



Clovis Community College

DSP&S Student Handbook

Welcome to the Disabled Student Program and Services (DSP&S)

Department at Clovis Community College.

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This handbook is designed to introduce students to the services that Clovis Community College and the DSP&S program have to offer.

DSP&S Mission

The Disabled Student Programs and Services (DSP&S) Office at Clovis Community College is dedicated to facilitating approved academic adjustments and auxiliary aids to students with verified disabilities. We strive to do this by building relationships between students, faculty, and staff that foster equity and inclusivity through accessibility awareness. We empower self-advocacy and independence that motivates students to pursue academic excellence.

DSP&S Vision

CCC DSP&S envisions institutional programs and activities that are inclusive, accessible, and equitable for all people with disabilities

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Introduction

Disabled Student Program and Services (DSP&S) is a student service support program that assists in facilitating accessibility to students with verified disabilities participating in Clovis Community College (CCC) instructional programs and events.

Students with disabilities may qualify for academic adjustments and auxiliary aids, also known as accommodations. Services and accommodations include, but are not limited to, adaptive equipment, Sign Language interpreter, notetaking, electronic textbooks, testing accommodations, course policy accommodation agreements, educational counseling and planning, and priority registration. Recent technologies and standards in the field of disability services lead to best practices. Please consult with a DSP&S counselor if you have any questions about these services.

This handbook provides a general informational overview of the programs and services available to students with disabilities through DSP&S. DSP&S has made every effort to ensure its accuracy. Please do not regard the provisions of this handbook as a contract between the student and the college. Approved accommodations are determined on a case-by-case basis via the Academic Accommodation Plan.

All policies and procedures set forth in the Clovis Community College catalog, also apply to all DSP&S students. For information regarding Admission & Registration and Academic Regulations, please refer to the Clovis Community College catalog or current schedule of classes. Reference copies of the [CCC Catalog](#) are available on-line at the Clovis Community College website and in the Library, DSP&S office, Counseling Center, and Admissions and Records Office.

Contact DSP&S at (559) 325-5050 or email dsps@cloviscollege.edu to request a copy of this handbook in an alternate format.

Section 1 - Eligibility Requirements

1. Students receiving services through DSP&S must have a qualifying condition which is verified by a professional third party and identified to result in an educational limitation by appropriate DSP&S professional staff. (Title 5 Regulations, Section 56006.)
2. Eligible disabilities include Attention-Deficit Hyperactivity Disorder (ADHD), deaf and hard of hearing, autism spectrum, learning disability, blind and low vision, acquired brain injury, mental health, intellectual, and physical disability and any other disabilities which limit one or more major life activities, and which imposes an educational limitation (Title 5 Regulations, Section 56032-56044, 56002).
3. Students wishing to participate in and receive services offered through the DSP&S program are required to apply, complete an intake interview and, if necessary, receive additional Learning Disability assessments to establish eligibility.
4. All required program paperwork and disability verification forms must be completed and submitted prior to participation in the DPS&S programs and/or services. DSP&S may require updated verification.
5. Students must possess the ability to respond appropriately to questions, follow directions and demonstrate the potential to benefit from special programs and services.
6. Students must demonstrate appropriate adaptive and/or self-help behavior. DSP&S does not provide Personal Care Attendants or administer medication.
7. Students who do not meet one or more of the eligibility criteria may result in denial of services.

Disability Verification

For the purposes of DSP&S a "student with a disability" is a person enrolled at a community college who has a verified impairment, which limits one or more major life activities as defined in C.F.R.35.104 resulting in an educational limitation. Note: This and the following definitions have been taken in whole or in part from Title 5 of the California Code of Regulations.

Students wishing to receive services must provide documentation from appropriate agencies or certified/licensed professionals outside of DSP&S, per Title 5 of the California Code of Regulations. In order to provide services, DSP&S must first receive the student's verification of disability. Disability verification forms are available on the DSP&S website or at the DSP&S office.

Under the ADA and ADA, DSP&S provides services for temporary disability. Examples of temporary disabilities include, but are not limited to, a broken leg or arm, a pregnancy-related disability condition, and recuperation from surgery.

Acceptable forms of disability verification may include:

1. A physical and/or mental health disability verified by an appropriate licensed professional and/or physician (example: medical doctor, psychologist, psychiatrist, chiropractor, audiologist, etc.). The verification should identify and describe the student's disability.
2. Copies of a student's comprehensive IEP/504 if they received services in high school. The IEP/504 should contain learning disability results and/or psychological reports.
3. A copy of the test battery/results that qualify the student for LD support services.
4. A speech/language disability verified by a speech-language pathologist.

5. DSP&S certificated staff, through personal observation, may verify the existence of an observable disability. Use of this procedure is limited to conditions that can be seen externally (example: quadriplegia, paraplegia, ambulation, cerebral palsy).

NOTE: Documentation of receiving SSI is not a valid form of disability verification

Eligible Disabilities

Section 56032 – Physical Disability:

Physical Disability is defined as a limitation in locomotion or motor functions. These limitations are the result of specific impacts to the body's muscular-skeletal or nervous systems and limit the student's ability to access the educational process.

Section 56034 – Deaf and Hard of Hearing (DHH):

Deaf and Hard of Hearing (DHH) is defined as a total or partial loss of hearing function that limits the student's ability to access the educational process.

Section 56035 – Blind and Low Vision

Blindness and low vision are defined as a level of vision that limits the student's ability to access the educational process.

Section 56036 – Learning Disability (LD):

Learning Disability (LD) is defined as a persistent condition of presumed neurological dysfunction which may exist with other disabling conditions. The dysfunction is not explained by lack of educational opportunity, lack of proficiency in the language of instruction, or other non-neurological factors, and this dysfunction limits the student's ability to access the educational process. To be categorized as a student with a learning disability, a student must meet the following criteria through psycho-educational assessment verified by a qualified specialist certified to assess learning disabilities:

1. Average to above-average intellectual disability; and
2. Statistically significant process deficit(s); and/or
3. Statistically significant aptitude-achievement discrepancies.

Section 56037 – Acquired Brain Injury (ABI):

Acquired Brain Injury (ABI) is defined as a deficit in brain functioning which results in a total or partial loss of cognitive, communicative, motor, psycho-social and/or sensory-perceptual abilities and limits the student's ability to access the educational process.

Section 56038 – Attention Deficit Hyperactivity Disorder (ADHD):

Attention-Deficit Hyperactivity Disorder is defined as a neurodevelopmental disorder that is persistent deficit in attention and/or hyperactive and impulsive behavior that limits the student's ability to access the educational process.

Section 56039 – Intellectual Disability (ID):

Intellectual Disability (ID) is defined as significant limitations both in intellectual functioning and in adaptive behavior that affect and limit the student's ability to access the educational process. An individual may have an intellectual disability when:

1. The person's functioning level is below average intellectual ability; and
2. The person has significant limitations in adaptive skill areas as expressed in conceptual, social, academic, and practical skills in independent living and employment; and,
3. The disability originated before the age of 18

Section 56040 – Autism Spectrum:

Autism Spectrum disorders are defined as neurodevelopmental disorders described as persistent deficits which limit the student's ability to access the educational process. Symptoms must have been present in the early developmental period, and cause limitations in social, academic, occupational, or other major areas of current functioning.

Section 56042 – Mental Health Disability:

Mental Health Disability is defined as persistent psychological or psychiatric disability, or emotional or mental illness that limits the student's ability to access the educational process. For purposes of this subchapter, conditions that are not described and/or excluded in the American Psychiatric Association Diagnostic and Statistical Manual (DSM) or the Americans with Disabilities Act (ADA) are not covered in this category.

