

Chaffey  College

# DISABILITY PROGRAMS & SERVICES

## Student Handbook

### **DPS Main Office**

Rancho Cucamonga Campus  
College Center East, AD-109  
5885 Haven Avenue  
Rancho Cucamonga, CA 91737

**909-652-6379**

**DPS.staff@Chaffey.edu**

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 DPS counselor if you have any questions about services.

**To request a copy of this handbook in alternative format please contact [Jason.schneck@Chaffey.edu](mailto:Jason.schneck@Chaffey.edu) or 909-652-6393**



# TABLE OF CONTENTS

<b>INTRODUCTION</b> .....	<b>1</b>
DPS Mission Statement .....	2
<b>ELIGIBILITY REQUIREMENTS</b> .....	<b>3</b>
<b>APPLICATION PROCESS</b> .....	<b>4</b>
New Students .....	4
Returning Students .....	4
Continuing Students .....	4
<b>CONFIDENTIALITY</b> .....	<b>5</b>
Liaison to Campus and Community.....	5
<b>STUDENT RIGHTS &amp; RESPONSIBILITIES</b> .....	<b>6</b>
Student Rights.....	6
Student Grievance Rights.....	7
Student Responsibilities.....	7
Absence Notification Guidelines for Classes.....	7
Absence Notification Guidelines for Services.....	7
Personal Emergencies.....	7
<b>DPS RESPONSIBILITIES</b> .....	<b>8</b>
Termination of Services.....	8
Measurable Progress .....	8
Abuse of Services .....	9
<b>COUNSELING</b> .....	<b>10</b>
<b>SERVICES AND ACCOMMODATIONS</b> .....	<b>11</b>
Requesting Accommodations.....	11
Alternative Media.....	11
Testing Accommodations.....	11
College Readiness .....	12
Academic Accommodations.....	13
<b>Relevant Laws</b> .....	<b>14</b>
<b>PCA’s-Personal Care Attendants</b> .....	<b>15</b>
<b>Non DPS: Attendant-Personal Care Checklist</b> .....	<b>16</b>
<b>FAQ</b> .....	<b>17</b>

# INTRODUCTION

Disability Programs and Services (DPS) department at Chaffey College serves over 1200 students with disabilities each year. DPS provides services to students with all types of disabilities. These services are designed to increase access to college instructional programs and facilities at Chaffey College. The purpose of this handbook is to help you learn more about the DPS program at Chaffey College, the services available to you and how to access those programs and obtain services. The Chaffey 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), Chaffey 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 required 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.

## **Disabilities may include, but are not limited to:**

- Acquired Brain Injury
- Attention Deficit Hyperactivity Disorder (ADHD)
- Autism Spectrum
- Blind and Low Vision
- Deaf and Hard of Hearing
- Intellectual Disabilities
- Learning Disabilities
- Mental Health Disabilities
- Physical Disabilities
- Other Health Conditions and Disabilities which limit the student's ability to access the educational process



## DPS Mission Statement

The DPS Office at Chaffey College is committed to fostering an inclusive and equitable learning environment where every qualified student, regardless of their unique abilities or challenges, can thrive academically. Our mission is to provide comprehensive academic adjustments, auxiliary aids, and educational counseling to empower students with disabilities to achieve their fullest potential and pursue their educational aspirations.

### Our Commitments:

1. **Accessibility and Equity:** We are dedicated to ensuring that all qualified students, regardless of their disabilities, have equal access to the educational resources and opportunities available at Chaffey College. We strive to eliminate barriers and create a level playing field where success is determined by one's efforts and abilities.
2. **Individualized Support:** Recognizing that each student's needs are unique, we provide personalized academic adjustments and auxiliary aids tailored to their specific requirements. Through ongoing collaboration, we work with students to develop effective strategies for their academic journey.
3. **Empowerment through Education:** Beyond providing accommodations, our office is committed to empowering students with disabilities through educational counseling. We offer guidance and resources to help students build self-advocacy skills, set and achieve academic goals, and develop resilience in the face of challenges.
4. **Inclusivity and Respect:** We promote an inclusive and respectful campus culture where diversity is celebrated, and differences are valued. Our office serves as a resource for faculty, staff, and the broader Chaffey College community to foster a supportive and understanding environment.
5. **Continuous Improvement:** We are dedicated to staying current with best practices and emerging technologies in disability services. Through ongoing professional development and collaboration with stakeholders, we aim to continuously enhance the quality of our services.
6. **Community Engagement:** We actively engage with the local disability community and collaborate with external organizations to expand our support network. By building strong partnerships, we seek to provide holistic support that extends beyond the classroom.
7. **Advocacy and Awareness:** Our office advocates for the rights and needs of students with disabilities at Chaffey College. We work to raise awareness about disability issues, promote inclusivity, and advocate for policies that enhance the college experience for all.

