1111 or 1-800-BRAILLE (272-4553)

Website:

[Braille Institute website](#)

California Department of Rehabilitation (DOR)

DOR is an employment and independent living resource for people with disabilities. Services include assistance with applications for State employment, support for recipients of SSI/SSDI, an assistive technology loan program, and financial assistance. An application is required.

San Bernardino Location:

The Rosa Parks Memorial Building, 464 W. 4th St, San Bernardino, CA 92401

Phone:

(916) 324-1313 (Main Office, Sacramento)

(909) 383-4401 (San Bernardino Office)

TTY:

(844) 729-2800

Web:

[California Department of Rehabilitation website](#)

Child & Family Services Administration (SBC)

The children's system of care for San Bernardino County offers an array of services for young people who are not benefitting from traditional mental health services. Services range from crisis intervention to life skills, and educational services for young people aged 0 to 26 years old.

Location:

150 Lena Rd, San Bernardino, CA 92415

Phone:

(909) 388-0242

Web:

[Children & Family Services SBC website](#)

Children's Services (RC)

The children's system of care for Riverside County offers an array of services for young people who are not benefitting from traditional mental health services. Services range from crisis intervention to life skills, and educational services for young people aged 0 to 26 years old.

Location:

44199 Monroe Street, Suite D, Indio, CA 92201

Phone:

(760) 863-7210

Web:

[Riverside County Department of Public Social Services](#)

Community Access Center

The Community Access Center, located in Riverside, CA, provides free services including systems advocacy, individual advocacy, peer counseling, assistive technology, ADA compliance reviews, and disaster planning.

Location:

6848 Magnolia Ave #150, Riverside, CA 92506

Phone:

(951) 274-0358

Website:

[Community Access Center website](#)

Community Action Partnership SBC

The Community Action Partnership of San Bernardino County (CAPSBC) is part of a National Community Action Network established under President Lyndon B. Johnson's "War on Poverty" movement. CAPSBC offers many programs for homeless and low-income individuals including food bank and soup kitchen services, as well as family development and environmental services.

Location:

696 S. Tippecanoe Ave., San Bernardino, CA 92408-2607

Hours:

Monday – Friday, 8 AM to 5 PM

Phone:

(800) 635-4618 (toll free)

(909) 723-1500 (telephone)

Website:

[CAPSBC website](#)

Community Action Partnership RC

The Community Action Partnership of Riverside County (CAPRC) is part of a National Community Action Network established under President Lyndon B. Johnson's "War on Poverty" movement. CAPRC offers many programs for homeless and low-income individuals including food bank and soup kitchen services, as well as family development and environmental services.

Location:

14320 Palm Drive, Desert Hot Springs, CA 92240

Hours:

Monday – Friday, 8 AM to 5 PM

Phone:

(760) 778-2095

Website:

[CAPRC Website](#)

Crisis Services SBC

The Crisis Walk-In Clinics (CWIC) provide urgent mental health services to residents of San Bernardino County. CWIC provides crisis intervention, crisis risk assessments, medications, referrals to county, contract and community resources, education, and when necessary, evaluations for hospitalization. In collaboration with the Community Crisis Response Teams (CCRT), the CWICs work to reduce hospitalizations and improve the quality of life for individuals residing in San Bernardino County.

Location:

850 E. Foothill Boulevard, Rialto, CA 92376

Phone:

(909) 421-9495

Website:

[Crisis Services SBC website](#)

Crisis Services RC

Provides 24 hour, 7 days a week, year-round urgent care mental health screening and assessment services and medications to address the needs of those in crisis in a safe, efficient, trauma-informed, and least restrictive setting for residents of Riverside County.

Location:

2500 N Palm Canyon Dr., Palm Springs, CA 92262

Phone:

(442) 268-7000

Website:

[Crises Services RC Website](#)

Department of Developmental Services Regional Centers

The Department of Developmental Services (DDS) oversees the coordination and delivery of services for Californians with developmental disabilities through a statewide network of 21 community-based, non-profit agencies known as regional centers. Regional centers provide assessments, determine eligibility for services, and offer case management services. Regional centers

also develop, purchase, and coordinate the services in each person's Individual Program Plan.

