



LONG BEACH  
CITY COLLEGE

# DISABLED STUDENTS PROGRAMS & SERVICES



## Student Handbook

### **Liberal Arts Campus (LAC)**

4901 East Carson Street  
Long Beach, CA 90808  
(562) 938-4558  
(562) 938-4833 TTY  
M-158

### **Pacific Coast Campus (PCC)**

1305 East Pacific Coast Highway  
Long Beach, CA 90806  
(562) 938-3921  
GG-107

[www.lbcc.edu/disabled-student-services](http://www.lbcc.edu/disabled-student-services)

# Disabled Students Programs & Services

## STUDENT HANDBOOK

### HOW TO GET REGISTERED

Students enrolled at the College who have a disability that limits one or more major life functions, have a history of receiving accommodations, or who suspect they may have a learning disability are encouraged to seek services from DSP&S.

Students seeking accommodations must first complete a DSP&S Orientation Session. During orientation students will be given information regarding:

- General College procedures and information
- Student Support Services
- DSP&S accommodations and next steps on completing registration.

At the conclusion of the DSP&S Orientation, students will be asked to fill out an online intake application; to do this, students will need their **LBCC student ID number and Viking student password**. Once the student has submitted their online intake, they will return to the DSP&S main office and schedule an intake appointment.

At the time of the intake appointment, a student will partake in an interactive process with a DSP&S Certified staff member.

What should students bring to the intake?

- Students that have documentation of their disability are highly encouraged to bring any documentation regarding their disability, testing or history of accommodations.
- Students that would like to be tested for a Learning Disability must complete the LD Screening Questionnaire and bring it completed at the time of their intake appointment.
- Students that do not have documentation can still meet with a DSP&S Counselor and engage in the interactive process.

### DEFINITION OF A DISABILITY

A “disability” is defined as having (a) a physical or mental impairment that substantially limits one or more major life activities (b) a record of such an impairment (c) being regarded as having such an impairment. ADA/AA expanded major life activities to include “major bodily functions”

(Americans with Disabilities Act Amendments Act, 2008). Some disabilities are visible, some are hidden.

Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

Major bodily functions include, but are not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

An individual is “substantially limited” when he/she/they are unable to perform a major life activity that the average person in the general population can perform or when he/she/they are significantly restricted as to the condition, manner, or duration under which he/she/they can perform a particular major life activity as compared to the average person in the general population.

An “otherwise qualified student with a disability” is a student with a disability who, with or without reasonable accommodations, meets the essential eligibility requirements for receiving services or participating in programs or activities.

A “reasonable accommodation” is a reasonable modification or adjustment to a class or program, or the provision of auxiliary aids/services that allows a student with a disability equal opportunity to participate in LBCC programs and activities.

The ADA considers the following as disabilities only under certain conditions:

- Pregnancy (only when it fits the definition of a disability)
- Obesity (when there are resulting functional limitations)
- Substance Abuse (only when in recovery)

Further, a sole diagnosis of test anxiety does not meet the criteria of a disability as defined by the ADA.

Quote: “The best preparation for tomorrow is doing your best today” H. Jackson Brown Jr.

## ASSISTANCE, SERVICE, AND SUPPORT ANIMAL GUIDELINES

Long Beach City College is committed to providing reasonable accommodations and to making reasonable modifications to its policies, practices, or procedures as required by law to afford people with disabilities an equal opportunity to access campus programs, services, and activities.

### I. Definitions

#### **Assistance Animals**

The term “assistance animal” is an overarching term that refers to both service and support animals as defined below.

An assistance animal is an animal that either (1) works, provides assistance or performs tasks for the benefit of a person with a disability; or (2) provides emotional or other types of support that alleviates one or more identified symptoms or effects of a person’s disability.

#### **Service Animals**

The ADA, as amended in 2008, defines a service animal as “any dog that is individually trained to do work or perform tasks for an individual with a disability including a physical, sensory, psychiatric, intellectual, or other mental disability.”

Animals other than dogs (and in some cases, miniature horses) are not “service animals.” Service animals are working animals, not pets. The work or task a dog or miniature horse has been trained to provide must be directly related to the person’s disability.

In order for an individual to qualify for having a service animal on campus: 1) he, she, or they must have a disability as defined by the ADA, and 2) the accompanying animal must be trained to do work or specific tasks for the qualified individual.

If it is not readily apparent that a dog is a service animal, Long Beach City College faculty and staff may ask two inquiries to determine whether the dog qualifies as a service animal:

- 1) Is the dog or horse required because of a disability?
- 2) What work or task has the dog been trained to perform?

***Staff should not ask about the nature or extent of a person’s disability.***

Service animals must be allowed to accompany individuals with disabilities in all areas of campus where the individual is permitted to go.

Long Beach City College will consider requests for a miniature horse on an individual, case-by-case basis consistent with applicable laws. Requests for miniature horses should be submitted to the Long Beach City College DSP&S.

#### **Support Animals**

A “support animal” is an animal that provides emotional or other support that ameliorates one or more identified symptoms or effects of a person’s disability. Unlike service animals, support animals are not required to be trained to perform work or tasks, and they can include species

other than dogs and miniature horses. In addition, by law, monkeys and reptiles have been deemed unacceptable as emotional support animals due to their ability to carry zoonotic diseases.

### **Support Animal on Campus**

Support animals are not allowed to accompany persons with disabilities in public areas. However, a student can request for their support animal as an accommodation at which time, there will be a review conducted to determine whether or not an exception to the policy will be made.

### **Pets**

A “pet” is an animal kept for ordinary use or companionship. Service and support animals, as defined above, are not considered pets. Pets are prohibited on the College’s campus.

### **Care and Control**

Long Beach City College is not responsible for the care or supervision of assistance animals. The owner/handler (i.e., the person with a disability accompanied by the animal) is responsible for the cost, care, and supervision of assistance animals.

People with disabilities who are accompanied by assistance animals must comply with the same university rules regarding noise, safety, disruption, and cleanliness as people without disabilities. The following guidelines for service animals are being set forth by the College to ensure that the animal does not engage in behavior that would be disruptive or a direct threat to the health and safety of others. If the animal's behavior is disruptive, aggressive or destructive, the handler will be held responsible and may be asked to remove the animal from campus.

### **Guidelines for animals on campus:**

- Animals must be in good health.
- Animals must be on a leash at all times.
- Animals must be controlled by handler at all times.
- Animals must be properly vaccinated; vaccinations must be current. Documentation may be required.
- Animals must be maintained in a manner that takes into consideration the health and hygiene of the animal and those who come in contact with the animal.
- The owner/handler must be on campus with the animal at all times.
- To the extent possible, the animal should be unobtrusive to other students and the learning environment.
- Long Beach City College will not require any deposits, surcharges or fees for assistance animals. However a person with a disability may be charged for damage caused by an assistance animal to the same extent that Long Beach City College would normally charge a person for the damage they cause.

- The handler is responsible for complying with the Los Angeles County dog control and licensing laws (<http://publichealth.lacounty.gov/vet/rabiesmanualpdfs/petlaws.pdf>), or any other applicable laws pertaining to animal licensing, vaccination, identification, or animal rights and owner responsibilities.
- The handler is responsible for cleaning up all animal waste and disposing of that waste immediately in outdoor dumpsters. Animal waste is not to be disposed of indoors.
- If another student, staff or faculty member has a severe allergy around animal dander the final determination will be considered on a case-by-case basis and attempts will be made to accommodate the needs of both individuals to the fullest extent possible.
- Contact the Disabled Students Program and Services (DSP&S) if any questions or concerns arise relating to assistance animals.
- Contact the Disabled Students Program and Services (DSP&S) if students/faculty/staff have any additional questions regarding visitors to campus who have animals.

## SERVICE & SUSPENSION AGREEMENT

Students will be provided with the DSP&S Service and Suspension Agreement at the time of orientation and via their online Clockwork Portal. This agreement outlines the rules and responsibilities for using DSP&S services. If students engage in behavior that is outlined in the agreement, then they may be at risk for having their services suspended until they engage in the reinstatement process as outlined in the agreement.

### SERVICE & SUSPENSION AGREEMENT

#### RULES FOR RESPONSIBLE USE OF DSP&S SERVICES:

1. I will contact or meet once per semester with a DSP&S professional. I will inform my DSP&S Counselor if my needs change.
2. I understand that DSP&S professionals may need to discuss my education and use of reasonable accommodations with other Long Beach City College professionals who have an educational need to know.
3. If I believe that I have been denied reasonable academic accommodations I must contact DSP&S immediately.
4. I am expected to respect and obey standards of student conduct while in classrooms and public areas of Long Beach City College.
5. Service Suspension: I understand that if I am absent from a scheduled appointment or service two (2) times in one semester without contacting DSP&S at least 24 hours in advance to cancel

the service, I must attend a mandatory meeting with a DSP&S Counselor or DSP&S Director to determine if services will be suspended for that semester.

During the meeting I must present a valid reason for my unexcused absences. I understand the DSP&S Counselor or DSP&S Director may or may not suspend services depending upon the reasons for my absences. I will be informed in writing of an impending suspension, if applicable.

6. Service Suspension: I understand that each DSP&S service/accommodation has its own procedures. I have been given a copy of the service/accommodation procedures for those accommodations that are part of my Academic Accommodation Plan. By utilizing a service/accommodation I am agreeing to abide by the applicable procedures. I understand that failure to abide by the accommodation procedures may result in a mandatory meeting with a DSP&S Counselor or DSP&S Director to determine if services will be suspended for that semester.

During the meeting I must present a valid reason for not following the service/accommodation procedures. I understand the DSP&S Counselor or DSP&S Director may or may not suspend services depending upon the reason for not following procedures. I will be informed in writing of an impending suspension, if applicable.

I understand that I must fulfill the above requirements for participation in the DSP&S program.

I understand this agreement can be found in the Student Handbook on the DSP&S website, and I understand the consequences of failing to comply with the rules for responsible use of DSP&S services.

I understand that, if my DSP&S services are suspended, I may request an appeal by submitting a written appeal request to the Director of DSP&S. I will be provided with a written notice of the outcome arrived at during the appellate review. I further understand that, if I am not satisfied with the outcome of the appellate review, I am entitled to appeal through the College Grievance Process.

## GRIEVANCE PROCESS: INFORMAL AND FORMAL RESOLUTION COMPLAINT

Students registered with the Disabled Student Programs and Services (DSP&S) Office for a qualifying disability who are dissatisfied with an assigned reasonable accommodation or who are dissatisfied with implementation of an approved accommodation can make a complaint or appeal the decision of a previous complaint resolution by following the procedures outlined below.

### **Informal Resolution Process**

1. Initiate a Complaint by a) Filing a Resolution Complaint Process Form to the DSP&S office either at the Liberal Arts College (LAC) or Pacific Coast Campus (PCC) or b) online via the DSP&S website, or c) meeting with a DSP&S Staff Member to provide all relevant information regarding the complaint. All submissions must identify the facts that provide the basis for filing a complaint
2. Within 3 business days of date of receipt of the Resolution Complaint Process Form or email, a DSP&S staff will contact the student and/or faculty member to gather any relevant information.
3. Within 15 business days of date of receipt, the Counselor and/or the Disability Support Services Specialist or Adaptive Technology Specialist will contact the student member to discuss concerns and offer a resolution to the complaint.
4. Students involved in the complaint process will be notified in writing of the agreed upon decision reached through the informal resolution process within 15 days of the date of receipt of the complaint.
5. If the Student who filed an Informal Resolution Complaint is not satisfied with the outcome of the discussion and resolution as outlined in Step 3, the Student may request for the Director of DSP&S to review the complaint and determine whether changes in the accommodations plan are warranted.

\*\*Informal Resolution Complaint Process forms can be found at the front desk of the DSP&S Offices at both LAC and PCC.

### **Formal Resolution Complaint**

1. If no informal resolution is agreed upon, the student may pursue a formal complaint by submitting a written request for a review of the requested academic adjustment and/or auxiliary aid to the DSPS Director or the ADA/Section 504 Compliance Officer.
2. Formal requests must be submitted in writing to the ADA/Section 504 Compliance Office within 5 business days following notification of the decision reached through the informal resolution process.
3. Parties involved will be notified in writing of the agreed upon decision reached through the formal resolution process within 10 business days.



### **Appeal Process-Equal Access Hearing Committee**

1. If the student is dissatisfied with the decision rendered through the formal resolution process they can request an Equal Access Hearing. The Equal Access hearing will be convened by the ADA/504 Compliance Officer.

### **Office for Civil Rights**

This procedure does not prevent the student from directing a formal complaint to the U.S. Department of Education, Office for Civil Rights, at any time.

## **DSP&S ACADEMIC SERVICES**

### **ACADEMIC COUNSELING**

Students that have a question regarding their current course enrollment, maintaining grades, requirements, etc. can schedule a meeting with a DSP&S Counselor. Appointment length is typically 30 minutes.

### **CAREER COUNSELING**

Students that need assistance to plan their career or with career exploration can schedule a meeting with a DSP&S Counselor. Appointment length is typically 30 minutes.

### **DISABILITY MANAGEMENT**

Students that encounter an issue pertaining to the implementation or requesting of their accommodation can schedule a meeting with a DSP&S Counselor. Appointment length is typically 30 minutes.

### **ACADEMIC COUNSELING**

DSP&S Students can complete a number of counseling appointments online via Zoom, phone, or in-person. DSP&S Students can book appointments via the DSP&S website or via phone by calling (562) 938- 4558 or (562) 938-3921 or TTY (562) 938-4833. Appointment length is typically 30 or 60 minutes depending on the appointment type.

## PERSONAL COUNSELING

Students that would like to speak about a personal issue can schedule a meeting with a DSP&S Counselor; however, this is not to serve as a clinical appointment such as those offered at Student Health Services. Appointment length is typically 30 minutes.

## PROBATION COUNSELING

Students that are on academic probation, have received poor grades or who are having trouble with completion should meet with their DSP&S counselor as soon as possible. Appointment length is typically 30 minutes.

