

A resource for faculty, staff, and administrators at Bakersfield College.

**BAKERSFIELD  
COLLEGE**

# **Disabled Student Programs & Services Handbook**

**Disabled Student Programs and Services**

Bakersfield College  
1801 Panorama Drive

Student Services Bldg. – SS 40  
Bakersfield, CA 93305  
(661) 395-4334

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For more information and useful resources, connect to our web site at:  
<http://www.bakersfieldcollege.edu/student/dsps/>

# DSP&S

## Disabled Student Programs & Services

### *How can I contact DSP&S?*

- **DSP&S (M-R 7:30am-5:30pm, F 8-12noon)**

- Dr. Terri Goldstein, Director
- Diane Allen, Counselor
- Cathy Ryan, Counselor
- Elvira Martinez, Counselor, Delano (661) 720-2000

SS-40 (Student Services – Counseling Center)

(661) 395-4334 V/TTY

(661) 395-4666 FAX

- **Test Accommodations (M-Th 8am-5:00pm, F 8 am-12:00 pm)**

Assessment Center

Finlinson Conference Center

(661) 395-4469

- **Alternate Media**

Katrina Marquez, Alternative Media Specialist

FACE -13 (Family and Consumer Education Bldg.)

(661) 395-4219

(661) 395-4666 FAX

- **Alternate Media**

Lizz Burke, Alternative Media Specialist

Library 145

(661) 395-4771

- **Deaf Services Coordinator/Advisor**

Michelle Begendik

FA-56 (Fine Arts)

Voice/TTY/VP: (661) 395-4296

- **Adaptive Physical Education**

Gym 11

(661) 395-4390 or (661) 395-4334

### **Delano Campus**

- **DSP&S (M, W, Th 8:00-4:30)**

Elvira Martinez, Counselor

Delano Campus, Student Services Building

Room 1001

(661) 720-2000 Voice

(661) 720-2014 Fax

Test Accommodations

(Wed 10-2:30, Thurs 12– 5:30pm)

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# A Letter to Faculty

Dear Colleague:

As part of the Bakersfield College community, you have an important role in helping to ensure that the campus does not inadvertently discriminate against people who have disabilities. Disabled Student Programs and Services (DSP&S) is here to assist you in providing appropriate accommodations for students with disabilities, such as extra time on tests or the use of specialized technology.

The student has a responsibility to inform you of his or her approved accommodations, and to provide the appropriate forms to arrange necessary services. He or she is expected to meet all of the academic standards you have set for your students, although there may be a need for modifications in the way some elements are demonstrated or measured.

When you see the DSP&S Accommodations Checklist, you will know that the student's disability has been appropriately verified, and the accommodations have been individually prescribed to compensate for the effects of that student's educational limitations. DSP&S faculty has special expertise and training to develop reasonable accommodations under Federal and State laws, and to help you meet your responsibilities on behalf of the College.

Other faculty have commented that their students with disabilities have often provided an opportunity for creative problem solving and a fresh approach to their discipline. They expressed that even non-disabled students in their classes may benefit from the special teaching techniques they've developed to meet the needs of students with disabilities. And all students welcome the chance to learn from one another's strengths and uniqueness.

Finally, please don't hesitate to contact us in DSP&S if you have a question or need help regarding a student with disabilities in your class. The main DSP&S office is located in SS-40 (Student Services – Counseling Center) at 395-4334.V/TTY. Or call the Delano office at 720-2000.

Disabled Student Programs and Services

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# Accommodations & Responsibilities

<b>Action</b>	<b>By Whom</b>	<b>When</b>	<b>Where</b>
Provide professional verification of disability or sign release form so verification can be acquired	Student	ASAP before receiving services	SS-40 or FA-56
Make appointment with DSP&S counselor to discuss goals, limitations, and accommodations	Student	ASAP before receiving services	SS-40 or FA-56
Obtain texts in alternate formats, such as electronic text (e-text)	Student/ DSP&S	Up to 4-6 weeks before semester begins or ASAP	FACE-13
Request Sign Language Interpreters, Scribes	Student	ASAP before semester begins	SS-40 or FA-56
Check-Out or Request Equipment using Equipment Checkout Agreement	Student	ASAP before semester begins	SS-40
Meet with instructors to discuss approved accommodations	Student/ Faculty	As needed before and during semester	Campus
Pick up Test Accommodation Form (to be completed with instructor) Form online: <a href="https://www.bakersfieldcollege.edu/sites/bakersfieldcollege.edu/files/Test_accommodation_for_m.pdf">https://www.bakersfieldcollege.edu/sites/bakersfieldcollege.edu/files/Test_accommodation_for_m.pdf</a>	Student	1 week before test	SS-40, or Assessment Center, or online
Return Completed Test Accommodation Form to Assessment Center	Student	3 days before test	Assessment Center
Obtain test, proctor test, and return it according to specifications on Form	Student/ Faculty	As specified on form	Assessment Center
Abide by College and Departmental policies and academic standards	Student	Continuously	Campus