The Disability Programs & Services Office at Chaffey College is driven by the belief that diversity is a strength and that all students have the potential to excel when provided with the necessary support and opportunities. Through our commitment to accessibility, individualized support, and educational counseling, we aim to empower students with disabilities to overcome obstacles, achieve their academic goals, and become confident, capable contributors to the Chaffey College community and beyond.



# ELIGIBILITY REQUIREMENTS

1. Students receiving services through DPS must be enrolled at Chaffey College 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 DPS 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 Chaffey College are advised to arrange an appointment with a DPS counselor after they complete an application for services and are approved:  
[https://chaffey-accommodate.symlicity.com/public\\_accommodation/](https://chaffey-accommodate.symlicity.com/public_accommodation/)  
Disabilities must be verified for services. Verification can be accomplished in a number of ways: a) review of documentation provided by or contacting an appropriate agency or certified or licensed professionals outside of DPS; b) assessment by appropriate DPS professional staff; c) in limited instances (such as amputation) observation by the DPS counselor with a review by DPS counselor or the DPS Director.
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. DPS 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.



# APPLICATION PROCESS

## New Students

1. If you are a new student to Chaffey College you should begin by Applying to Chaffey College. Once you put in your application to Chaffey a Chaffey ID number will be sent to you via email within 15 minutes.
2. If you have a Chaffey ID number then you can apply for the DPS Program from the online application on the DPS Webpage.  
[https://chaffey-accommodate.symlicity.com/public\\_accommodation/](https://chaffey-accommodate.symlicity.com/public_accommodation/)
3. Students need to submit documentation regarding their disability in order to upload their online DPS application. Students who have challenges obtaining documentation should reach out to [DPS.records@chaffey.edu](mailto:DPS.records@chaffey.edu)
4. Once a student submits their application they will receive either an approval or denial within 7-10 instructional days.
5. If a student's application is denied, the denial will outline the reason for the denial and give the student next steps to fix issues with their application.
6. If the application continues to be denied then the student can appeal the decision by contacting the DPS Director.
7. A student is not a part of DPS until they meet with a DPS Counselor for an intake and an accommodation plan is approved. Students are required to meet with a DPS Counselor at least once a calendar year (365 days) in order to maintain their enrollment in DPS and to be able to Submit semester requests for their accommodations through the DPS Symlicity System.

## Returning Students

Per the Family Education Rights and Privacy Act (FERPA) DPS will retain student documents for inactive students for three (3) years. After returning students will need to re-apply to DPS. If it is within the three-year time period or in cases where DPS still is in possession of the student's historical documents the student will only need to book a returning appointment with a DPS Counselor. For questions students would call the DPS office at 909-652-6379 or email at [DPS.Records@Chaffey.edu](mailto:DPS.Records@Chaffey.edu)

## Continuing Students

Students utilizing DPS should meet with a DPS Counselor regularly. To retain DPS Services students must meet with a DPS Counselor once a year (365 calendar days). If a student exceeds one year they must meet with a DPS Counselor for a returning appointment. After 3 years they must reapply.





# CONFIDENTIALITY

At the Chaffey DPS office, we uphold the Right to Privacy Act, ensuring the confidentiality of all disability-related interactions, unless students provide written consent for disclosure. Our staff strictly adheres to this principle and will not discuss any aspect of a student's disability with college instructors, staff, or family members without the explicit written consent of the student.

Exceptions to this confidentiality policy are made in limited circumstances, such as verifying eligibility for specific services outlined in the student's application for DPS services, including testing accommodations. Additionally, disclosure may be necessary when required by law, such as instances where a student poses a threat to themselves or others, or when there is reasonable suspicion of child abuse or abuse of a dependent adult.

## Liaison to Campus and Community

To maintain confidentiality, DPS staff members refrain from discussing a student's disability status with faculty or staff members. Consequently, students are encouraged to engage in dialogue with their instructors regarding their approved accommodations as outlined on their Accommodation letter which can be found in the Symplicity Accommodate student and faculty portal.