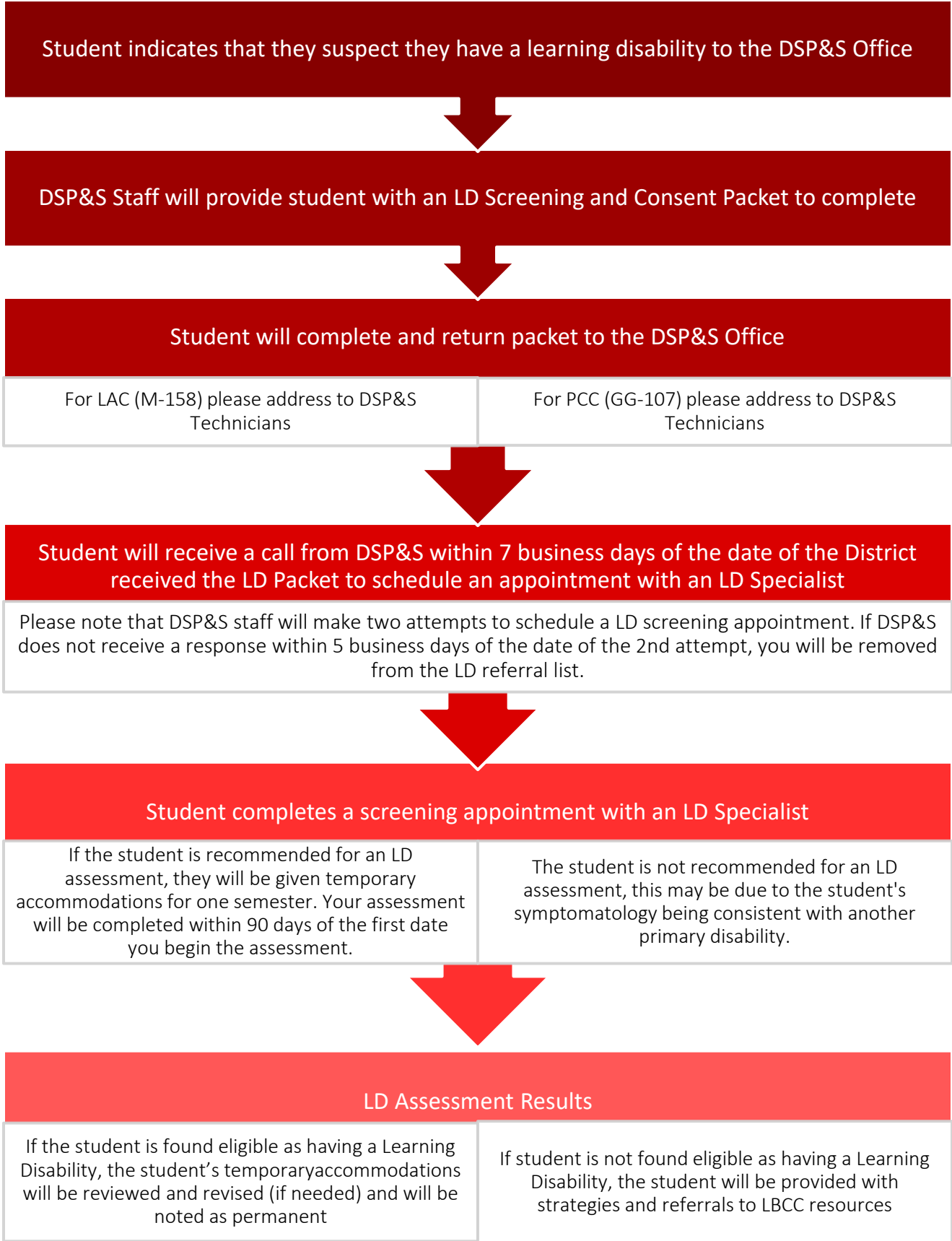
## STUDENT EDUCATION PLAN

All students should complete a Student Education Plan as soon as possible after completion of their intake. If you are a continuing LBCC student and have already completed an Education Plan prior to your registration with DSP&S, you do not need to complete a new one. However, you should verify that your Education Plan is current and a comprehensive plan. Appointment length is typically 60 minutes.

## LEARNING DISABILITY ASSESSMENT

If a student believes they may have a learning disability, they should contact DSP&S to initiate the learning disability assessment process. During the learning disability assessment process, the student will review current limitations they have identified and their historical learning patterns. If the student is referred to be tested, they will meet with an LD Specialist who will administer a cognitive and achievement measure to determine if they meet eligibility for having a learning disability.

This process is outlined on the next page:



## LD ASSESSMENT NOTES

### ATTENDANCE AND NO-SHOW POLICY

Due to problems with students missing appointments for testing, the following procedures have been established:

- If a student misses one (1) appointment and calls ahead to notify the DSP&S office, another appointment is scheduled.
- If a student misses two (2) appointments and calls ahead each time to notify the DSP&S office, the student's name goes to the bottom of the list of Evaluation Referral List.
- If a student with an individual appointment misses one appointment and does NOT notify the DSP&S office IN ADVANCE, this is considered a no show and the file goes in the incomplete file. If the student then contacts the DSS office, their name goes to the end of the Evaluation Referral List.

### WHAT IF IT IS DETERMINED THAT I DO NOT HAVE AN LD, BUT I AM STILL HAVING DIFFICULTY?

Students that are determined to not have a learning disability, but are still having learning difficulties in their courses can take advantage of the various tutoring and support centers at LBCC such as the:

- **Multidisciplinary Success Center**
  - LAC L-212, (562) 938-4699
  - PCC EE-206, (562) 938-3991
- **Math Success Center**
  - LAC V-163
  - Hours: Mon - Thu: 8am to 8pm, Fri: 9am to 3pm, and Sat: 11am to 4pm
- **Writing and Reading Success Center**
  - LAC E-09L, (562) 938-4699
  - PCC EE-206, (562) 938-3991
- **Tutoring Center**
  - LAC L-203, (562) 938-4474
  - PCC EE-206, (562) 938-3999

### TIMELINE OF TESTING

Testing will be completed within 60 days of the first date you begin your assessment. Testing lasts approximately 5-7 hours and is completed over several appointments with a LD specialist or a LD trainee under supervision of a certified LD specialist.

Please note that if student requires assessment sooner than LBCC's timeline, student may consult with private certificated Clinical and Psychological practitioners with the understanding that **they are responsible for any costs** associated with consultation or assessment. Below are some community resources:

**Argosy University Therapeutic Assessment and Psychotherapy Service (AUTAPS)**

601 S. Lewis St., 3rd floor  
Orange, CA 92612  
(714) 620-3810  
autaps@gmail.com  
Sliding scale fee schedule (income-based)

**Success Unlimited Center for Learning, Inc.**

2226 N. State College Boulevard Fullerton,  
CA 92831 (714) 256-4648  
<http://www.successunlimitedcenter.com>

**College Learning Assessment & Support Services (CLASS)**

7545 Irvine Center Drive; Suite 236  
Irvine, CA 92618  
(949) 229-1049  
CountOnCLASS@gmail.com  
[www.countonclass.com](http://www.countonclass.com)

**Intercommunity Counseling Center**

7702 Washington Ave., First Floor Whittier,  
CA 90602  
**(562) 698-1272**  
<http://iccwhittier.org>

**Jodie Knott, Ph.D.**

5212 Katella Ave #104  
Los Alamitos, CA 90720  
(714) 490-3428  
Accepts insurance: Blue Cross, Blue Shield,  
Aetna

**Joanna Edwards, Psy.D.** (Pepperdine University Alumni)

827 Deep Valley Drive, Ste. 309  
Rolling Hills Estates, CA 90274  
(310) 377-4264

**Susan Gamble, Ph.D.**

*Psychologist*  
3728 E. Colorado  
Pasadena, CA 91107  
(626) 319-3258  
[info@drsusangamble.com](mailto:info@drsusangamble.com)  
Accepts Managed Health Network, College Health IPA. Starts at \$300 and up. Does testing & reports for GRE, LSAT, bar exam

**David Godot, Psy.D**

Licensed Clinical Psychologist  
(323) 942-9668  
<http://davidgodot.com>

**Veteran's Administration**

Veterans can check at their local VA for testing services

## **DSP&S ACCOMMODATIONS/ ACADEMIC ADJUSTMENTS**

### **ADAPTIVE FURNITURE**

Accessible Furniture in classrooms is an accommodation approved by DSP&S on an individual basis through an interactive process between a DSP&S counselor and the student. It is approved by DSP&S for students whose functional limitations impose limitations such as sitting, standing or any other limitation resulting in the student being unable to utilize furniture issued by the College.

Accessible furniture accommodations include non-standard classroom furniture or reserved seating in specific locations within the classroom. For example, in the front of the classroom or exits.

#### **HOW TO REQUEST FOR ADAPTIVE FURNITURE**

Students requesting accessible furniture should complete an Adaptive Furniture Request form each semester to identify the type and dimensions of the adapted furniture needed as well as the classroom locations in which the furniture should be placed. Students are encouraged to submit their requests at least 3 weeks before the semester begins. Requests made after the three week mark may result in delay of the furniture being placed in the classroom.

Students should contact the DSP&S Office if the requested furniture:

- is not in the room
- is removed from the room
- does not meet your needs
- is being misused by other people in the classroom

Please see Appendix A-1 for the adaptive furniture request form.

### **ALTERNATE MEDIA**

Students with qualifying disabilities who are unable to read or interpret standard printed material may have classroom materials converted into alternative formats. This includes Braille, audiotape, e-text, and large print.

A student is approved for the alternate media accommodation after completion of an intake meeting with a DSP&S Counselor. Based on the student's functional limitations, the DSP&S Counselor determines if the accommodation is warranted and authorizes the appropriate type of alternate media.

## HOW TO REQUEST ALTERNATE MEDIA

Students approved for alternate media as a reasonable accommodation must make their requests as soon as possible each semester by scheduling an appointment with the Adaptive Computer Specialist. At the time of the appointment, students will review and submit their [Alternate Media Request Form](#). Please see Appendix A-2 for the alternate media request form.

**Note:** To fill out the Alternate Media Request Form, students will need to know the following information:

- Course Name
- Course Professor
- Required Textbook or Required Readings

After completion of the Alternate Media Request Form, students will receive an email from the Adaptive Computer Specialist with a confirmation of their request, and a projected timeline for which their request will be completed. Examples of the usual parameters are as follows (based on requested submitted 3 weeks prior to the start of class):

- A handout without graphics may take 1-2 business days to convert to alternate media
- A complete textbook may take 1 to 8 weeks to convert to alternate media
- A chapter of a textbook may take 1 to 10 days to convert to alternate media.
  - o Chapters may be provided to students on a “rolling basis”- Rolling basis: only sections of the book are produced based on their use in class per course syllabus. Sections are produced throughout the year based on need.
- A novel may take 1 to 8 weeks to convert to alternate media.
- A chapter of a novel may take 1 to 10 days to convert to alternate media.
- A worksheet may take 1 to 5 days to convert to alternate media
- A 3-page exam may take 2 to 4 days to complete.
- Specialized text
  - o Math, science, foreign language and other subjects may take longer to produce. DSP&S office will turn around requests of specialized textbooks as soon as possible.

Once the Alternate Media Request is completed, the student will receive an email from the Adaptive Computer Specialist with instructions on how to obtain their material.

### Tips for Students:

- Students are recommended to contact their Instructor to obtain the class syllabus and any other required class materials upon registering for classes during priority registration.

- Students are recommended to contact request that their Instructor work with the Adaptive Computer Specialist to make sure that information is given in advance in order to prepare the format.

All alternate media requests must go through this process. If you have any questions, please contact our Adaptive Computer Specialist.

**Alternate Media Policy:**

**LONG BEACH CITY COLLEGE** provides alternative format for students who are eligible for this service. In order to maintain the integrity of the service offered and comply with the law, the following rules apply to students who use **LONG BEACH CITY COLLEGE** Alternative Media.

- 1) The student must currently be registered at **LONG BEACH CITY COLLEGE**, and enrolled in classes for the current semester.
- 2) The student must be registered with DSP&S and maintain a confidential file with valid disability verification. Student's disability(s) shall be verified by competent authority.
- 3) The student must own a physical copy of the textbook or possess other material they are requesting in alternative format. Books must be new or in "like new" condition (no highlighting or handwriting).
- 4) Material provided to **LONG BEACH CITY COLLEGE** for the purpose of conversion to alternative format will be disassembled and returned to the student in its altered condition.
- 5) **LONG BEACH CITY COLLEGE** will not be held responsible for any damage to the materials that occur as a result of conversion to alternative format.
- 6) The student will not copy or reproduce any material provided by **LONG BEACH CITY COLLEGE**, nor allow anyone else to do so. Misuse of this material will represent a violation of the Student Code of Conduct and will result in disciplinary action.
- 7) Alternative Media provided by **LONG BEACH CITY COLLEGE** must be returned at the end of the semester that it was on loan. Students who do not return the borrowed alternative media by the end of the semester will have a **HOLD** placed on their records until the material is returned.
- 8) Students preferring to retain the alternative media are to provide the **LONG BEACH CITY COLLEGE** with **NEW** materials comparable to those provided by the **LONG BEACH CITY COLLEGE**.
- 9) Students will be provided with one alternative format copy for each material required for academic use.



10) This media is copyrighted and may not be reproduced or distributed in a format other than a specialized format exclusively for use by blind or other persons with disabilities. Any further reproduction or distribution in a format other than a specialized format is an infringement.

## ASSISTIVE LISTENING DEVICES

Assistive listening devices may be used by students with hearing impairments. The assistive listening device enables students to hear lecture more clearly through the use of a microphone, transmitter and receiver. The instructor speaks into the microphone, which transmits directly into the student's receiver using FM radio waves. The assistive listening device does not amplify sounds from the classroom.

### HOW TO REQUEST ASSISTIVE LISTENING DEVICES

Students approved for an assistive listening device can borrow the device from Long Beach City College. Students should complete the Equipment Checkout Form and return it to Carl Garner, DSP&S Adaptive Computing Specialist. After checking out the equipment, students may borrow the equipment so long as they remain a Long Beach City College student. If the equipment is lost or damaged while it is checked out, the student who checked out the equipment will be responsible for the cost of replacing the device. Additionally, if a student does not return the equipment, a hold will be placed on the student's transcripts and/or graduation until the equipment is returned.