Location:

1215 O Street, Sacramento, CA 95814

Mailing Address:

P.O. Box 944202, Sacramento, CA 94244-2020

Phone:

(833) 842-0061

Email:

info@dds.cs.gov

Website:

[DDS Website](#)

Homeless Outreach Support Team (HOST)

HOST provides outreach and engagement services to individuals and their families in an effort to obtain permanent supportive housing. Wraparound services are provided by case managers to assist the individuals to maintain housing and become resilient in the community. Services include outreach, intensive case management, advocacy, and empowerment for self-sufficiency, as well as linkage and referrals.

Location:

850 E. Foothill Boulevard, Rialto, CA 92376

Phone:

(909) 421-4633

Website:

[Homeless Outreach Support Team \(HOST\) website](#)

In-Home Supportive Services (IHSS)

In-Home Supportive Services (IHSS) program helps to pay for services provided to allow individuals with disabilities who are residents of California and physically reside in the United States to remain safely in their place of residence. To be eligible, the individual must be 65 years of age or older or disabled. The types of services which can be authorized through IHSS are housecleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments, and protective supervision for the mentally impaired.

Website:

[In-Home Support Services Website](#)

The Inland Empire Lighthouse for the Blind

The Inland Empire Lighthouse for the Blind, located in San Bernardino, CA, provides free services such as: classes, instruction, materials, meals, transportation, and referral services to the completely and legally blind.

Location:

359 E Parkcenter Cir S, San Bernardino, CA 92408

Phone:

(909) 884-3121

Website:

[Inland Empire Lighthouse website](#)

Martha's Village & Kitchen

Martha's is a safe and welcoming environment for extremely low income and homeless families, children, and individuals, providing a proven robust selection of housing, education, and support services so that they are empowered to transform their lives with dignity. Martha's collaborates and partners with other organizations and agencies to leverage resources and fill gaps to ensure the effectiveness and long-term sustainability of the organization and to break the cycle of poverty for the people they serve.

Location:

83791 Date Avenue, Indio, CA 92201

Phone:

(760) 347-4741

Website:

[Martha's Village & Kitchen](#)

OmniAccess & ADA Services

Omnitrans is located in San Bernardino, CA. The ADA requires public transit agencies that provide fixed-route service to provide "complimentary para-transit" services to people with disabilities who cannot use the fixed-route bus or rail service. The fare is determined by the number of zones the passenger travels through. One to three zones are \$3.75 and additional zones are \$1.

Location:

1700 W. Fifth Street, San Bernardino, CA 92411 (headquarters)

599 W. Rialto Avenue, San Bernardino, CA 92401 (transit center)

Phone:

(909) 383-1680 (East-Valley including SB)

Website:

[OmniAccess & ADA Services website](#)

Path of Life

The Path of Life Ministries is a non-profit organization based in Riverside, CA, which is committed to assisting the Riverside homeless population and low-income individuals with a goal to rescue, restore, and rebuild lives in the community. They provide community shelter and family shelter programs as well as numerous other resources for the homeless.

Location:

2840 Hulen Place, Riverside, CA 92507 (individuals)

2530 Third St., Riverside, CA 92507 (families)

Phone:

(951) 786-9048 (office)

(951) 462-9822 (individuals)

(951) 462-9822 (families)

Web:

[Path of Life website](#)

Recovery Based Engagement Support Team (RBEST)

The Recovery Based Engagement Support Team (RBEST) project provides community (field-based) services in the form of outreach, engagement, case management, family education, support, and therapy for adult clients in the community who suffer from untreated mental illness in an effort to connect them to the mental health system to receive appropriate services.