Should a student request assistance, DPS staff members may intervene on their behalf to facilitate the provision of services or aid in communicating their needs to relevant parties.

Moreover, our staff members are available to offer information and referrals pertaining to community resources. When providing such assistance, counselors prioritize the student's right to privacy, ensuring confidentiality in all interactions, including the gathering of information about community resources or making referrals to appropriate agencies.





# STUDENT RIGHTS & RESPONSIBILITIES

- Provide DPS with the necessary information, documentation, and/or forms (medical, educational, etc.) to verify the disability.
- Meet with a DPS Counselor/Specialist to complete an Academic Accommodation Plan.
- Participation in DPS is voluntary. Not all students with disabilities require or want accommodations.
- Receiving DPS services does not prevent a student from participating in any other course, program, or activity offered by the college (if the students meet all course/program prerequisites).
- All records maintained by DPS pertaining to students with disabilities are confidential and protected from disclosure pursuant to the Family Education and Right to Privacy Act (FERPA) and are subject to all other relevant Chaffey college statutes and regulations for the handling of student records.
- Students assume responsibility for transportation to the campus, service animals, medications, and the provision of a Personal Care Attendant.
- Students assume personal responsibility for their education and accommodations.
- Students are expected to work collaboratively with DPS staff to ensure timely provision of services.
- Students receiving services through DPS need to see a DPS Counselor at least once a year to maintain services although meeting with a DPS Counselor regularly is recommended. Students must meet with a DPS counselor to complete an Academic Accommodation Plan (AAP) letter.



- It is the student's responsibility to notify their DPS counselor immediately whenever changes occur that affect the student's needs for accommodations.
- Students will utilize DPS accommodations and services in a responsible manner and adhere to written service provisions adopted by DPS.
- Students must comply with the Student Code of Conduct adopted by the college. To see a complete copy of the Student Code of Conduct please see the Student Conduct section in the Chaffey student handbook. <http://globaldatebooksonline.com/flipbooks/chaf/>
- Students must demonstrate measurable progress toward the goals established in the student's Student Educational Plan (SEP) and meet academic standards established by the college. Please see the Chaffey College catalog for details.
- Students with disabilities are responsible for notifying their DPS counselor immediately if reasonable accommodations are not implemented in an effective or timely manner.



## Student Grievance Rights

Students at Chaffey DPS have the right to appeal if an accommodation they have requested has been denied. Additionally, students have the right to file a grievance regarding any allegations of failure to comply with the laws, regulations, and procedures regarding accommodations for students with disabilities.

To initiate an appeal, students can contact the DPS Director directly. From there, they can utilize the student complaint form available on their student portal.

Every effort is made to resolve issues informally to the satisfaction of all parties involved. However, if a complaint cannot be resolved informally, it shall be processed through the existing Chaffey DPS Dispute Resolution and Grievance Procedures.

[5530\\_AP \(chaffey.edu\)](mailto:5530_AP@chaffey.edu)

## Student Responsibilities

### Absence Notification Guidelines for Classes

It is the responsibility of the student to communicate with instructors regarding any absences. DPS will only notify instructors of an absence in limited and extenuating circumstances, such as emergency hospitalization due related to the student's disability.

### Absence Notification Guidelines for Services

Students receiving special services (such as interpreting/real-time captioning, testing accommodations) must inform DPS in case of any absence when a service is scheduled. It is advisable for students to notify DPS in advance of any planned absences. If a student accumulates three or more unexcused absences, they will be required to meet with a DPS counselor. Excessive absences may be deemed as abuse of services. Students who are scheduled for testing accommodations should also inform DPS if they are unable to keep a test accommodation appointment. Instructors will be notified if a student misses a testing appointment. Tests proctored by DPS cannot be rescheduled without the instructor's approval and are subject to all policies and procedures regarding scheduling of testing accommodations.

### Personal Emergencies

Certain students may have medical conditions necessitating emergency or first aid response, such as seizures, cardiac disabilities, or certain psychiatric disabilities. It is advisable for these students to designate an emergency contact person in case of medical attention or transport to their home or medical facility. Additionally, students may consider providing this information to the Student Health Service and/or Campus Police.



