Disability Support Services (DSS) facilitates equal educational opportunities for students with various disabilities by working together with the student and CLU personnel to assure that reasonable accommodations are provided in a timely manner. It is the DSS student’s responsibility to request accommodations that will assist in obtaining their academic goals, and to discuss these with the DSS Coordinator to determine what assigned accommodations are needed.

The purpose of this handbook is to define the responsibilities of both the student and DSS regarding aids and accommodations for students utilizing DSS services. DSS is responsible for providing these academic adjustments, and other aids and services, in a timely manner. The aids and services listed are not an exhaustive list of what is available, and other necessary accommodations may be discussed with the DSS coordinator.
### Table of Contents

- Testing Accommodations .......................................................................................................................... 3
- Note Taking Services ................................................................................................................................. 6
- Books in Alternative Format Accommodation .......................................................................................... 7
- Priority Registration ................................................................................................................................. 8
- Housing Accommodations ........................................................................................................................ 9
- Audio Recording Lectures ....................................................................................................................... 10
- Grievance Procedure ............................................................................................................................... 11
- DSS Study Room Policy ........................................................................................................................... 12
Testing Accommodations

ADA Standards allow for students to receive extended time on exams depending on their needs. DSS is bound by these policies. Time and a half or double time is typically assigned as the extended time accommodation for timed quizzes/exams.

A student, who has Testing Accommodations as one of his /her DSS approved accommodations, and has activated his/her accommodations for the current semester/term, may choose to request DSS to proctor an exam.

If a student works with his/her professor to make other arrangements, like taking the exam in-class or during the faculty's office hours, the student does not need to submit a Testing Accommodation Request Form. Students might consider discussing this option with his/her professor; the student should do so well in advance of the exam date, so there would still be enough time to submit the Testing Request Form by the submission deadline if this option does not work out.

Testing rooms will be monitored live by a recording video camera and/or proctor to assure academic integrity and assist during emergencies.

Deadlines: Testing Accommodation Request Forms must be submitted at least one week in advance of the in-class exam to ensure proctor and room availability. Exception: requests from all DSS students in all programs for exams during the Traditional Undergrad Finals Week must be submitted by the posted deadline, approximately 2 weeks prior to the first day of final’s week. Check with DSS staff for specific deadlines.

Because of the time needed for processing the requests and making the necessary testing arrangements, students should use all reasonable efforts to submit such requests at least one full week prior to the in-class exam date and by the established date for submitting the requests during the traditional undergraduate finals week. While DSS will make its best effort to process a student’s request for testing accommodations if submitted past these deadlines, testing requests received less than these set forth deadlines may be denied if there is insufficient time to gather the necessary information and/ or implement the requested accommodation.

Process for requesting a DSS proctored exam:

1. After DSS services have been activated for the course, a student should submit a Testing Accommodation Request Form online on the DSS website - DSS Forms tab if they need DSS to proctor an exam/ quiz for a course. It is recommended for a student to consult his/ her course syllabus to review the planned examination dates for the semester to determine when to submit the online testing request.

2. Submissions need to meet the deadline of at least one week prior to the regular exam date, and at least two weeks prior to the start of the traditional undergraduate finals week. Review the previous DEADLINES instructions in this Testing Accommodations section of the handbook for specific details.

3. The student needs to accurately and completely fill out the Testing Accommodation Request Form. Only DSS approved accommodations or requirements of the class should be included on the form. Contact DSS to meet with the DSS Coordinator to discuss any other testing accommodations.
4. Students should notify his or her professor of the plan to take the upcoming exam through DSS. This should occur as soon as they submit the online Testing Accommodation Request Form.

5. Exams proctored by DSS will generally be administered on the same day and start time as the in-class exam. Any requests for exceptions to this, including scheduling conflicts with other classes, must be indicated on the online request form so DSS may address these concerns. Students must include on the online request form any technology, or other special needs, required to take the exam.

6. DSS will email the student with the specific scheduled date/time of the exam and the student must reply to reserve this time slot.

7. DSS will contact the professor to confirm all details listed on the submitted form and to make arrangements to obtain the exam and the testing details.