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Ensure that Bakersfield College follows all federal and state laws and community college policies regarding access for people with disabilities	Administration, Faculty & Staff	Continuously	Campus
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# The Law

## ***What does the law say about access for college students with disabilities?***

### **Section 504 of the Rehabilitation Act of 1973 & Americans with Disabilities Act (ADA)**

Congress passed Section 504 of the Rehabilitation Act in 1973. It is a civil rights statute designed to prevent discrimination against people with disabilities in federally funded programs, such as public colleges. It provides that:

*No otherwise qualified individual with disabilities in the United States shall solely by reason of his or her disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*

The Americans with Disabilities Act (ADA) which was modeled after Section 504, was signed into law in July 1990, and generally implemented in 1992. The ADA extended the nondiscrimination statutes and civil rights for persons with disabilities (disability: physical or mental impairment which substantially limits one or more of the major life activities of the individual) to employment settings, transportation, public accommodations, services provided by state and local governments, and telecommunications.

Bakersfield College and the Kern Community College District follow the regulations from these laws as well as all California Community College guidelines to ensure that all students, including those with disabilities, are evaluated in a manner which accurately assesses the students' knowledge and skills, rather than their disabilities. Further, BC proactively seeks to integrate all students into its programs and campus life. We are committed to providing educational access which is as effective as that available to non-disabled students.

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## **Section 508 (Amended) of the Rehabilitation Act of 1973 & California Senate Bill (SB) 105**

Electronic and information technologies (EIT) are significant means by which Bakersfield College provides information to students, faculty, staff and other constituents. The need to ensure accessibility to all members of the campus community becomes critical as more administrative services and learning environments are based on EIT. Such access is also a part of the college's ongoing commitment to establishing a barrier free learning community, through universal access principles, to all students.

This means, for example, that the college is required to close-caption videos used or replace existing non-captioned videos with new captioned videos for use; that its internet communication (e.g., web site, distance learning classes, administrative and tutorial services) is accessible to/usable by students with disabilities who use assistive computer technology, and that assistive computer technology is available on computers in labs and in instructional settings.

Individuals with disabilities are guaranteed access both to the educational institutions and to systems of communication under the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Amendments to Section 508 of the Rehabilitation Act clarify accessibility requirements for EIT developed, procured, maintained, or used.

Furthermore, Senate Bill 105 (SB 105) added language to the California Government Code Section 11135 codifying in state law the obligation of state agencies and entities receiving state funds to comply with the requirements of Section 508 of the Rehabilitation Act. CA Government Code Section 11135, subsections 2 and 3, (through SB105), states the following:

“(2) In order to improve accessibility of existing technology, and therefore increase the successful employment of individuals with disabilities, particularly blind and visually impaired and deaf and hard-of-hearing persons, state government entities, in developing procuring, maintaining, or using electronic or information technology, either directly or through the use of state funds by other entities, shall comply with the accessibility requirements of Section 508 of the Rehabilitation Act of 1973, as amended (29 USC Section 794d), and regulations implementing that act as set forth in Part 1194 of Title 36 of the Federal Code of Regulations.”

Additionally, the Legal Opinion from the California Community Colleges Chancellor's Office (Legal Opinion M01-17), dated June 11, 2001, states:

“In its 1998 decision concerning accessibility for blind and visually impaired students in the community colleges, the Office for Civil Rights of the U.S. Department of Education (OCR) held that the Americans with Disabilities Act of 1990 imposes essentially the same requirement on colleges. As a result, if a

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college does not purchase available equipment or software, which provides accessibility, OCR and the Chancellor's Office will not accept an argument based on undue hardship if a discrimination complaint is subsequently filed. This will typically mean that the college will be found in violation of the ADA and required to replace or modify the product, often at much higher costs."