Section 56044 – Other Health Conditions and Disabilities:

This category includes all students with disabilities, as defined in Section 56002, with other health conditions, and/or disabilities that affect a major life activity, which are otherwise not defined in Sections 56032-56042, but which limit the student's ability to access the educational process.

Section 2 - Application for Services

CCC Application and Orientation

Students who are new to CCC must follow the Admission and Records Requirements established by the College (see current college catalog, Admission and Registration). Begin by completing the SCCCD Online Application for admission at www.cloviscollege.edu; Under Future Students, Getting Started, Admission Requirements & Application. Students will need to complete the SCCCD Online Orientation available at www.cloviscollege.edu; Log into My Portal at [DSP&S Student Application](#) to access the New Student Orientation per matriculation guidelines in Canvas.

To access DSP&S services at CCC, students must:

1. Complete the New Student Intake process via the Accessible Information Management (AIM) portal. Access the AIM portal at <https://sierra.accessiblelearning.com/SCCCD/Default.aspx>.
2. Upload in AIM a documentation of disability verification that is verified by a licensed professional or physician.
3. Complete the college matriculation process and be eligible for enrollment and registration.

For more information visit the CCC DSP&S Website to view the [How to apply for the DSP&S Program](#) tab.

New Students

All new DSP&S students are required to complete an Application for DSP&S Services via the AIM Portal and attend a New Student Intake appointment. Students may schedule this in person or by calling 325-5050 or emailing dsps@cloviscollege.edu. Walk-in intake appointments are available on a limited basis only; it is recommended for students to schedule an appointment in advance.

What to Bring to the Intake Appointment:

1. Students who have not uploaded their documentation to AIM must bring their current verification of disability which include, but are not limited to, the following:
 - a. verified disabilities signed by a licensed professional/physician (i.e. medical report or assessment report)
 - b. IEP/Psychological Report/504 Plan from your high school
 - c. Learning disability assessment with test battery/results
2. Contact the DSP&S office with any questions about eligible disability verification.
3. Copies of unofficial or official transcripts (e.g. High School transcripts or transcripts from other colleges). **DO NOT** open sealed official transcripts as this will invalidate them.

DPS&S recommends that students make copies of all their documents submitted to office in case of future use.

Students are encouraged to attend their appointment on time. Late appointments may be subject to rescheduling. For cancellations, please call (559) 325-5050 as soon as possible.

Free Student Email

The State Center Community College District (SCCCD) provides a free e-mail account to every student. This email account will be the official means of contact between the district/colleges and the student. To learn more about the free student email, please see Section 10, free student email.

Math/English Placement

Information on Math/English placement can be found in the current CCC catalog. Students who have questions regarding how their disability impacts their Math/English should advise DSP&S staff during their New Student Intake appointment.

Returning Students

Clovis Community College students returning after an absence of two or more semesters must make formal application for readmission.

Students who have not used DSP&S services for more than a year should schedule an appointment with a DSP&S counselor to update their AIM profile. Students may be asked to provide updated verification if they have a disability that changes over time, or if they qualified for services based on a temporary disability. Students who have been away from DSP&S for a prolonged period, may have had their file destroyed. If a student's file has been destroyed, they must complete the entire intake process, including submitting current disability verification.

Continuing Students

Students are encouraged to meet with their DSP&S counselor at least once a semester to review that their Academic Accommodation Plan is in alignment with their current needs. Students may be asked to provide updated verification if they have a disability that changes over time, or if they qualified for services based on a temporary disability.

Students who would like to make changes to their accommodations and/or services, must meet with their DSP&S counselor to discuss their request. DSP&S may authorize requested accommodation and/or services based on the student's current disability verification. Students may be asked for additional verification from the student's provider/physician.

NOTE: Accommodation policies vary by campus, it is strongly recommended that students speak with a DSP&S counselor at the campus offering the course for specific accommodation requests.

Section 3 - Student Rights and Responsibilities

Student Rights

Clovis Community College is committed to maintaining an equitable environment that provides students with disabilities full access to the institution's educational programs, services, facilities, and activities. In our continuing efforts to meet this commitment, we call upon CCC staff to abide by federal laws, which guarantee students with disabilities the ability to participate in all aspects of CCC offerings that will allow them to maximize their full academic potential.

Federal Laws Pertaining to Students with Disabilities

Americans with Disabilities Act of 1990 (ADA)

The Americans with Disabilities Act of 1990 is a federal mandate which prohibits discrimination on the basis of disability in any entity receiving federal funds. Title II of the ADA requires state and local government entities adhere to accessibility standards in facilities and services offered; community colleges fall within Title II of the ADA. Individuals with disabilities are guaranteed an equal opportunity to benefit from state and local programs on the basis of equitable services.

Section 504 of the Rehabilitation Act of 1973

Section 504 of the Rehabilitation Act is a civil rights law that prohibits discrimination of individuals with disabilities in any program receiving federal funding. Section 504 requires accommodations be provided to individuals with disabilities that will allow them to fully participate in program services and offerings. Individuals with disabilities may not be denied benefits of, or otherwise be subjected to discrimination under any academic, research, health insurance, financial aid, physical education, athletics, recreation, transportation, extracurricular activities, occupational training, housing, counseling, or any other post-secondary educational programs or activities. Section 504 defines a qualified person with a disability as any person who (a) has a physical or mental impairment which substantially limits one or more of such person's major life activities, (b) has a record of such an impairment, or (c) is regarded as having such an impairment.

Section 508 of the Rehabilitation Act of 1973

Section 508 of the Rehabilitation Act was an addendum passed in 1998. Section 508 requires entities to make electronic and information technology accessible to people with disabilities. Creation of accessible electronic and technology services allows anyone with a disability to freely access e-services without having to request accommodations, including those who require adaptive technology.

Title 5

DSP&S is guided by Title 5 under the California Code of Regulations for California Community Colleges. Title 5 assists college personnel in administering DSP&S services to students with disabilities and outlines legal and fiscal responsibilities the DSP&S department must follow. Title 5 deems appropriate academic adjustments, auxiliary aides, and instructional services provided to students with disabilities.

Student Responsibilities

The following is a brief overview of the student responsibilities for using DSP&S and the service limitations within DSP&S. Responsibilities are categorized by DSP&S Student Responsibilities, Student Accommodation Responsibilities, and Student Behavior Responsibilities.

DSP&S Student Responsibilities

1. Students with disabilities' participation in DSP&S is voluntary. Not all students with disabilities may require accommodations and/or services through DSP&S.
2. Receiving DPS&S support services does not prevent a student from participating in any other courses, programs or activities offered by the college.
3. Students receiving services through DSP&S will be assigned a counselor. If, for any reason, the student has a problem/issue with their assigned counselor, the student may request another counselor through the Change of Counselor form.
4. Students must meet with a DSP&S counselor to complete an Academic Accommodation Plan. Counselor and student will meet at least once during the academic year (once per semester is preferred) to review their Academic Accommodation Plan.
5. Students will utilize DSP&S services in a responsible manner and adhere to written service provisions adopted by DSP&S.
6. Students must demonstrate measurable progress toward the goals established in the Student Educational Plan (SEP) and meet academic standards established by the college (refer to the current college catalog).
7. Students seeking to appeal the denial of services should seek remedy through the [DSP&S Complaint Process](#).
8. Students must possess the ability to respond appropriately to questions, follow directions, and demonstrate the potential to profit from instruction.
9. Students are responsible for the provision of a personal care attendant to administer any medications or personal needs. DPS&S does not provide personal care attendants.