## ASSISTIVE TECHNOLOGY

Assistive Technology (AT) is any item, piece of equipment, software program, or product system used by individuals with disabilities in order to perform functions that might otherwise be difficult or impossible. Assistive technology can include mobility devices such as walkers and wheelchairs as well as hardware, software, and peripherals that assist people with disabilities in accessing computers or other information technologies.

At LBCC, students can qualify for the use of assistive technology software if through the interactive process with a certified staff member, it is determined that the student's disability imposes a functional limitation that limits their ability to complete academic tasks such as notetaking, typing, or reading computer screens.

Currently, LBCC has the following assistive technology programs available for student use:

- Kurzweil
- JAWS

- Dragon Naturally Speaking
- Sonocent Audio Notetaker
- Livescribe Pens

## HOW TO REQUEST ASSISTIVE TECHNOLOGY

If you are approved for assistive technology, you (the student) should contact Carl Garner, Disability Computing Specialist for software user accounts and trainings.

Carl's contact information: Phone number (562) 938- 4922, email: cgarner@lbcc.edu

**User Training Manuals are available by request. For a manual, please visit the DSP&S Office or email Carl Garner.**

## FLEXIBLE DEADLINES

The purpose of this policy is to confirm that extended time on course assignments may be a reasonable accommodation if a student has a verified disability that impairs one's ability to meet short term deadlines or whose symptomology includes unpredictable/ cyclical acute episodes. For example, students with neurological conditions or chronic mental health may require hospitalization, extended recovery times, and/or additional time to stabilize from unanticipated adverse reactions to medication or other treatment. Through its established process, DSPS may recommend extended time to submit assignments as an accommodation upon notification from the student.

*Note that DSP&S promotes good time management skills as well as effective decision-making; therefore, this accommodation is not in response to inefficiencies in these areas. Additionally, this accommodation does not allow students to miss class or receive extensions when it is unwarranted or due to non-disability related circumstances. This accommodation can be approved at the discretion of the counselor determining eligibility of this request.*

## HOW TO REQUEST AN EXTENSION

### Student Responsibilities

- Make a request for extended time on assignments as an accommodation to the DSPS counselor.
- Provide DSPS verification of the disability-related need for extended time on assignments.
- **Engage in an interactive process with the DSPS counselor.**

- As a part of that process, Students MUST schedule an appointment with a DSPS counselor to discuss how the accommodation will be implemented for specific classes.
- Students MUST bring to their appointment the relevant course syllabus. Failure to do so will result in the appointment being rescheduled.
- Upon receiving DSPS approval for extended time on assignments, students are required to send the accommodation letter and initiate a conversation with the instructor. In addition, DSPS counselor will notify the class instructor by email regarding the need for extended deadline accommodations.
- Because each class and situation is different, the extent of the accommodation will be determined by a discussion between the professor, student and DSPS counselor.
- Deadline parameters MUST be arranged with the instructor and DSPS counselor consistent with the approved accommodation. Assignments cannot be submitted whenever desired.
  - *For Example: Flexible timelines on assignments, not to exceed 2 instructional days.*
- When necessary, the department head, DSPS director and/or other academic administrator will be included in the discussion, at the discretion of the counselor.
- Students MUST notify the instructor about disability related absences and request a copy of lecture notes or PowerPoint slides, when unavailable through Canvas LMS.
- Assignments cannot be turned in after the semester concludes and grades are posted (whichever comes first), unless the student has been approved for an Incomplete, per academic policy.
- Accommodations are NOT meant to be retroactive. Missed assignments that occur prior to the instructor receiving the accommodation letter are not covered under the accommodation process. DSPS recommends that those missed assignments be handled in accordance with the course assignment policy.
  - done prior to the fact in order to avoid such a situation knowing that the possibility of a migraine existed. This accommodation does not correct poor time management skills or decision-making.

## DSPS Responsibilities

Upon request by the student, DSPS will determine if the accommodation of extended time on assignments is a reasonable academic adjustment through an interactive process with the student and will consider the following when making the determination:

- The nature and extent of the student's disability.
- How the student is impacted by the disability.
- The individual needs of the student, educational functional limitations and circumstances surrounding this request.
- Any information provided by the student recommending that he or she receive extended time on assignments.
- Relevant information in the student's College record.
- Additional documentation that the student provides.
- The average time all students are expected to spend on assignments relative to the applicable deadlines and if the requesting student's disability necessitates an extension beyond these deadlines.

## IN-CLASS AIDE

An in-class aide is a student worker or other college personal that is assigned to perform academic-related tasks in order to ensure that the registered DSP&S student has access to classroom content.

Students are approved for the in-class aide accommodation if their disability imposes physical or visual limitations that will not allow the student to fully engage in the classroom.

Duties of an in-class aide may include setting up materials, execution of labs directed by the student, and describing visual work presented in the classroom.

Student responsibilities when working with an in-class aide:

- The aide is to follow your directions, not direct you.
- The aide is not allowed to participate in group activities, homework outside of class, assist you with personal tasks, guide you to your classroom or other sites on campus, or serve as your tutor.
- If your aide serves as your writer for a test or in-class assignment, they will only write exactly what you dictate. You need to direct the aide to capitalize letters, indent

paragraphs, and to make specific punctuation marks. You are also responsible for the spelling of uncommon words.

- Students approved for an in-class aide are responsible for attending class on a regular basis and must notify DSP&S staff as soon as possible and whenever possible if you will be absent.

## HOW TO REQUEST AN IN-CLASS AIDE

Students are responsible for requesting an in-class aide every semester. To request an in-class aide, please email [dspstaff@lbcc.edu](mailto:dspstaff@lbcc.edu). In your email, please include your name, ID number, course title, course time, location and days of the week the class meets.

## INTERPRETER SERVICES

Students who are deaf or hard of hearing can be approved for interpreter services. Interpreters can be Sign language Interpreters or CART captioners.

## HOW TO REQUEST AN INTERPRETER

### *Scheduling/Requesting Interpreters for Classes:*

Students shall email finalized class schedules to the office of the Coordinator at least 3 weeks before the start of the semester. If changes are made to class schedules after they have been submitted to the office of the Coordinator, it could cause a disruption in services. If schedule changes are made during the first week of the semester, all efforts shall be made to provide Interpreters for any additions or changes. However, services for any last-minute changes shall not be guaranteed.

### *Attendance and Timeliness:*

If a Student communicates with the office of the Coordinator that he/she is running late, then the Interpreter(s) will be asked to wait. An expected arrival time of the Student must be included in the email. If no notification of student's tardiness is provided to the Coordinator, the Interpreter(s) will be reassigned. If the Interpreter is late, please allow 5 minutes after the posted start time of class before contacting the Coordinator. If the interpreter is consistently late, not clear or if you have additional concerns, the Student shall inform the office of the Coordinator so corrective action may be taken. After 3 No-Shows to a class, Student's interpreting services will be suspended until Student comes in to the office for an appointment with a Counselor.

### *Requesting Interpreters for Academic related activities*

Students shall email service requests to the office of the Coordinator a minimum of 24 hours in advance, if possible.

Service requests must contain the following information to be considered complete:

Name of Event:

Date of Event:

Start Time:

End Time:

Location:

## MEMORY AID/QUE CARD

For students who have documented disabilities that substantially affect memory, using a memory aid/cue sheet may be a reasonable accommodation. The memory aid/cue sheet allows the student to demonstrate knowledge of course material by helping prompt the student's memory, not by providing the answer.

Students are responsible for learning course materials, for discerning which materials may require cues or triggers, for developing the cues that will appear on the aid, and for securing the faculty member's approval of the aid.

If the faculty member is concerned this accommodation is unreasonable because it will lower standards, compromise an essential component of or fundamentally alter a course or program, such concerns should be addressed to DSPS upon receipt of the "DSPS Accommodation Letter" email. **The determination that an accommodation is unreasonable is an institutional decision that must be made within legal parameters and in consultation with DSPS. Faculty should not unilaterally render and attempt to implement a judgement that an accommodation is unreasonable.**

### *WHAT DOES A MEMORY AID/ CUE SHEET LOOK LIKE?*

Styles of memory aids may vary. Generally, they can be written or typed, 10 or 12 font, on a large index card, OR up to one side of an 8 ½" x 11" sheet of paper.

At the discretion of the instructor, a memory aid/cue sheet may or may not contain acronyms, short phrases, pictures, schematic diagrams or mind maps, names, definitions, tables, charts or key terms and certain formulae.

A memory aid/cue sheet is not meant to record all the facts, concepts or processes being tested.

*Step by Step Process:*

1. Student will email the Notification of Academic Accommodations to the faculty regarding the support of a memory aid/cue sheet for quizzes, midterms and final exams.
2. The faculty member should contact DSPS if there are any concerns regarding this accommodation. If the faculty member believes this accommodation is not reasonable, then the process for an accommodation dispute should be followed.
3. Students are responsible for sending the proposed memory aid/cue sheet to the faculty member for approval at least 3 Business days before the exams.
4. The faculty member must review the memory aid/cue sheet and upon approval, initial and send it to the DSPS Testing Center. Students may not bring the approved memory aid/cue sheet with them to the exam.
5. Students must select this accommodation (memory aid/cue sheet) when scheduling course exams.

**It is important to note:**

- Given the specific analysis for each course, it is entirely possible that the use of a memory aid will be allowed for some exams, and not allowed for others.
- DSPS will consider requests for a memory aid/cue sheet on a case-by-case basis.
  - Disabilities that may affect memory include (but are not limited to):
  - Acquired Brain Injury
  - Psychiatric disability
  - Specific Learning Disability
  - ADD/ADHD

*DSPS will not approve the use of memory aids/cue sheets as a reasonable accommodation in cases of fundamental alteration of academic standard.*

## NOTE TAKING SERVICES

In-class notetaking service is for students whose disabilities limit them from taking effective notes. The disability may be physical (e.g. loss of limb, hearing loss) or cognitive (e.g. learning disability, brain injury, ADHD) in nature. A volunteer note taker is a student registered in the same class that notetaking is being requested. Volunteer note takers apply through the online service portal and agree to perform the duties of a note taker outlined in the portal.

## HOW TO REQUEST NOTE TAKING

1. Students must develop an Academic Accommodation Plan (AAP) with their Disabled Students Programs and Services (DSP&S) counselor. The Student must have an appropriate verified disability on file on Clockwork to receive this service.
2. Student, with the support of DSP&S staff or by him/herself, will login to Clockwork and send the accommodation letter to instructors.
3. Student will then login to the Course Notes section and change the default setting to “yes, I need a note taker” for those classes in which a note taker is needed.
4. If Students do not want to remain anonymous, Students are encouraged to advocate note taking for themselves by:
  - asking the instructor to make the request for them
  - asking a friend in their class
  - asking someone they sit next to in class
5. Once the note taker is identified it is the instructor’s and/or student’s responsibility to refer note taker to the computer labs at Pacific Coast Campus (PCC) and Liberal Arts Campus (LAC) to complete note taker application on clockwork. Instructor may also obtain note taker volunteer(s)’s email (s) and provide email(s) to DSP&S office at **DSP&S-staff@lbcc.edu**.
6. Once the volunteer note taker has applied, student should login to the Course Notes portal and select the note taker.
7. It may take 2-3 weeks to secure a note taker and some requests may not be filled. In the case of the following:
  - there are no volunteer note takers after 2 weeks of student’s request
  - notes are not received in a timely manner
  - notes are received inconsistently
  - notes are unsatisfactory

Student will need to contact Disabled Students Programs and Services (DSP&S) office at **dsps-staff@lbcc.edu or by calling (562) 938-4558 at LAC or (562) 938-3921 at PCC for alternate accommodation.**

8. Note takers can either scan and upload notes or can take clear pictures of their notes and upload to clockwork. Students will be able to access class notes on their clockwork portal.



9. Student questions regarding note taking should be addressed to DSP&S office at [dsps-staff@lbcc.edu](mailto:dsps-staff@lbcc.edu) or by calling (562) 938-4558 at LAC or (562) 938-3921 at PCC

## PRIORITY ENROLLMENT

Priority enrollment is an accommodation that is approved when determined necessary to allow a student with a chronic documented disability to have access to a schedule that accommodates their specific disability-related needs. Priority enrollment requests are reviewed and approved by the DSP&S on an individual, case-by-case basis through an interactive process between the DSP&S certificated staff and the student.

Eligibility for this accommodation is based on appropriate documentation or determination of a disability and an evident link between the functional limitations of that disability and the need for Priority Enrollment as an accommodation in order to allow the student equal access to the educational experience.

### HOW TO REQUEST PRIORITY ENROLLMENT

Students approved for this accommodation will automatically have their names and enrollment status forwarded to Admissions and Records. Admissions and Records will assign students access to an early registration date.

#### Important notes

- Students should check their records and address any academic holds and permission-to-register actions (i.e. required advising meetings, etc.) prior to their enrollment date.
- Priority enrollment does not exempt students from meeting prerequisite or class-standing requirements for courses. Further, it does not grant access to restricted or closed courses or sections.
- Priority Enrollment does not guarantee availability of classes or provision of courses/sections at specific times.
- If students need assistance with or have questions about priority enrollment, they are encourage to contact DSP&S.

## REAL TIME CAPTIONING

Real Time Captioning is an accommodation available to students who are Deaf or hard of hearing. A real time captioner transmits the spoken word to print using a specialized keyboard and software system. The transcript of what is being said appears on a computer monitor for the student's viewing. Students approved for Real Time Captioning are required to not share

transcripts with other students, and the transcripts are only to be used in the context of studying for the course

Captioners may not begin captioning until the student arrives to class. Any notes or information prior to the student's arrival will not be included and is the student's responsibility to find out what they missed.

If the Captioner is not there when class begins, Student are asked to wait until 5 minutes after the posted start time of the class before emailing the office of the Coordinator. If the Captioner is consistently late or if you have additional concerns, the Student shall inform the office of the Coordinator so corrective action may be taken.

