Contact DSPS at 415-452-5481 to request a copy of this handbook in Braille, large print or electronic format.

This handbook is published for informational purposes and every effort is made to ensure its accuracy. However, the provisions of this handbook are not to be regarded as a contract between the student and the college. Approved accommodations are determined on a case-by-case basis. Please consult with a DSPS counselor if you have any questions about services.

Main Office - Ocean Campus
Rosenberg Library, Room 323
50 Phelan Avenue
San Francisco, CA 94112

415 452-5481 Voice
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I. INTRODUCTION

Disabled Students Programs and Services (DSPS) department at City College of San Francisco serves over 3,000 students with disabilities each year. DSPS provides instruction and services to students with all types of disabilities. These services are designed to increase access to college instructional programs and facilities at CCSF.

The purpose of this handbook is to help you learn more about DSPS programs offered at CCSF, the services available to you and how to access those programs and obtain services. The San Francisco Community College District is committed to equal access to facilities.

Under provisions of Section 504 of the Rehabilitation Act of 1973 and the 1990 Americans with Disabilities Act (ADA), CCSF is required to provide accommodations for otherwise qualified students with disabilities. Accommodations are the means by which the college allows the student to compensate for limitations resulting from a disability. Accommodations are not designed to give students an advantage but rather to allow equal opportunity in the classroom and in student activities. Accommodations are determined on a case by case basis, nature of the disability, the functional limitation(s) and the requirements of the class are three factors that are used to determine accommodations.

DSPS Mission Statement

The overall mission of DSPS is to provide exemplary instruction, support services, and access to students with disabilities. DSPS will support students with disabilities in education related activities consistent with the mission and vision of CCSF and in compliance with federal and state laws. With equal access as its hallmark, the faculty and staff of DSPS are committed to the following:

**Opportunity:** To ensure equal educational opportunities and encourage retention of students with disabilities who have the potential to achieve academic, vocational and life skills goals consistent with the CCSF mission.

**Empowerment:** To empower students with disabilities to achieve independence and integration leading to maximum participation in the college and community.

**Awareness:** To provide information and support to CCSF employees and students in carrying out the institution’s responsibilities to students with disabilities.

**Community:** To serve both as resource to the community and a linkage between disabled students and community agencies.
II. ELIGIBILITY REQUIREMENTS

1. Students receiving services through DSPS must be enrolled at CCSF or plan on becoming enrolled for the following semester. Students may enroll in credit classes, continuing education classes or non-credit programs.

2. To receive DSPS services students are, to the best of their ability, encouraged to provide documentation of the disability, including functional limitations, signed by an appropriate professional.

3. Students requesting services and/or academic accommodations at CCSF are advised to arrange an appointment with a DSPS counselor to complete an application for services. The counselor will verify the disability by one or more of the following means: a) review of documentation provided by or contacting an appropriate agency or certified or licensed professionals outside of DSPS; b) assessment by appropriate DSPS professional staff; c) in limited instances (such as amputation) observation by the DSPS counselor with a review by the DSPS coordinator.

4. The disability must substantially limit one or more major life activities and impose an “educational limitation”. An educational limitation is a disability related limitation that prevents a student from fully benefiting from classes, activities, or services offered by the college without specific, additional support services or accommodations.

5. Students must demonstrate the potential to benefit from programs and services.

6. Students must demonstrate appropriate adaptive and/or self-help behavior. DSPS staff does not provide personal attendant care or administer medication. Students should be able to respond appropriately to questions and follow directions. Students are responsible for monitoring their own progress.

7. Students must demonstrate annual, measurable academic progress. Failure to do so may result in termination of services.

Services may be denied if it is determined that a student does not meet one or more of the eligibility criteria. If a student is denied services and they wish to appeal they should request the DSPS Dispute Resolution and Grievance Procedures (available on-line or from one of the DSPS office).


- Grievance Form: [http://www.ccsf.edu/content/dam/Organizational_Images/Department/Disabled_Students_Programs_and_Services/legal/grievance-form.doc](http://www.ccsf.edu/content/dam/Organizational_Images/Department/Disabled_Students_Programs_and_Services/legal/grievance-form.doc)
III. APPLICATION PROCESS

New Students

If you are new to CCSF and/or DSPS you should begin by scheduling an appointment with a DSPS counselor. To schedule an appointment please call:

- Ocean Avenue Campus  Rosenberg Library, Room 323
  DSPS Office  Tel. 415-452-5481
- John Adams Center  1860 Hayes Street, Room 106
  DSPS Office  Tel. 415-561-1001
- Mission Center  1125 Valencia Street, Room 151
  DSPS Office  415-920-6037
- Chinatown Center  808 Kearny Street, Room 104G
  DSPS Office  415-452-5484

You are welcome to stop by our offices in person to request an appointment.

First Appointment

You can help facilitate enrollment by bringing these things to your first appointment:

1. Current written verification of disability, medical report, Department of Rehabilitation Plan, Individual Educational Plan (IEP) and/or Learning Disability Assessment. If you do not have documentation of your disability please bring the contact information for your provider.
2. Your student ID number. Your student ID is issued after you apply to City College of San Francisco.
3. A list of any questions you may have.

You can schedule an appointment even if you do not have current verification of disability. DSPS can contact your provider, with your permission, to obtain the information. You can also schedule an appointment to discuss programs and services even if you have not yet applied to the college.

Returning Students

Students who have been away from CCSF for a semester or more should meet with a DSPS Counselor. If you have been away five years or more your file is likely to have been destroyed and therefore you probably will need to enroll as a new student by resubmitting documentation of disability.
**Continuing Students**

You must meet with a DSPS counselor at least once a semester to maintain your eligibility for services. Please note that services need to be requested every semester and are adjusted depending on the courses you are taking. You may be asked to provide updated verification if you have a disability that changes over time, or if you qualify for services on the basis of a temporary disability. If you want to request a service that was not previously authorized you must meet with a DSPS counselor to discuss your request. We may be able to authorize the accommodation on the basis of the current disability verification, or we may need to request additional verification from your provider.