8. If there are any discrepancies between the time allowed on the submitted form and the professor confirmation, DSS will contact the student to adjust the scheduled time.

9. It is the student’s responsibility to notify DSS of any changes in testing. Please notify staff at least 48 hours in advance if the test has been cancelled or DSS services are no longer needed. There should be no changes made to the testing times the day of the exam.

10. Students needing testing accommodations for online courses, comprehensive program exams, courses on branch campuses, or evening/weekend courses need to be aware that the above noted policies and procedures may vary. Contact DSS right away to discuss these details. The deadlines for submitting the Testing Accommodation Request Form still do apply.

11. Should a student and his/her professor decide that the student will take the exam in class, the student does not need to submit a Testing Accommodation Request Form. A student should only submit this request form if there is a need for him/her to take the exam/quiz through the DSS office.

**Testing Information for the Day of the Exam:**

Students are expected to arrive at DSS in the Academic Services building approximately 10-15 minutes prior to the exam start time scheduled through DSS. Some testing rooms are located out of the DSS office, so the student and proctor may need a few minutes to go to another location.

If a student is late for any reason, he/she will only receive the allotted amount of time originally agreed upon. For example, if a test is scheduled from 9:00am-11:00am and the student arrives at 9:15am, he/she will still only have until 11:00am to finish the exam. No extra time will be given for tardiness.

If a student is more than 20 minutes late, DSS will return the exam to the professor as a NO SHOW. To reschedule the exam, the student would need to obtain the professor’s written or electronic consent. It is the student’s responsibility to contact DSS to request to reschedule, and to show DSS the professor’s consent.

If any questions arise during the exam, DSS will make every effort to contact the professor for clarification. However, it may not be possible to communicate with the professor.
**Academic Honesty Policy – Testing Rooms:**

All CLU students are held to the policy of Academic Honesty set forth in the Cal Lutheran Student Handbook. Any student taking an exam administered by DSS, and is observed violating this policy, will face consequences. If a student is assumed cheating, the test will be stopped immediately and will be returned to the professor. An incident report will be submitted to the professor and the Director of Academic Services. The student will be contacted to discuss his or her breach of academic honesty.
Note Taking Services

A student who has Note Taking Services as one of his/her DSS approved accommodations, and has activated his/her accommodations for the current semester/term, may choose to request a note taker for any class he/she is enrolled in.

A student approved for note taking services is expected to attend each class session in which he/she receives notes. This accommodation is to help supplement the notes the student takes for himself/herself.

Process for requesting a note taker:

1. After DSS services have been activated for the course, a student can submit a Note Taker Request Form online on the DSS website – DSS Forms tab.

2. DSS will contact the other students from the course roster to see if anyone is interested in being the note taker. If the student would like DSS to contact a certain classmate, that student’s name should be indicated on the online request form.

3. DSS will contact the professor to ask for his/her help in obtaining a note taker (i.e. class announcements).

4. The student and professor will be notified by DSS staff when a note taker is set up for an individual class.

5. The student will be emailed his/her notes from DSSnotes@callutheran.edu unless other arrangements have been determined between the student and the DSS coordinator.

Additional Note Taking information:

It is helpful if the student reminds his/her professor to make an announcement to the class asking for a note taker (while keeping the student’s name confidential). Typically, the identities of the DSS student and the note taker are not disclosed to one another.

If a student decides that a note taker is not needed for one or more of the classes, he/she needs to contact DSS immediately so adjustments can be made.

The student is responsible for notifying DSS staff at DSSnotes@callutheran.edu should there be an issue with the notes or the note taking accommodation in general.
Books in Alternative Format Accommodation

A student who has Books in Alternative Format Accommodation as one of his/her DSS approved accommodations may choose to request an alternative format for texts for any class he/she is enrolled in. A student needs to activate his/her DSS services for the semester/term in order for the book requests to be fulfilled.

Please note that it is strongly recommended to submit a request form at least one month before the class begins as it may take some time to obtain the electronic text.

A student requesting to use this approved accommodation must also submit proof of purchase to the DSS staff. Just as all students in a course are required to obtain his/her textbook, the DSS student must also obtain the textbook in order to then request it in an alternative format through DSS.