If class is cancelled or the student will not be attending class, the Coordinator should be notified as soon as possible.

After 3 No-Shows to a class, Student's Real Time Captioning services will be suspended until Student comes in to the office for an appointment with a Counselor. "No-Show" means Student has not informed the Coordinator of the absence.

#### HOW TO REQUEST REAL TIME CAPTIONING FOR CLASSES

Students shall email finalized class schedules to the office of the Coordinator at least 3 weeks before the start of the semester. If changes are made to class schedules (example: class drops, or additions, class time changes) after they have been submitted to the office of the Coordinator, it could cause a disruption in services. If schedule changes are made during the first week of the semester, all efforts shall be made to provide Captioners for any additions or changes. However, services for any last-minute changes shall not be guaranteed. Please see the Suspension & Termination Policy for further information.

#### RECORDING OF LECTURES

Students whose disabilities limit them from taking effective notes may be approved for recording of lectures. The disability may be physical (e.g. loss of limb, hearing loss) or cognitive (e.g. learning disability, brain injury, ADHD) in nature. If a certificated DSP&S faculty member approves a student for this accommodation, students must first sign an Audio Recording Agreement, then, they will utilize their phone or other audio recording device to record their class lectures.

#### HOW TO REQUEST RECORDING OF LECTURES

Students must sign an Audio Agreement at the time of their intake. Then, every semester they intend to use this accommodation, the student must send their Letter of Accommodations to their professor. Student should also be aware that their professor can request a copy of their signed Audio Recording Agreement.

Audio Recording Agreement

Under Section 504, Subpart E Postsecondary Education, of the 1973 Rehabilitation Act and the Americans with Disabilities Act, institutions of higher education may not deny a student with a known qualifying disability equal access to the institution's programs, courses and activities when reasonable accommodations exist. Recording lectures is one of the accommodations specifically identified in Section 504, Subpart E Postsecondary Education, of the 1973 Rehabilitation Act and the Americans with Disabilities. Recording lectures is only considered a reasonable accommodation for a student who's documented disability includes functional limitations that substantiate the need. Refusal to grant this accommodation to qualifying students violates federal law.

Long Beach City College faculty and the Disabled Students Program & Services (DSP&S) staff have the right to require a student who uses an audio recording device as a reasonable accommodation to sign an agreement and present that agreement to the instructor of each course in which the recording equipment will be utilized.

***Recording Agreement:***

I understand that because of my disability, I have the right to produce audio recordings of lecture for my personal use only.

I agree that I will **NOT** engage in any of the following actions throughout the term:

- Allow anyone else to listen to or use the tape recording, except for the Disabled Student Services & Programs, upon request.
- Copy, broadcast, transcribe or share any part of the tape recordings.
- Release the recording, profit financially, or allow others to benefit personally from lectures I will tape.
- Publish, or otherwise quote, dialogue from the lecture without the written consent of the lecturer.

I understand audio-recorded lectures may not be used in any way against the faculty member, other lecturers, or students whose classroom comments are taped as part of the class activity.

I understand the information contained in the audio-recorded lecture is protected under federal copyright laws and may not be published or quoted without the express consent of the lecturer and without giving proper identity and credit to the lecturer.

I understand after the conclusion of the term and not to exceed ten college days, I agree to destroy all copies of the recordings. I understand that a violation of this agreement may subject me to discipline under the Code of Student Conduct or subject me to liability under copyright laws.

STUDENT PLEDGE I have read and understand the above agreement on audio-recorded lectures. I pledge to abide by the above policy with regard to any lectures I record while enrolled in this class and will destroy the recording at the end of the class term.

## TESTING ACCOMMODATIONS

The DSP&S offers proctoring services for students who require alternative test-taking conditions. Depending upon the student's functional limitations, exam accommodations may include an exam in alternative format (Braille, large print, etc.), additional time, one-on-one assistance (reader or writer), a private exam room, or a separate testing environment.

Students taking exams via the DSP&S Proctoring Center will be held to the exam parameters as those in the lecture hall.

### HOW TO REQUEST TESTING ACCOMODATIONS

Once a student is approved for testing accommodations, the student must follow proper testing accommodation policies and procedures.

#### **Scheduling:**

For every exam a student wishes to take at the DSP&S Proctoring Center, they must fill out a Request for Testing via their online student portal **at least five business days before the date of your exam.**

If due to disability related limitations, a student is unable to utilize our online portal, they are encouraged to come into the DSP&S Office and fill out a form with our Proctoring Staff.

If a student does not meet the 5 business day deadline, they are encouraged to still submit their request, but it is not a guarantee that their request will be accommodated.

- Final exams must be scheduled at least one week before the first day of finals.
- Scheduling requests may not be accepted during the week of finals.

- Exceptions to this policy may be made in the event of extenuating circumstances. If this applies, the student is encourage to contact the DSP&S Office as soon as possible.
- Your scheduled appointment should be the same date, time and campus as your class.
- If a student wishes to take their exam on a different date or time than the class, they must receive approval from their professor. Students that receive such approval need to request for their professor to email dspstest@lbcc.edu.

**Accommodations:**

Please make sure you indicate on the Request for Testing Form any accommodations you are requesting for the exam. Remember, the accommodations must be disability-related and approved by a DSP&S counselor. Only accommodations that have been approved by a counselor will be provided during the exam.

**Appropriate Behavior:**

- Students may not:
  - Ask test proctors for help figuring out answers to exam questions.
  - Leave during the exam to attend class or take breaks of any kind, etc.
  - Utilize unauthorized testing aides
  - Access the internet during their exam (unless it is a requirement of the exam or an accommodation)
- All exams must be started and completed in the same session. It is **your responsibility** to schedule the exam during designated testing hours, which do not interfere with other activities such as class.
- Please remember you must adhere to LBCC's policy on Academic Honesty located in the current college catalog. Violations will be sent to the office of student discipline.
- Please note that test proctors are required to collect all scratch paper used during the exam and return them to your Instructor with the completed exam. Students will not be allowed to leave the testing office with the exam including returning the completed exam to the Instructor.

**Rescheduling:**

Once you have signed up to take an exam in our office, you may reschedule that test ONLY if the instructor has given written permission to DSP&S to do so. It is your responsibility to communicate with your Instructor for approval to reschedule the exam with our office.

**Tardiness and No Shows:**

The amount of time you are late will be taken off the amount of time you have to complete the exam. The test proctor will wait no more than 20 minutes from the scheduled start time. After 20 minutes, you will be marked as a “no show” and your test will be returned to the instructor. If you have three “no shows” during the semester, you must attend a mandatory meeting with a DSP&S counselor to determine if your testing privileges will be suspended for that semester.  
\*Special circumstances will be reviewed on a case-by-case basis

# APPENDIX

## ADAPTIVE FURNITURE REQUEST FORM

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### INSTRUCTIONS:

1. Please complete all fields
2. Save or print a copy of the filled form for your records

**Submit the form:**

- **By email attachment to: dsps-staff@lbcc.edu**
- **Or print a copy and submit to DSP&S: M-158 (LAC) or GG-107 (PCC)**

IF YOU submit your form by e-mail, you should receive a confirmation from the Disability Support Specialist within three working days. If not, contact the Disability Support Specialist to confirm receipt.

**STUDENT INFORMATION**

Name: \_\_\_\_\_ ID#: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Adaptive FURNITURE INFORMATION**

Summer    Fall    Winter    Spring      Year: \_\_\_\_\_

- Early requests for furniture accommodations are encouraged
- Late requests may be subject to delays in furniture setup
- Do not request alternate furniture for wait listed classes until you have successfully enrolled
- Request only accommodations that have been pre-approved by a DSPS Counselor  
(Refer to your Academic Accommodations Plan)

Please mark adaptive furniture needed with a brief description of dimensions and/or features.  
(For example, adaptive chair: armrests and high back)

Adaptive Desk: \_\_\_\_\_

Adaptive Chair: \_\_\_\_\_

Podium

**CLASS SCHEDULE**

Course	Class #	M	T	W	Th	F	S	Time	Room

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ALTERNATE MEDIA REQUEST FORM**

▪ **STUDENT INFORMATION**



Name: \_\_\_\_\_ Date: \_\_\_\_\_

Student ID: \_\_\_\_\_ Semester: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_ DSPS Counselor: \_\_\_\_\_

■ **ALTERNATE MEDIA INFORMATION**

What kind of computer do you have at home?      PC      MAC      None

Will you use alternate media in the High Tech Lab?      Yes      No

**FORMAT**

\*Please note, your requested format type must match approval by DSPS Counselor.

- Kurzweil .KES (K3000)
- Microsoft Word (2007, 2003 or earlier)
- PDF (for Adobe Acrobat Reader)
- Audio Tape/ MP3
- E-Text
- Braille
- Large Print

■ **COURSE/TEXTBOOK INFORMATION**

Course: \_\_\_\_\_ Section: \_\_\_\_\_ Professor: \_\_\_\_\_

**REQUIRED TEXTBOOK**

Title: \_\_\_\_\_ Edition No.: \_\_\_\_\_

Authors: \_\_\_\_\_

OTHER MATERIAL to put into alternate media.

Description of Material:

What will you use this for?

Course: \_\_\_\_\_ Section: \_\_\_\_\_ Professor:

\_\_\_\_\_

REQUIRED TEXTBOOK

Title: \_\_\_\_\_ Edition No.:

\_\_\_\_\_

Authors: \_\_\_\_\_

OTHER MATERIAL to put into alternate media.

Description of Material:

\_\_\_\_\_

What will you use this for?

\_\_\_\_\_

Course: \_\_\_\_\_ Section: \_\_\_\_\_ Professor:

\_\_\_\_\_

REQUIRED TEXTBOOK

Title: \_\_\_\_\_ Edition No.:

\_\_\_\_\_

Authors: \_\_\_\_\_

OTHER MATERIAL to put into alternate media.

Description of Material:

\_\_\_\_\_

What will you use this for?

\_\_\_\_\_

Course: \_\_\_\_\_ Section: \_\_\_\_\_ Professor:

\_\_\_\_\_

REQUIRED TEXTBOOK

Title: \_\_\_\_\_ Edition No.:

\_\_\_\_\_

Authors: \_\_\_\_\_

\_\_\_\_\_

OTHER MATERIAL to put into alternate media.

Description of Material:

What will you use this for?

▪ ALTERNATE MEDIA CONTRACT

**LONG BEACH CITY COLLEGE** provides alternative format for students who are eligible for this service. In order to maintain the integrity of the service offered and comply with the law, the following rules apply to students who use **LONG BEACH CITY COLLEGE** Alternative Media.

- 1) The student must currently be registered at **LONG BEACH CITY COLLEGE**, and enrolled in classes for the current semester.
- 2) The student must be registered with DSP&S and maintain a confidential file with valid disability verification. Student's disability(s) shall be verified by competent authority.
- 3) The student must own a physical copy of the textbook or possess other material they are requesting in alternative format. Books must be new or in "like new" condition (no highlighting or handwriting).
- 4) Material provided to **LONG BEACH CITY COLLEGE** for the purpose of conversion to alternative format will be disassembled and returned to the student in its altered condition.
- 5) **LONG BEACH CITY COLLEGE** will not be held responsible for any damage to the materials that occur as a result of conversion to alternative format.
- 6) The student will not copy or reproduce any material provided by **LONG BEACH CITY COLLEGE**, nor allow anyone else to do so. Misuse of this material will represent a violation of the Student Code of Conduct and will result in disciplinary action.
- 7) Alternative Media provided by **LONG BEACH CITY COLLEGE** must be returned at the end of the semester that it was on loan. Students who do not return the borrowed alternative media by the end of the semester will have a **HOLD** placed on their records until the material is returned.
- 8) Students preferring to retain the alternative media are to provide the **LONG BEACH CITY COLLEGE** with **NEW** disks comparable to those provided by the **LONG BEACH CITY COLLEGE**.
- 9) Students will be provided with one alternative format copy for each material required for academic use.  
This media is copyrighted and may not be reproduced or distributed in a format other than a specialized format exclusively for use by blind or other persons with disabilities.

Any further reproduction or distribution in a format other than a specialized format is an infringement.

I have read or heard this contract read aloud and understand the procedures and conditions of service listed above. My signature is my commitment to adhere to these responsibilities and terms.

---

Student Signature/Date

---

Long Beach City College Adaptive Computing Specialist Signature/Date

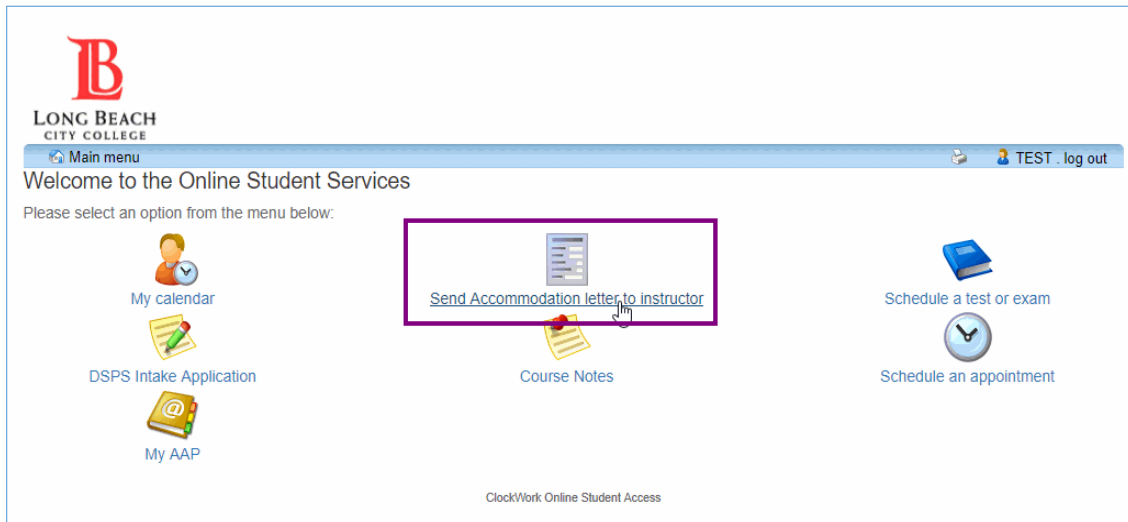
## SENDING YOUR LETTERS OF ACCOMMODATIONS TO INSTRUCTORS

Follow the steps outlined in this guide to inform instructors of your approved accommodations.

