Disability Support Services (DSS) facilitates equal educational opportunities for students with various disabilities by working together with the student and Cal Lutheran 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 DSS Staff 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 and/ or coordinating these academic adjustments, and other aids and services, in a timely manner. The aids and services listed within this handbook are not an exhaustive list of what is available, and other necessary accommodations may be discussed with the DSS Staff.

Disability Support Services (DSS)
Academic Services Building
60 West Olsen Road #5300, Thousand Oaks, CA. 91360
Tel: (805) 493-3464
Email: DSS@callutheran.edu
www.callutheran.edu/disabilities
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Testing Accommodations

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

A DSS student, who has been approved for testing accommodations and has activated their accommodations for the current semester/term, may choose to request DSS to proctor an exam/quiz.

If a student works with their professor to make other arrangements a student does not need to submit a testing request, if other arrangements have been made between the faculty and the student, like taking the exam in-class or during the faculty’s office hours, the student does not need to submit a testing request.

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

Deadlines: If you need testing accommodations for a special type of exam such as a Comprehensive Exam for graduate level work or for an LPE etc., please contact our office several weeks in advance to discuss your needs. You will also need to complete a Testing Accommodations Request form for these types of exams. Exams administered through DSS will be proctored within one week of the class exam. This means if the in class exam is on Tuesday, the proctored exam must be completed by 5PM the following Tuesday. Students are strongly encouraged to schedule their exams in DSS for the same date as the rest of the class. Testing Requests must be submitted at least one week in advance of the in-class exam to ensure proctor and room availability. All DSS students regardless of program must submit a testing request approximately two weeks prior to the first day of the Traditional Undergraduate Finals Week. Requests from all DSS students in all programs for exams during the Traditional Undergraduate Finals Week must be submitted by the posted deadline, approximately 2 weeks prior to the first day of final’s week. Check with DSS for specific 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 Request through Accommodate if they need DSS to proctor an exam/quiz. It is recommended for a student to consult their course syllabus to review the planned exam dates for the semester/term to meet submission deadlines. Through the Testing Request, the student will select the date and time they would like to take the exam in DSS. Students should consider their own class schedule and other academic commitments when scheduling the exam.

2. Students are able to submit a testing request up to a couple weeks prior to the class exam date. 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 section for specific details.

3. Students should notify their professor of the plan to take the upcoming exam through DSS. This should occur prior to submitting the online Testing Request Form. Once a Testing Request is submitted, both DSS and the specific professor will receive an email notification to review the request.
4. The Students will be selecting the time and date of the proctored exam when submitting their Testing Request. Exams administered through DSS will be proctored within one week of the class exam. This means if the in class exam is on Tuesday, the proctored exam must be completed by 5PM the following Tuesday. Faculty will review the testing request. They will provide DSS with any revisions and additional instructions.

5. DSS will email the student with the specific scheduled date/time of the exam, as well as the location of the testing room they have been assigned to for the specific exam. The student should check-in at the listed testing location ten (10) minutes prior to their scheduled exam start time. Exams taken through DSS are subject to change depending on information provided by the professor and/or the proctor schedule within the office.

6. 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. The student should talk to the professor to discuss options. If the professor permits the exam to be rescheduled through DSS, testing request submission deadlines are still applicable.

7. Students needing testing accommodations for online courses, 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 Request still do apply.

   PLTS students will need to work directly with the Associate Dean for Academic and Student Affairs on the PLTS campus to make testing arrangements.
   If testing accommodations are needed for special types of exams such as comprehensive exam or for an LPE etc., please contact DSS several weeks in advance to discuss your needs. Testing Requests are required and submission deadlines must still be met.

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

Testing Information for the Day of the Exam:

The student is to arrive to the testing location that was designated via email and Accommodate portal. A student needs to arrive ten minutes prior to the exam start time indicated through email and Accommodate portal. The proctor will meet the student at the testing location. The student must bring their CLU ID. Before entering the testing room students should have necessary materials i.e. pencil, scantron, calculator, etc. Please quietly enter the testing room, even if there’s a “Testing in Progress” sign. Many testing rooms are located out of the DSS office.