# DPS RESPONSIBILITIES

At Chaffey DPS, our staff members are dedicated to assisting students in obtaining academic accommodations essential for equal access to the programs and services offered by Chaffey College. We establish policies and procedures aligned with the mission of Chaffey College and DPS to ensure equitable services for all students. It is our responsibility to utilize resources responsibly to ensure that every student receives fair treatment. Additionally, DPS is tasked with establishing requirements for measurable progress and continuation of services. If a student fails to adhere to established policies, they will be informed of the possibility of termination of DPS services.

## Termination of Services

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

- Lack of Measurable Progress
- Abuse of Services

## Measurable Progress

DPS services aim to assist students in achieving their academic and vocational goals. Despite accommodations, students may encounter challenges due to disabilities, life circumstances, or other factors hindering their progress. It is encouraged for students to utilize authorized accommodations and support services, select appropriate classes and course loads, and regularly meet with DPS and/or other college counselors. Lack of measurable progress can lead to termination of services, which can be determined in the following ways:

- Failure to pass classes (grades of W, NC, D, or F) while utilizing appropriate accommodations
- Failure to meet Chaffey College requirements for good standing
- Insufficient progress, as determined by instructors in consultation with the student



## Abuse of Services

Abuse of services refers to a failure to comply with policies and procedures established for obtaining or utilizing authorized accommodations. These policies and procedures safeguard the rights of all students receiving services through DPS by ensuring fair and equitable use of resources. Examples of “abuse of services” include excessive unexcused absences during the provision of a service, verbal/written abuse of DPS staff, and repeated failure to keep appointments for testing accommodations, counseling, or other services. Abuse of services may result in the termination of that service.

- Students will receive written notification before termination of services. The student will be requested to meet with a DPS counselor to discuss the area of concern. Failure to meet with a counselor will result in termination of services seven instructional days from the date the letter was sent.
- A formal letter will be sent to notify the student of terminated services.
- Services are terminated for the current semester only.

- Services may be terminated for the following semester if the abuse of services occurs during final exams.
- Terminated services may be reinstated during the current semester only with the authorization of a DPS counselor and if there are extenuating circumstances warranting reinstatement.
- Students seeking to appeal the termination of services should follow the DPS 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 prevent service termination. Failure to comply with the terms of the contract will result in termination of services for the current semester.

### Suspension of Services and Instruction

Repeated absences, misuse of services, lack of measurable progress toward goals identified in the Academic Accommodation Plan, and/or inappropriate behavior as outlined in the Student Code of Conduct may result in the suspension of DPS services and/or instruction.





# COUNSELING

At Chaffey DPS, counselors are dedicated to providing specialized counseling and guidance to students with disabilities to help coordinate accommodations, aid in decision-making, and assist with educational planning. Counseling sessions are available by appointment, and on a drop-in (15 Minute) basis when time permits, although appointments are strongly encouraged.

Counselors maintain regular hours at various Chaffey College locations. To schedule an appointment or inquire about counseling availability at the campus you are attending, please contact the DPS office.

Appointments typically last for forty-five minutes (hour long intakes), so punctuality is appreciated. If you need to cancel, please notify us as soon as possible to make the time slot available for another student. Please understand that immediate rescheduling may not always be feasible and delays can affect the timely authorization of services.

For quick questions, drop-in sessions may suffice, but due to time constraints, all concerns may not be fully addressed. Your counselor can assist you in scheduling a follow-up appointment if necessary.

Limited evening hours are available, and you can find detailed information on our website.

**Disability Management:** DPS counselors coordinate necessary support services and recommend accommodations in the educational setting. They also provide information and referrals to community-based agencies.

**Academic Advising:** DPS counselors will assist in completing an educational plan, but due to time constraints in the initial session, additional follow-up appointments may be necessary. Students are encouraged to schedule follow-up appointments or reach out to other counseling units for further assistance. It is recommended that students discuss their schedule in relation to their disability with a DPS counselor to ensure appropriate accommodations.

**Career Counseling:** Counseling related to career choice and decision-making is available through Career Counseling. Consultation is also available for students and their career counselors regarding the impact of disability on vocational goals.



# SERVICES AND ACCOMMODATIONS

## Requesting Accommodations

At Chaffey DPS, we emphasize that requesting, obtaining, and implementing accommodations is a collaborative process.

