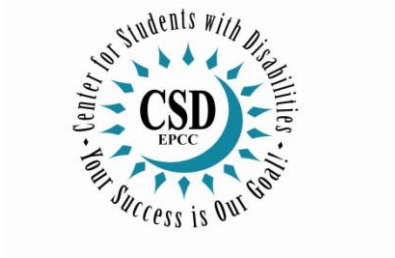


# El Paso Community College

## Student Handbook for the Center for Students with Disabilities



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## Introduction

This student handbook is a guide for students to promote understanding of the policies and procedures of the Center for Students with Disabilities (CSD) at El Paso Community College. It covers available support services, the procedures for requesting and receiving services, and staff and student responsibilities. This handbook will answer the most typical questions asked by most students. Also, the CSD Director, the CSD Assistant Director, CSD Instructor, CSD Counselors, and the Campus Representatives are available to answer any questions.

## Eligibility for Services

Anyone having a verifiable physical or mental impairment that may limit their full participation in the educational setting may inquire about our support services. Additionally, individuals who are temporarily disabled may be eligible for our services.

## Procedures for Becoming an EPCC Student and Requesting Services from CSD

### *College Placement Testing*

All new students who have no previous college credit must complete assessment testing prior to attending a New Student Orientation and registering for classes. Students enrolling in regular credit programs will complete the ACCUPLACER assessment testing in reading, math, and writing. Some students may need to take a biology assessment depending upon their degree choice. Students enrolling in English as a Second Language (ESL) credit courses must take an assessment test that determines their current English language proficiency. Any student who wishes to enroll in a college level Spanish course for the first time at El Paso Community College will take a Spanish placement test. The counselor will use the assessment

results to determine the most appropriate level of courses to begin college studies. Students enrolling in a Continuing Education program will have to take the test required for that particular program. The ACCUPLACER test is not required for Continuing Education.

## ***New Student Orientation***

All new students to El Paso Community College are required to attend a New Student Orientation (NSO). New Student Orientations are scheduled for students when they complete ACCUPLACER testing. Students transferring from another college or university are not required to attend an NSO, however, may do so if they choose to.

## ***CSD Registration***

Students who want accommodations must register with the Center for students with Disabilities. The intake form is available in the CSD Website (<http://epcc.edu>. Click on College Resources and then Center for Students with Disabilities.) You can also get them at any CSD campus office. Students should complete this form and collect document of their disability, make an appointment with a CSD Counselor, and bring their intake form and documentation of disability to the appointment.

Documentation of disability must be prepared by an appropriate professional, such as, a medical doctor, psychologist, or other qualified diagnostician. For example, for a learning disability, a full diagnostic evaluation is required from a licensed psychologist or psychiatrist or educational diagnostician. For a hearing disability, a current audiogram from an ENT or Audiologist is required. For a psychological disability, a diagnosis based on a current DSM from a licensed psychologist/psychiatrist will be required, and for a physical disability according to the current ICD from a physician will be required. Documentation should include the credentials of the professional, a diagnosis of disability, the date of the diagnosis, how the diagnosis was reached, and how the disability affects academic performance so the CSD Counselor and student can discuss appropriate accommodations. The MEDICAL AUTHORIZATION OF RELEASE form is available in the CSD Website (<http://epcc.edu>. Click on College Resources and then Center for Students with Disabilities.) You can also get them at any CSD campus office.

For students who are regarded to have a disability but who need more time in obtaining documentation, CSD will provide services for one semester; however, documentation must be provided to continue services the next semester.

For recent high school graduates, the ARD with the latest testing report can be submitted. Student can obtain this information through their high school counselor or high school district office.

Psychological/diagnostic test reports for learning disabilities that are older than five years are not acceptable. They must be within the five year range.

### ***Requesting Services***

Students must meet with their CSD Counselor to discuss appropriate support services. The CSD counselor documents the services on the course advisement form. Because their service request was granted one semester, students sometimes feel they will continue to have these services from semester to semester. This is not true. CSD counselors advise services each semester according to the student's current needs and classes to be taken.

When the CSD counselor recommends tutoring, the student must also meet with the Campus Representative to determine the tutoring schedule. When test assistance is recommended, students must get the test assistant forms from their counselors and give these forms to their instructors. When the use of adaptive equipment is recommended, the student must also meet with the Assistive Technology Lab Assistant or Campus Representative to schedule training in and use of equipment. Students do not need to meet with the Campus Representative or Scheduler for Sign Language Interpreting when note-taking and/or sign-language interpreting services are recommended.

Students requesting services are asked to complete their registration at the Center for Students with Disabilities. The Campus Representative schedules authorized services as part of the CSD registration process, except for sign language interpreting. The Campus Representative schedules all in-class services, such as note-taking and scribing. Students are asked to check with their Campus Representative to clarify these services. The Scheduler for Sign Language Interpreting schedules sign language interpreting before the first day of classes each semester. Students who register by

telephone must give CSD a copy of the class schedule as well as the service request. The Campus Representative schedules all services on a first come, first serve basis.

## **Counseling/Support Services**

### ***Counseling***

Counseling services are available throughout the semester. Students are urged to keep in contact with a CSD counselor in order to ensure that services are in place and to discuss any concerns that may arise. In addition to academic advising, counselors may assist students with personal and career issues. Please call the CSD receptionist to schedule an appointment with a counselor.

•	<b>Main office at Valle Verde Campus</b>	<b>Room C112</b>	<b>831-2426</b>
•	<b>Transmountain Campus</b>	<b>Room 1400</b>	<b>831-5808</b>
•	<b>Rio Grande Campus</b>	<b>Room B200</b>	<b>831-4198</b>
•	<b>Northwest Campus</b>	<b>Room 59</b>	<b>831-8802</b>
•	<b>Mission del Paso</b>	<b>Room A125</b>	<b>831-7024</b>

### ***Support Services***

Support Services are available at all El Paso Community College campuses: Valle Verde, Transmountain, Rio Grande, Northwest, and Mission del Paso. Support Services are designed to help students succeed in college. For inquiries about services, call (915) 831-2426.