If a student is late for any reason, they 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, they 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. The student should talk to the professor to discuss options. If the professor permits the exam to be rescheduled through DSS, testing request submission deadlines are still applicable.
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.

Testing services are generally available Mondays through Fridays between 8:30am-5:00pm. Chapel hour, 11:15am-12:15pm every Thursday, is observed campus-wide, and exams are not typically provided during this hour. No testing services are provided during major holidays or campus closures. There are a couple of days through the academic year when the DSS office is closed for specific events. Testing accommodation submissions requesting a proctored exam when testing services are not available will be declined. The student will be notified of the declined request and instructed to submit a new Testing Request for a different date.
**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 Associate Provost. The student will be contacted to discuss their breach of academic honesty.
Note Taking Services

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

A student approved for note taking services is expected to attend each class session in which they receive notes. This accommodation is to help supplement the notes the student takes for themselves.

Process for requesting a note taker:

1. The DSS student must submit their semester accommodation request through Accommodate. Within the semester request, the student needs to be sure each course that they need to use notetaking services has been checked off to indicate the request for a note taker for that specific course(s). If a student adds a class, they need to submit a semester activation for the new course. The student should notify DSS right away if they drop/withdraw from a class, so we can update our notetaking records.
2. Once the accommodation request in Accommodate has been reviewed and approved by DSS, our office will begin work to procure a note taker for each class the student indicated on their request.
3. DSS will contact the students from the course roster to see if anyone is interested in being the note taker.
4. DSS will contact the professor to ask for their help in obtaining a note taker (i.e. class announcements).
5. The student will be notified by DSS when a note taker is set up for the class.
6. The student will be emailed a notification each time notes are uploaded to their Accommodate account. They can log into Accommodate to download the notes, and these can then be saved and/or printed by the student.

Additional Note Taking information:

It is helpful if the student reminds their 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. It is recommended the student speak to their professor about all of their accommodations, including notetaking services, as soon as they activate for the semester.

If a student decides that a note taker is not needed for one or more of the classes, they need 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 their DSS approved accommodations may choose to request an alternative format for texts for any class they are enrolled in. A student needs to use Accommodate to activate their 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. Just as all students in a course are required to obtain their 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 is initially approved for this accommodation.

Process for requesting a book in alternate format:

1. The student must submit a completed “Books in Alternative Format Agreement” as part of setting up 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, 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 their 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. DSS might keep the text for several days. It is possible DSS will need to cut the binding off the book in order to facilitate this conversion.

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 to begin at 8:00am on the same day as the general advance registration 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 their 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 may have already passed. These students wishing to make special accommodation requests, regarding their class schedules, must contact the DSS Staff to discuss their needs.

DSS students are eligible for Priority Registration only if they are approved for and have completed the semester activation 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 DSS. Our staff does not advise regarding course requirements/selection. Students should contact their Faculty Advisor and Academic Services for academic advising.

Using the Letter of Accommodations (LOA) process, the student must activate their 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 being cleared by their Faculty Advisor and taking care of any holds on their account.

A student participating in a study abroad program may still use their approved priority registration accommodation for the next semester of classes they will be taking at Cal Lutheran. The typical semester activation must be submitted in order to get this set-up. The student must meet the registration requirements set forth by Cal Lutheran.

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 Academic Services.

Students requiring accessible classrooms and/or furniture are expected to notify DSS if any classroom/furniture changes need to be made to meet their disability-related needs for these upcoming courses. It is strongly recommended students notify DSS within two months prior to the start of the new semester/term, so there is sufficient time for the University to make necessary alterations.
Housing Accommodations

A DSS student wishing to request housing accommodations should do so as soon as they are aware that such accommodations may be needed. The student and DSS Staff discuss the request to determine what accommodations are appropriate. Housing accommodations include meal plan adjustments.

**Students needing housing accommodations must:**

1. Register with DSS,
2. Complete the Housing Accommodation Agreement Form,
3. Submit sufficient disability information that supports what is being requested,
4. Fulfill all housing deadlines set by the Residence Life Office including submitting the general housing application and deposit,
5. Uphold all housing policies established by the Residence Life Office,
6. Activate the approved housing accommodations each semester.

The Housing Accommodation Agreement can be requested from DSS. A student should discuss with DSS 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.