**DSPS Educational Assistance Classes**

Students enrolled in DSPS community-based non-credit classes may be asked to provide disability verification directly to their instructor.
IV. CONFIDENTIALITY

The Right to Privacy Act ensures that all disability related contact with the DSPS office remains confidential unless students sign a written release. DSPS staff will not discuss anything pertaining to a student’s disability with college instructors, staff or family members without the student’s expressed written consent.

DSPS is allowed to disclose limited information under an “educational need to know clause” in the student’s application for services. Under the “educational need to know” clause DSPS counselors may verify eligibility for specific services, such as testing accommodations.

Other exceptions to confidentiality occur when required by law, such as when a student is determined to be a danger to self or others, or when there is reasonable suspicion of child abuse or the abuse of a dependent adult.

Liaison to Campus and Community

For reasons of confidentiality DSPS staff members may not discuss a student’s disability status with either faculty or staff. As a result, students are encouraged to talk with their instructors about their approved accommodations as written on their Classroom and Test Accommodations Verification (see back of this booklet for CATAV form). If requested by the student, DSPS staff may intervene on a student’s behalf to facilitate provision of services or to help students communicate their needs to others.

DSPS staff may assist students by providing information and referrals related to community resources. Counselors will take care to ensure the student’s right to privacy when gathering information about community resources or when making referrals to appropriate agencies.
V. STUDENT RIGHTS & RESPONSIBILITIES

Student Rights

1. Registration by students with disabilities in DSPS is voluntary. Not all students with disabilities require accommodations.
2. Receiving support services from DSPS does not prevent a student from participating in any other course, program or activity offered by the college.
3. All records maintained by DSPS pertaining to students with disabilities are generally protected from disclosure and are subject to all other requirements for handling of student records.
4. Depending upon the level of services needed, students may choose to request accommodations without going through the complete DSPS registration process. Contact DSPS for details.

Student Grievance Rights

Students have a right to file an appeal when an accommodation they have requested has been denied. Students have a right to file a grievance concerning any allegations of failure to comply with the laws, regulations and procedures regarding accommodations for students with disabilities. Every attempt is made to resolve issues informally to the satisfaction of all parties. Complaints that cannot be resolved informally shall be processed through the existing CCSF DSPS Dispute Resolution and Grievance Procedures (available on-line or from one of the DSPS office).


- Grievance Form: http://www.ccsf.edu/content/dam/Organizational_Images/Department/Disabled_Students_Programs_and_Services/legal/grievance-form.doc

Student Responsibilities

Students assume responsibility for transportation, service animals, medications and the provision of personal attendant care. Students assume personal responsibility for their education and accommodations. Students are expected to work collaboratively with instructors and DSPS counselors and staff to ensure timely provision of services. Students receiving services and/or instruction through the DSPS shall:

1. Provide DSPS with the necessary information, documentation and/or forms (medical, educational, etc.) to verify the disability.
2. Meet with a DSPS Counselor/Specialist to complete an Academic Accommodation Plan.
3. The student will utilize DSPS services in a responsible manner and adhere to written service provision procedures adopted by DSPS.
4. Comply with the Student Code of Conduct (see back of this booklet) adopted by the college and published in the college catalog.
5. Demonstrate measurable progress toward the goals established in the student’s Academic Accommodation Plan, and meet academic standards established by the college.

Failure to comply with these standards may result in the termination of DSPS services. If you have any concerns regarding the continuation of services please do not hesitate to consult with a DSPS counselor.

Absence Notification Guidelines for Classes

Communication with instructors is the responsibility of the student. DSPS will not notify instructors of an absence except in limited and extenuating circumstances such as emergency hospitalization.

Absence Notification Guidelines for Services

Students receiving special services (interpreting/real time captioning, testing accommodations) must notify DSPS in the event of any absence when a service is scheduled. Students should notify DSPS in advance of any planned absences. If a student has three or more unexcused absences they will be asked to meet with a DSPS counselor. Excessive absences may be considered an abuse of services. Students scheduled for testing accommodations also should inform DSPS if they will not keep a test accommodation appointment. Instructors are informed when a student does not keep a testing appointment. Tests proctored by DSPS cannot be rescheduled without the approval of the instructor and are subject to all policies and procedures regarding scheduling of testing accommodations.

Personal Emergencies

Some students have medical conditions that may require emergency or first aid response. This may include students who have seizures, students with cardiac disabilities or students with certain psychiatric disabilities. You may wish to designate an emergency contact person in the event that you require medical attention or transport to your home or medical facility. You may also want to consider providing this information to the Student Health Service and/or Campus Police.
VI. DSPS RESPONSIBILITIES

DSPS staff members assist students to obtain academic accommodations necessary to allow equal access to programs and services offered by City College of San Francisco. We establish policies and procedures that adhere to the CCSF and DSPS mission. It is the responsibility of DSPS to utilize resources in a responsible manner so that all students can receive equitable services. DSPS also has the responsibility of establishing requirements for measurable progress and continuation of services. If a student does not adhere to established policies, they will be notified of the possibility of termination of DSPS services.

Termination of Services

Services for DSPS eligible students may be discontinued for either of two reasons:

1. Lack of Measurable Progress or
2. Abuse of Services

Measurable Progress

DSPS services are intended to assist students in achieving their academic and/or vocational goals. Even with accommodations, students may encounter difficulties due to disability, life circumstances, or other reasons that prevent them from achieving these goals. Students are encouraged to use authorized accommodations and support services to choose appropriate classes and a reasonable course load and to meet regularly with DSPS and/or other college counselors. A lack of measurable progress can result in the termination of services. Lack of progress can be determined in any of the following ways:

1. Failure to pass (grades of W, NC, D or F) classes while utilizing appropriate accommodations
2. Failure to meet CCSF requirements to be a student in good standing.
3. Insufficient progress, as determined by instructor in consultation with the student.

Abuse of Services

Abuse of services is defined as a failure to comply with the policies and/or procedures established to obtain or utilize authorized accommodations. Policies and/or procedures are in place to protect the rights of all students receiving services through DSPS by ensuring fair and equitable use of resources. Examples of “abuse of services” include excessive unexcused absences when a service is being provided, verbal abuse of DSPS staff, repeated failure to keep appointments for testing accommodations, counseling, or other services. Abuse of services may result in the termination of that service.