## Non-Discrimination

Bakersfield College provides services and benefits to students regardless of race, color, national origin, ancestry, gender, age, religion, marital status, medical condition or physical or mental disability. The lack of English language skills will not be a barrier to admission and participation in vocational education programs. Interference with students' access and successful completion of their education by any person through unlawful discriminatory conduct will not be tolerated. For more information, contact the Vice President of Student Services at 395-4204.

Inquiries regarding Federal laws and regulations concerning non-discrimination in education or the District's compliance with those provisions may also be directed to:

San Francisco Office  
Office for Civil Rights  
U.S. Department of Education  
50 Beale Street, Suite 7200  
San Francisco, CA 94105-1813

(415) 486-555 Voice  
(415) 486-5570 TTY; TDD: 877-521-2172  
Email: [ocr.sanfrancisco@ed.gov](mailto:ocr.sanfrancisco@ed.gov)

Bakersfield College will make reasonable accommodations and/or academic adjustments to ensure that students with disabilities have an equal opportunity to participate in the college's courses, programs and activities, including extracurricular activities. Students with disabilities who are requesting academic accommodations or auxiliary aids should contact DSP&S at 395-4334. Participation by students with disabilities in DSP&S is voluntary. Any students choosing not to participate in the program may elect an alternate path for services through the office of the Vice President for Student Affairs.

For more information and useful resources, connect to our web site at:  
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# Disabled Student Programs and Services

## ***What programs make up DSP&S?***

The purpose of DSP&S is to: 1) help ensure that students with disabilities have equal access to the College and its programs, 2) eliminate physical and attitudinal barriers that may deny full campus participation, and 3) promote awareness and understanding of people with disabilities on campus and within the community. Participation by students with disabilities in DSP&S is entirely voluntary, however, the DSP&S program provides support services and accommodations to meet students' disability-related academic needs:

- Academic, Vocational and Personal Counseling
- Academic Accommodations
- High Tech Center
- Deaf Services
- Adaptive Physical Education

## ***What disabilities are covered under DSP&S?***

In order to be eligible for DSP&S, a student must have a disability which is verified by an appropriate professional. The disability must affect a major life activity, such as walking, seeing, hearing, learning, etc. The following represent the categories under which students receive services. Students with:

- Physical (Mobility or Orthopedic) Disabilities, including temporary injuries or illnesses
- Learning Disabilities
- Psychological Disabilities
- Blind or have Vision Impairments
- Deaf or have Hearing Impairments
- Acquired Brain Injuries
- Speech and Language Disorders
- Intellectual Disabilities
- Other Disabilities, including various health impairments

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# Getting Started

## *How does a student begin receiving services?*

To qualify for services, a student must:

- 1) be enrolled at Bakersfield College;
- 2) have a verifiable disability;
- 3) have an educational limitation that prevents them from fully benefiting from classes, activities, or services offered to non-disabled students;
- 4) need specialized services or instruction in order to mitigate these disability-related educational limitations.

To initiate services, a student must:

- **Complete an application located in the DSP&S office.** A file will be developed from this paperwork. We need the student's permission to send for verification of their disability. Services cannot be provided until all forms/records are completed and reviewed for eligibility. DSP&S is committed to keeping any information the student provides confidential.

When verification of the disability is received, then students need to make an appointment with a DSP&S Counselor. During this first appointment, we will get to know the student and his/her college goals. In addition, an accommodations checklist will be developed to help ensure that student abilities, not their disabilities, will be evident in their college coursework and activities. All students will have a copy of this checklist to share with their instructors when arranging services.

## *How can I contact DSP&S?*

### **Main Office**

**SS-40 Student Services – Counseling Center  
(661) 395-4334 Voice/TTY**

### **Delano office**

**Room 1001  
720-2000**

For more information and useful resources, connect to our web site at:  
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# Counseling

## ***What is special about DSP&S Counseling?***

DSP&S helps to ensure that students with disabilities are able to participate in the mainstream programs and activities of the College. The counselors in DSP&S understand how having a disability may affect a student's success in college and on the job. To help along the way, DSP&S counselors will also work to identify appropriate individualized accommodations and services. These services are intended to prepare and support each student, enabling them to participate on an equal basis with their non-disabled peers.