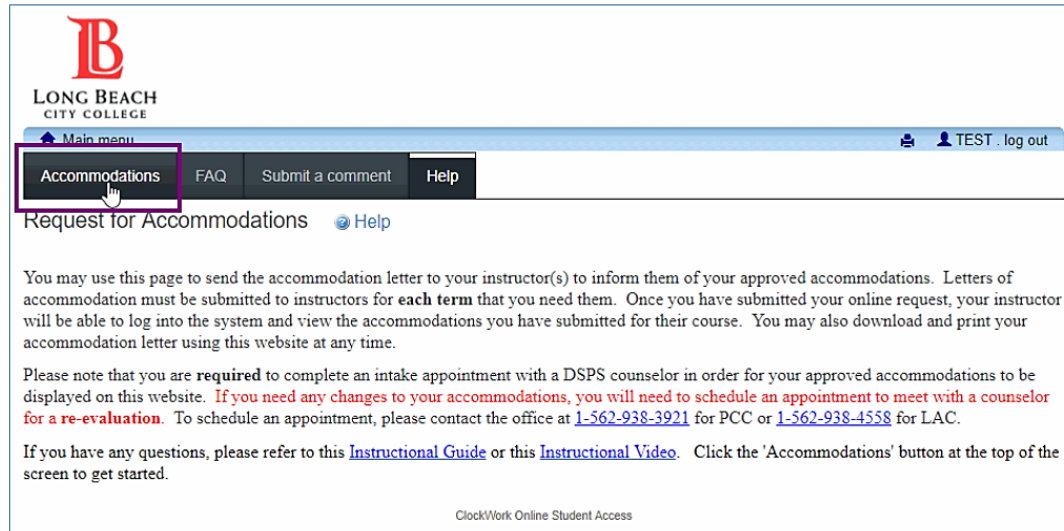
**Please note that letters of accommodation must be submitted for each term and course that you require accommodations.**

To send letters of accommodation, start by visiting the following link:  
<https://clockwork.lbcc.edu/clockwork/custom/misc/home.aspx>

On the displayed page, select “Access letter of accommodation”.



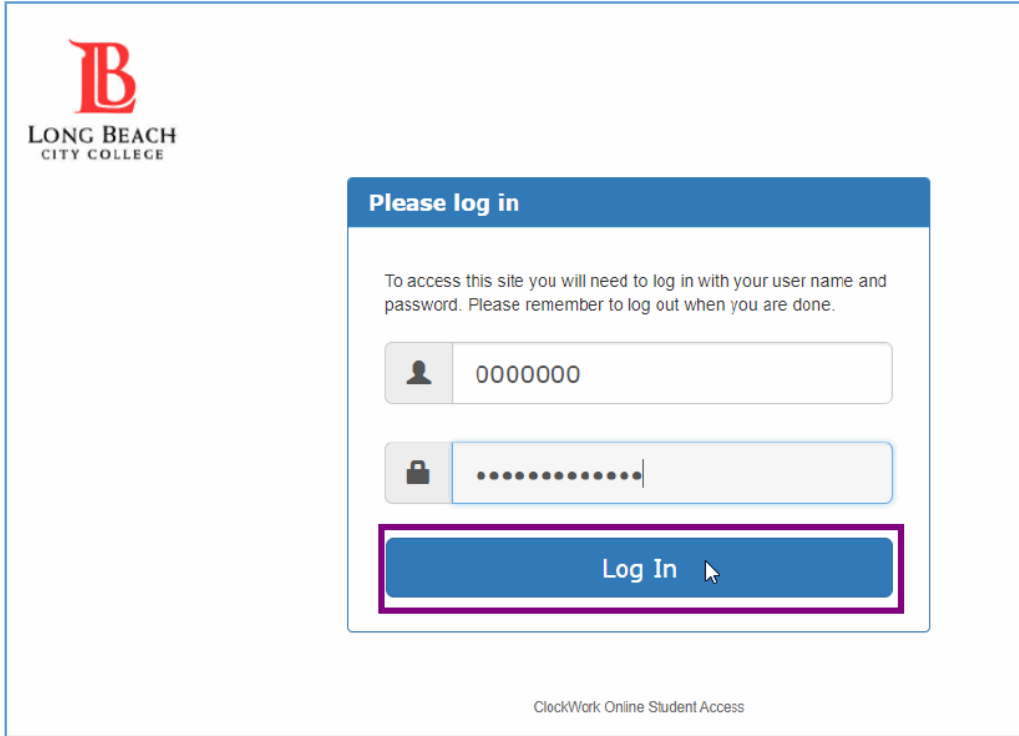
Please read the information text and select the “Accommodations button” as shown.



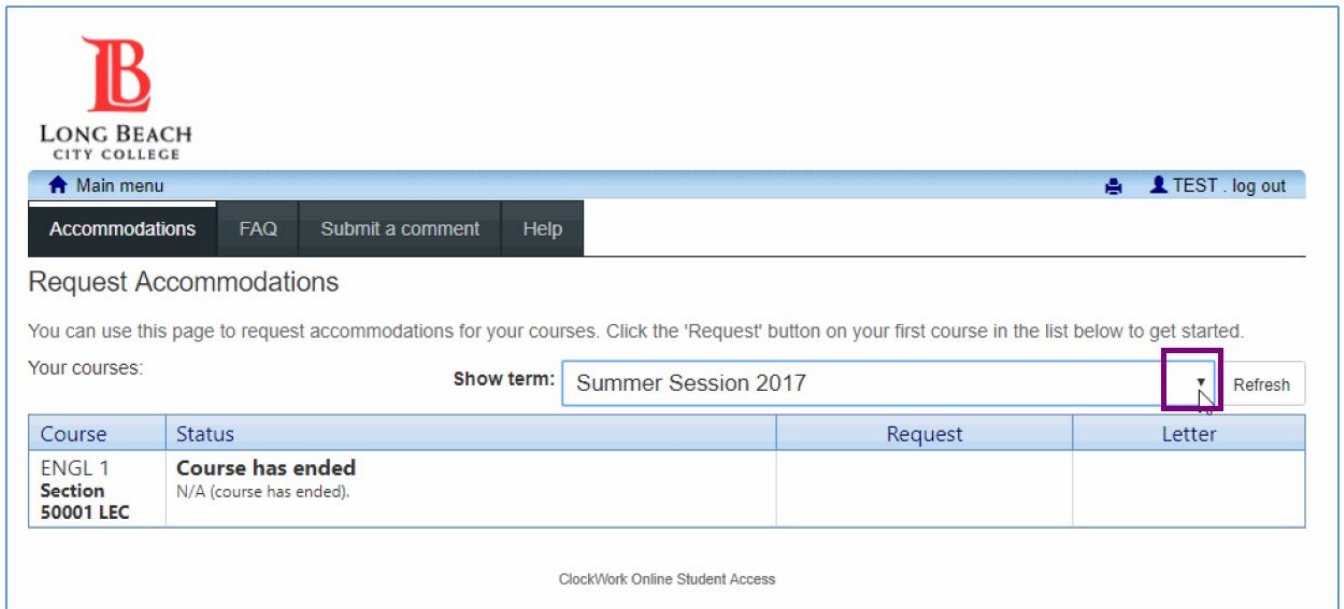
The page will prompt the user with instructions to enter in student ID and password in the corresponding fields. This is the same login information used to log into your PeopleSoft account and add/drop courses.

The screenshot shows the login interface for Long Beach City College. In the top left corner is the college's logo, a red stylized 'B' above the text 'LONG BEACH CITY COLLEGE'. The main content is a login box with a blue header that says 'Please log in'. Below the header, there is a message: 'To access this site you will need to log in with your user name and password. Please remember to log out when you are done.' There are two input fields: the first is labeled 'Username' with a person icon, and the second is labeled 'Password' with a lock icon. Below these fields is a blue button labeled 'Log In'. At the bottom of the page, centered, is the text 'ClockWork Online Student Access'.

After entering the required login information, select “Log In”.



Based on the date the user logs in, the website will default to that term. If the letter is for a different term, select the down arrow to the right of the term.



Then select the term for which you need a letter of accommodation.

**LONG BEACH CITY COLLEGE**

Main menu TEST . log out

Accommodations FAQ Submit a comment Help

### Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses:

Show term: Summer Session 2017 Refresh

Course	Status
ENGL 1 Section 50001 LEC	<b>Course has ended</b> N/A (course has ended).

Winter Session 2016  
Spring Session 2016  
Summer Session 2016  
Fall Session 2016  
Spring Session 2017  
Summer Session 2017  
**Fall Session 2017**

To request accommodations for your course(s), select “Request”.

**LONG BEACH CITY COLLEGE**

Main menu TEST . log out

Accommodations FAQ Submit a comment Help

### Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses:

Show term: Fall Session 2017 Refresh


Course	Status	Request	Letter
MATH 110 Section 73983 LEC	<b>Waiting for student to request</b> Please click the 'Request' button to the right in order to complete the request process.	<b>Request</b>	

ClockWork Online Student Access

The system will automatically select all of your approved accommodations for your courses. If you do not want to inform an instructor of a specific accommodation(s) that you have been



approved for, you may simply de-select the corresponding checkbox. Similarly, you may also select or de-select courses. Selection of at least one accommodation and one course is required to submit.



LONG BEACH  
CITY COLLEGE

[Main menu](#) TEST . log out

## Request Accommodations

Please review the information listed below and indicate whether you need changes to your accommodations at this time. If your accommodations require changes your request will be submitted for review.

### Your accommodations

- Exam Proctored in Distraction Reduced DSPS Testing Office
- Note-Taking Assistance

[check all](#) [check none](#)

### Courses to request

- MATH 110 section 73983 LEC

[check all](#) [check none](#)

### Please indicate if your accommodations require any changes

My accommodations are correct the way they are

Optional note:

### Terms

Website Privacy and Security Policy: Long Beach City College is committed to ensuring the privacy and accuracy of your confidential information. We have the utmost respect for your privacy and will not share your personal information in accordance with the Family Educational Rights and Privacy Act (FERPA). ===== This Website is regularly monitored in order to supply you with the best service and to meet your expectations. For this purpose, we consult the statistics relating to use of our Website and develop the Website on the basis of this data. Your information may also be used in our reports. User statistics are anonymous. Security ===== The Website uses a secure server to protect your information data. Secure server software is used to encrypt the information exchanged between your Web browser and our Website. This measure ensures the security of all your transactions when you use the Sites. We follow strict security procedures when filing and using the information you supply, and may request proof of your identity before supplying you with information. We take all reasonable steps to ensure the secrecy of your personal data. Cookies ===== The Website may use cookies to ensure the smooth operation of your transactions. Cookies are small information files that a Website can send to the hard disk of a personal computer for traceability reasons. They are not executable programs, and cannot contain viruses or applications. The cookies used only take up a minimal amount of space on your hard disk. You can always prevent cookies from being recorded on your computer by using the options provided by your browser. However, if you do so, some parts of this site may not be functional as a result.

I agree to the terms outlined above

[Cancel](#) [Submit](#)

ClockWork Online Student Access

If your accommodations are correct as stated, select “My accommodation(s) are correct the way they are.” **Please note that any accommodation additions or removals require a meeting with a counselor for a re-evaluation appointment.** To schedule a re-evaluation appointment, please stop by the office or contact us at 562-938-4558 for LAC or 562-938-3921 for PCC.

**Please indicate if your accommodations require any changes**

My accommodations are correct the way they are

Optional note:

Please read our privacy and security policy, select the box “I agree to the terms outlined above” and click submit.

**Terms**


Website Privacy and Security Policy: Long Beach City College is committed to ensuring the privacy and accuracy of your confidential information. We have the utmost respect for your privacy and will not share your personal information in accordance with the Family Educational Rights and Privacy Act (FERPA). ===== This Website is regularly monitored in order to supply you with the best service and to meet your expectations. For this purpose, we consult the statistics relating to use of our Website and develop the Website on the basis of this data. Your information may also be used in our reports. User statistics are anonymous. Security ===== The Website uses a secure server to protect your information data. Secure server software is used to encrypt the information exchanged between your Web browser and our Website. This measure ensures the security of all your transactions when you use the Sites. We follow strict security procedures when filing and using the information you supply, and may request proof of your identity before supplying you with information. We take all reasonable steps to ensure the secrecy of your personal data. Cookies ===== The Website may use cookies to ensure the smooth operation of your transactions. Cookies are small information files that a Website can send to the hard disk of a personal computer for traceability reasons. They are not executable programs, and cannot

I agree to the terms outlined above

Cancel Submit

ClockWork Online Student Access

Your professor(s) will receive an email indicating that your letter of accommodations is ready for review and confirmation. That professor can then see accommodations as you have authorized in the previous step. A confirmation email will also be sent to your email address as identified in the Viking student system.



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[www.LBCC.edu](http://www.LBCC.edu)

## Disabled Students Programs and Services

<i>Liberal Arts Campus</i>	4901 East Carson Street, Long Beach, California 90808	<i>tel</i> 562.938.4111 <i>fax</i> 562.938.4118
<i>Pacific Coast Campus</i>	1305 East Pacific Coast Highway, Long Beach, California 90806	<i>tel</i> 562.938.4111 <i>fax</i> 562.938.3912

Dear TEST,

Thank you for submitting your accommodation request(s). The following request(s) were received:

- **Approved: MATH 110 section 73983 LEC**


If your course is labeled with the instructor name "staff", please download and print the letter to provide to your eventual instructor.

Sincerely,

Disabled Students Programs and Services  
Long Beach City College

After clicking "submit", you will be returned to the accommodations request page and a confirmation message will display.