1. Students will be notified in writing prior to termination of services. The student will be asked to meet with a DSPS counselor to discuss the area of concern. If the student fails to meet with a counselor, the services will be terminated seven instructional days from the date the letter was sent.
2. A letter will be sent formally notifying the student that services have been terminated.
3. Services are terminated for the current semester only.
4. Services may be terminated for the following semester if the abuse of services occurs during the period of final exams.
5. Terminated services may be reinstated during the current semester only with the authorization of a DSPS counselor and only if there are extenuating circumstances which warrant reinstatement.

Students seeking to appeal the termination of services should seek remedy through the DSPS Dispute Resolution and Grievance Procedures.

If a student’s appeal is approved the student may be asked to agree to and sign a Contract for Continuation of Services to avoid service termination. If a student fails to follow the terms set forth in the contract, service will be terminated for the current semester.

Campus-Wide Emergencies/Disasters

In the event of a fire, earthquake or other disaster requiring campus-wide response, CCSF will implement its emergency evacuation plan. The plan includes periodic drills and evacuation of students and employees with disabilities. It is imperative that all students and employees take responsibility for personal safety and the welfare of the campus community and self-identify if they are in need of assistance in the event of an emergency. Emergency evacuation chairs are located in strategic, marked locations.

Telephones

Telephones in the DSPS office are for staff use only. A videophone is available on the third floor of the Rosenberg Library. Mobile phones or any other “non-assistive” devices are not to be used in the DSPS offices, classes, or labs.
VII. COUNSELING

DSPS counselors offer students with disabilities specialized counseling and guidance to assist with coordinating accommodations, decision making and educational planning. Counseling is available by appointment, same day appointments and when time permits on a “drop in” basis. Appointments are strongly advised.

Counselors have regularly scheduled hours at many CCSF locations. You may call the DSPS counseling office to schedule an appointment or inquire about availability of DSPS counseling at the counseling office of the center you are attending.

Appointments are usually scheduled for thirty minutes. Please be on time. If you must cancel, please call as soon as possible so that the time slot can be made available for another student. Please be aware that we may not be able to reschedule your appointment as soon as you would like. Delays can impact the timely authorization of services.

Quick questions can often be taken care of in a short same day appointment or on a “drop in” basis. Due to the short time allowed for these appointments there might not be enough time to address all of your concerns. Your counselor can assist you in scheduling a follow up appointment.

A limited number of evening hours are available. Please refer to the DSPS home page for hours of operation.

**Disability Management:** DSPS counselors coordinate necessary support services and recommend accommodations in the educational setting. Counselors also serve as a resource for information and referral to community based agencies.

**Academic Advising:** DSPS does not duplicate services provided by other counseling units. Hence, when possible, students are encouraged to make appointments with New Student Counselors, Continuing Student Counselors, Transfer Center or counselors from other programs such as APASS, African American Scholastic Program, EOPS, or Latino Services Network. DSPS counselors are available to consult with other counselors and to review recommendations with the student’s disability in mind. Sometimes a student’s disability impacts the student in such a way that DSPS will provide educational advising or planning as an accommodation for that student or to facilitate enrollment.

**Career Counseling:** Counseling related to career choice and decision making is available to students through the Career Development and Placement Center. Consultation is available for students and their career counselors regarding the impact the disability as it relates to the student’s vocational goals.
**Personal Counseling:** DSPS counselors know that difficult personal situations may arise for any student as they pursue their educational goals. The focus of short term personal counseling is to address how the current problem impacts their education and to develop strategies to manage the issue. DSPS counselors do not provide psychotherapy to students. When more in-depth counseling or therapy is indicated, DSPS counselors may refer students to Counseling and Psychological Services in the Student Health Center, or to appropriate community agencies.

Other types of counseling are offered at CCSF. For complete and updated information of all the Counseling Services available to students, please refer to CCSF website (www.ccsf.edu). Then select the Student Services tab and select the Student Counseling section.
VIII. SERVICES AND ACCOMMODATIONS

Requesting Accommodations

It is important to remember that requesting, obtaining and implementing accommodations are a collaborative process.

Students requesting accommodations should:

1. Meet with a counselor to discuss the request for accommodation.
2. After verifying disability and functional limitations the counselor will approve reasonable and appropriate accommodations and complete an Academic Accommodation Plan. The Academic Accommodation plan outlines educational goals and approved accommodations based on current verification and educational limitations. This form stays in the student’s DSPS file.
3. Once disability is verified, students will get a Classroom and Testing Accommodations Verification (see back of this booklet for CATAV form). This form is used by DSPS students to request an accommodation from their instructors. The CATAV allows you to inform your instructor of approved accommodations without revealing the nature of your disability. It is updated every semester.
4. Students are encouraged to meet with their instructor during office hours to discuss relevant accommodations. Meeting with an instructor during office hours gives you a chance to explain your accommodation without the distractions that occur before and after class. If you cannot meet with your instructor during an office hour, you may wish to contact the instructor by phone or email.

Accommodations are not meant to be retroactive. Missed assignments/ tests that occur prior to receiving the CATAV are not covered under the accommodation process. DSPS recommends that those missed assignments be handled in accordance with the course assignment policy.