Students must see a DSP&S counselor when first entering the program. When verification of disability is received, we will develop an accommodations checklist, and help the student understand how to arrange each service. If they have difficulty explaining their needs to an instructor, we can help guide them through the process or facilitate their communication. We do not provide personal therapy, but may refer a student to community resources for assistance.

As each student continues to work toward their goals, they and meet with a counselor through the Counseling Center to discuss progress, make adjustments to their academic or vocational plan.

## ***How can a student arrange an appointment with a DSP&S Counselor?***

Students may make an appointment with a DSP&S Counselor at any time on a space-available basis. They simply may call 395-4334 or come by the DSP&S office in SS-40 (Student Services - Counseling Center) to schedule their appointment. In Delano, call 720-2000.

Students are urged to call as early as possible to reschedule any appointments they cannot keep, so another may be given that appointment time.

For more information and useful resources, connect to our web site at:  
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# Accommodations

## ***What academic accommodations are available?***

After receiving verification of a student's disabilities and working together to identify academic limitations, a DSP&S counselor will develop an individualized checklist of appropriate accommodations with the student. All accommodation checklists have three characteristics in common:

- Individualized
- Appropriate to the student's needs and goals
- Prescribed only by a counselor upon verification of disability

These may include such services as the following, depending on the nature and severity of a student's disabilities:

- Extra time on tests
- Additional tutoring
- Note-taking paper
- Scribes
- Interpreters
- Assistive Technology
- Braille, large print, e-text
- Mobility assistance
- Adaptive Physical Education
- Registration assistance
- Liaison with on-campus and community organizations
- Disability counseling

Many of these services are coordinated through the DSP&S counselors. For more information or help in arranging appropriate accommodations, visit or call the DSP&S office, or make an appointment to talk with a DSP&S counselor.

## ***Equipment Loans***

Some accommodations are in the form of equipment which can be loaned out to students when the equipment is necessary to provide appropriate academic accommodations. An Equipment Checkout Agreement will need to be completed by the student with the DSP&S office. If equipment is not returned by the date indicated on the Equipment Checkout Agreement or if the equipment has been abused, a hold will be put on the student's academic records until the equipment is returned or a replacement fee is paid, as appropriate.

For more information and useful resources, connect to our web site at:  
<http://www.bakersfieldcollege.edu/student/dsps/>

# Test Accommodations

## ***What are the steps for arranging test accommodations?***

When authorized on the Accommodations Checklist, a DSP&S counselor will discuss special testing accommodations with the student. The appropriate accommodations are recorded in their file, and they are given a copy to show their instructors.

## ***Students must follow these procedures each time special testing accommodations are needed:***

1. Discuss your need for special testing accommodations with each instructor at the beginning of the semester. If requested, the student must show the instructor a copy of the approved Accommodations Checklist. It is not necessary for you to discuss the details of their disability with you unless they want to. It may be best to see these students during your office hours.
2. One week before each test, students may pick up a Test Accommodations Form the following locations: 1) on-line to print by clicking the Student Services tab on the BC website, then selecting Assessment, and then click on the form in the Forms box; 2) BC Assessment Center; 3) Delano Campus Room 1001; and 4) DSP&S office. The student must provide the form to the instructor to complete your portion, and then they return it to the Assessment Center at least 3 days before the test. If you have any questions contact the Assessment Center.
3. Students are required to take the test on the same day as the rest of your class, unless other arrangements are made, although the time may be different.
4. Once a student begins the test, they will not be allowed to leave the testing area until the test is completed. They should discuss any personal needs with the Assessment Center ahead of time.
5. The completed test will be returned to the instructor according to the arrangements detailed on the Test Accommodations Form.

For more information and useful resources, connect to our web site at:  
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# The Courtesy Cart

## ***What is the Courtesy Cart?***

The Courtesy Carts are electric powered carts used to provide mobility assistance to students with disabilities at the Bakersfield College main campus. The Public Safety Office's student drivers follow a set route around the campus and also respond to individual service calls (661-395-4848).