Requested housing accommodations are only valid for one academic year and must be renewed each academic year for the following one. Typically, returning Cal Lutheran students need to renew, or be approved, for housing accommodations by the end of February for the following academic year housing assignments. New Cal Lutheran students need to request and be approved for housing accommodations by the beginning of June.
Emotional Support Animals in University Housing Policy

California Lutheran University is committed to providing access to its programs and services, and as such, Cal Lutheran permits qualified students with disabilities to have an Emotional Support Animal (hereafter referred to as an ESA) as a reasonable accommodation in University housing. An ESA will be permitted to live in the DSS student's campus housing, provided it is in compliance with the University’s policies regarding such animals. Pets or other animals are not permitted to reside on Cal Lutheran’s campus. The University allows specific exceptions for animals or pets to reside on campus. Those exceptions are: fish (please refer to the Student Handbook), Service Animals, Service Animals in Training (on a case-by-case basis determined by Residence Life and Student Conduct), and pets owned by or living with professional University employees.

Definitions

Emotional Support Animal: Emotional Support Animals (ESAs) are animals that provide emotional support which alleviates one or more identified symptoms or effects of an individual’s existing disability. To be considered an accommodation, an ESA must be required by an individual with a disability, in their residence, in order for the individual to have an equal opportunity to use and enjoy their residence/dwelling. Animals whose sole function is to provide comfort or emotional support are Emotional Support Animals, not Service Animals. For policies applicable to Service Animals, contact DSS.

Dangerous, poisonous, illegal and any other animals that pose a direct threat to the health and/or safety of the campus community will not be permitted as ESAs. Size restrictions may also apply.

Pet: A pet is an animal kept for pleasure and companionship. A pet is not considered an Emotional Support Animal or Service Animal. Individuals are not permitted to keep pets on Cal Lutheran’s property or bring pets into University buildings without authorization.

Owner: The owner is a residential student who has been approved by DSS for an ESA accommodation in campus housing under this policy.

Campus Housing: Any facility owned or operated by the University for the purposes of housing residential students, whether leased or owned.

Emotional Support Animal Application and Approval Process

1. A student seeking an accommodation for an ESA in campus housing must make a formal request through Disability Support Services (DSS).

2. DSS will notify Residence Life and Student Conduct if a student is approved for a specific ESA.

3. Next, Residence Life and Student Conduct will communicate with the roommates/suitemates, who reside with the DSS student, for consent to live with the ESA.

4. Residence Life and Student Conduct will then notify Cal Lutheran’s Hall Directors, and other pertinent Residence Life and Student Conduct staff, Campus Safety, House Keeping and Facilities staff in case there is a need to enter a student’s room.
5. Residence Life and Student Conduct will notify DSS and the DSS student the specific date for when the student is granted approval to bring the specifically approved ESA into campus housing.

**Overview of the Formal Request Process**

To make a formal request, the student must meet with DSS regarding the possibility of bringing an ESA to campus AND must submit recent and sufficient disability information from a qualified professional (treating psychiatrist, psychologist, physician, or other mental health professional). This must include a statement identifying a diagnosed medical or psychological disability and the reason (for what functional limitation) the ESA is required. There must be an identifiable and clearly established relationship between the individual’s disability and the support the animal provides.

The student making the request to have an ESA needs to have an appropriate, qualified professional complete the ESA Request for Information form. This form will be provided to the student during one of their initial meetings with the DSS staff. They also need to submit an ESA Request form to explain the reason(s) for this request to Disability Support Services.

The University will make every effort to accommodate ESA requests made within 30 business days before the student intends to move into their campus housing or begin utilizing the requested accommodation. If the request for an ESA is made fewer than 30 business days before the student intends to move into their assigned campus housing or begin utilizing the requested accommodation, California Lutheran University cannot guarantee that it will be able to meet the student’s accommodation needs during the first semester of occupancy. Immediacy of need will be considered on a case-by-case basis.

Once all of the documentation has been received, it will be reviewed for approval or denial by the professional DSS staff. DSS staff will consider any and all relevant city, state, and local ordinances when approving or denying an ESA request. A student will be notified of the decision made by the DSS staff by email or during a meeting with the student. If approved, the student must meet with DSS to review and sign the official electronic copy of this policy and agreement, and to submit all appropriate documentation of the animal’s vaccinations and health.