### Students requesting accommodations should:

1. Apply to DPS and provide necessary documentation/information to verify the disability.
2. Engage in an intake appointment with a counselor to participate in an interactive process to determine appropriate accommodations.
3. After registration, students will receive a prompt via their Chaffey email to submit a “semester request” for accommodations. A DPS Counselor will review the semester request in relation to the registered classes and either approve or deny certain requests.
4. Approved accommodations will be sent to the students’ enrolled instructors.

Please note: After submitting the semester request, if the student changes or adds classes, another semester request will need to be submitted.

Accommodations are not retroactive. Missed assignments/tests that occur prior to receiving an approved accommodation letter are not covered under the accommodation process. Chaffey DPS recommends that those missed assignments be handled in accordance with the course assignment policy.

## Alternate Media

Alternate Media refers to instructional materials, textbooks, college and/or library materials presented in formats accessible and usable by individuals with disabilities. Determining the most suitable format should be done by qualified staff and, whenever possible, provided in the format preferred by the student. Chaffey DPS aims to

comply with these guidelines and offers the following alternate media services: Braille, audio formats, tactile graphics, print enlargement, and electronic text (e-text). For detailed explanations of each type of Alternate Media, please contact our Alternate Media and Technical Specialist at [909-652-6393].

Alternate media services are available to students with verified disabilities whose limitations prevent them from accessing material in traditional print format. To receive alternate media services, students must be enrolled in the course for which they require materials. It is recommended that students use priority registration and contact the DPS office at [909-652-6379] as soon as possible to avoid unnecessary delays in obtaining course materials.

## Testing Accommodations

At Chaffey DPS, testing accommodations may be approved as reasonable accommodations if a disability prevents a student from taking tests under standard conditions. We utilize the Testing Accommodation Request Formstack form to schedule tests with accommodations. A separate Formstack test request form must be completed for each test and submitted at least 5 business days prior to the exam/quiz. It is the student’s responsibility to fill out the online test request form 5 business days prior to the specified date. Students can receive one exception.

Testing accommodations are approved for students with various disabilities, including but not limited to learning disabilities, mobility disabilities, psychological disabilities, attention-deficit and hyperactivity disorder (ADHD), and vision loss. The most appropriate method of administering a test depends on the student’s disability and the test’s design.

### Examples of possible testing accommodations include:

- 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 where a disability poses challenges with completing assignments 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 negotiate an extension on the assignment informally and independently from their instructor, but it would not be considered a DPS accommodation.

[www.chaffey.edu/studentsupport/dps/docs/dps-extended-assignment-accommodation.pdf](http://www.chaffey.edu/studentsupport/dps/docs/dps-extended-assignment-accommodation.pdf)

### Priority Registration

Priority registration is provided as an accommodation to qualified students according to school protocol. Relevant issues include the 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 DPS 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 DPS counselor.

## College Readiness for Chaffey College DPS Students

To ensure success at Chaffey College, all students, including those enrolled in the Disability Programs and Services (DPS), should demonstrate the following abilities and skills:

1. **Group Instruction Benefit:** Potential to benefit from instruction in both large and small group settings.
2. **Independent Academic Work:** Ability to perform academic tasks independently with standard instructional cues.
3. **Following Directions:** Capacity to follow directions and stay engaged with learning tasks for a reasonable duration.
4. **Attention Span:** Adequate attention span to benefit from at least an hour of continuous instruction, even in a setting with distractions.
5. **Language Comprehension:** Sufficient language comprehension skills to benefit from the educational program.
6. **Computer Skills:** Basic computer skills necessary to access college materials and educational content.
7. **Classroom Participation:** Ability to engage in meaningful classroom activities using both receptive and expressive language.
8. **Appropriate Behavioral and Emotional Responses:** Behavioral and emotional responses that are suitable for the situation and in compliance with the Student Code of Conduct.
9. **Independent Living Skills:** Sufficient independent living skills for on-campus functioning, or the consistent presence of an approved personal service attendant to perform necessary daily living functions.
10. **Adherence to Policies:** Capability to follow all institutional policies and procedures, including those regarding disruptive behavior, attendance, and measurable progress.

## Academic Accommodations

### Fundamental Alteration and Undue Burden

#### Providing Reasonable Accommodations

Chaffey College's Disability Programs and Services (DPS) is dedicated to ensuring that students with disabilities have equitable access to all programs, services, and activities offered by the college. This commitment includes making alterations and adjustments to courses or programs unless doing so would:

- a) Modify academic requirements essential to the instruction being pursued or directly related to a licensing requirement.
- b) Lower academic standards.
- c) Substantially alter the course or program, fundamentally changing its nature.