Student Accommodation Responsibilities

1. Students must meet with their DSP&S counselor at least once an academic year (once per semester preferred) to review that their Academic Accommodation Plan is in alignment with their current needs. Please note that students must request accommodations each semester through AIM.
2. Students must notify their DSP&S counselor immediately if their accommodations are not implemented in an effective or timely manner.
3. Students who scheduled for special services (e.g., interpreting, test assistance) must notify the DPS&S office of their absence, cancellations, or changes in advance. Two failures to do so may result in the suspension of these special services.
4. The student and/or other non-college agencies shall be responsible for the provision of personal attendant care. DPS&S does not provide this service [Title 5 Regulations, Section 56000 (d)].
5. Students assume responsibility for transportation, service animals, medications.
6. Students assume responsibility for their education (i.e. attending class, submitting course work, registering for classes, etc.) and accommodations (i.e., requesting services each semester).

7. Students are expected to work collaboratively with CCC staff and their instructors to ensure timely provision of accommodation and services.

Behavior Responsibilities

1. Students are expected to follow the [Code of Student Conduct](#) established by the college (a copy of the Code of Student Conduct and Student Bill of Rights is available at the Student Services Center).
2. Students are expected to show the proper respect for faculty, staff, and other students. Rudeness, name-calling and obscene language or gestures will not be tolerated.
3. Students must demonstrate disability-related appropriate adaptive behavior (Title 5 Regulations, Section 56004).
4. Students must comply with BP 5500, Standards of Conduct, that can be referenced for appropriate conduct etiquette.

Section 4 - Complaint Process

DSP&S students can submit a complaint if they are dissatisfied with the implementation of an approved academic accommodation or auxiliary aide; if an accommodation that aligns with disability verification was denied; or if they were harassed or discriminated on based on their disability status.

Informal Resolution Complaint

1. DSP&S encourages students to [reach out to their counselors](#) to informally remedy the situation if the student is dissatisfied or has concerns with college personnel outside of DSP&S (e.g., instructors, college staff). Many times, DSP&S counselors can act as a liaison between students and the institution to address the concerns.
2. DSP&S encourages students to reach out to the [DSP&S Director/ADA Coordinator, Dr. Jacquelyn Rubalcaba-Muniz](#), if the student is dissatisfied with an interaction with a DSP&S staff, or an academic accommodation that was denied.
3. An informal complaint may be advanced to a CCC Dean or Vice President if a mutually satisfactory resolution cannot be agreed upon between the student and DSP&S and/or the institution at large.

Formal Resolution Complaint

1. A student who would like to file a formal complaint about their concerns can officially submit a [Student Complaint Form](#) to CCC. Please visit [CCC Student Complaint Procedures](#) to complete the process of filing a formal complaint.
2. Students may also file a formal grievance with CCC about their concerns. Please visit [CCC Grievance Procedures](#) to complete the process of filing a formal grievance.
3. Students have the right to file a grievance with the [Office of Civil Rights \(OCR\)](#) if no mutual satisfactory agreement can be agreed upon. OCR will convene with an open investigation on services provided.

Section 5 - Student Progress and Services

DSP&S assumes the responsibility of establishing requirements for measurable progress and abuse of services. If a student does not adhere to established institutional academic policies, they are subject to disqualification status as outlined by the college catalog. DSP&S services are halted on dismissal status and will be reinstated when the student is reenrolled into the college. Abuse of accommodations and services are also subjected to suspension of services.

Suspension of Services

There are two ways DSP&S services can be suspended:

1. Lack of measurable academic/conduct progress (as set forth by the college catalog), and/or,
2. Abuse of accommodation and/or services

Measurable Progress

DSP&S services are intended to assist students with achieving their academic and/or vocational goals. Students are strongly encouraged to use their authorized accommodations and support services, choose appropriate classes and a reasonable course load, and to meet regularly with their DSP&S counselor.

Accommodations allows for access, student success is dependent on the students' utilization of approved accommodations, in addition to maintaining college course rigor. Even with accommodations, students may encounter difficulties due to their disability, life circumstances, or other reasons that prevent them from achieving these goals. A lack of measurable progress may result in an academic/progress dismissal. DSP&S services will be halted during the students' sit out from the college and will resume when the student is actively attending college again. A lack of progress is determined by the following:

1. Failure to meet SCCCD's requirements for being a student in good academic standing (see current college catalog).

Abuse of Services

1. Abuse of services is defined as failure to comply with the policies and/or procedures established to obtain or utilize authorized accommodations. DSP&S prohibits students from utilizing unauthorized accommodations. Examples of 'abuse of services' include excessive, unexcused absences where a service is being provided, verbal abuse of DSP&S staff, repeated failure to keep appointments for testing, counseling, or other services. Abuse of service may result in suspension of that service.
2. Students will be notified in writing addressed to their SCCCD email of the pending suspension of services. The student will be asked to meet with their DSP&S counselor or Director within seven instructional days from the date the letter was sent to discuss the area of concern. Failure to meet with the counselor or Director will result in the suspension of services. A letter will be sent to the student's SCCCD email notifying of the suspension.
3. Services may continue or be reinstated services only with the authorization of a DSP&S counselor or Director. If authorized, the student agrees to and signs a "Contract for Continuation of Services".

4. Students who wishes to appeal the decision for suspension of services should seek remedy through the DSP&S Complaint Process.

Section 6 - Confidentiality

The Right to Privacy Act ensures that all disability-related contact with the DSP&S office remains confidential unless students' sign a SCCCDC DSP&S Consent for Release of Information form found in the students AIM profile. This means that a DSP&S counselor will discuss disability-related information about students with those approved on the consent form. Academic information is limited to college personnel only and will remain confidential to individuals outside State Center Community College District.

For reasons of confidentiality, DSP&S staff members may not discuss a student's disability diagnosis with instructional faculty or general staff. General DSP&S related information may be provided to administration, program personnel, or committees to determine services outside of the DSP&S program (i.e., EOPS may need DSP&S program confirmation, Financial Aid may inquire about DSP&S status for disability-related grants, administration may inquire about DSP&S services to resolve any inquires that may arise).

DSP&S encourages students to be present in the disability-related discussions with those they have added (i.e., parents, spouses, legal guardians, outside counselors, etc.) to the SCCCDC DSP&S Consent for Release of Information. This will ensure transparent discussions are taking place with the student about their DSP&S services.

In addition, students are encouraged to talk with instructors about their specific accommodation needs, this does not mean students have to divulge their disability diagnosis to instructors. A student's disability diagnosis can remain confidential from instructors if the student wishes. When necessary, DSP&S staff may act as a liaison on the student's behalf to facilitate provision of services or to help students communicate their needs to others.

Students may authorize their release of general non-DSP&S related student information by signing the [Family Education Rights and Privacy Act \(FERPA\)](#). FERPA forms must be submitted to the college Admissions and Records office. Students should make college staff aware that a FERPA release has been signed and submitted to the Admissions and Records office.

Section 7 - General Information

Absence Notification for Classes

Students are responsible for communicating with their instructors of absences. The DSP&S office will not notify students' instructors of absences. Students should refer to the syllabus to understand each instructor's policy on course attendance requirements and their drop policy for absences.

Absence Notification for Services

Students scheduled for services and accommodations (i.e., Interpreters, testing, tram, etc.) must notify DSP&S of any absence or changes in their requests in advance whenever possible.