Phone:

(909) 421-9452

Website:

[Recovery Based Engagement Support Team \(RBEST\) website](#)

Riverside Transit Agency

Riverside Transit Agency is responsible for coordinating transit services throughout the approximately 2,500 square mile service area, providing driver training, assistance with grant applications, and development of Short-Range Transit Plans (SRTPs). RTA provides both local and regional services throughout the county with 37 fixed routes, eight CommuterLink routes, and Dial-A-Ride services using 334 vehicles. The Dial-A-Ride service is an origin-to-destination reservation transportation service for persons with disabilities. Dial-A-Ride vehicles travel to areas within three-quarters of a mile of an RTA local fixed route. These areas are called the "Dial-A-Ride service area," and trips can begin and end in these service areas. To learn more about RTA and Dial-A-Ride services, call the phone number or visit their website listed below.

Location:

1825 3rd St., Riverside, CA 92507

Hours:Office:

Monday – Friday, 8 AM to 5 PM

Information Center:

Weekdays, 6 AM to 10 PM

Weekends, 8 AM to 10 PM

Phone:

(951) 565-5002

Website:

[Riverside Transit Agency website](#)

Rolling Start

Rolling Start, Inc., located in San Bernardino, CA, provides several resources to meet the technological needs of the disabled community with a device lending library program, voice options program, reuse program and assistive technology consumer training.

Location:

1955 S. Hunts Ln., San Bernardino, CA 92408

Phone:

(909) 890-9516

Website:

[Rolling Start website](#)

Sahaba Initiative

Sahaba Initiative aims to develop healthy individuals and families through social services and community efforts which include mental health, mentorship, and direct services. Some of the services provided include food pantry, resource center for drug and alcohol support, as well as financial assistance, youth programs, and more.

Location:

1887 Business Center Dr #3A, San Bernardino, CA 92408

Hours:

Monday – Thursday, 10 AM to 2 PM

Saturday, 12 PM to 2 PM

Phone:

(909) 381-3002

Website:

[Sahaba Initiative website](#)

Service Center for Independent Life

Service Center for Independent Life, located in Claremont, CA, provides free services such as assistive technology coordination, advocacy, transition assistance, computer skills training, resume building, and SSI benefits help.

Location:

107 S. Spring St., Claremont, CA 91711

Phone:

(909) 621-6722

Website:

[Service Center for Independent Life website](#)

Sunline Transit Agency

SunLine's Fixed Route Network is comprised of 9 lines throughout the Coachella Valley.

10 Commuter Link Service:

The 10 Commuter Link is a weekday service, Monday through Friday, which enables riders traveling to and from the Coachella Valley to travel reliably and for a low cost. The roundtrip regional route, created in partnership with California State University San Bernardino, has a westbound schedule that begins at 5:20 a.m. and an eastbound schedule that begins at 8:45 a.m.

Location:

32505 Harry Oliver Trail, Thousand Palms, CA 92276

Phone:

(760) 343-3451

Website:

[Sunline Transit Agency Website](#)

Victor Valley Transit Authority

The Victor Valley Transit Authority (VVTA) is the second largest transit operator in San Bernardino County, providing bus service in the Victor Valley area and San Bernardino County areas. VVTA created a partnership with CSUSB where students, faculty, and staff are authorized to ride any fixed route, county route, and Route 15 service at no charge by using their Coyote One Card. VVTA Direct Access provides paratransit services for passengers that have ADA certification. To start the process for certification, click [here](#).

Location:

17150 Smoke Tree St., Hesperia, CA 92345

Phone:

(760) 948-3030

(760) 244-4000 (ADA Direct Access)

Website:

<https://vvta.org/>

Sources

1. United States - Department of Justice, Civil Rights Division (Disability Rights Section). A Guide to Disability Rights Laws, "A Guide to Disability Rights Laws." Retrieved from www.ada.gov/cguide.htm.
2. GSA Government-Wide Section 508 Accessibility Program, "Section 508 Law." Retrieved from www.section508.gov/section508-laws.
3. The ADA: Questions and Answers, Equal Employment Opportunity Commission, "The ADA: Questions and Answers." Retrieved from www.1.eeoc.gov/eeoc/publications/adaqa1.cfm?rederforprint=1.
4. Information about the Americans with Disabilities Act Amendments Act (ADAAA), "The Americans with Disabilities Act Amendments Act of 2008." Equal Employment Opportunity Commission, Retrieved from www.eeoc.gov/laws/statutes/adaaa_info.cfm.