While academic accommodations that present a fundamental alteration or undue burden are not common, such situations may arise, and such defenses may only be used to deny an accommodation after thorough consideration by relevant college officials. Courts and regulatory bodies will grant deference to professional and academic judgment in denying an accommodation on these bases only when the denial is rationally justifiable and supported by a thoughtful review of the accommodation request.

#### The Fundamental Alteration Process

Determining whether an academic accommodation would constitute a fundamental alteration is decided on a case-by-case basis and requires careful and reasoned deliberation. The college must examine the methods of instruction and assessment, consider alternative opportunities for teaching and learning, and evaluate the format of materials and demonstration of necessary skills.

Final decisions regarding fundamental alteration must be made by the head of the DPS or their designee(s) after considering all available

resources for use in the course/program. Reasoned deliberation must be conducted in consultation with the DPS and documented appropriately.

#### *In preparation for reasoned deliberation, faculty need to:*

- Review and identify the essential academic standards or objectives of the course/program.
- Articulate the specific requirements of the course/program that are fundamental to meeting the essential academic standards or objectives.
- Define the unique qualities of the specific requirements and their nexus to the essential academic standards/objectives.
- Describe how the proposed accommodation would fundamentally alter essential academic standards or objectives of the course/program.

#### *Faculty and DPS must:*

- Engage in reasoned deliberation as to whether modification of the specific requirements would lower academic standards, fundamentally alter learning outcomes, or require substantial (unreasonable) program alteration.
- Determine whether there are available alternative means a student could demonstrate the essential academic standards or objectives of the course.
- Work with their campus' designated authority(ies) if agreement cannot be reached.
- Document the deliberative process and retain records in accordance with the Chaffey College Records Retention Schedule.

While faculty need to work with students to implement approved accommodations, they should not refuse to implement an accommodation or debate its reasonableness directly with a student. These concerns should only be discussed with the DPS, who have the requisite training and experience.



# RELEVANT LAWS

## Section 504, of the Rehabilitation Act of 1973

Section 504 prohibits discrimination against individuals with disabilities in recruitment, admission, and treatment after admission. It mandates all recipients of federal funding to make adjustments and accommodations in their programs and activities to provide qualified individuals with disabilities the opportunities equal to those enjoyed by individuals without disabilities.

## Section 508 Amendment to the Rehabilitation Act of 1973

Section 508 requires federal agencies to make electronic and information technology accessible to individuals with disabilities. It provides students with disabilities access to electronic and information technology comparable to the access available to students without disabilities.

## Americans with Disabilities Act of 1990 (ADA)

The ADA extends federal civil rights protection in several areas to people who are considered disabled. To be considered disabled under the ADA, a person must have a condition that impairs a major life activity, or a history of such a condition or be regarded as having such a condition. A disabled person must be qualified for the job, program, or activity to which she/he seeks access. That means the person must be able to perform the essential functions of the job or meet the essential eligibility requirements of the program or benefit. Reasonable accommodations provide students with adjustments that assure equal rights and privileges. Accommodations level the playing field and do not give a student with a disability an advantage over non-disabled students.

## **Understanding Accommodations for Students with Disabilities**

An accommodation is a legally mandated support or service that ensures a student with a disability has an equal opportunity to benefit from the educational process. Accommodations are determined based on the educational limitations related to the functional limitations of a student's disability. An effective accommodation:

- Promotes the student's independence and maximum participation.
- Directly relates to the student's educational plan and course of study.
- Directly addresses the student's functional limitations due to a verified disability.
- Does not alter academic standards for the student.
- Does not change the fundamental requirements of the course or educational program.
- Does not affect the instructor's ability to measure the student's skills and aptitudes.

Students with disabilities are responsible for notifying their DPS counselor immediately if reasonable accommodations are not implemented effectively or in a timely manner.