All accommodations that student is eligible for in any given semester will be listed on the CATAV form. Requests for accommodations that are not on the CATAV form must be approved by a counselor before being implemented.
**IX. EXAMPLES OF STUDENT NEEDS AND POSSIBLE ACCOMMODATIONS IN AN INSTRUCTIONAL SETTING**

<table>
<thead>
<tr>
<th>Limitations Based on Verified Disability</th>
<th>Possible Accommodation</th>
</tr>
</thead>
</table>
| Unable to take tests in traditional manner | • Extended Test Time  
• Reduced Distraction Environment  
• Use of Computer  
• Reader or Scribe  
• Alternate Format |
| Unable to climb stairs or successfully negotiate barriers | • Priority Registration  
• Scooters  
• Classroom relocated to accessible location |
| Unable to produce class notes | • Digital Recorder  
• Note taker |
| Unable to see or process visual information | • Audio Books/Learning Ally  
• Enlarged Print  
• Note taker  
• E-text  
• Braille |
| Deaf / hard of hearing; difficulty understanding oral presentations | • Preferential Seating  
• Interpreter/Captioner  
• Note taker  
• Adaptive Listening Devices |
| Unable to use standard classroom furniture or sit for long periods of time | • Special Classroom Seating  
• Extra Breaks  
• Testing Accommodations |
| Difficulty with tasks involving manual dexterity (writing, typing) | • Note taker  
• Voice Activated Software  
• Extended Testing Time  
• Audio Recorder for lectures  
• Scribe for written tests |
X. TYPES OF ACCOMMODATIONS

CLASSROOM RELOCATION

If you have a mobility or health disability and you find that you cannot access the assigned classroom please contact the DSPS office (415-452-5481) as soon as possible. When necessary, DSPS may assist in relocating the class to a classroom that is more readily accessible to you unless it would fundamentally alter the nature of a program or class, or will substantially modify academic or program standards. Courses with additional sections offered in accessible locations may not be relocated.

LIBRARY ACCESS

Library staff is available to retrieve books and reference materials for students whose disabilities prevent them from going through the stacks. Staff can also assist with the photocopy machines.

SCOOTERS

Scooters are available to assist students in traversing the Ocean Avenue Campus. Students with temporary and permanent orthopedic or medical disabilities that affect their ability to traverse the campus may be eligible for this service. Students may not use scooters if medication or other disabilities impair their ability to safely operate equipment. Medical verification from the doctor is necessary to verify that the student is able to safely operate a scooter. You must schedule an appointment to be trained in safe operation of the scooter.

FURNITURE

Some students cannot use standard classroom furniture due to a verified disability. If you need specialized furniture, such as an accessible workstation, separate table and chair, or back support please make this request at DSPS. Furniture requests take approximately one week to process. DSPS cannot arrange for specialized furniture solely for comfort purposes.

RESERVED SEATING

Reserved seating may be arranged as an accommodation for disability related limitations related to attention, concentration and sensory limitations. Students who qualify for this accommodation can have seating arranged and reserved.

LOCKERS

A limited number of lockers at the Ocean Campus are available. Students must provide documentation that verifies a limitation in carrying or lifting to qualify for this service. Students must monitor cleanliness of their locker during the duration of use. Students are not allowed to use their own locks on the DSPS lockers. If items are left in the locker, lock will be removed and items will be cleared out after each semester by DSPS staff.
CLEAR PATH OF TRAVEL/ACCESS

It is the responsibility of the college community to maintain clear paths of travel for all students. If you notice a barrier, please bring it to the attention of the DSPS office (415-452-5481).

ACCESSIBLE PARKING

Parking is limited at all CCSF campuses. Students who have a designated parking placard issued by the Department of Motor Vehicles (DMV) are eligible to park in any blue zone. If these spaces are full, parking is permitted in faculty and staff parking stalls. Students with disabled placards are allowed to park for free in student parking lots. Students must display the DMV placard. Students with a valid temporary DMV disabled placards (red) are allowed to park in any legal parking space and do not need a CCSF permit. All parking is available on a first come, first served basis. Parking is not reserved for students with disabilities. It is important to arrange your schedule to allow adequate time for parking.

EQUIPMENT LOAN

Educational access sometimes means that students need equipment to compensate for their disability so they may benefit from instruction. Some of the items available for loan are audio recorders, assistive listening devices, handheld magnifiers, spellcheckers and back supports. These items must be approved as accommodation on your CATAV letter.

Equipment is loaned to students enrolled in classes and in possession of their own valid Student ID. Availability may be limited depending on the number of students requesting the equipment.

Equipment must be returned as agreed, either after class, daily, or on the first day of Finals Week in each semester. If the equipment is missing or has been damaged the student will forfeit the right for future equipment loan and a hold will be placed on college records until the equipment is returned or replaced.

NOTETakers/SCRIBES/AUDIO RECORDING

A DSPS counselor may authorize note taking services for students who have a verified disability which prevents them from taking lecture notes and/or writing.

Note taking services include services for writing, taking course lecture notes and manual manipulation of course materials (in the case of lab activities), and related academic activities (Title 5 Section IIIA b, 6) at the college. In order to comply with the guidelines, DSPS provides in-class course lecture notes and scribing for course exams. Audio recorders are available to students on loan.

ALTERNATE MEDIA

Alternate Media is defined as instructional materials, textbooks, college and/or library materials in formats accessible and usable by individuals with disabilities. The determination of the most suitable format of support should be made by credentialed staff, and where ever possible should be provided in the format preferred by the student. In an effort to comply with the fore mentioned guidelines DSPS will provide the following alternate media services: Braille, audio formats, tactile graphics, print enlargement, and electronic text (e-text). For a detailed
Alternate media services will be provided to students who have a verified disability whose disability related limitations prevent them from accessing material in traditional print format. Students must be enrolled in the course for which they are receiving alternate media. Students are asked to use priority registration and to contact the DSPS office at 415-452-5481 as soon as possible to avoid unnecessary delays in obtaining course materials.

TESTING ACCOMMODATIONS

Testing accommodations may be approved as a reasonable accommodation if a disability prevents a student from taking tests under standard conditions. DSPS uses Testing Accommodation Request (TAR) form to schedule tests with accommodations (see back of this booklet for TAR form). A separate TAR form must be filled out and signed by both teacher and student for each test and submitted to DSPS testing desk by the required due date. Students are responsible for approaching teachers to fill out the TAR form and delivering it to DSPS office testing desk by the required date. Students are responsible for verifying receipt of request and confirming the testing appointment. DSPS office will honor one late TAR each academic year.

Testing accommodations are approved for students with a wide range of disabilities, including but not limited to learning disabilities, mobility disabilities, psychological disabilities, attention-deficit and hyperactivity disorder (ADHD) and vision loss. Testing accommodations may also be approved for students taking medication for a chronic condition when the side effects of the medication impair concentration or cognitive functioning. The most appropriate method of administering a test depends upon the student’s disability and the design of the test.