As an alternative to requesting this accommodation, the student may want to consider checking with the Cal. Lutheran Bookstore, IChapters.com or other organizations to buy textbooks in a digital format and avoid buying the hard copy of the text.

Another alternative is to check to see if the text file is available on Bookshare.org. DSS generally helps to facilitate Bookshare membership when the student registers with DSS.

Process for requesting a book in alternate format:

1. The student must submit a completed “Books in Alternative Format Agreement” as part of requesting this accommodation. Generally, this form is completed only once, and usually when the student initially registers with DSS and is approved for the accommodation. A student needs to contact DSS to ask for this form.

2. Approximately a month prior to the start of a term/semester, a student should submit the Books in Alternative Format Request Form online on the DSS website - Forms tab.

3. A student requesting this accommodation is required to purchase a copy of the text(s) in order for DSS to provide the text as an accessible format from the publisher.

4. A receipt must be provided validating the purchase. Receipts may be sent via email to DSS@Callutheran.edu, faxed to 805-493-3472, hand-delivered to DSS at 3259 Pioneer Ave., or mailed to DSS at California Lutheran University, Disability Support Services, 60 W. Olsen Rd. #5300, Thousand Oaks, CA 91360.

DSS staff will contact the student as soon as the text is available or to discuss another option for processing the request. A student needs to activate his/her DSS services for the semester/term in order for the book requests to be fulfilled.

A student may be asked to bring in their hard copy of the book for DSS to convert into an accessible format.

The student should notify DSS right away if the accommodation is no longer needed.
Priority Registration

Priority registration is an accommodation available to DSS students when necessary to meet specific disability-related needs. This accommodation is meant to ensure that classroom accessibility, course scheduling, and/or other disability-related needs are met.

Priority registration is typically scheduled the day before advance registration starts for continuing students. This may be different for students registering for their final semester of courses, or for any students in the term programs, depending on Cal Lutheran’s academic policies. Students may check with the DSS office if unsure of his/her eligibility.

New, incoming students may not be eligible for priority registration during the first time they are registered for classes as the general registration period has already passed. These students wishing to make special accommodation requests, regarding their class schedules, must contact the DSS Coordinator to discuss their needs.

DSS students are eligible for Priority Registration only if they request and are approved for this accommodation. They must also have met the general Cal Lutheran requirements for registration eligibility.

Students must discuss the need for this accommodation with the DSS Coordinator.

Using the Letter of Accommodations (LOA) process, the student must activate his/ her DSS services each new semester/ term in order to receive any accommodations and services including priority registration. The student is also responsible for meeting Cal. Lutheran’s registration requirements, such as the student meeting with his/her Faculty Advisor and taking care of any holds on his/her account.

A student participating in a study abroad program may still use his/her approved priority registration accommodation for the next semester of classes he/ she will be taking at Cal Lutheran. The student must meet the registration requirements set forth by Cal Lutheran.

The student studying abroad must also activate his/her semester accommodations by emailing DSS (DSS@callutheran.edu) with his/ her LOA and request the use of priority registration. This must be done at least 2 weeks prior to the priority registration date. Because of time needed to process such a request, a student is strongly urged to activate this accommodation prior to the 2 week period. DSS will make its best effort to arrange for this accommodation if a student activates closer to the priority registration date; however, such requests may be denied if there is insufficient time to implement the accommodation with the Registrar office.
Housing Accommodations

A DSS student wishing to request housing accommodations should do so as soon as he/she is aware that such accommodations may be needed. The student and the DSS coordinator need to discuss the request to determine what accommodations are necessary in supporting disability-related needs.

Students needing housing accommodations must:

1. Register with DSS,
2. Complete the Housing Accommodation Request Form,
3. Submit supporting disability information for what is being requested,
4. Fulfill all housing deadlines set by the Residence Life Office including submitting the general housing application,
5. Uphold all housing policies established by the Residence Life Office.

The Housing Accommodation Request Form can be requested from the DSS staff. A student should discuss with the DSS coordinator what disability information may be needed for such a request.