Personal Care Attendant

SCCCD does not provide Personal Care Attendant Services. Personal Care Attendants whom the student brings with them will be expected to adhere to the Student Code of Conduct, will not be allowed to serve as the student's exam proctor, and will not be provided an official enrollment status for the course.

Campus Access

The College has an ongoing process for evaluating architectural barriers and recommending changes. If students encounter difficulties with access, please inform DSP&S and steps will be taken to address the problem.

Department of Rehabilitation

If the Department of Rehabilitation (DOR) is sponsoring a student's education and/or training, it is the student's responsibility to work with their DOR counselor to ensure that the "authorized" payment is submitted/received (fees/books, etc.) according to the College's fee payment schedule. If DOR is paying for a students' tuition or book fees, it is the students' responsibility to ensure these fees are paid on time. DSP&S cannot postpone payment deadlines. Please work the CCC Business Office to learn of payment due dates.

Duplication Services

DSP&S provides duplication services only for the enlargement of tests, handouts, and classroom notes, to students with low vision disabilities. Current Copyright laws are enforced.

Financial Aid

DSP&S does not have money available for grant or loan to pay students' tuition or educational fees. Students are encouraged to apply for Financial Aid, scholarships, other campus programs, and/or DOR, to assist with tuition, purchases of books, supplies, and other educational necessities.

- **Financial Aid:** Please go to the campus' office (Academic Center 2, first floor, Rm #141) or visit the [Financial Aid website](#) to learn more about the specific guidelines and application deadlines.

- **Scholarships:** The Scholarship Office grants scholarships every year for both continuing and transferring students. In addition, they also help students search for scholarships from other sources. There is a scholarship opportunity available for currently enrolled CCC DSP&S students with disability title “Access and Empowerment” scholarship. Visit the [Scholarship website](#) to learn more and check the scholarship listing.
- **College Campus Programs:** Students may be eligible for campus programs such as Extended Opportunity Program and Services (EOP&S), Veteran’s services, CalWORKs, which may provide funding and other resources. Visit the [Student Services website](#) to learn more.
- **Department of Rehabilitation (DOR):** The DOR is a federal program that may provide funding for a student’s education, depending on if the students’ educational goal aligns with their DOR vocational goal. Visit the [DOR website](#) to learn more about the program and eligibility.

Personal Emergencies

Some students have medical conditions that may require emergency or first aid response. This may include students who have seizures, cardiac disabilities, or psychiatric disabilities. The student may wish to designate an emergency contact person in the event of a medical emergency. Please contact Health Services for a “Health Action Plan,” located in Academic Center 2, second floor, Rm #274.

Service Animals/ Emotional Support Animals

According to the American with Disabilities Act (ADA), a service animal is a specified trained animal that works or performs tasks for the benefit of an individual with a documented disability. In compliance with ADA, service animals are welcome in all buildings on campus and may attend any class, meeting, or other event. Services Animals do not have to be registered with the DSP&S office.

Emotional Support Animals is a specified animal that provides emotional support to a student with verified disability documentation indicating the animal can be used as an accommodation. Emotional Support Animals have to be approved on the DSP&S Academic Accommodation Plan. Reasonable behavior is expected from all animals while on campus. If the student’s Service or Emotional Support Animal exhibits unacceptable behavior, the animal may be refrained from being permitted on campus. (Refer to BP 3440 Service Animals and Emotional Support/Comfort Animals on District Property).

Section 8 - DSP&S Programs

State Center Community College District houses many campuses: Clovis Community College, Fresno City College, Reedley College, Madera Community College and Oakhurst Center. Each campus has distinct differences in what courses, services, and accommodations they provide. To receive DSP&S services students must meet with a DSP&S counselor at each site that they are in attendance.

To ensure timely service of accommodations at Clovis Community College, please call 559-325-5050 or email dsps@cloviscollege.edu and set up a campus intake appointment. Students should inform the DSP&S staff which campus is their primary campus.

During the CCC campus intake appointment, the CCC DSP&S counselor will review the student's AIM student profile, disability verification, selection of primary campus, e-forms, and Academic Accommodation Plan. The CCC DSP&S Counselor will authorize Clovis accommodations and instruct students on how to use CCC accommodations and services. CCC DSP&S counselors need to meet with the student at least once each academic year they are in attendance, to keep the students' status as "active" at CCC DSP&S. After one year of not seeing a DSP&S Counselor at CCC, the student's file becomes inactive, and the student will need to go through the process of reactivation, which may include having to conduct a campus intake again.

Section 9 - Services and Accommodations

DSP&S Services

DSP&S Counselors offer students with disabilities specialized academic counseling and guidance to assist with coordinating accommodations, and educational planning. Counseling is available by appointment.

Available DSP&S counseling services

- **Academic Advising:** DSP&S Counselors are available to assist students with academic advising and educational planning.
- **Disability Management:** DSP&S Counselors coordinate necessary support services, recommend accommodations, and serve as a resource to help students obtain appropriate services beyond those provided at CCC.
- **Personal Counseling:** Counseling for personal situations, impacting student's academic ability to succeed in college, is available through DSP&S. If in-depth counseling appears to be needed, the staff will refer the student to Psychological Services on campus or to outside agencies or counselors.

How to schedule a counseling appointment

Contact the DSP&S office at (559) 325-5050 or dsps@cloviscollege.edu between 8:00 AM and 5:00 PM Monday through Friday. Once you have been assigned a counselor, you can make appointments by directly emailing them and utilizing their appointment link via their email responses.

Walk-in appointments

Walk-in DSP&S counseling appointments are available on a limited basis and are on a first come, first served basis. Walk-in appointments are limited in length and are to be used only for 'quick-answer' types of questions. Due to the brief time allowed for these appointments there might not be enough time to address all of your concerns. In this case, your counselor can assist you in scheduling a follow-up appointment. Please call DSP&S at (559) 325-5050, before heading in, to see if walk-ins are being taken by DSP&S counselors.

Academic adjustments and auxiliary aids (Accommodations)

The major objective of the Disabled Student Programs & Services office at CCC is to assure educational access for students with disabilities. CCC DSP&S concentrates its efforts on providing support and services that are not available elsewhere in the college. DSP&S makes the following accommodations (also known as academic adjustments and auxiliary aids) and services available to qualified students at CCC:

- Alternate Media
- Counseling
- Deaf/Hard of Hearing Services (SLI, VRI, CART)
- Learning Disability Testing
- Notetaking Assistance
- Course Policy Accommodation Agreement
- Priority Registration
- Testing Accommodations

- Other (As needed, based on verification)

The use of any accommodations or services must be authorized by a DSP&S Counselor, which is typically completed during the intake appointment. Authorization will be determined based on the student's verified disability and educational limitations which necessitate the use of that specific service. An Academic Accommodation Plan (AAP) will be created which indicates the authorized accommodations and/or services. The AAP is not permanent and may be changed based on the student's new needs and verified disability. For services or accommodations not listed here, please make an appointment to discuss with your DSP&S counselor.

Faculty Notification Letter (FNL)

After the DSP&S Counselor has authorized a student's accommodations and services, the student will sign the AAP form and agreements to put their accommodations in place. Every semester the students will need to submit an accommodation request for classes that they are officially enrolled in. DSP&S will email instructors a Faculty Notification Letter (FNL) which informs that the student is approved for accommodations and/or services and may use them in the course. Please note that the FNL simply serves as a notification and does not mean the accommodation and services have been arranged. Students must go through the specific processes for each service to confirm arrangements. Work with your DSP&S counselor on setting up accommodations and services.