Examples of possible testing accommodations:

- Extended Test Time
- Computer for Essays
- Reader or Scribe
- Alternate Testing Format
- Enlarged Print
- Reduced Distraction Room

EXTENDED TIME ON ASSIGNMENTS

Extended time on course assignments may be a reasonable accommodation in certain situations because one’s disability poses challenges with completing the assignment by deadlines with short notice. Assignments with reasonable notice and those listed in the syllabus would not qualify for extended time as an accommodation. Students may be able to get an extension on the assignment informally and independently from their instructor, but it would not be considered as a DSPS accommodation.

PRIORITY REGISTRATION

Priority registration is provided as an accommodation to qualified students according to school protocol. Relevant issues include need for specific course sections or locations to address scheduling of interpreters, medication regimes, stamina and transportation needs. Priority
registration is not retroactive. New students will receive a registration date consistent with their application for services. Students applying for DSPS services after the registration period for the current semester has ended will be eligible for priority registration the following semester.

If you have questions about your eligibility for priority registration, speak with a DSPS counselor.

**SERVICE ANIMALS**

Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, trained or untrained, are not service animals.

If the definition of a service animal is not met, then the use of the animal (i.e. assist animal) may be allowed as a reasonable accommodation through established DSPS procedures.

The care and supervision of a service animal is the responsibility of the individual with a disability using the animal’s services. If a service animal becomes unruly or disruptive (e.g. barking, running around), or if the animal is unclean, to the extent that the animal’s behavior may pose a direct threat to the health or safety of others, or may cause a fundamental alteration in District services, programs, or activities, then the District will consider the issue of appropriate care and supervision.

Students using assist animals are required to register the animal with DSPS each semester. DSPS will issue a tag permitting the animal on campus. Animals must be on leash at all times and meet health and safety standards. Pets are not allowed on campus. Complete service animal policy is available on the web:

(\[http://www.ccsf.edu/Offices/Affirmative_Action/Proc_for_Eval_of_Req.htm\])

**ACCESSIBLE COMPUTER LAB (ACL)**

Title 5 of the California Code of Regulations states Accessible Computer Labs are for the use and benefit of students with disabilities enrolled in college classes. The ACL offers accessible workstations, and adaptive computer hardware and software technologies to assist students in meeting their educational goals.

Accessible Computer Labs are located at the John Adams Center and Ocean Campus. Instruction in the use of adaptive technology and self-paced tutorials is available. Students with and without disabilities can enroll in the Accessible Computer Labs.

**ADAPTIVE SOFTWARE/HARDWARE FOR IN CLASS USE**

If you are enrolled in a class that requires in class computer use and you need adaptive software or hardware installed in class please contact the DSPS office (415- 452-5481).

**ASL INTERPRETERS AND CAPTIONERS**

Interpreting or captioning services are provided for students with documented severe to profound hearing and/or speech impairments. Services are provided upon request when it is determined to be a reasonable and appropriate accommodation.
All requests for an interpreter/captioner must be completed with advance notice by filling out Interpreter Request form (see back of this booklet for this form) and submitting it to DSPS.

Services are provided for:

- Classes and activities that are requirements of the class, such as a field trip.
- Meetings with instructors, counselors, or for other campus services.

**EDUCATIONAL ASSISTANCE CLASSES AND DSPS CLASSES**

Under section 504 of the Rehabilitation Act of 1973, students with disabilities must have access to general college services. DSPS may offer specialized assistance or instruction but the services must be disability related.

CCSF offers specialized classes for students with disabilities to include training and retraining in vocational, academic, computer adaptive technology, creative arts and life skills areas.

These include:

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<tr>
<th>Class Description</th>
<th>Location</th>
<th>Course Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible Computer Lab (ACL) (noncredit)</td>
<td>Located at Ocean Campus and John Adams Center. Offers adaptive computer technology including voice synthesizers, large print screens and printers, audio input and output, self-paced tutorials in the use of word processing, spelling and grammar checking software, internet access and word processing.</td>
<td>DSPS 4035</td>
</tr>
<tr>
<td>Study Strategy and Skill Development Courses (credit)</td>
<td>Ocean Campus Bathmale Hall Rm 231</td>
<td>DSPS M (2 units)</td>
</tr>
<tr>
<td>High School Level Learning Strategies (noncredit)</td>
<td>John Adams Center</td>
<td>DSPS 4305</td>
</tr>
<tr>
<td>Acquired Brain Injury/Cognitive Retraining (noncredit)</td>
<td>John Adams Center</td>
<td>DSPS 4028</td>
</tr>
<tr>
<td>Vocational Classes in Job Search and Job Support (noncredit)</td>
<td>John Adams and Downtown Centers</td>
<td>DSPS 4023</td>
</tr>
<tr>
<td>Community and Campus-Based Art and Theatre Classes (noncredit)</td>
<td>John Adams and other locations</td>
<td>DSPS 4014 (Art) DSPS 4017 (Theatre)</td>
</tr>
</tbody>
</table>
XI. APPENDIX

Please find on the following pages these documents:

- Rules of Student Conduct
- Classroom and Testing Accommodation Verification Form (sample)
- Test Accommodation Request Form (sample)
- Interpreter Request Form

Many of our forms can be downloaded from the DSPS website. Go to www.ccsf.edu/dsp then select the Forms section in the left side menu or use this link: www.ccsf.edu/en/student-services/student-counseling/dsp/forms.html.
RULES OF STUDENT CONDUCT

San Francisco Community College District Policy Title: Rules of Student Conduct; Number: 6.11; Approved by District Board of Trustees Date: 01.10.84; Legal Authority: California Education Code Sections 66017, 66300, 69810 et seq., 76030 et seq., 76233 and 76234. Student conduct in the San Francisco Community College District must conform to District rules and regulations.