Copies of the animal’s documents will be kept with DSS. Any approval under this policy is valid for one academic year. Students must notify DSS of their desire to continue utilizing this accommodation for each subsequent year when the housing and placement process begins for the upcoming academic year. During this same time frame, students must notify DSS of their desire to continue utilizing this accommodation for each summer term. A new ESA policy will be signed for each new summer term and each academic year request.

**Residence Life and Student Conduct Notifications and Student’s Appeal Rights**

If the request for an ESA is approved, the University will notify the Owner, who will be required to sign this policy. Failure or refusal to sign this policy will be presumed to be an indication that the student does not intend to abide by the policy and will result in revocation of the approval.

During the general student housing application process, Residence Life and Student Conduct will inform students they may encounter approved ESAs in campus housing. Residential students with a medical condition(s) who may be affected by an approved ESA (e.g. respiratory diseases, asthma, severe allergies) are asked to inform Residence Life during the application process, or at any other time, if they have a health or
safety-related concern about exposure to an approved ESA. Only one ESA will be permitted to reside within a suite/campus house. An ESA and a service dog may not reside within the same suite or campus housing.

All roommates or suitemates of the Owner must state in writing that they agree to live with the approved ESA in their assigned campus housing; Residence Life and Student Conduct will provide the specific acknowledgement form for the roommate/suitemates to use for their written communication. In the event that one or more roommates/suitemates do not approve, or have a health or safety-related concern regarding exposure to the approved ESA, general University policies regarding roommate or suitemate disagreements will be followed to enable the Owner and the approved ESA to be moved to a different location. If the non-approving roommate(s) or suitemate(s) volunteer to move, Residence Life will make other arrangements for the indicated party. Written acknowledgement from a parent is required for roommates or suitemates under age 18.

Residence Life and Student Conduct will collaborate with DSS, as necessary, to resolve conflicts related to an approved ESA. Staff members will consider the needs and/or accommodations of all residential students involved. Facilities, Operations and Planning staff, Director for Campus Safety, and other relevant personnel, will be notified of which residential rooms ESAs are housed, in case of possible cleaning or work orders to be completed.

The requesting student may appeal a denial of a request for an ESA within five business days to the Associate Vice President of Academic Services and Registrar as per the DSS grievance process. The student must appeal the denial in writing (which includes email). The decision of the Associate Vice President of Academic Services and Registrar is final.

**Owner’s Responsibilities for Approved ESAs in University Housing**

The Owner must comply with the following provisions regarding behavior and care of their approved ESA.

**Vaccinations**

In accordance with local ordinances and regulations, the approved ESA must receive all required and recommended immunizations against diseases. Local licensing requirements must be followed. The University may request an updated verification regarding an approved ESA’s vaccinations at any time during the ESA’s residency, but verification will at a minimum be required at the start of each academic year, or summer term, the animal is in residence.

**Health**

Approved ESAs must be in good health as documented annually by a licensed veterinarian. Some animals may be exempt; the owner must speak to DSS personnel if they have questions regarding their specific animal. The University has authority to direct that the approved ESA receive veterinary attention in appropriate circumstances.

**Control**

The Owner must be in full control of the approved ESA at all times. The ESA must remain in the Owner’s assigned campus housing room at all times and be on a leash, harness, or other tether, or in an appropriate crate or carrier (if applicable) when being transported to and from the owner’s room. Dogs should be walked out of the student’s room to excrete waste and for brief exercise but cannot be outside the student’s assigned campus housing room for extended periods of time. Dogs must remain on leash when outside the owner’s assigned campus room. Only one ESA will be permitted to reside within a suite/campus house. ESAs cannot be in residence hall lobbies and cannot go to other areas of campus, including but not limited to, the Student Union, Ullman Commons, Pearson Library, or classrooms.
Cleanliness
It is the Owner’s responsibility to remove and properly dispose of the approved ESA’s waste (e.g. urine, excrement, fur, cage shavings), which must be placed in a sturdy plastic bag before disposal, and must be disposed of in an outside trash receptacle. An approved ESA must be clean and well groomed, and measures should be taken at all times for flea, tick, or other infestations and odor control. The student’s assigned campus housing room must be kept at a reasonable standard of cleanliness necessary for the health and safety of the approved ESA and housing occupants. The Owner will be held responsible for any room damages, including excess cleaning and/or replacement of any carpeting or furnishings that goes beyond regular wear and tear.