Housing accommodations are to provide access and needed mitigating measures to only the DSS student. Residence Life and DSS will coordinate an appropriate housing assignment. A student’s preferences regarding which residence hall, specific roommate/suitesmates, etc. may be considered, but are not guaranteed.

Requested housing accommodations are only valid for one academic year and must be requested each academic year for the following one. Typically, returning Cal Lutheran students need to request and be approved for housing accommodations in the beginning part of the spring semester for the following academic year housing assignments. New Cal Lutheran students need to request and be approved for housing accommodations by the beginning part of July, or before the new students’ housing assignments are posted by Residence Life, whichever occurs first.
Audio Recording Lectures

In accordance with Subpart E of Section 504 of the Rehabilitation Act of 1973, a student with a qualifying disability which adversely affects his/her ability to take or read notes may be permitted to audio-record class lectures as a form of reasonable academic accommodation. Use of this accommodation is subject to the following conditions:

1. Audio recordings of class lectures are only for the DSS student’s personal use in study and preparation related to the class.
2. The student may not share or sell these recordings with any other person, database, or resource in any format.
3. The student may not publish or quote the lecture without the written consent of the lecturer.
4. The student agrees to only audio record pertinent course lectures and/or discussions. This may mean that should a course engage the students in sharing personal information, the DSS student may need to stop recording during those periods.
5. The student will be responsible for audio recording during the course. If a student is unable to do so on his/her own, DSS should be notified by the student in order to discuss alternative options. DSS has a limited number of digital audio recorders available for students to borrow; however, it is first come, first served.
6. The student is required to complete the Audio Recording Agreement through which he/she is agreeing to these policies. This should be requested from the DSS coordinator.
7. Failure to abide by the set policy constitutes copyright infringement and academic misconduct and may result in the suspension or revocation of this accommodation.
Grievance Procedure

Every effort is made to resolve issues or concerns through informal processes. Students, faculty, or staff who have a disability-related concern regarding a student’s accommodations are encouraged to speak with the involved parties including the Coordinator for Disability Support Services.

Should there be an issue regarding DSS services, please speak with the DSS coordinator as soon as possible about concerns. If the issue is not resolved, the student may choose to proceed with submitting a formal grievance.

Students may formally submit grievance decisions regarding meeting DSS eligibility, or denied accommodation requests, to the Director of Academic Services.

Grievances should be made in writing and should be presented within ten working days following the decision that is being appealed so that relevant documents may be obtained, individuals involved may be interviewed, and action will be taken promptly if it is needed. Replies to appeals will be provided within four-five days, with the goal of providing an equitable decision for all involved.
DSS Study Room Policy
(Library room 123)

This policy is regarding the access and utilization of the DSS study room (room 123) in the Pearson Library. To be granted access to this resource, a student must be registered with DSS, and the below guidelines/policies should be reviewed by the student regarding his/her responsibilities in using this room.

DSS students must:

- Check out the room 123 key from the front desk of the Pearson Library with his/her ID card. The Library staff will confirm that the student’s name is on the list provided to them by DSS before granting access to the key. If someone else already has checked out the key, the DSS student can knock on the study room door, so the other DSS student can let him/her into the room.
- Respect the area, equipment, and the person(s) who may also be using the room at the same time.
- Recognize that the space is to be shared by all students granted access by DSS and multiple users may be using the space at once. This means the space should not be used as one’s personal office, and the student needs to leave space in the room and on the desks for others to use.
- Accept his/her responsibility to keep the area clean/tidy for the next users. Leaving materials behind for any length of time is prohibited.
- Understand that this room may not be available at certain times due to testing and other trainings. A note will be posted on the door with closure times, and the student needs to be aware of such signs so as not to disrupt an exam etc.
- Adhere to the Pearson Library’s general rules as this study room (#123) is located within the Library.
- Contact DSS for assistance in learning how to use equipment or software/programs that he/she is not familiar with if these technologies are needed. This is to ensure the student can handle such sensitive and adaptive equipment items appropriately.

A student’s failure to comply with the previously mentioned agreements would be violating other students’ rights to use the DSS study room as part of the DSS program. This may result in restricting his/her ability to use this study room in the future.