Appendices

- I. Disability Verification Request
 - Documentation of Disabilities
 - Documentation Guidelines for Learning Disabilities
- II. Department of Rehabilitation Information
- III. Records Access Request Form

Disability Verification Request

Disability Verification Request
Services to Students with Disabilities
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

Student Name: _____ DOB#: _____
This form is to be completed in full by a licensed professional.

Diagnoses (Including ICD/DSM-IV codes):

Date:

1. _____
2. _____
3. _____

Severity: ☐ Mild ☐ Moderate ☐ Severe ☐ Partial remission ☐ Residual state

Condition: ☐ Permanent ☐ Temporary until _____ **Date of last visit:** _____

List current medications:

Medication	Dosage	Frequency	Patient Reported Side Effects

Describe how the disability limits major life activities:

State the impact and specific functional limitations relating to academic performance:

Signature of Licensed Professional

Date of Verification

Print Name/Title

License Number

Address

Phone Number

5500 University Parkway, UH183, San Bernardino, CA 92407
Phone 909.537.5238 ~ Fax 909.537.7090

Received

S:\SSD Forms\Disability Verification Request.doc
Rev: 7/20/09

Documentation of Disabilities



DOCUMENTATION OF DISABILITIES

In order to receive services, the student will submit an application online with our office. From there, if there is additional documentation the student wishes to share (such as a doctor's note, past evaluations, school documents, or social services documents) they can submit it online, or bring it to their first meeting with their SSD counselor.

SSD may work with student in an interactive process both before, during and after the meeting to gather information, consider all available information, determine functional limitations, and identify reasonable services and accommodations.

Documentation Guidelines

CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

Services to Students with Disabilities
5500 University Parkway, University Hall, Suite 183
San Bernardino, CA 92407
909.537.5238 Voice • 909.537.7230 TTY • 909.537.7090 Fax
Email: ssd@csusb.edu • Website: <https://www.csusb.edu/ssd>

Documentation Guidelines for Learning Disabilities

To participate in the assessment process, students must present appropriate documentation of their disability. Test instruments used must have been norms on an adult population.

1. The evaluation must be performed by a professional whose education, training, and experience render that person qualified to diagnose learning disabilities in adults. Examples of such professionals include the following:
 - A. Licensed Educational Psychologist
 - B. Licensed Clinical Psychologist
 - C. School Psychologist
 - D. Learning Disabilities Specialist
 - E. Neuropsychologist
2. The documentation must be representative of the student's current level of functioning as it pertains to the academic environment and **must** include the following:
 - A. The name, title, license, certification, or credential information of the evaluator (The diagnostician should not be a family member)
 - B. Date of assessment
 - C. Summary of procedures and assessment instruments used
 - D. Summary of test results including all behavioral observations, standard scores for all subtest, composite, and index standard scores compared to the same age peers
 - E. Summary of relevant history
 - F. Statement of severity
 - G. Statement of impact on the student's academic performance

- H. Recommendations for academic adjustments and accommodations to minimize the impact of the learning disability on the student's performance
 - I. Narrative reporting including a clear statement of the presence of a processing disorder or learning disability, discussion of possible alternative explanations for results, a statement of strengths and functional limitations, and suggestions for reasonable accommodations which must be directly linked to the stated limitations and supported by standard scores
3. Documentation must include at least one each from A and B:
- A. Tests of aptitude/cognitive ability such as:
 - 1) *Wechsler Adult Intelligence Scale-III* (WAIS-IV)
 - 2) *Woodcock-Johnson Psycho-Educational Battery- III* (WJ-III)- Cognitive Battery (preferred)
 - 3) *Stanford-Binet Intelligence Scale- V*
 - 4) *Kaufman Adolescent & Adult Intelligence Test*
 - B. Test of achievement such as:
 - 1) *Woodcock-Johnson Psycho-Educational Battery- III* (WJ-III)- Achievement Battery
 - 2) *Wechsler Individual Achievement Test- II or III*

Optional: Specific subject area achievement tests can be administered in addition to those above to clarify individual strengths and weaknesses when the results are interpreted within the context of other diagnostic information. These tests include:

- a) *Nelson-Denny Reading Skills Test*
- b) *Stanford Diagnostic Mathematics Test*
- c) *Stanford Test of Academic Skills*
- d) *Scholastic Abilities Test for Adults*
- e) *Test of Written Language- III* (TWOL-3)
- f) *Woodcock Reading Mastery Tests Revised*

Note: The *Slosson Intelligence Test*, the *Kaufman Brief Intelligence Test*, the *Wide Range Achievement Tests*, and the *Nelson-Denny Reading Tests* **are not** considered

to be comprehensive measures and thus **are not adequate** if used as the sole measure.