The Courtesy Cart service is provided to students whose temporary or permanent disabilities substantially limit their ability to walk around campus, which have been verified and authorized for use by Disabled Student Programs & Services (DSP&S). Aside from the observable physical limitations (crutches, sprained ankle, etc.), students with disabilities are required to show their authorized DSP&S card to the cart driver in order to use the Courtesy Cart service. Students may contact DSP&S Office (Student Services Bld-SS40; 661-395-4334) regarding the Courtesy Cart service or any other disability-related accommodations.

Service is available Monday through Thursday from 8:00 a.m. to 5:00 p.m., and on Fridays from 8:00 a.m. to 11:00 a.m. (hours may vary during summer and vacation periods). If a student driver is unavailable or if calling before or after cart service hours, an Officer, when available will respond to your location to assist you. To learn more about this courtesy service, call the Public Safety Office at 661-395-4848.

## ***What are the Courtesy Cart safety rules?***

1. The number of riders depends on the available seats.
2. No pulling or dragging of objects.
3. People may get on or off only when the Cart is at a complete stop.
4. Do not ask the driver to drive faster; the driver is trained to drive at a safe speed at all times.
5. No smoking is allowed on the Cart.
6. Cart drivers are not allowed to travel into parking lots or off campus.

## ***Is on-campus transportation available for non-disabled students?***

No. The Courtesy Cart service is provided exclusively for students with verified disabilities who have been authorized to use by DSP&S (students are to present their DSP&S authorized card to the cart driver in order to use the "Courtesy Cart" service, with the exception of observable physical limitations).

For more information and useful resources, connect to our web site at:  
<http://www.bakersfieldcollege.edu/student/dsps/>

# Alternate Media

## *How can students receive alternate media?*

Students must be authorized to receive textbooks in an alternate format (i.e. e-text, Braille, large print) by their DSP&S counselor. If this accommodation has been authorized for a student, the following process must be utilized for receiving the alternate media:

As soon as possible after registering for an upcoming semester, students need to complete an Alternate Media Request form for each textbook. Book information can be obtained online (<http://bookstore.bakersfieldcollege.edu>) from the booklist if available for that semester. Otherwise, students are encouraged to meet with the Bookstore Manager or instructor to get the book title, author, ISBN#, etc. on each form. They should also bring any class materials (ie: syllabus, handouts) you have available when turning in the Alternate Media Request forms, they will also be required to sign an Alternate Media Agreement form and agree to the Alternate Media Policies and Procedures.

Alternate Media will be requested from the Alternate Text Production Center (ATPC).

- If book is available through ATPC, it should take approximately 2 to 4 weeks to receive.
- If book is unavailable through ATPC, other resources will be explored (AMX Database, book share, etc.).
- If book is not currently available in electronic format through any of these resources, students have the following options:
  - Give their book to the Alternate Media staff so it can be converted through a high speed scanning process. **If they choose this option, the book will have the binding removed, leaving the pages unattached.** *Note: Upon request, students can have all unattached pages 3-hole punched for easy placement into a binder.* **OR,**
  - Use one of the flatbed scanners located in the High Tech Center (HTC) to scan the book independently. This may require some instruction in the use of specific hardware and software applications.

Once alternate media is received, formatted, and labeled, it will be available for student to pick up from the Alternate Media staff. Students must provide proof that they have purchased the book before the alternate media can be released.

For more information and useful resources, connect to our web site at:  
<http://www.bakersfieldcollege.edu/student/dsps/>

# **Interpreters, Realtime Captioning, and Assistive Listening Devices**

## ***How can students request sign language interpreters and/or realtime captionists?***

Students may call 395-4296 (V/TTY/VP) to make an appointment with the Deaf Services Coordinator (FA-56) when planning their courses for the upcoming semester. Interpreting services can be requested during this appointment.

Copies of policies and procedures for interpreting services are available through the Deaf Service Coordinator.

## ***What are the policies and procedures for using Assistive Listening Devices?***

Students may call 395-4296 (V/TTY/VP) to make an appointment with a Deaf Services Coordinator (FA-56) when planning their courses for the upcoming semester. They will need to complete an Equipment Checkout Agreement with the DSP&S office, who will put their name on the daily checkout list for assistive listening devices. The equipment must be picked up and returned each day at the designated times because other students will also be using the devices.