How to access your accommodations

1. Ensure that you are an active DSP&S student. You may contact the DSP&S office at 559-325-5050 or email dsp@cloviscollege.edu to determine your status.
2. Submit your accommodation request via the DSP&S AIM portal.
 - a. Accommodations requests are customizable to the needs of each course.
 - b. DSP&S will typically process requests within 36 working hours and email the FNL to instructors.
 - c. If you submit an accommodation request for the upcoming semester, DSP&S will hold the requests and will email the FNL no sooner than one week prior to the start of semester.
 - d. Students will receive copies of the email notifications that the FNL has been sent.
 - e. Please visit the [step-by-step instructions for AIM website](#) for more information.
3. Confirm that you would like to receive specific services for your classes via the AIM portal (i.e., test taking, alternate media, note taking, etc.).
4. Work with DSP&S staff and course instructors to coordinate your accommodations.
5. Notify your DSP&S counselor immediately if your accommodations are not implemented in an effective or timely manner.

Tips for accessing your accommodations

1. DSP&S advises that you meet with your DSP&S counselor once a semester to review and discuss how your accommodations can help you to be successful in your classes.
2. You are responsible for requesting the Faculty Notification Letter for your classes each semester. DSP&S may email a courtesy reminder but is not obligated to do so every semester.
3. DSP&S encourages you to meet with your instructors during a private office hour to talk about your academic accommodation needs. Your DSP&S counselor can act as a liaison as needed.

4. Contact the DSP&S staff with any questions or concerns related to your academic accommodations. Appointments with the DSP&S staff can be scheduled as needed.

Dialog with Instructors to Request Accommodations

Talking with your instructors about your accommodation needs can help them to better understand how they can support you in their class. DPS&S encourages you to speak with your instructors at the beginning of each semester during a private office hour to confirm that they have received your FNL and to discuss your accommodations.

Tips for dialog with your instructors

1. Practice what you plan to say to your instructors before the meeting.
2. You are not required to share your disability status or condition with your instructors. You can discuss that you have been approved for DSP&S accommodations and what they are (refer to the FNL for your approved accommodations and/services).
3. Be polite. You are asking them for their collaboration with your accommodations.
4. Discuss and work out your accommodation needs with the instructor. DSP&S staff can help be liaisons as needed.
5. If an instructor does not agree to your accommodation request, then politely thank them for their time and contact/meet your DSP&S counselor immediately.

Sample dialogue:

Below are some suggestions on what to say to your instructor(s):

I am (**insert your name here**), and I am registered with the DSP&S office. I had requested that a Faculty Notification Letter from DSP&S be emailed to you. The FNL verifies my eligibility for DPS&S and shows the authorized academic accommodations that I am eligible to use in your class. My disability limits (**insert what your disability limits here**), which means I need (**insert what approved accommodations you need in the class here**) to assist me in accessing material and participating in your class.

I would like to discuss: (**include only those that are approved for you.**)

1. **Getting A Notetaker:** Because you hold live and unrecorded lectures, I need a student who takes good notes in this class. Would you please find one of the enrolled students who takes good and effective notes? The student agreeing to be my note-taker must sign up to become a note-taker through the DSPS AIM portal. Also, I would like my identity to remain confidential (if you would like anonymity).
2. **Digital Recording a Lecture:** I am authorized by the DSP&S office to record lectures. I'll only use the recordings in my studies for your class and will discard of them at the end of the semester. DSP&S has a Digital Recording Usage Agreement that I signed electronically in my AIM portal. If you have any concerns about me doing this, please contact my DSP&S counselor.
3. **Extended Test Time:** I need to discuss the accommodation of extended test time. DSP&S has approved me to receive 1.5X extended time on my quizzes and exams. If this class is fully online, please adjust all my timed quiz and exam times to include the extension. DSP&S does offer proctoring service in the Testing Center. I can arrange to take the tests through AIM, or we can work out extra time at a time and place you suggest. How would you like to organize this?

4. **Quiet Environment:** Because of my verified disability, I am easily distracted, and I need to take tests/quizzes in a reduced distraction environment. I can arrange to take my tests in the Testing Center, or we can choose another agreed upon spot. Which would you prefer?
5. **Table and Chair:** Because of my verified disability, I am unable to sit in a regular student desk and need an individual table and chair; would you please make sure this seat is reserved for me?

Adaptive Equipment & Assistive Technology

Educational access sometimes means that students need equipment such as an audio recorder to benefit from instruction. DSP&S has a limited supply of adaptive equipment & assistive technology available for loan during class time. Visit the Adaptive Technology Center (ATC) in AC2 171 to work with the Alternate Media Specialist on adaptive equipment and assistive technology requests.

DSP&S only loans equipment to students who are officially enrolled in CCC classes and authorized by their DSP&S counselor for equipment use. Equipment (e.g., audio recorders) is not available to students for a purpose or activity that is not school sponsored. All equipment is returned by the end of finals week each semester.

How to arrange for equipment loans:

1. Schedule a meeting with the DSP&S Alternate Media Specialist to check out the equipment.
2. Complete and sign the Equipment Loan Contract.
3. The student is responsible for supplying additional accessories such as batteries, notebooks, USB cord, and etc.
4. Return the equipment by the designated due date.
 - a. Failure to return equipment, or if the equipment that has been damaged or reported as lost, may impact the students' right to check out future equipment loans. Students will be charged a fee to replace the equipment.
 - b. A hold will be placed on the student's account until the cost is paid or the item is returned. A hold will prevent students from requesting transcripts and/or registering for courses.

Alternate Media

Alternate Media is defined as instructional materials, textbooks, and classroom materials in formats accessible and usable by individuals with disabilities. The DSP&S counselor will determine if alternate media services is authorized based on an interactive process with the student and a verification of their disability. The Alternative Media Specialist (ALTMS) will work with the student to determine the most suitable alternate media format for their courses. DSP&S offers the following alternate media services: electronic text (e-text) that is compatible with literacy software and screen readers, Braille and tactile graphics, and large print that are conversions of the original materials and handouts.

E-Text and Kurzweil

A student may benefit from having the course material available in electronic or auditory format to complete the reading in a timely manner with adequate comprehension. DSP&S offers the literary software Kurzweil that provides audio format to our students. Students will work with the ALTMS set up an account and learn how to use Kurzweil. Though the primary mode of E-text is through Kurzweil, a PDF may be provided to use other preferred software.

How to arrange for Alternate Media:

1. Determine which required course textbooks and materials you need in alternate media.
 - a. DSP&S will only process requests for courses that you are officially enrolled in, are required materials, and that the student has purchased, rented, or already has possession of.
2. Submit your alternate media request through the DPS&S AIM portal by selecting the Alternate Formats tab.
3. Sign the Security of Electronic Text Agreement and Request Alternate Media.
4. Upload copies of the textbook receipts or proof of possession of the textbook in the Alternate Formats tab.
 - a. Proof of purchase or rental can be an image of the receipt that clearly states the material with student ID, or proof of possession can be an image of the material with the student ID.
5. DSP&S will notify the student when the alternate media is ready to be released to them.

Tips for Alternate Media:

1. Students should request their alternate media in advance; it will take time for the alternate media to be processed.
2. Students should understand that the binding of their textbook may be removed as part of the integral step in the alternate media conversion process. This may impact the resale value of the book.
3. While the alternative format requested is being processed, the college may offer to provide it in another medium which would be equally effective to the student for faster delivery of service.