**Status Screen 1:** Instructor has not yet seen your letter or accommodation.



TEST . log out

Accommodations
FAQ
Submit a comment
Help

### Request Accommodations

Your accommodation request(s) have been submitted. Please review the list below.

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term: Fall Session 2017 Refresh

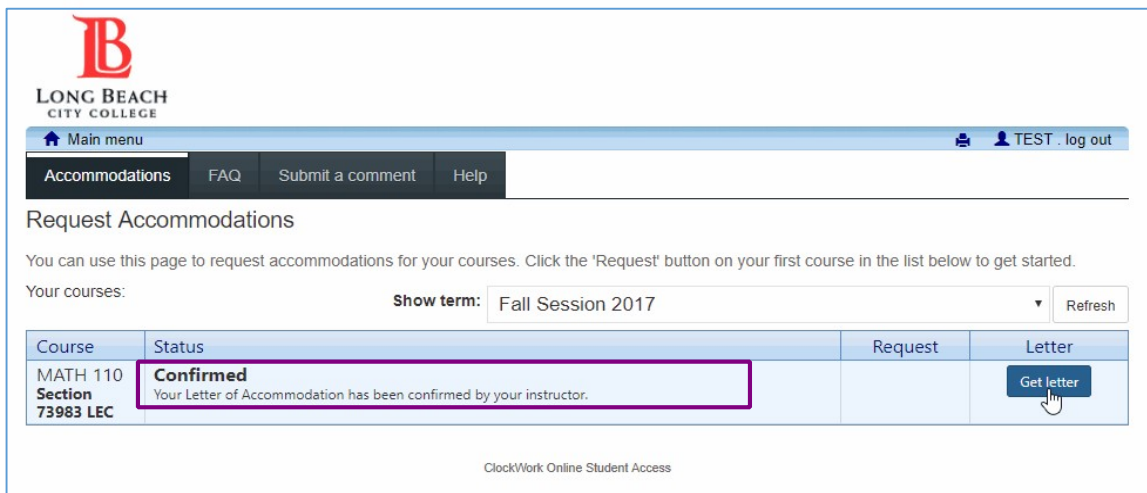
Course	Status	Request	Letter
MATH 110 Section 73983 LEC	<b>Sent</b> Your Letter of Accommodation has been sent to your instructor and is awaiting confirmation		<span style="background-color: #0056b3; color: white; padding: 5px 10px; border: none; cursor: pointer;">Get letter</span>

ClockWork Online Student Access

Once your instructor has confirmed reception of your accommodations letter, you will see a different confirmation message.

**Status Screen 2:** Instructor has confirmed that they have seen your letter of accommodation.

Once your instructor has confirmed that they have read your Letter of Accommodation, you will see the status updated to “confirmed”.



You may select “main menu” for more available options, or you may download/print the letter by selecting “get letter” and following the steps in section 3 of this guide.

## 2. Download and Print Letter of Accommodation

To download a letter of accommodation to your personal computer and/or print it, **you must first login and send the letter to your instructor** and return to the accommodations confirmation page as shown in section 1.

On this page, simply select “get letter”.

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Main menu TEST . log out

Accommodations FAQ Submit a comment Help

### Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term: Fall Session 2017 Refresh

Course	Status	Request	Letter
MATH 110 Section 73983 LEC	<b>Confirmed</b> Your Letter of Accommodation has been confirmed by your instructor.		Get letter

ClockWork Online Student Access

A file download menu will appear, click “ok”. If you do not see this menu, please check your browser and ensure that you allow the popup. **Note:** different browsers download and display files differently.



## REQUESTING YOUR NOTEAKING ACCOMMODATION

If you have been approved for a note taker, the courses you are currently enrolled in will be shown and you may continue. Wait-listed classes will not be displayed until you are officially enrolled. If you do not see your enrolled courses, please click the box next to “show term” and ensure that the correct term is displayed.



[Main menu](#)
[log out](#)

[Courses / notes](#)
[FAQ](#)
[Submit a comment](#)
[Help](#)

### Courses

Your enrolled courses are listed below. Please ensure that you have the correct term identified. Be sure that 'I require a note taker' reads 'Yes' for each course that you require notes for by clicking "change this" next to the course you need notes for.

Show term: Spring 2016

Course name	I require a note taker	Note take	My lecture notes
<b>ENGL 1HLEC 32916</b> <a href="#">view download history</a>	No <a href="#">change this</a>	<div style="border: 1px solid purple; padding: 2px;">                     Spring 2016                      Summer 2016                      Fall 2016                 </div>	N/A
<b>LEARN 11LEC 33446</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>COMM 60LEC 33144</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>ELECT 225LEC 31854</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A

\* Wait-listed classes will not be listed here until you are officially enrolled in the course.

#### Questions Regarding Notes:

If you have any questions regarding your notes, please contact your notetaker directly by clicking "notetaker contact info". If you are unable to contact your notetaker for questions one week after an attempt, please notify the DSPS office at 562-938-3921 for PCC or 562-938-4558 for LAC to receive assistance.

#### No Notetaker Available for Course:

If you mark a class "yes" under the require a notetaker section and the course shows that "none are available at this time", an email will automatically be sent to your instructor informing them that a notetaker is needed for the course. The instructor should then make a general announcement to the class asking for a volunteer notetaker. If a notetaker does not volunteer one week after the announcement is made, please notify the DSPS office at 562-938-3921 for PCC or 562-938-4558 for LAC to receive assistance.

ClockWork Online Student Access

If you need a note taker for your course (example: Elect 225) click “change this” next to the course under “I require a note taker”.



[Main menu](#)  [log out](#)

[Courses / notes](#) [FAQ](#) [Submit a comment](#) [Help](#)

### Courses

Your enrolled courses are listed below (wait-listed courses are not available until you are officially enrolled). Please ensure the 'I require a note taker' reads 'Yes' for each course that you require notes for by clicking "change this" next to the course you need notes for.

Show term: Spring Session 2016

Course name	I require a note taker	Note taker availability	My lecture notes
<b>ENGL 1HLEC 32916</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>LEARN 11LEC 33446</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>COMM 60LEC 33144</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>ELECT 225LEC 31854</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A

Then select "ok" to continue.

**Courses**

Your enrolled courses are listed below (wait-listed courses are not available until you are officially enrolled). Please ensure the 'I require a note taker' reads 'Yes' for each course that you require notes for by clicking "change this" next to the course you need notes for.

Show term: Spring Session 2016

Course name	I require a note taker	Note taker availability	My lecture notes
<b>ENGL 1HLEC 32916</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>LEARN 11LEC 33446</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A

The system will then indicate that you need a note taker for the corresponding course. You may now choose a course note taker by clicking “select a note taker”.

LONG BEACH CITY COLLEGE

Main menu log out

Courses / notes    FAQ    Submit a comment    Help

Successfully marked 'require notetaker'.

### Courses

Your enrolled courses are listed below. Please ensure that you have the correct term identified. Be sure that 'I require a note taker' reads 'Yes' for each course that you require notes for by clicking "change this" next to the course you need notes for.

Show term: Spring 2016

Course name	I require a note taker	Note taker availability	My lecture notes
<b>ENGL 1HLEC 32916</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>LEARN 11LEC 33446</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>COMM 60LEC 33144</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>ELECT 225LEC 31854</b> <a href="#">view download history</a>	Yes <a href="#">change this</a>	<input type="button" value="select a notetaker"/>	N/A

All available note takers for the course will be shown by name. It is recommend that DSPS students review sample notes for available note takers and select one that best suits their needs. Sample notes are not required to be related to the course and are only examples. Click “check sample notes” to continue.





LONG BEACH CITY COLLEGE

log out

Courses / notes Profile FAQ Submit a comment Help

### Select a note taker for ELECT 225LEC 31854

You may preview sample notes from available notetakers on this page by selecting "check sample notes". These are only an example of the students work and do not need to apply to the course you need notes for. Click "choose this notetaker" to select the student as your notetaker.

Please be advised that the notetaker you select will remain assigned to you for the duration of the term. Once a notetaker is selected you will be unable to view notes from any other notetakers enrolled that course.

Notetaker	Sample notes	Action
[Redacted]	<a href="#">Check sample notes</a>	<input type="button" value="Choose this notetaker"/>
[Redacted]	<a href="#">Check sample notes</a>	<input type="button" value="Choose this notetaker"/>

Note: The (star symbol) ★ identifies notetakers who are currently providing notes to one or more students for this course.

ClockWork Online Student Access

You can simply click directly on the sample notes link to download and view them. The title will likely include "priority registration" or "service hours" in the file name for administrative purposes.



LONG BEACH CITY COLLEGE

Main menu log out

Courses / notes FAQ Submit a comment Help

### Sample Notes from for ELECT 225LEC 31854

Click the underlined file name below to download available sample notes. Sample notes on this page will likely be titled "Priority Registration" or "Volunteer Service Hours". This is for office administrative purposes only.

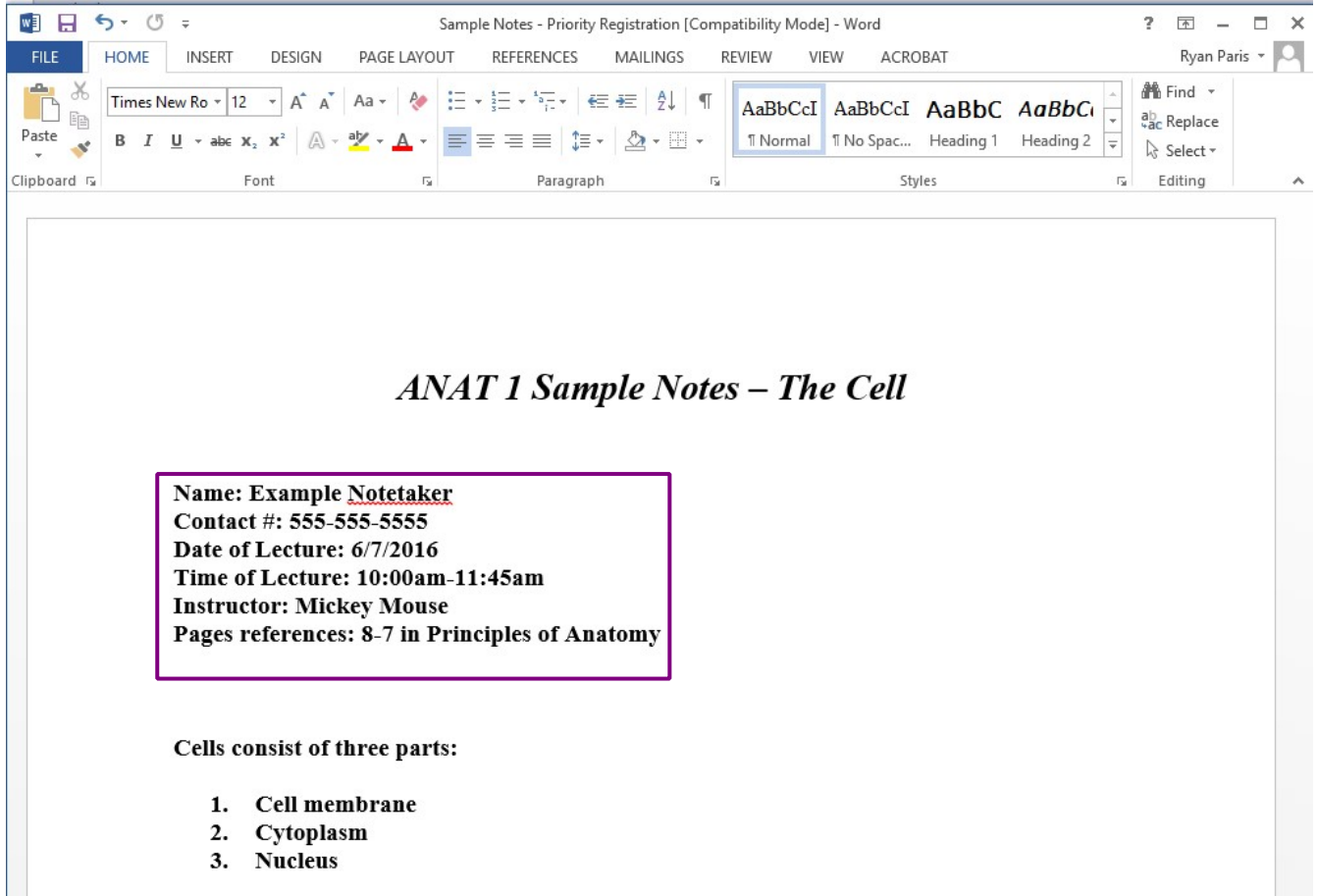
If you need Adobe Acrobat to open the file (such as a PDF), click [here](#).

Sample notes	Date uploaded
<a href="#">Sample notes - Priority Registration.doc</a> <a href="#">notes_225.2016_05-11.pdf</a>	2016-05-25

ClockWork Online Student Access

**Example Sample Notes:**

Note takers should list their name, telephone number, date and time of the lecture, instructor name, and any relevant referential information at the top as shown.



If the quality of notes is acceptable select “back to choose note taker”.

**LONG BEACH CITY COLLEGE**

[Main menu](#) [log out](#)

[Courses / notes](#) [FAQ](#) [Submit a comment](#) [Help](#)

### Sample Notes from for ELECT 225LEC 31854

Click the underlined file name below to download available sample notes. Sample notes on this page will likely be titled "Priority Registration" or "Volunteer Service Hours". This is for office administrative purposes only.

If you need Adobe Acrobat to open the file (such as a PDF), click [here](#).

Sample notes	Date uploaded
<a href="#">Sample notes - Priority Registration.doc notes_225.2016_05-25.pdf</a>	2016-05-25

[Back to Choose Note taker](#)

ClockWork Online Student Access

You may also view notes of other available note takers registered in the course. When you are ready to select a note taker, select “choose this note taker”.

**LONG BEACH CITY COLLEGE**

[Courses / notes](#) [Profile](#) [FAQ](#) [Submit a comment](#) [Help](#) [log out](#)

### Select a note taker for ELECT 225LEC 31854

You may preview sample notes from available notetakers on this page by selecting "check sample notes". These are only an example of the students work and do not need to apply to the course you need notes for. Click "choose this notetaker" to select the student as your notetaker.