When the student arrives in class each day, they will ask their instructor to wear the microphone and transmitter unit, so that their receiver unit and headphones will pick up the amplified sound. Students must remember to retrieve the device from their instructor before leaving class. All equipment is returned to DSP&S for recharge and/or reissue to others.

If there are any mechanical difficulties with the assistive listening device, the student should notify DSP&S right away so it can be repaired.

For more information and useful resources, connect to our web site at:  
<http://www.bakersfieldcollege.edu/student/dsps/>



# Termination/Suspension of Services

Services may be terminated or suspended under three (3) conditions:

- 1) A student has failed to be responsible in his/her use of services and/or has failed to adhere to the above service provision policies. In this case, only services which have been treated irresponsibly may be terminated or suspended.
- 2) A student has failed to meet the established college academic standards or has failed to make measurable progress toward the goals established in the Student Educational Contract. In this case, all services may be terminated.
- 3) A student no longer has a disability-related need for services. In this case, all services may be terminated.

Prior to the termination or suspension of a service, DSPS will notify the student in writing of an “Intent to Terminate/Suspend Services”. The service(s) will be automatically terminated/suspended one (1) week from the date of the letter.

In order to avoid termination/suspension or to reinstate the service(s), the student must meet with the Director of DSPS or designee and sign a “Contract for Continuation of Services”.

If a service is terminated/suspended, it will be terminated/suspended for the current semester. An appeal process is available through the VP of Student Affairs’ Office.

## Student Rights & Responsibilities

Students receiving services through DSPS shall comply with Bakersfield College’s student code of conduct. All students shall follow the prescribed college policies and procedures as outlined by the Bakersfield College Student Handbook under section entitled “Student Conduct and Policy Procedure” and “Student Complaint Procedure”.

For more information and useful resources, connect to our web site at:  
<http://www.bakersfieldcollege.edu/student/dsps/>

# Complaint/Grievance Procedures

## ***What are the procedures for filing a complaint or grievance?***

Please consult the Bakersfield College Student Handbook or the Director of Student Life's office for the latest College grievance policies and forms.

## ***Section 504 or ADA Grievances:***

Students or any other persons who believe there has been discrimination because of a disability are encouraged to discuss the matter with the Director of DSP&S (395-4334) or with the Bakersfield College 504/ADA Compliance Officer. The designated Officer for Bakersfield College is the Vice President of Student Affairs (395-4204), who welcomes an opportunity to discuss any concerns. If such discussion does not resolve the matter, you may initiate a formal grievance by completing the form available from the Compliance Officer.

## ***What are the procedures for requesting a course substitution?***

The student should make an appointment with a DSP&S Counselor to discuss their needs and to obtain a copy of the policy on course substitution and the "Request for an Adjustment of Graduation Requirements for Students with Disabilities" form.

## Resources

<b><i>If You Need Help With</i></b>	<b><i>Contact</i></b>	<b><i>Phone</i></b>
Accommodations for Tests	Bakersfield Campus Assessment Center-Finlinson Center  Delano Campus 1450 Timmons Ave. Room 1001	395-4469 (BC) 720-2000 (Delano)
Accessible Web Page Design Also see BC Web Policy <a href="http://www2.bc.cc.ca.us/is/">http://www2.bc.cc.ca.us/is/</a>	<a href="http://www.washington.edu/accessibility/web/tools-and-resources/">http://www.washington.edu/accessibility/web/tools-and-resources/</a>	

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Alternate Formats for Textbooks (Braille, large print, e-text)	Alternate Media Staff FACE-13	395-4686
Assistive Technology	High Tech Center - Computer Commons	395-4696
Captioned Videotapes	Media Services L-133 <a href="http://www.canyons.edu/Offices/Distance Learning/Captioning/Pages/default.aspx">http://www.canyons.edu/Offices/Distance Learning/Captioning/Pages/default.aspx</a>	395-4516
Distance Education Accessibility	Distance Learning L-131	395-4694
Sign Language Interpreters	Deaf Services Coordinator FA-56 Interpreters Office FA-57	395-4296 TTY 395-4398 V/TTY
Telephone Assistance when calling someone with Speech Impairments	Speech-to-Speech Relay Service	800-854-7784
Telephone Assistance when calling someone who is Deaf	CA Relay Service Deaf Services Coordinator FA-56 Sign Language Interpreters FA-57	711 395-4296 TTY 395-4398 V/TTY

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