Interpreters

The goal of DSP&S Interpreting Services is to facilitate accessible communication linguistically and culturally among students and staff in the post-secondary environment in an effort to support Deaf students' success toward achieving their goals. Sign Language Interpreters are provided to Deaf or Hard of Hearing students, upon request, for classroom sessions, class-related meetings, events and/or field trips, and for additional campus services.

Scheduling interpreters requires advance notice.

1. Students are highly encouraged to plan and request interpreting services as early as possible.
2. Interpreters are assigned based on a variety of factors, including but not limited to: staffing availability; skills, knowledge and ability level of each interpreter and the individual communication needs of each student.

How to arrange for Interpreting Services:

1. Schedule an appointment to meet with the DSP&S interpreter coordinator to complete the interpreter intake.
2. For classes, submit your class schedule to the interpreter coordinator at least 4 weeks prior to the start of each semester.
3. For all other campus services and/ or events: submit an Interpreting Service Request (ISR) via the [online Interpreter Request Form](#) at least one week in advance of the scheduled appointment or event.

4. Inform the DSP&S interpreter coordinator as soon as possible of any changes to your schedule and/or ISRs.

Important information regarding interpreting services:

Absences and Late Show:

1. If a student is absent for three consecutive class sessions and has not submitted prior notification to the interpreter coordinator (or their DPS&S counselor in the absence of the interpreter coordinator), the interpreter will automatically be reassigned to another pending interpreter request.
2. Interpreter reassignment back to the student's class is handled on an individual basis with the student's counselor and/or interpreter coordinator.
3. On the first week of the semester, interpreters will wait for 30 minutes after the start of each class session for the student to arrive. If the student does not show up within 30 minutes, the interpreter may be reassigned to another class.
4. On the second week and thereafter of the semester, interpreters will wait for 20 minutes after the start of each class session for the student to arrive. If the student does not show up within 20 minutes, the interpreter may be reassigned to another class.
5. Abuse of services may result in suspension of services

Concerns:

1. If a student has a concern about an assigned interpreter, the student is encouraged to first work with them to resolve the issue.
2. When this is not appropriate or conducive to communication and/or if the student doesn't feel comfortable, the student is encouraged to meet with the interpreter coordinator who will act as a liaison between the student and interpreter to facilitate a mutually effective resolution.
3. If the student would like to request a different interpreter, the student must complete a Request for Reassigned Interpreter form (ask the Interpreter Coordinator for form).
4. Please allow one week for the interpreter coordinator to follow-up.

Tips

1. D/HH students are highly encouraged to use their DSP&S priority registration period to register for courses early and submit their course interpreter request to the interpreting coordinator.
2. Every effort will be made to process ISRs as quickly as possible, and as staffing allows, for class schedules and ISRs received with short notice and/or after the recommended period.
3. For some campus-wide events, DSP&S will make every allowable effort to assist in these requests (i.e. provision, scheduling and coordinating of interpreters) but the department sponsoring the event is required to pay for the interpreting services.

Learning Disability Assessment Testing

Students who suspect they have a learning disability (LD), but who have not been assessed can meet with DSP&S counselor to discuss testing and be referred to the DSP&S LD Specialist. The DSP&S Counselor will provide the student with a Learning Disabilities intake. The DSP&S LD Specialist will connect with the student to follow-up with their intake

request and schedule a Learning Disability Assessment if appropriate. If a student is determined to be eligible to be assessed, the LD Specialist will provide a battery of individualized assessments to determine DSP&S eligibility.

How to arrange for a Learning Disability Assessment Referral

1. Students must complete and submit a Clovis Community College Application for Admission prior to the intake appointment.
2. Complete the New Student Application and Intake process (excluding verification of disability) in the DSP&S AIM portal.
3. Schedule an appointment through the DSP&S office for a New Student Intake by calling (559) 325-5050 or emailing dsps@cloviscollege.edu.
4. If appropriate, students will be referred for a LD testing appointment after completion of an LD intake.
5. Temporary accommodations may be authorized while pending official Learning Disability Assessment results. Consult with the LD Specialist for more information regarding temporary services.

Priority Registration

To receive priority registration DSP&S students must meet the SCCC/CCC Priority Registration Guidelines; see current college catalog or your DSP&S counselor for additional information. CCC offers priority registration to qualified DSP&S students who meet the following requirements:

1. Completed the college matriculation steps and have been approved to receive DSP&S services based on disability verification.
2. Has an active status with DSP&S with priority registration as an approved accommodation on their AAP.

Priority Registration shall be lost after a student:

1. Is placed on academic/progress probation for 2 consecutive terms, or
2. Has earned 90 units or more SCCC degree applicable units (see college catalog regarding maximum time-frame policies).

Students may appeal the loss of priority registration. Please meet with your DSP&S Counselor to review options supported through the current Clovis Community College catalog.

How to arrange for Priority Registration:

1. You will receive notification from SCCC to your campus email with your registration date. It is your responsibility to check your campus email regularly for communications from the College.
2. DSP&S counselors are available by appointment to assist with academic advising to discuss your next semester schedule.
3. It is strongly recommended to schedule registration and academic advising meetings with your counselor early in the semester due to the high demand for advising appointments once registration has begun.

Notetaker

Notetaking services are authorized to students who have a verified disability and whose disability-related functional limitations prevent the student from taking their own notes. Notetaking services will be provided following the format/structure of the course (i.e., online, synchronous, asynchronous, face-to face). Eligible students will be required to confirm or cancel notetaking service requests for their courses each semester on the AIM Portal. More information can be found on the DSP&S website, or you can ask your DSP&S counselor.

How to arrange for Notetaking Services:

For students enrolled in a Live (Synchronous) Lecture Format/Structure course:

1. Refer instructor to the Faculty Notification Letter and inform them of your note-taking accommodation.
2. Students needing this service are required to do either of the following:
 - a. ask a fellow student in their classes if they are willing to provide copies of their notes.
 - b. ask the instructor to help them find a notetaker in class and arrange to meet immediately after the class, unless the student using note-taking services would like to remain anonymous. In that case, ask the instructor to refer the note-taker to DSP&S so they can learn how to update their notes via AIM.
3. The student identified as the notetaker for the class is required to log into AIM, fill out notetaker application, and sign the notetaker agreement. The notetakers are expected to upload notes to AIM within 24 hours of class conclusion.
4. Access the notes in AIM after 24 hours of your class.
5. You, the student, are responsible for informing the DSP&S office whenever changes occur that affect your notetaking services.
6. If the notes are not uploaded or received in a timely manner (within 24 hours), contact the Alternate Media Specialist immediately.

For students enrolled in an online pre-recorded (asynchronous) lecture format/structured course:

1. Professors who post pre-recorded lectures are required to provide captions to these recordings.
2. Confirm in AIM that you need notetaking services for an online course
3. CCC DSP&S Alternative Media Specialist (ALTMS) will confirm with the professor if any pre-recorded lectures are posted.
4. For any pre-recorded lectures, the ALTMS will make sure captioning transcript files are available to you.

Tips for note taking

1. Students are required to attend class to receive notes, they are not provided to students who are absent.
2. Students are responsible for notifying the course instructor as soon as possible if they will be unable to attend class so the notetaker can be notified. Three (3) failures to notify may result in suspension of this service.

3. Communications to the student will be sent to their college email address. Students are expected to follow up with DSP&S as needed.

Testing Accommodations

DSP&S counselors may authorize students whose disabilities affect their ability to take tests in a traditional manner, time, or location for test accommodations. Test accommodations may include, but are not limited to, extra time, reduced distraction environment, alternate media, scribe/reader, and assistive equipment. The most appropriate method of administering a test and accommodations is determined based on the students' disability and the design of the test.