# DPS STUDENT & PERSONAL CARE ATTENDANT (PCA)

In certain scenarios a student's disability may necessitate the use of a PCA (Personal Care Attendant) for assistance in classroom or online class environments. A student's PCA (Personal Care Attendant) is not provided or paid for by Chaffey College. They are privately contracted by students with disabilities. As they are not students or employees of Chaffey Community College they must be approved by the DPS (Disability Programs & Services) office before they can enter a Chaffey College classroom regardless of whether it is in person or online. Students must meet with a DPS Counselor for approval. If the PCA is not from an approved agency they must get approved through Chaffey Colleges Volunteer Service Agreement which includes fingerprinting and a background check before entering the classroom. This process can take several weeks. Students should consult with a DPS Counselor as soon as they register for classes where they may need to utilize a PCA.



# NON DPS: ATTENDANT-PERSONAL CARE CHECKLIST



[chaffeycollegehspartnerships.formstack.com](https://chaffeycollegehspartnerships.formstack.com)



**1 MEET WITH A DPS COUNSELOR:** Meet with a DPS Counselor to determine if a PCA accommodation is necessary.



**2 REGISTER FOR CLASSES:** Ensure you are registered for the courses for which you are requesting PCA support.



**3 SUBMIT PCA AGREEMENT:** Complete the PCA agreement form each semester. If the form indicates that the PCA is not from an approved agency, the PCA will need to complete the Volunteer Service Agreement. If a semester request is submitted without the PCA form, the PCA accommodation will be denied, and the form will be sent to the student. Once the forms are approved, a revised accommodation letter will be issued, approving the PCA.



**4 SUBMIT A VOLUNTEER SERVICE AGREEMENT (IF APPLICABLE):** If the PCA is not from an approved agency, a Volunteer Service Agreement must be completed. This approval process may take an additional 2-3 weeks.



**5 NEW PCA DURING SEMESTER:** If the student gets a new PCA during the semester, a new form must be submitted for the new PCA.



**6 PERSONAL NEEDS ONLY:** The PCA is there strictly for personal needs and is prohibited from engaging in any action that would constitute academic dishonesty.



# FREQUENTLY ASKED QUESTIONS ABOUT DPS SERVICES

**1. Can a 504 plan or IEP be used for documentation of a disability?**

Yes. A 504 Plan or IEP documents a prior history of receiving disability services through a K-12 district. However, DPS may request additional verification from a licensed medical professional to determine necessary academic accommodations.

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

Maybe. High School Special Education programs are legally required to provide any service, accommodation, or modification needed for student success. Colleges are required by law to provide “equal access” to education through reasonable accommodations. However, the college course curriculum cannot be modified in a way that alters the fundamental nature of the course.

**3. Will DPS provide services such as helping a student eat meals or pushing a wheelchair?**

No. Services needed to assist a person with activities of daily living are the individual’s responsibility, not the colleges. Refer to the current Chaffey College catalog for the most recent Attendant Care Policy.

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

No. The student is responsible for self-identifying to the college compliance officer or the disability services office, providing documentation of a disability, and requesting accommodations. Students are encouraged to apply to DPS within the first two weeks of the semester.

**5. Can a college refuse to grant a student’s request for accommodation if it is not specifically recommended in the student’s Accommodation Plan Letter?**

Yes. Accommodations must be related to the student’s disability-related limitations and based on the student’s documentation and discussion with the DPS counselor. If you wish to request an accommodation not listed in your Accommodation Plan Letter, schedule an appointment with your DPS counselor.

**6. Is digital tape recording allowed as an accommodation in higher education?**

Yes. Section 504, Subpart E of the Rehabilitation Act (1973) states that a post-secondary institution may not prohibit the use of tape recorders in the classroom for students with disabilities. This includes Otter Ai notetaking software, Smart Pens or other adaptive software/equipment that record.

**7. Can instructors decide that a student with a documented disability does not need extended time on a test and choose not to give this accommodation?**

No. Extended time is a reasonable accommodation for a student whose documentation specifically calls for it. The institution is required to ensure that the student is provided additional time to complete tests, ensuring equal opportunity.

**8. Does a student’s request for an accommodation have to be provided even when the accommodation would result in a fundamental alteration of the program?**

No. Academic requirements that the institution can demonstrate are essential to the student’s course of study do not have to be modified. The college is not required to change a requirement if it can show that such a change would fundamentally alter the nature of the course.

**9. Do students with disabilities receive priority registration?**

Yes. Students with disabilities may be eligible for priority registration if their disability-related limitations warrant it and they need accommodations and/or services in the educational setting.

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

Yes. Accommodations ensure “access,” not necessarily “success.”







**Chaffey College**

Disability Programs & Services