1. Continued disruptive behavior, continued willful non-compliance, willful and persistent profanity or vulgarity, or the open and/or persistent defiance of the authority of, or persistent abuse of, District personnel or officials acting in the performance of their duties;

2. Assault or battery, abuse, extortion, or any threat of force or violence directed toward any member of the District community (students and employees) or District visitor engaged in authorized activities;

3. Academic or intellectual dishonesty, such as cheating or plagiarism. Cheating is defined as taking an examination or performing an assigned, evaluated task in a dishonest way, such as by having improper access to answers. Plagiarism is defined as the unauthorized use of the language and thought of another author and representing them as your own;

4. Dishonesty, such as theft or the unlawful taking of property from the rightful owner, or knowingly furnishing false information to the District, or forgery, alteration, or misuse of District documents, records, or identification;

5. Willful misconduct which result in injury or death to a student or District personnel or which results in cutting, defacing, or other injury to any real or personal property owned by the District; or injury to property belonging to a member of the District community or to an authorized District visitor while on District property;

6. Unauthorized entry to or use of District facilities, supplies, equipment, including computing, networking or information resources;

7. Obstruction or disruption of classes, computer laboratories or study facilities such as the Library or the Learning Assistance Center, student activities, administration, disciplinary procedures, governance processes, or other authorized District activities;

8. The use, sale, distribution or possession of, or presence on campus while under the influence of alcoholic beverages, narcotics, or other dangerous or hallucinogenic drugs or substances including marijuana and lysergic acid diethylamide (LSD) or any controlled substance (except as expressly permitted by law and evidenced by medical authorization) or use, sale, distribution of any poison classified as such by Schedule D in Section 4160 of the Business and Professions Code;

9. Willful or persistent smoking in any area where smoking has been prohibited;

10. Violation of District rules and regulations including those concerning student organizations, the use of college facilities, or the time, place and manner of public expression or distribution of materials;

11. Violation of the District’s Sexual Harassment Policy (see appropriate sections of the CCSF Catalog for a complete version of the Policy);

12. Violation of the District’s Computer Usage Policy (see appropriate sections of the CCSF Catalog for a complete version of the Policy);

13. Disorderly, lewd, indecent, obscene, or offensive conduct or expression which interferes with the District’s primary educational responsibility;

14. Possession while on District property or at any District sponsored function, of any of the following weapons (except for persons given permission by the Chancellor or designee as members of law enforcement operations); any instrument or weapon of the kind commonly known as black-jack, fire bomb, billy club, sandclub, metal knuckles; any dirk, dagger, or knife having a blade longer than two inches; any switchblade longer than two inches, any razor with an unguarded blade; any firearm (loaded or unloaded) such as a pistol, revolver, rifle, automatic or semi-automatic weapon; any metal pipe or bar used or intended to be used as a club; or any other item, such as a chain, used as a threat to do bodily harm;

15. Failure to comply with directions of District officials, faculty, staff or campus police officers who are acting in performance of their duties;

16. Persistent, serious misconduct where other means of correction have failed to bring about proper conduct.

17. Per California Education Code (78907), the use by any person, including a student, of any electronic listening or recording device in any classroom without the prior consent of the instructor is prohibited, except as necessary to provide reasonable auxiliary aids and academic adjustments to disabled students. Any person, other than a student, who willfully violates this section, shall be guilty of a misdemeanor.

Disciplinary sanctions for the above offenses shall include, but are not limited to, warning; verbal and/or written reprimand; a failing grade in an assignment, test, or class in proven cases of cheating or plagiarism or other academic dishonesty; disciplinary probation; ineligibility to participate in extra-curricular activities; removal from class by the instructor for no more than two class meetings; removal from an instructional laboratory, study facility, or other supervised student activity by the designated site supervisor for no more than two class sessions or meetings; suspension from classes by the Chancellor (or designee) for up to the remainder of the school term or from all classes and activities of the District for one or more terms; and expulsion. Suspension or expulsion of a student shall be accompanied by a hearing to determine if good cause warrants such suspension or expulsion. Good cause shall include, but is not limited to, conduct identified above as prohibited. Procedures for implementation of these rules shall be adopted by the Chancellor or designee.
TYPES OF DISCIPLINE

WARNING: Notice to the student that continuation or repetition of specified conduct may be cause for other disciplinary action (May be written or oral notice).

REPRIMAND: Written reprimand for violation of specified regulations or misconduct. A reprimand places on record that a student has violated college regulations. A student receiving a reprimand is notified that continued violations may result in formal disciplinary action.

RESTITUTION: Reimbursement by the student for damage to or misappropriation of property. Reimbursement may take the form of appropriate service by the student to repair property or otherwise to compensate for damage.

DISCIPLINARY PROBATION: Specific period of conditional participation in campus and academic affairs, which may involve exclusion from designated privileges or extracurricular activities. If a subject violates any condition of probation, he/she shall be subject to further disciplinary action to be taken in accordance with these procedures.

REMOVAL: Should be exercised when warning or reprimand fails to bring about proper conduct. Removal may be immediate if student presents a present danger. Instructor may remove a student for cause from class for the day of the class and the next class meeting for a maximum of two class meetings.

SUSPENSION: Suspension from classes for up to the remainder of the school term or from all classes and activities of the College for one or more terms. Suspension is the termination of student status for that period of time.

EXPULSION: Termination of student status, for an indefinite period of time, requires the approval of the Governing Board. The student may be readmitted to City College only with the specific approval of the Governing Board.

Suspension or expulsion of a student shall be accompanied by a hearing to determine if good cause warrants such suspension or expulsion. Good cause shall include, but is not limited to, conduct identified as prohibited.