Please be advised that the notetaker you select will remain assigned to you for the duration of the term. Once a notetaker is selected you will be unable to view notes from any other notetakers enrolled that course.

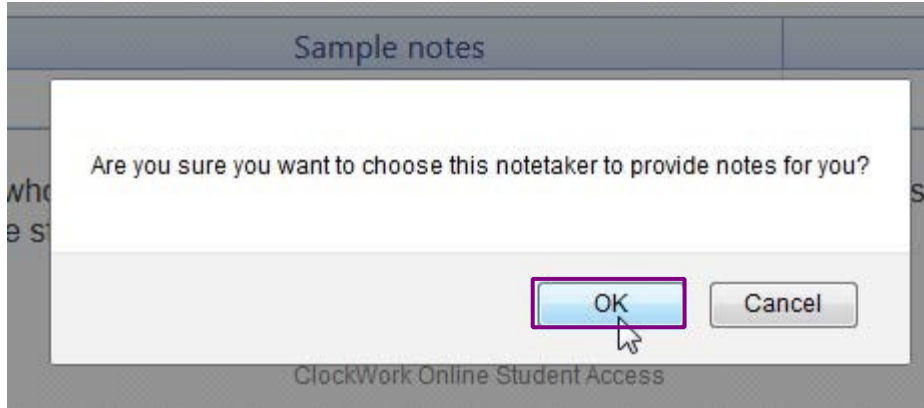
Notetaker	Sample notes	Action
[Redacted]	<a href="#">Check sample notes</a>	<a href="#">Choose this notetaker</a>
[Redacted]	<a href="#">Check sample notes</a>	<a href="#">Choose this notetaker</a>

Note: The (star symbol) ★ identifies notetakers who are currently providing notes to one or more students for this course.

[Cancel](#)

ClockWork Online Student Access

Then confirm that you would like to be assigned to this note taker for the term.



Note taker availability will then display as “successfully assigned”. You may complete these same steps for the remainder of your courses. Each note taker you select will receive an email notifying them that they should begin uploading course notes. You will receive an email each time your course note taker uploads notes. Please refer to section 2 on the next page for information on how to download course notes.



Main menu log out

Courses / notes    FAQ    Submit a comment    Help

**The notetaker was successfully assigned.** An email was sent to the notetaker to let them know to start submitting notes; your name was not provided.

### Courses

Your enrolled courses are listed below (wait-listed courses are not available until you are officially enrolled). Please ensure the 'I require a note taker' reads 'Yes' for each course that you require notes for by clicking "change this" next to the course you need notes for.

Show term: Spring Session 2016 Refresh

Course name	I require a note taker	Note taker availability	My lecture notes
<b>ENGL 1HLEC 32916</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>LEARN 11LEC 33446</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>COMM 60LEC 33144</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>ELECT 225LEC 31854</b> <a href="#">view download history</a> <a href="#">notetaker contact info</a>	Yes <a href="#">change this</a>	Selected	<input type="button" value="Notes"/>

ClockWork Online Student Access

If a note taker is not available or you have questions regarding notes, please refer to section 3 below.

## 2.0 Download Course Notes

You will automatically receive an email when notes have been uploaded for a course in which a notetaker was selected. You **must** login and select a notetaker for your course(s) as shown in section 1.0 before continuing with the steps below. If you **do not** complete the steps outlined in section 1 of this guide you will be unable to download notes using this system.



## Disabled Students Programs and Services

<i>Liberal Arts Campus</i>	4901 East Carson Street, Long Beach, California 90808	<i>tel</i> 562.938.4111 <i>fax</i> 562.938.4118
<i>Pacific Coast Campus</i>	1305 East Pacific Coast Highway, Long Beach, California 90806	<i>tel</i> 562.938.4111 <i>fax</i> 562.938.3912

Dear student,

This is an automatic email notification. Your notetaker for ELECT 225 has uploaded one or more new lecture notes which are now available for you to download. You may access their notes by clicking the link below and logging in to "Course Notes".

<https://clockwork.lbcc.edu/ClockWork/custom/misc/home.aspx>

Sincerely,

Disabled Students Programs and Services  
Long Beach City College

Please log back into the online student system and select the link shown below from the [Note Taking Program Homepage](#).





Main menu log out

Courses / notes    FAQ    Submit a comment    Help

## LBCC DSPS Notetaking Program

**Welcome to the Long Beach City College course notes website!** Students with disabilities who have been approved by a DSPS counselor for a notetaker may use this site to download notes for their courses.

For detailed information on how to receive notes through our notetaking program, please click [here](#) for an instructional guide or contact us at 938-3921 for PCC and 562-938-4558 for LAC.

Notetakers must be selected online for each term and each class you need them for. Please click [here](#) to select your course notetaker(s).

ClockWork Online Student Access

If you have identified a note taker for your course, select the “notes” button.



Main menu log out

Courses / notes    FAQ    Submit a comment    Help

### Courses

Your enrolled courses are listed below. Please ensure that you have the correct term identified. Be sure that 'I require a note taker' reads 'Yes' for each course that you require notes for by clicking "change this" next to the course you need notes for.

Show term: Spring Session 2016 Refresh

Course name	I require a note taker	Note taker availability	My lecture notes
<b>ELECT 225LEC 31854</b> <a href="#">view download history</a>	Yes <a href="#">change this</a>	Selected	<a href="#">Notes</a>

\* Wait-listed classes are not available until you are officially enrolled in the course.

ClockWork Online Student Access

Then click the “view notes” button for the notes you need to review.



Main menu log out

Courses / notes    FAQ    Submit a comment    Help

## Lecture Notes for ELECT 225LEC 31854

[Back to courses](#)

[view download history](#)

### For Notetakers

Steps to Upload Lecture Notes:

1. Select the calendar and indicate the date the lecture was held
2. Click the "browse" button
3. Double-click the file containing course notes
4. Include a comment (if applicable)
5. Click "submit"

### For DSPS Students:

Steps to Download Lecture Notes:

1. Click the "view notes" button for the row showing the lecture date
2. Select "open with..." for the default program
3. Click "ok"

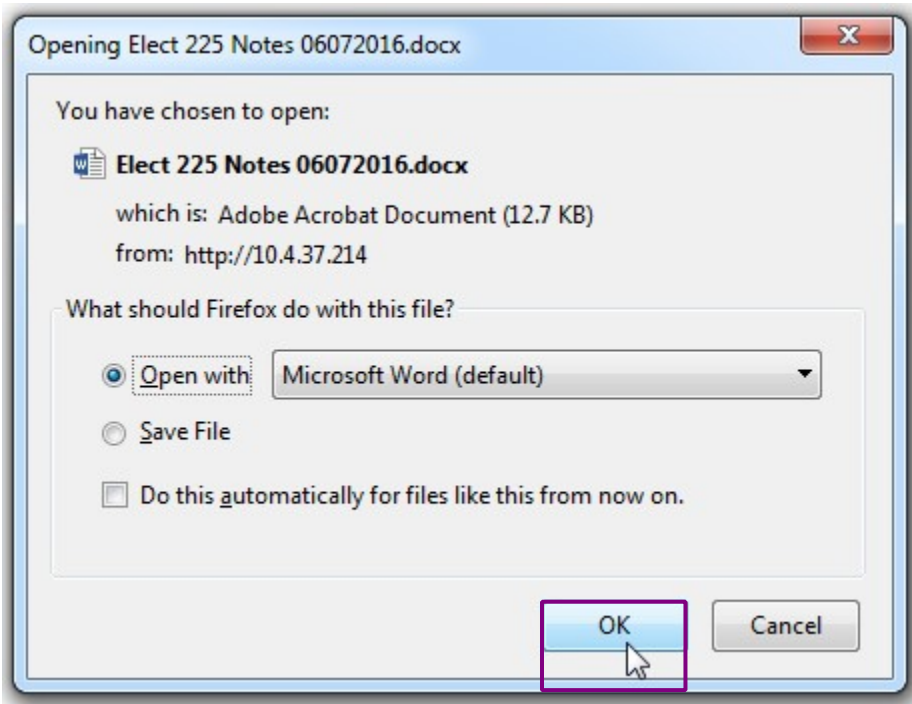
\* To view Adobe PDF files, you may download Acrobat Reader by clicking [here](#).

Lecture date	Notetaker	Comments	Download
June 7 (Tue)			<a href="#">View notes</a>

[Back to courses](#)

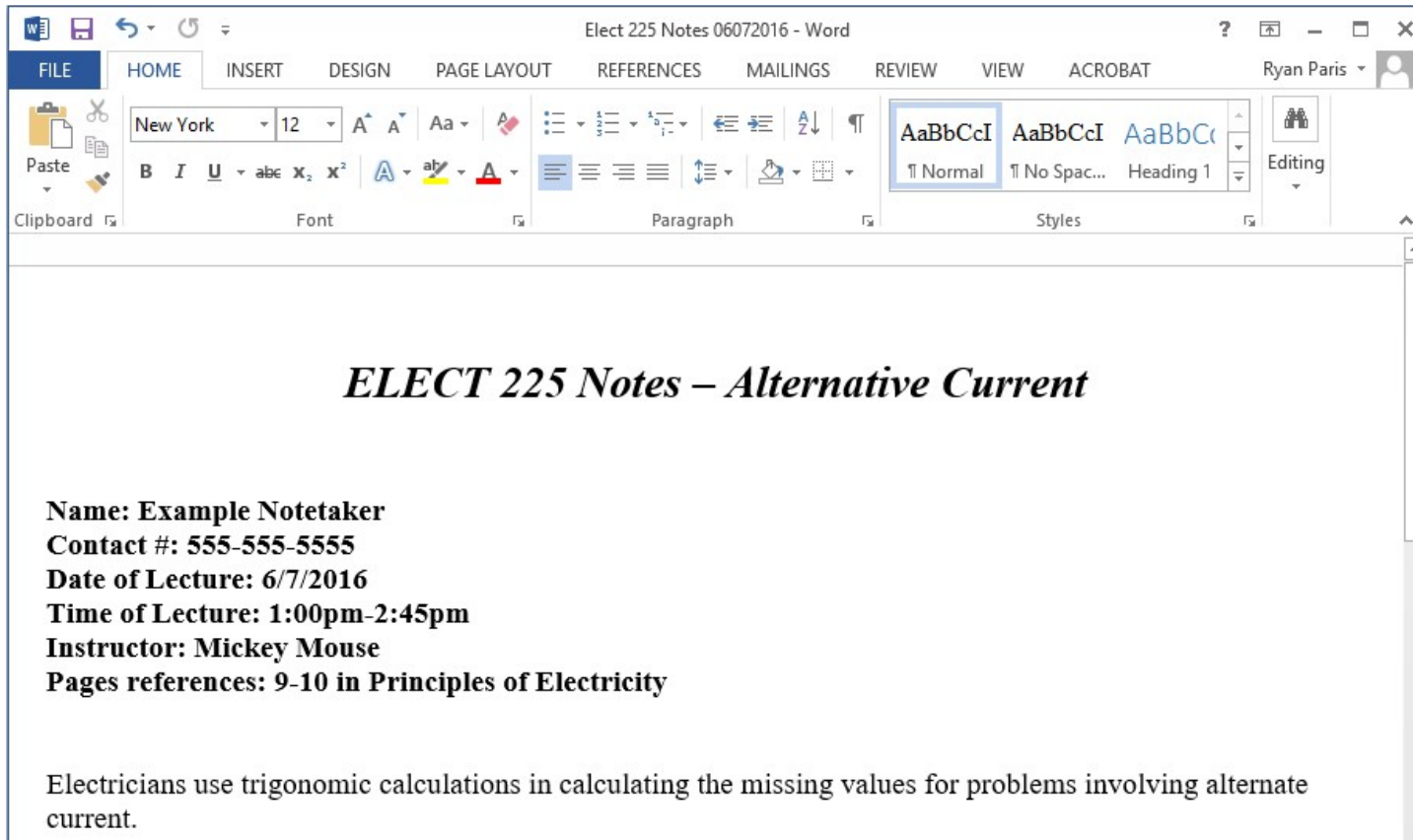
ClockWork Online Student Access

Select "open with" and use the default program.



Notes for the course will be displayed. Return to section 1 of this guide and repeat the steps for all the courses you need a note taker for.





### 3.0

Generally, the absence of note availability involves the following:

1. **Note taker Not Available for Course**
2. **Note taker Withdrew from Course**
3. **Questions Regarding Notes**

Please review the descriptions below for more information on how to address your questions.

#### NOTETAKER NOT AVAILABLE FOR COURSE

If you mark a class "yes" under the “require a note taker section” and the course shows that "none are available at this time", an email will automatically be sent to your instructor informing them that a note taker is needed for the course.



[Main menu](#)

[log out](#)

[Courses / notes](#)
[FAQ](#)
[Submit a comment](#)
[Help](#)

**Courses**

Your enrolled courses are listed below (wait-listed courses are not available until you are officially enrolled). Please ensure the 'I require a note taker' reads 'Yes' for each course that you require notes for by clicking "change this" next to the course you need notes for.

Show term: Spring Session 2016

Course name	I require a note taker	Note taker availability	My lecture notes
<b>ENGL 1HLEC 32916</b> <a href="#">view download history</a>	Yes <a href="#">change this</a>	None are available at this time	N/A
<b>LEARN 11LEC 33446</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A
<b>COMM 60LEC 33144</b> <a href="#">view download history</a>	No <a href="#">change this</a>		N/A

The email will request that the instructor make a general announcement to the class asking for a volunteer note taker.



**Disabled Students Programs and Services**

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*Pacific Coast Campus* | 1305 East Pacific Coast Highway, Long Beach, California 90806 | tel 562.938.4111 fax 562.938.3912

Dear Professor,

One of your students is registered with Disabled Students Programs & Services and has submitted a request for a volunteer notetaker in one of your classes.