Test Center

DSP&S offers in-person proctoring at the Testing Center (Building AC2 Room 177) to help accommodate with students' testing needs. All exams are monitored by a proctor and/or CCTV. To use the proctoring services, students must schedule a test appointment in advance to ensure that the test materials and accommodations can be arranged. The Testing Center is a reduced distraction environment and not considered to be a completely quiet environment. Test takers are asked to refrain from making excessive noise, expect for the typical testing environment noises, at any given time. The testing center has a limited amount of noise cancelling headphones for students to use during testing. Additionally, there are several seats located next to a "white noise" machine for students to sit near, to alleviate typical testing environment noises.

For any proctoring inquires or concerns contact the [Test Center](#) or your DSP&S Counselor.

Online Tests

Students with online tests may receive test accommodations depending on the format. DSP&S advises that students work with their instructors so that the accommodations are provided. Instructors are responsible for extending times for online tests.

How to arrange for Testing Accommodation:

1. Discuss with your instructor about the following:
 - a. when they would like you to take your test
 - b. time length of the test
 - c. format of the test (i.e. online, paper and pencil, multiple choice, essay, and etc.)
 - d. the materials allowed during testing
2. Plan accordingly to schedule your test.
 - a. Last minute requests (less than 72 hours [3 business days]) are subject to appointment time delay issues (i.e., unable to get exam from instructor, limited space in the [Test Center](#)).
3. Schedule your tests through the AIM portal
 - a. For detailed instructions, please visit the [Test Center Webpage](#).
 - b. To make changes to an existing scheduled test, click "modify request" in AIM.

4. On the day of the test, bring a photo ID and all required testing materials (i.e., scantron, pencil, etc.).
 - a. Unauthorized testing materials are not permitted in the [testing area](#).
5. Go to the Test Center on time to check in for your test.
 - a. Please visit the [Test Center Rules and Regulations](#) page for more information on the Test Center policies and procedures.

Tips for arranging for test accommodations

1. Before discussing with your instructors about your tests, be sure that you have submitted the Faculty Notification Letter (see “How to access your accommodations” for more information)
2. Review the test format and determine what authorized accommodation you will need for your test.
3. All students are required to follow the Academic Dishonesty policy set forth in the college catalog.
4. View in AIM under “Alternative Testing” to see your existing schedule tests and details.

Career and Transfer Information

Career planning and educational planning go hand in hand. DSP&S provides academic advising based on students educational and career goals. DSP&S can refer students to the CCC Career Counselor/Career Resource Center for additional career services. Make an appointment to see your DSP&S Counselor for assistance.

The [Career Resource Center](#) is campus services that has a variety of resources that are available and accessible to students with disabilities. They include:

- Career Library
- Computerized career assessments and research
- Resume and interview tips
- Job search assistance

For help using any of the career resources contact the [Career Resource Center](#).

Campus and Community Referrals

It is DSP&S’ goal to provide students with disabilities all the available resources to ensure their educational success. This may include referrals to other campus programs and services, or a referral to a community agency that provides services to individuals with disabilities. The following list is a sample of what resources/referral may include. Please ask your counselor if you need a referral to a service or agency not listed.

On-campus resources include:

- CalWORKS / CARE / NEXTUP / CAYFES
- Extended Opportunity Programs and Services (EOP&S)
- Financial Aid
- Health Services
- Tutorial Services
- Psychological Services
- Transfer Center
- TRiO
- Veterans Resource Center
- CCC Student Services Resources

- For other resources, visit the [Student Services Resource Page](#)

Selected Community Referrals:

- **Department of Rehabilitation:** 2550 Mariposa Mall, Room 2000, Fresno 93779, (559) 445-6011
- **Fresno County Mental Health:** 3133 N. Millbrook Avenue, Fresno 93779, (559) 453-8918
- **Social Security Administration:** 5060 E. Clinton Way, Fresno 93727, 1-800-772-1213
- **Central Valley Regional Center:** 4615 N Marty Ave, Fresno, CA 93722, (559) 276-4300

Handicapped Parking

SCCCD Police Department governs the operation and parking of vehicles upon all District property pursuant to Section 21113 of the Vehicle Code of the State of California. Such regulations have the full force of law and violators are punishable in accordance with the provisions of the Vehicle Code.

Those students wishing to park in the campus handicapped parking stalls must meet the Disabled Person Parking Placard or License Plates requirements established by section 295.5 (disabled person), and section 295.7 (disabled veteran) of the Vehicle Code of the State of California.

The Application for Disabled Person Placard or Plates DMV (form REG 195), and/or the Application for Disabled Veteran Certification (form REG 256A) is available at:

- DMV link for: Disabled Person Parking Placards & License Plates
- DMV link for: Disabled Veteran License Plates

A person shall not use such a plate or placard for the purpose of parking unless the person is disabled, or the driver of a vehicle in which a disabled person is a passenger. Pursuant to section 22511.56 (a) of the California Vehicle Code any person on a SCCCDC campus displaying a placard is subject to presenting proper identification and evidence of the issuance of that Placard to parking enforcement officers and or campus police officers upon the officer's request.

For additional information regarding the SCCCDC policy-governing operations of motor vehicles on college campuses, please contact:

State Center Community College District
District Police Department
1940 N. Calaveras Ave. Fresno, CA. 93704
Phone: (559) 244-5911

Section 10 - Campus Information Systems

Students will be required to use campus applications to access specific services, resources, and/or courses. Students are encouraged to familiarize themselves with these applications for ease of transition to CCC and succeed in college.

My Portal

My Portal provides all the tools you need to help you succeed in college! You can always find a link to MyPortal from anywhere on your college website. Once you sign in to My Portal you will have access to many other tools including Office 365 and a variety of other useful apps, as well as links to news, events and important SCCCD announcements. You can customize your My Portal homepage by bookmarking your favorite apps.

How to access My Portal

You can always find a link to My Portal from anywhere on your college website. The My Portal link is at the top, above the main menu. Look for the My Portal icon:



Username: The username for MyPortal is your 7-digit student ID number only.

- NOTE: The user ID may convert to email format during the Sign in process, but please still enter your student ID number alone as your user ID.

Password: The default password for MyPortal is the first letter of your first name (upper case), the first letter of your last name (lower case), and your 6-digit birthdate (MMDDYY)

- The **Change Password** link. If you know your current password, but it is not accepted, it may have expired. To create a new password, click the **Change Password** link to open the **Update Password** page. Enter your same user ID in the Username box. Enter your expired current password in the **Old Password** box. Then enter a brand new, never used password in the **New Password** and **Confirm New Password** boxes. If you do **NOT** know your current password, click the **Password Reset** link at the bottom of the Update Password page to receive a password reset code or link. Then you will be able to create a new password.

Student Email

Clovis Community College provides each student with a free Outlook email account and will use it as the primary means to communicate with you.

How to access your email account:

1. You can access your student email via My Portal or through a Microsoft owned website such as Outlook.com or Office365.com.

2. Your username for your Microsoft Office 365 Student Email account is your student ID number followed by @my.scccd.edu
3. Your default password for your student email account is your first initial (upper case), your last initial (lower case), and your 6-digit date of birth. For example, student Jordan Doe was born on December 25, 1997 and has a student ID number of 0123456. Jordan's student email login information would be:
 - a. Username: 0123456@my.scccd.edu
 - b. Password: Jd122597
4. If you have questions regarding email logins or need more information, please contact CCC at (559) 325-5250.