DUE PROCESS

A student has a right to due process. The Office of the Dean of Student Advocacy, Rights & Responsibilities has the responsibility to assure the implementation of due process.
CLASSROOM and TEST ACCOMMODATIONS VERIFICATION

TO: All Faculty, □ Fall □ Spring □ Summer _____________________ DATE: ______________________________

FROM: __________________________________________, DSPS Counselor PHONE/EMAIL: __________________________

RE: _______________________________________________ CCSF ID#: __________________________

The above-named student has a verified disability and is eligible for the accommodations checked below. This determination is in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. The following arrangements are required to reasonably accommodate the student’s disability:

☐ A daptive Table and/or ☐ A daptive Chair (arranged by DSPS – informational only)
☐ A ssistive Listening Device
☐ Closed Circuit Television (CCTV) (arranged by DSPS – informational only)
☐ Computer Adaptations _________________________________________
☐ Enlarged Print _______________________________________________
☐ Extra test time – time plus one half for ___________________ (i.e. Math, etc.) or ___________________________
☐ Notetaker for Classroom
☐ Preferential Seating
☐ Reduced Distraction Room
☐ Scooter
☐ Scribe for Exams
☐ Service or Comfort Animal
☐ Sign Language Interpretation of Test Instructions Only
☐ Sign Language Interpreter for Classroom
☐ Spelling Checker
☐ Tape Recorder for Classroom
☐ Test in Braille (Instructor to provide exam on disk, hard copy, or email two weeks prior to test date)
☐ Test read to student.
☐ Write directly on test form (not Scantron).

☐ Other (specify) ____________________________________________

Test accommodations may be worked out between you and the student. If you and the student choose not to handle the testing yourselves, the DSP&S office can provide a secure test proctoring environment. The student is responsible for discussing test arrangements with you and delivering a completed “Testing Accommodation Request” form to the DSP&S office by the following deadlines:

• Regular exams & quizzes - one week
• Finals - check the “Testing Accommodation Request” form for deadline date.

If these deadlines are not met, you can either authorize the rescheduling of the test or provide the accommodations yourself. Please contact me at the above phone number/email if you have any questions. Thank you.
Disabled Students Programs & Services (DSPS)

TESTING ACCOMMODATION REQUEST (TAR) FORM
Rosenberg Library R323; (415) 452-5489 or (415) 452-5481; dspstest@ccsf.edu

Test Proctoring Hours: Mondays and Thursdays 8:00 a.m. – 4:00 p.m., Tuesdays and Wednesdays 8:00 a.m. – 6:00 p.m. Fridays 8:00 a.m. – 2:00 p.m.

DEADLINES: THIS FORM MUST BE SCHEDULED 7 DAYS BEFORE THE CLASSROOM EXAM.
FINAL EXAMS MUST BE SCHEDULED BY MONDAY, MAY 1, 2017.

TO BE COMPLETED BY STUDENT:

Student Name: ___________________________  CCSF ID: ___________________________
Contact Phone: ___________________________  Email: ___________________________
Course: ___________________________  Instructor’s Name: ___________________________
Day(s) ___________________________  Time ___________________________

My Accommodation Letter Authorizes:

- Extra testing time: ___________________________
  - 1.5x
  - 2x
- Reduced distraction room
- Enlarged print
- Spell checker
- Reader/recording test
- Scribe
- Write directly on test (not scantron)
- Computer Software:
- Calculator
- Reader/recorded test
- Scribe

I authorize DSPS staff members to discuss issues related to the accommodation(s) requested with my instructor. I have read the test guidelines on the reverse and acknowledge my understanding of them.

Student Signature: ___________________________  Date: ___________________________

TO BE COMPLETED BY INSTRUCTOR:

Name: ___________________________  Email/Phone: ___________________________
Classroom exam date/time: ___________________________  Length of classroom exam: ___________________________
Student may take proctored test between: ___________________________  and ___________________________.
DPS MAY NOT schedule the exam at a different Day/Time.

Please INITIAL the items that ALL students are allowed to use during the test:

- Calculator (specify):
- Open notes/book (specify):
- Notecard/sheet of notes (specify):
- Computer (internet access)
- Dictionary
- Scratch Paper
- Other:

Delivery of Exam:
Note: If the test is not received one day prior to the test-taking window, the test may need to be rescheduled.

- Email attachment to dspstest@ccsf.edu.
- Hand deliver to DSPS office (Rosenberg Library, R323). Please include your contact information with the exam.
- Student will deliver exam in a sealed envelope. Security envelopes can be picked up at DSPS.
- Fax exam to (415) 452-5409.

Return of Exam:

- Student will return completed exam in a DSPS security envelope to room #: ___________________________.
- Instructor will pick up the completed exam at the DSPS office (Rosenberg Library, R323).

Please only sign if you have verified the student’s Classroom and Test Accommodation Form (CATAV):

Instructor Signature: ___________________________  Date: ___________________________

DSPS USE ONLY:

Date of Exam: ___________________________  Time: ___________________________
Room: ___________________________  Length of exam: ___________________________

Notes:
_________________________________________________________________________
_________________________________________________________________________

□ Needs other than extended time ___________________________
DEADLINES: THIS FORM MUST BE SCHEDULED 7 DAYS BEFORE THE CLASSROOM EXAM.
FINAL EXAMS MUST BE SCHEDULED BY MONDAY, MAY 1, 2017

DSPS Test Taking Rules

Before the exam:
• It is your responsibility, not the instructor’s, to make sure completed TAR forms are submitted by the appropriate deadlines.
• Advanced scheduling is required for all exams and quizzes.
  Regular exams and quizzes – One Week
  Final exams: Follow deadline date printed on the other side of this form.
• Students with late TAR forms will be required to see a counselor prior to scheduling an exam.
• You are responsible for contacting DSPS and your instructor if you are unable to take your exam on the scheduled day and time for any reason. It is up to you to ask the instructor whether they will allow a make-up exam. If your instructor approves, a new Testing Accommodation Request Form must be submitted. You may then reschedule a new testing time with the DSPS office. Please be aware that we must base the scheduling on room availability at the DSPS office.