Course: Example 110

A notetaker has not yet signed up online at our website <http://www.lbcc.edu/DSPS/notetaker>. Please make a general announcement in class asking if another student is interested in taking notes for a student with a disability and refer them to the website. Qualifying volunteer notetakers receive volunteer service hours or priority registration. Please contact our office for any questions.

Sincerely,

Disabled Students Programs and Services  
Long Beach City College

If a note taker does not volunteer one week after the announcement is made, please notify the DSPS office at 562-938-3921 for PCC or 562-938-4558 for LAC for assistance.

## NOTETAKER WITHDREW FROM COURSE

If your designated note taker can no longer provide notes for one or more of your courses, they may withdraw using the system. If this happens you will automatically receive an email like the one below.



### Disabled Students Programs and Services

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<i>Pacific Coast Campus</i>	1305 East Pacific Coast Highway, Long Beach, California 90806	<i>tel</i> 562.938.4111 <i>fax</i> 562.938.3912

Dear student

Your notetaker for ELECT 225 has indicated that they are no longer able to provide notes for this class. Please login and select another notetaker using this [link](#).

Sincerely,

Disabled Students Programs and Services  
Long Beach City College

You may then select another note taker using the same steps outlined in section 1 of this guide.

## QUESTIONS REGARDING NOTES

If you have any questions regarding your notes, please contact your note taker directly by clicking "note taker contact info".



Main menu log out

Courses / notes    FAQ    Submit a comment    Help

### Courses

Your enrolled courses are listed below. Please ensure that you have the correct term identified. Be sure that 'I require a note taker' reads 'Yes' for each course that you require notes for by clicking "change this" next to the course you need notes for.

Show term: Summer 2016

Course name	I require a note taker	Note taker availability	My lecture notes
<b>ENGL 1HLEC 32916</b> <a href="#">view download history</a> <a href="#">notetaker contact info</a>	Yes	Selected	<input type="button" value="Notes"/>

If you are unable to contact your note taker for questions regarding your notes a week after an attempt, please notify the DSPS office at 562-938-3921 for PCC or 562-938-4558 for LAC for assistance. Be sure to log out when you are finished using the system.

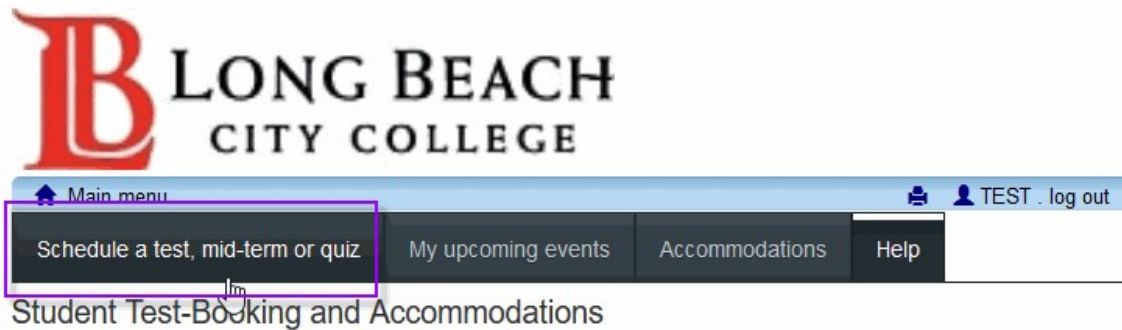
## REQUESTING YOUR TESTING ACCOMMODATIONS

On the Clockwork homepage, select “schedule a test”.



DSPS LAC Campus: A-1134, (562) 938-4558 | DSPS PCC Campus: GG-107, (562) 938-3921 | TTY: (562) 938-4833

You will be brought to the test landing page with various options. Click the “schedule a test, mid-term or quiz” button.



Welcome to the DSPS test booking webpage. You may use this system to schedule tests for your classes. To begin, click "Schedule a test, mid-term or quiz".

DSPS LAC Campus: A-1134, (562) 938-4558 | DSPS PCC Campus: GG-107, (562) 938-3921 | TTY: (562) 938-4833

Read the informational text carefully and then click next.

The screenshot shows the Long Beach City College logo at the top left. Below it is a navigation bar with a home icon and 'Main menu' on the left, and a printer icon, a user icon labeled 'TEST', and 'log out' on the right. The main content area is titled 'Online Test Booking' and contains a 'Welcome' section with a numbered list of steps: 1. Select course, 2. Class test date and time, 3. Additional Requirements, 4. Choose accommodations, 5. Select your test time, and 6. Confirm and complete. The first step is expanded, showing a welcome message and three numbered instructions: 1. The name of the course you want to schedule a test for, 2. The date, start time and duration of the test the class will be taking the test, and 3. You must be scheduling your test a minimum of three (3) days before the class will be taking the test. Below the instructions is a 'Click the 'Next' button below to get started.' message. At the bottom right, there are two buttons: 'Next' (highlighted with a red box) and 'Cancel'. At the bottom of the page, contact information is provided: 'DSPS LAC Campus: A-1134, (562) 938-4558 | DSPS PCC Campus: GG-107, (562) 938-3921 | TTY: (562) 938-4833'.

Use the drop-down menu arrow to select the course you are booking a test for. Please note that classes will be booked at the campus where they take place. All web classes will be booked at LAC.

This screenshot shows the same Long Beach City College Online Test Booking wizard, but at the '1. Select course' step. The 'Welcome' section is now titled '1. Select course' and contains the instruction: 'Please select the course you would like to schedule a test for from the list below.' Below this is a 'Course Info' section with a 'Course:' label and a text input field containing 'MATH 110 LEC 50098'. A red box highlights the drop-down arrow on the right side of the input field. Below the input field is a note: '\* note: All LAC and web-based courses will automatically be booked at the LAC campus. All PCC courses will automatically be booked at the PCC campus. Wait-listed courses will not be available here until you have enrolled in the course.' At the bottom right, there are three buttons: 'Previous', 'Next' (highlighted with a red box), and 'Cancel'. At the bottom of the page, the same contact information is provided: 'DSPS LAC Campus: A-1134, (562) 938-4558 | DSPS PCC Campus: GG-107, (562) 938-3921 | TTY: (562) 938-4833'.



Use the following page to enter the test date, time, and duration. Please **DO NOT** add additional test time as the system will calculate this for you. Then click “next”.

LONG BEACH CITY COLLEGE

Main menu TEST . log out

Welcome

1. Select course

**2. Class test date and time**

3. Additional Requirements

4. Choose accommodations

5. Select your test time

6. Confirm and complete

### 2. Class test date and time

Please enter the date and time your instructor has provided to the class to complete this test. Do NOT include your additional test time as the system will calculate this for you. Tests longer than 4 hours must be scheduled by staff. Test time entered is subject to verification. Tests may be booked Monday through Friday between 8AM and 5PM and must be booked at least three (3) days in advance. Please note that available testing center hours may be reduced during summer/winter terms.

Please specify when the test is taking place. Enter class test duration in minutes.

#### Specify a date and time

**Date of class test:**  
2018-08-01

**Time of class test:**  
08:00 AM

**Class test duration:**  
1 (hours) 0 (minutes)

Select a previously submitted date and time

Previous **Next** Cancel

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Check off each accommodation that you feel is necessary for this test, then click “next”.



[Main menu](#)
TEST . log out

Welcome

- Select course
- Class test date and time
- Additional Requirements
- Choose accommodations**
- Select your test time
- Confirm and complete

### 4. Choose accommodations

Listed below are the accommodation(s) that have already been approved for you by your counselor. Please check off the accommodation(s) that you feel are necessary for this test. If you have any questions regarding the listed accommodations please contact our office at one of the numbers below.

#### Available accommodations

\* note: Only accommodations with a check will be used for your test booking.

- Exam Proctored in Distraction Reduced DSPS Testing Office
- Reader
- Writer
- CCTV/Magnifier
- Access, Chair
- Access, Location
- Access, Desk

[Previous](#)
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Available bookings will be shown. If you **do not** see an available booking, please double-check the date and timeframe you entered in the previous step by clicking “previous”. If you are having difficult please visit our office for assistance. If you **do** see an available booking simply click “next”.



[Main menu](#)
TEST . log out

Welcome

- Select course
- Class test date and time
- Additional Requirements
- Choose accommodations
- Select your test time**
- Confirm and complete

### 5. Select your test time

Please select a date and time from the list of available dates and times below. If none of the date/times in the list below will work for you then please contact us to make alternate arrangements.

#### Available dates & times

Note: if none of the dates/times below are possible for you then you have the option of calling or visiting us in person to see if alternate arrangements can be made.

Wednesday August 1 . 8:00 AM to 9:00 AM

A spot was found for you to write your test; please click the 'Next' button below to continue scheduling your test.

[Previous](#)
[Next](#)
[Cancel](#)

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Please read over the following page carefully to ensure that all the information is correct. If it is correct, click the confirmation checkbox at the bottom of the page and then click “finish”.



The screenshot shows the Long Beach City College website interface. At the top left is the college logo. A navigation menu on the left lists steps from 1 to 6, with step 6, 'Confirm and complete', highlighted. The main content area is titled '6. Confirm and complete' and contains a yellow warning box stating 'This test is not scheduled yet! Click 'Finish' to submit your test request.' Below this is a red instruction: 'Please verify that the class date and time are correct - the information below will be sent to your professor.' The page displays 'Your tentative test information' for 'Tentative test date and time' on 'Wed Aug 1, 2018 . 8:00 AM to 9:00 AM (1 h)'. It also shows 'Course information' for 'MATH 110 LEC 50098' and 'Class test date / time' as 'Wed Aug 1, 2018 8:00 AM (1 h)'. A note states: '\* Note: this is not your accommodated writing time'. Under 'Accommodations required', a list includes 'Exam Proctored in Distraction Reduced DSPS Testing Office', 'Writer', and 'CCTV/Magnifier'. At the bottom, there is a checkbox labeled 'I affirm that the information I am submitting is correct to the best of my knowledge.' which is checked. To the right of the checkbox are buttons for 'Previous', 'Finish' (highlighted with a purple box), and 'Cancel'. A footer at the bottom provides contact information for LAC and PCC campuses.

A confirmation message will be displayed. You may use this page to schedule another test, view upcoming appointments, or simply log out when you are done.

The screenshot shows the Long Beach City College website interface after a test submission. At the top left is the college logo. A navigation menu at the top contains 'Schedule a test, mid-term or quiz', 'My upcoming events' (highlighted with a purple box), 'Accommodations', and 'Help'. On the right side of the navigation bar, there is a 'TEST . log out' button (highlighted with a purple box). The main content area displays a large blue message: 'Thank you for your submission. Please check your email for confirmation.' Below this message is a button labeled 'Schedule another test' (highlighted with a purple box). A footer at the bottom provides contact information for LAC and PCC campuses.

Note that an instructor will then receive an email confirmation email detailing your testing appointment.



## Disabled Students Programs and Services

*Liberal Arts Campus* | 4901 East Carson Street, Long Beach, California 90808 | *tel* 562.938.4111 *fax* 562.938.4118  
*Pacific Coast Campus* | 1305 East Pacific Coast Highway, Long Beach, California 90806 | *tel* 562.938.4111 *fax* 562.938.3912

Dear Test Instructor,

A student has just submitted a test booking request through our testing center for MATH 110 LEC 50098:

TEST STUDENT (TEST)  
Wed August 1, 2018 at 8:00 AM at the LAC campus.

Please contact us for more information if you have any questions, or need to cancel or reschedule your test.

Sincerely,

Disabled Students Programs and Services  
Long Beach City College

You will also receive an email confirmation email detailing the appointment.



## Disabled Students Programs and Services

*Liberal Arts Campus* | 4901 East Carson Street, Long Beach, California 90808 | *tel* 562.938.4111 *fax* 562.938.4118  
*Pacific Coast Campus* | 1305 East Pacific Coast Highway, Long Beach, California 90806 | *tel* 562.938.4111 *fax* 562.938.3912

Dear TEST,

You have successfully completed your test booking request for MATH 110 LEC 50098 as shown:

Wed August 1, 2018 from 8:00 AM to 9:00 AM at the LAC campus.

Please contact us if you have any questions, or need to cancel or reschedule your test.

Sincerely,

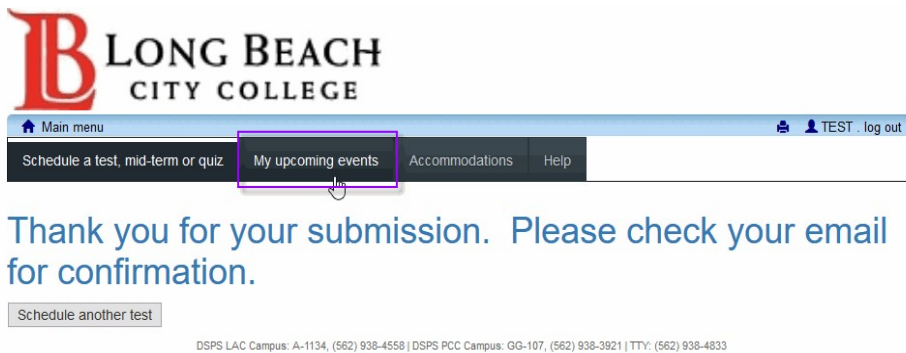
Disabled Students Programs and Services  
Long Beach City College

VIEW/CANCEL UPCOMING TEST APPOINTMENTS

To view or cancel an upcoming test appointment, select “schedule a test” from the service homepage.



Click “my upcoming events”.



On this page you can click “cancel” to cancel any appointments. Appointment cancellations must be submitted at least one day before the scheduled appointment. Please click “log out” when you are done.



Home Main menu TEST log out  
Schedule a test, mid-term or quiz My upcoming events Accommodations Help

My upcoming events

Your event listing

\* Note: tests and exams that are marked as '(class)' are displaying dates and times for the class and do not necessarily reflect your actual scheduled time.

Refresh

Details	Date / time	Location	Status	Options
<b>Midterm (75)</b> MATH 110 50098	(class) Wed. August 7 8:00 AM <small>* This is the class date/time</small>	<b>to be determined</b>	Booked	Cancel

Export to Pdf

Refresh

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