4. Special assessment requirements for a **mathematics** disorder minimally must include the following:
 - A. WJ-II Cognitive Tests: 1, 3, 4, 5, 6, 7, 9, 11, 15, 16, 17
 - B. WAIS-IV Tests: VCI + PRI + GAI + MR + VP + ARI + BD + PC
5. Special assessments for a **reading** disorder minimally must include the following:
 - A. WJ-III Cognitive Tests: 1, 6, 7, 9, 11, 19, 17
 - B. WAIS-IV Tests: VCI + PRI + GAI + Sim + Voc + Comp + Inf + Ari
6. **Information processing** acceptable instruments include:
 - A. *Detroit Tests of Learning Aptitude- Adult (DTLA-A)*
 - B. *Woodcock-Johnson Psycho-Educational Battery- III (WJ-III)- Cognitive*
 - C. *Bender Gestalt Visual Motor Test*
 - D. *WAIS-IV FSIQ + PSI + Cancel +FW + VP + PC + Cd + SS*

Department of Rehabilitation Information



WorkAbility IV

DEPARTMENT OF REHABILITATION INFORMATION

WorkAbility IV (WA-IV) is an interagency program between the California State University, San Bernardino (CSUSB) and the California State Department of Rehabilitation (DOR). The WA-IV Program is designed to create career options and opportunities for students with disabilities who are supported by DOR and complete their degrees at CSUSB.

There are two requirements for participation in WA-IV:

(1) You are enrolled at CSUSB, and

(2) You receive services from DOR.

Are you a client of the California State Department of Rehabilitation?

☐ Yes☐ No

If yes, are you interested in finding out more about WorkAbility IV?

☐ Yes☐ No

Name: _____ SID #: _____

Address: _____

Phone Number: _____ CSUSB Email Address: _____

Your DOR Counselor's Name: _____

Your DOR Counselor's Office Location: _____

Your Signature and Date: _____

California State University, San Bernardino
5500 University Parkway, San Bernardino, CA 92407
(909) 537-7207 Voice Fax (909) 537-7755
Email: WAIV@csusb.edu <http://WorkAbilityIV.csusb.edu>



Records Access Request Form



Student Affairs
Services to Students with Disabilities

Records Access Request Form

I, _____, request to view my Services to Students with Disabilities file for my personal use. I am aware that I may have a third-party present, who is not licensed to practice law.

Please mark one box:

- ☐ I request to view and/or copy (per the University Policy & Procedures for Student Records Administration) my student records in the presence of my Services to Students with Disabilities Counselor or the Director. Reviewing my records with my Counselor or the Director affords me the opportunity to have my Counselor or the Director explain information and to answer my questions.
- ☐ I request to view and/or copy (per the University Policy & Procedures for Student Records Administration) my student records without the presence of a representative from Services to Students with Disabilities. I understand that a representative from Student Affairs will be present during my review but will not answer any questions that I may have about my student records.
- ☐ I request to view and/or copy documentation that Services to Students with Disabilities has received from third parties (per the University Policy & Procedures for Student Records Administration). I understand that I must obtain and bring written permission (signed and dated on letterhead) from the originator of the documentation before access will be granted.
- ☐ Other: I request a Disability Verification Memo be sent to me, verifying my enrollment in services.

Date of Review: _____

Student

Student Name (please print): _____

Student Signature: _____

Third Party

I certify that I, _____, am not licensed to practice law.

Third Party Signature: _____

Director

Director Name (please print): _____

Director Signature: _____

Map