WebAdvisor

WebAdvisor is a Web interface that allows you to access information contained in the administrative database used by Clovis Community College and State Center Community College District. If you are enrolled at any of our campus locations, your student records may be available online. WebAdvisor allows access to your personal profile that is part of your official records at the college. Students may use WebAdvisor for many reasons:

- Update address, telephone, or email
- Register for classes
- Add or drop classes
- Search course offerings/schedules
- View financial aid status
- View your individual schedule
- View grades
- View fee payment date

How to access WebAdvisor:

1. The best way to access WebAdvisor is through MyPortal. My Portal is linked on every one of our college campus website Home pages.
2. Review My Portal for log in instructions.

Canvas

Canvas is a Learning Management Systems used by Faculty and Staff at Clovis Community College. Canvas provides on-line access to course materials for faculty using the system or hosts an on-line course in its entirety. Students will need access to Canvas to access on-line courses or to obtain course materials posted by the instructor. Canvas can be accessed by logging in to your [Student Portal](#).

How to access Canvas:

1. The best way to access Canvas is through **MyPortal**. My Portal is linked on every one of our college campus website Home pages.
2. Review My Portal for log in instructions.

Section 11 - Appendices

Additional Online Resources

Resource	Link to Resource
Federal Student Aid:	www.FAFSA.ed.gov
Clovis Community College:	www.cloviscollege.edu
Major preparation sheets (CCC):	https://www.cloviscollege.edu/academics/majors/index.html
WebAdvisor:	www.webadvisor.sccd.edu
Transfer requirements to an: California State University, or University of California:	www.assist.org

Laws and Policies

Section 504 of the Rehabilitation Act of 1973

Section 504 is also known as the “Access Law.” It provides program and physical access for students with disabilities. The law states that: “No otherwise qualified individual in the United States...shall, solely by reason of disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” When providing aid, benefit or service, public entities must provide opportunities for individuals with disabilities to participate that are as effective as the opportunities provided to others. The Office for Civil Rights of the Department of Education defines “effective communications” as “timeliness of delivery, accuracy of the translation, and provision in a manner and medium appropriate to the significance of the message and the abilities of the individual with the disability.” The mechanism for enforcement of this law is the withholding of federal funds.

Americans with Disabilities Act (ADA) 1990

Extends the framework of civil rights laws and of Section 504. The ADA mandates reasonable access for people with disabilities with all public and private entities. Provides essentially the same protection as Section 504, except it is broader in context and coverage, and redress is more specifically defined. There are five sections:

Title I - Employment:

Prohibits employers of 15 or more to discriminate against a qualified applicant or employee with a disability and also prohibits retaliation against any individual who has opposed any act or practice made unlawful by the ADA.

Title II - Public Services and Transportation:

Prohibits state and local governments from discriminating against people with disabilities in their programs and activities. Includes entities receiving state or federal funding such as community colleges in anti-discrimination clauses. New public buses, new train cars in commuter, subway, intercity, and light rail systems as well as new stations and facilities must be accessible.

Title III - Public Accommodations:

Prohibits privately operated public accommodations from denying goods, programs and services to people based on their disabilities. Businesses must accommodate patrons with disabilities by making reasonable modifications to policies and practices, providing auxiliary aids and improving physical accessibility.

Title IV - Telecommunications:

Telephone companies need to provide continuous voice transmission relay services that allow people with speech and hearing disabilities to communicate over the phone through teletypewriters (TTYs). Also requires that federally funded television public service messages be closed captioned for viewers who are deaf or hard of hearing.

Title V - Miscellaneous Provisions:

Specifics for enforcement of the act and provisions for attorney's fees.

Section 12 - Frequently Asked Questions (FAQ)

Q 1. Can a 504 Plan or IEP be used for documentation of a disability?

A1. Yes. It shows you have been served through a K-12 district therefore demonstrating prior history of disability services. However, CCC DSP&S may need additional verification from a licensed medical professional in determining additional academic accommodations.

Q 2. Will the same services that a student received in high school be offered in college?

A2. Maybe. High School Special Education programs are legally required to provide whatever service, accommodation, or modification that is needed for the student to be successful. Colleges are required by law to provide “equal access” to education. Access is provided through reasonable accommodations. Furthermore, college course curriculum cannot be modified to alter the fundamental nature of the course. Accommodations should not impact rigor or speed of course.

Q 3. Will the Disabled Student Programs & Services office provide services such as helping a student eat meals or pushing a wheelchair?

A3. No. Services needed to assist a person with activities of daily living are the responsibility of the individual, not the college. See DSP&S for the most recent Personal Care Attendant Policy.

Q 4. Are faculty and staff in higher education required to provide accommodations to a student with a disability, even if the student does not request it?

A4. No. The student has the responsibility to self-identify to the DSP&S office and go through the DSP&S intake process. Students are encouraged to provide instructors with their Faculty Notification Letter of approved accommodations the first 2 weeks of the semester.

Q 5. Can a college refuse to grant a student’s request for an accommodation if it is recommended by a physician in the student’s documentation?

A5. Yes. The DSP&S counselor is the expert in academic accommodations and will review recommendations from outside professionals but will only provide accommodations that will not alter the course content or adjust the rigor.

Q 6. Does a student with a disability have to pay for services provided by DSP&S for disability- related limitations while in college?

A6. No. It is the college’s responsibility to provide reasonable accommodations at no cost to registered and eligible students with disabilities. DSP&S cannot cover the personal expenses of enrolling in a class (E.g. course fees, textbooks, personal computer, paper, pen, etc.). DSP&S does not cover costs for personal devices (i.e., DSP&S will not purchase a wheelchair, FM hearing systems, etc.) DSP&S can loan students assistive technology and devices we have while student is enrolled at CCC.

Q 7. How does a student get extra time for taking tests?

A7. A student must meet with a counselor to determine appropriate accommodations. As with all accommodations they will be individually determined for appropriateness in relationship to disability-related limitations and course requirements.

Q 8. Is digital audio recording allowed as an accommodation in higher education?

A8. Yes. Section 504, Subpart E of the Rehabilitation Act (1973), states specifically that a post-secondary institution may not impose rules that prohibit the use of recorders in the classroom for students with disabilities. It must be an approved accommodation listed on the AAP and on the course Faculty Notification Letter.

Q 9. Can instructors decide that a student with a documented disability does not need extended time on a test or reduced distraction environment and choose not to give this accommodation?

A9. No. Test accommodations are reasonable for a student with a disability whose documentation supports that accommodation. The institution is required to ensure that the student is provided additional time to complete tests in order to provide an equal opportunity for that student. If this occurs the student must communicate this with their DSP&S counselor.

Q 10. Does a student's request for an accommodation have to be provided even when the accommodations would result in a fundamental alteration of the program?

A10. No. Academic requirements that the institution can show are essential to the student's course of study do not have to be modified or accommodated. In other words, the institution would not have to change a requirement if it could demonstrate that such a change would fundamentally alter the nature of the course. Accommodations should not be expected to adjust the syllabus calendar of deadlines or rigor of assignments/exams.

Q 11. Can a student receive a failing grade for a college class in which they are receiving accommodations?

A11. Yes. Accommodations ensure "access," not "success".

Q 12. Does your college assess for learning disabilities?

A12. Yes.

Q 13. Does your college provide students with disabilities priority registration?

A13. Yes. They may be eligible for priority registration if their disability -related limitations warrant it and they need accommodation and/or services in the educational setting.

Q 14. How does a student get notetaking services?

A14. Upon approval of this accommodation by a DSP&S counselor.