Other Conditions

1. The Owner is responsible for ensuring the approved ESA does not unduly interfere or adversely affect the routine activities of University housing, other residents, or general campus community. In addition, the approved ESA must not pose a threat to the health, safety, or property of anyone within California Lutheran University’s community.

2. The care and supervision, including any associated financial costs, of the approved ESA are solely the responsibility of the Owner and not the responsibility of the roommate/suitemates or anyone who is not the approved owner. The Owner is responsible for ensuring the safety of the approved ESA within the University community. If it is suspected that an approved ESA is being neglected, mistreated, or has been abandoned, the University may contact the Los Angeles Animal Care and Control office. The ESA may be removed without warning if removal is warranted due to safety concerns.

3. The Owner is financially responsible for the approved ESA, including for any bodily injury or property damage caused by the approved ESA. The Owner’s financial responsibility may include replacement of furniture, carpet, window, wall covering and costs of damage to other University-owned property. The Owner is expected to cover these costs at the time of repair or when moving out.

4. The Owner must notify Residence Life and Student Conduct and DSS in writing if the approved ESA is no longer needed or is no longer in residence. To replace an approved ESA, the owner must submit a new written request to Disability Support Services, and schedule a meeting with DSS staff to discuss this new request.

5. Approved ESAs may not be left overnight, or for prolonged periods of time, in student housing without the Owner being present. Approved ESAs must be taken with the Owner if the Owner leaves campus overnight. The Owner must make proper arrangements for the removal and care of an approved ESA while campus housing is closed for breaks. The need to care or an approved ESA is not on its own a valid reason for permission to stay on campus over a break or any other period when University housing is closed.

6. Approved ESAs (caged or non-caged) must remain in a crate or cage – in the assigned campus housing room – when the Owner is absent and/ or when University personnel are present. This might include, but is not limited to, the completion of work orders, conducting wellness checks, Residential Assistant (RA) visits, etc.

7. Approved ESAs are not permitted to display behaviors or create noises that are deemed disruptive to others (e.g. excessive barking, growling, biting, hissing, scratching). The University may require an Owner to remove their approved ESA when it is out of control and the Owner does not take action to control it, when it is not housebroken, or when it poses a threat to health and safety.
8. From time to time, the University may use pest control devices, cleaning supplies and other materials for the maintenance and operation of University housing. In general, the University does not use pesticides. The University is not responsible/liable for harm to an approved ESA permitted to reside with an Owner in University housing. The University will make an effort to notify students in advance so that if the student feels the need to remove or otherwise protect their ESA, they may do so.

9. The Owner will provide emergency contact information for an individual should the Owner be unable to care for the ESA at any time. The owner should consider both short-term/local care and long-term care for their ESA when asking someone to be the emergency contact. It is also important for the owner to consider having someone off-campus. Emergency contacts must be at least 18 years old.

10. The Owner will take the approved ESA outside during fire drills and/or emergency preparedness procedures. The approved ESA must remain in the crate/cage or on a leash/harness during this time.

11. Any violation of this ESA policy may result in immediate removal of the approved ESA from the University. Reported violations will be reviewed and addressed by Residence Life and Student Conduct.

**Guest Policy**

The University’s responsibility for ESAs applies only to currently enrolled, residential students. All other personnel or individuals (e.g. guests) are not allowed to bring ESAs into campus housing unless permission is granted by Residence Life and Student Conduct. This includes day visitations, overnight stays, or weekend visits, despite receiving approval from roommates. Refer to the Cal Lutheran [Student Handbook](#).