On the day of the exam:
• Arrive on or before the scheduled test time. If you are late, that time will be counted as part of your test time--just as it would for a student late for class on a test day.
• Cheating is forbidden and the incident will be noted in your DSPS file. The test and any cheating materials will be confiscated and given to your instructor. You will not be allowed to complete the test. Your instructor may choose to report the incident to the Office of Student Advocacy Rights & Responsibilities as a violation of the Rules of Student Conduct as published in the new college catalog.
• Only test materials authorized by the instructor in writing prior to the test will be allowed (class notes, dictionaries, textbooks for open book exams, etc.). Turn off your cell phone and leave it in your locker.
• Please take only one sheet of scratch paper into the testing room with you. Please use only The scratch paper provided by the DSPS testing proctor. If more than one piece is required, you may discuss this with the proctor.
• Accommodation tools such as digital recorders, spell checkers, etc. will be allowed only when specifically approved in writing by your DSPS counselor.
• Please use the restroom prior to your arrival at the test taking site. If you must use the restroom during your exam, your instructor will be notified. Time spent going to the restroom will be counted as part of your testing time
• If you have a long test and you wish to have a break, you must pre-schedule this with the testing desk so they can divide your test into parts. Pre-scheduled breaks will not be counted as part of your testing time and instructors will not be notified that you took a break.
• Eating, drinking (other than water in a covered container), smoking or phone calls will not be allowed during the test. However, special arrangements may be made for sessions over three hours long.
• The Student Code of Conduct found in the CCSF catalog will be enforced.
• No children will be allowed in the testing area.
Disabled Students Programs & Services (DSPS)

TESTING ACCOMMODATION REQUEST (TAR) FORM

Rosenberg Library R323; (415) 452-5489 or (415) 452-5481; deptserv@ccsf.edu
Test Proctoring Hours: Mondays and Thursdays 8:00 a.m. – 4:00 p.m., Tuesdays and Wednesdays 8:00 a.m. – 6:00 p.m., Fridays 8:00 a.m. – 2:00 p.m.

DEADLINES: THIS FORM MUST BE SCHEDULED 7 DAYS BEFORE THE CLASSROOM EXAM.

FINAL EXAMS MUST BE SCHEDULED BY MONDAY, MAY 1, 2017

TO BE COMPLETED BY STUDENT:

Student Name: ___________________________ OCSF ID: ___________________________
Contact Phone: ___________________________ Email: ___________________________
Course: ___________________________ Instructor’s Name: ___________________________
Day(s): ___________________________ Time: ___________________________

My Accommodation Letter Authorizes:

☐ Extra testing time:
☐ 1.5x
☐ Reduced distraction room
☐ Enlarged print
☐ Readers/recorded test
☐ Spelling checker
☐ Write directly on test (not scantron)
☐ Scribe
☐ Calculator
☐ Computer Software:
☐ Other: ___________________________

I authorize DSPS staff members to discuss issues related to the accommodation(s) requested with my instructor. I have read the test guidelines on the reverse and acknowledge my understanding of them.

Student Signature: ___________________________ Date: ___________________________

TO BE COMPLETED BY INSTRUCTOR:

Name: ___________________________ Email: ___________________________
Classroom exam date/time: ___________________________ Length of classroom exam: ___________________________
☐ Student may take proctored test between: ___________________________ and ___________________________.
☐ or: ___________________________ Date/Time: ___________________________.
☐ DSPS MAY NOT schedule the exam at a different Day/Time.

Please INITIAL the items that ALL students are allowed to use during the test:

☐ Calculator (specify): ___________________________ Computer (no internet access)
☐ Open notes/book (specify): ___________________________ Dictionary
☐ Notecard/sheet of notes (specify): ___________________________ Scantron
☐ Computer (internet access): ___________________________ Scratch Paper
☐ Other: ___________________________

Delivery of Exam:
Note: If the test is not received one day prior to the test-taking window, the test may need to be rescheduled.

☐ Email attachment to deptserv@ccsf.edu.
☐ Hand deliver to DSPS office (Rosenberg Library, R323). Please include your contact information with the exam.
☐ Student will deliver exam in a sealed envelope. Security envelopes can be picked up at DSPS.
☐ Fax exam to (415) 452-5409.

Return of Exam:
☐ Student will return completed exam in a DSPS security envelope to room #: ___________________________.
☐ Instructor will pick up the completed exam at the DSPS office (Rosenberg Library, R323).

Please only sign if you have verified the student’s Classroom and Test Accommodation Form (CATAF).

Instructor Signature: ___________________________ Date: ___________________________

DSPS USE ONLY:

Date of Exam: ___________________________ Time: ___________________________ Room: ___________________________ Length of exam: ___________________________

☐ Notes: ___________________________
☐ Exam Received ___________________________ Date and Initial: ___________________________
☐ Accommodations Verified ___________________________ Date and Initial: ___________________________

☐ Needs other than extended time: ___________________________

Student fills out
Deadline for submission of this form
Instructor must complete
Instructor signature
INTERPRETER REQUEST FORM

NAME: ____________________________________________________________

Last                                                  First                                                        Middle Initial

ID#: ________________________     EMAIL: ____________________________________________

IMPORTANT: Please fill out all the information requested in the space provided. Bring the form to DSPS or fax to 415-452-5565.

A DSPS counselor will check the request. If the request is approved, the counselor will inform the Interpreter Coordinator. It is your responsibility to check back with DSPS to make sure the request is approved. It is very important to plan ahead. The office requires seven working days to fill a request. Requests made with short notice will be considered. Contacting interpreters takes time. We may not be able to get an interpreter. The best way to make sure you have an interpreter is to plan ahead! _____ (Initials)

- To schedule an appointment with a counselor, email deafserv@ccsf.edu.
- To receive interpreting services, you must register with DSPS each semester. Medical verification of hearing loss must be on file.
- To cancel interpreter request, email deafserv@ccsf.edu. 48 hours would be appreciated. _____ (Initials)

CLASS/EVENT
(appointment, field trip, etc.)

<table>
<thead>
<tr>
<th>DAYS/DATE</th>
<th>TIME</th>
<th>INSTRUCTOR</th>
<th>CAMPUS/ROOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<td>6.</td>
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</tbody>
</table>

Interpreter(s) Requested: ____________________________________________

Every attempt will be made to honor your request. We cannot promise that the interpreter you request will be available.

Students must complete a separate Interpreter Request Form for each final exam. _____ (Initials)

I give DSPS permission to inform my instructors in advance that an interpreter will be providing services to a Deaf/hard of hearing student during class meetings.

Student Signature: ____________________________________________     Date: ___________________

******************************************************************************************

To be completed by DSPS counselor:

Interpreter Request:  APPROVED _______ NOT APPROVED _______

Counselor Signature: ____________________________________________     Date: ___________________