**Revocation of Approval**

California Lutheran University will take appropriate measures, up to and including revocation of approval for an ESA if, among other reasons:

- The owner violates any term of this policy, after notice and reasonable opportunity to correct when possible;

- The approved ESA is no longer needed to assist with a disability;

- Cal Lutheran determines that the approved ESA is a direct threat to the health, safety, or property of anyone in the University community, or that the approved ESA is adversely affecting the University’s programs or activities or;

- Cal Lutheran discovers that false or misleading information was provided in the Owner’s application for approval of an approved ESA.

California Lutheran University reserves the right to make an interim accommodation while determining appropriate measures.

The requesting student may appeal revocation of approval of a previously approved ESA within five business days of the notice of revocation. The appeal needs to be directed to the Associate Vice President of Academic Services and Registrar as per the DSS grievance process. The student must do so in writing. The Associate Vice President of Academic Services and Registrar decision is final.
Specific ESA Information

The following items will need to be completed on the official copy of the ESA Policy and Agreement. This list is just to give you a better understanding of what information you will need to provide.

1. Animal's Name
2. Type of Animal (i.e. dog or cat etc.)
3. Breed
4. Colorings/Markings
5. Age
6. Weight/Size
7. Gender
8. Spay/Neuter: yes/no
9. License Number (If applicable)
10. Rabies shot: (1st shot lasts one year; subsequent shots last 3 years.)
11. Date of Vaccination
12. Date of most recent check-up
13. Additional Information

When submitting the official electronic version of the ESA Policy and Agreement, you will need to upload the following items: recent photo of the specifically approved ESA, license#/ tag, vaccination records including rabies and when the animal is next due for their vaccinations (or when the current vaccinations expire.)

Emergency Contact Information

In the event of an emergency in which I, the Owner, am unable to care for my approved ESA, the contact person stated below will be responsible for the care of my ESA (All information is required to be completed.) All Emergency Contacts must be 18 years or older. If any changes need to be made to the emergency contact information, please contact DSS right away:

Consider the following when identifying your emergency contact(s):

- Who can temporarily take care of your ESA during an emergency situation? Think 1-2 days.
- If there was a more long-term emergency (3+ days), who could care for your ESA off-campus?
- Think through how the emergency contact person will access your assigned campus housing room to pick up the animal.
- Where will you store emergency supplies like food and medication for your ESA?
- Speak to your emergency contact(s) about designating them to care for your ESA, and be sure they have necessary information like veterinarian contact and daily care details.
- Does this person live off-campus?
- Did you already speak to this person about being the emergency contact for your ESA?
Recommendations:

1. As you are the student interested in requesting an ESA as an accommodation, we strongly encourage you to speak to your health provider (I.E. therapist, psychiatrist, etc.) about the benefits and the challenges that are potential when you are responsible for an ESA.

2. If you do not already have the animal you are considering to be your ESA, we highly recommend that you first take time to establish a relationship with the specific animal as this could help with the transition for the both of you should you be approved for the specific animal as an ESA. (Remember you cannot bring the animal to campus unless you have received the official approval by DSS and/or Residence Life and Student Conduct. This means you would need to build a relationship with the animal somewhere off-campus so you do not violate the University’s pet policy.)

3. Schedule a meeting with DSS staff to discuss your disability needs, and why you feel an ESA is needed. Or, to renew your ESA accommodation, you need to schedule a meeting with DSS at least 1 month prior to the start of the semester/term. The ESA renewal process is similar to the initial request process with reviewing/completing the ESA Policy and Agreement, and potentially submitting updated disability information. The renewal process might also include submitting updated health/vaccine records or other documents for your ESA. Contact us at DSS@callutheran.edu or 805-493-3464.
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 their 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 post, 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 their own, DSS should be notified by the student in order to discuss alternative options.
6. The professor needs to make a general announcement to the class stating the lecture will be audio recorded for an accommodation. The DSS student’s identity will not be disclosed.
7. The student is required to complete the Audio Recording Agreement form through which they are agreeing to these policies. This form is provided by DSS.
8. 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 professional Disability Support Services personnel.

Should there be an issue regarding DSS services, please speak with DSS 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 Associate Provost of Academic Services and Registrar.

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.
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 their responsibilities in using this room.

DSS students must:

- Check out the room 123 key from the front desk of the Pearson Library with their 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 them 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 their 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 they are 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 their ability to use this study room in the future.