CSD trains, monitors, and evaluates service providers who work with students with disabilities to ensure quality services.

Students registered with CSD may receive one or more of the following support services depending on their disability. CSD serves students who have permanent or temporary disabilities.

# *Sign Language Interpreting*

## **Sign Language Interpreter Services**

Interpreting service is provided for individuals who are Deaf or hearing impaired who use Sign Language as their primary mode of communication and are in the post-secondary setting. Primarily, interpreting services are provided within the classroom setting, instructor-student meetings, counselor appointments, and any El Paso Community College related activity.

### **Policies to follow:**

- The student must make an appointment with a CSD counselor first in order to request services. Once the student is registered, services will be provided accordingly. Please note the following policies.
- If you, the student, are going to be absent or late, it is your responsibility to contact CSD at (831-3217) to report the matter. Furthermore, if you need the note-taker to remain in the classroom, you must contact your respective counselor and make the request prior to being out.
- The interpreter will wait 15 minutes, and if you do not arrive within the allotted time, the interpreter will report back to the CSD office for another assignment. This will be considered a student absence. You are to go to the CSD office and request an interpreter, and one will be provided if there is one available.
- If you, the student, accumulate 3 unexcused absences within the semester, the services will be suspended until you meet with your respective counselor to discuss reinstatement of services.
- Interpreters are required to faithfully interpret all information provided by the instructor and students. Also, the interpreter will voice what the student(s) signs. Interpreters will abide by the RID (Registry of Interpreters for the Deaf) Tenets. Please hold any personal conversations with your interpreter outside of the assignment.

- Keep in mind that interpreters must interpret not only what the instructor and other students say in class, but also what their assigned students sign in class.
- If you need an interpreter outside of class time for a class related activity, call 831-3217 as soon as possible. Please submit request 24 hours prior to the assignment to ensure that an interpreter will be available.
- A videophone is available at each campus library and VV-CSD office. The Video Relay service number is (915) 503-1429.
- If you have any questions, concerns, or suggestions, please contact the CSD director, Jan Lockhart, at 831 – 2426. For any interpreter related issue, please call 831 -3217.

## ***Note-taking/Scribe Assistance***

*Note-taking* is a service that assists students in getting class notes.

Students supply the paper for the note-taker or in-class scribe.

Even when a note-taker is present, CSD recommends that students take some notes to assist them in focusing their attention on the class lecture. Students will receive a complete set of notes from their note-taker to supplement their notes.

Students might not receive a copy of their notes immediately if copies are needed for other students with disabilities in the class. They can check each semester with the Campus Representative for when their notes will be available. Students are given a note file in the CSD office. Students should check their file at least once a week for notes. If notes are not picked up after two weeks, note-taking will be discontinued.

A student can ask the Campus Representative to supply NCR paper when a note-taker is absent and a substitute cannot be provided. You can use this paper to have another student take notes for you in class, or you can ask a classmate for permission for CSD to copy his/her notes for you. NCR paper is non-carbon paper. The student taking notes keeps the original and gives the copy to the student receiving the note-taking service.

*Scribe Assistance* is a scribe service for students who need to dictate their responses in classes when activities require writing. Outside of class, students can use adaptive



equipment in the Assistive Technology Lab. When needed, a scribe is assigned to assist the student with written responses on assignments. Scribes take dictation. They do not compose or correct the student's answers.

When the note-taking and in-class scribe services are assigned, the note-taker serves as both note-taker and scribe.

*An Agreement Note-taker* (ANT) is a student enrolled in the same class with a student receiving note-taking accommodations. An ANT is contracted to provide a copy of notes for just that class. Since they are not CSD employees, they follow different guideline. For example, the ANTs use their own paper and report to the CSD office to make copies of their notes for their assigned students. The Campus Representative can answer any questions you might have regarding the ANT.

### **Student Responsibilities**

- Supply paper for notes. If more than one student receiving notes, students take turns supplying paper. CSD supplies copies as needed.
- Call the CSD office at your campus to report when you will be absent or late.
- Talk with a CSD counselor when there is a need to request the note-taking service when absent.
- Let the Campus Representative know if the note-taker/class scribe was absent or late.
- Report any problems with the note-taker/class scribe to the Campus Representative.
- Inform the Campus Representative and CSD Counselor if you drop your class or feel you don't need notes.
- Check the CSD office bulletin board daily for announcements.

### **Things you should know about your service:**

- If more than one student in the class is getting notes, your note-taker will inform you about where and when you can get your notes.

- Note-takers do not need to report to class on test days unless the instructor says notes will be needed. They must let you know when they will not be needed on a test day.
- Note-takers may not participate in class unless they are also taking the class, such as in the case of the Agreement Note-taker.
- Note-takers may not tutor you in the classroom. Ask the instructor when you need help.
- Class scribes must sit next to the student. They will take dictation when there is a class activity requiring writing. They may not edit what you dictate.
- If you are more than 15 minutes late, your note-taker/class scribe will report back to the Campus Representative for another assignment. This will count as a student absence.
- After 3 unexcused absences in the fall and spring semesters and 2 in the summer semesters, services will be suspended until you meet with a CSD Counselor to discuss reinstatement of services.

## ***Reading Assistance***

Students who require tape recorded versions of their textbooks should register with Recordings for the Blind and Dyslexic. The Kurzweil Reading Machine is also available in the Assistive Technology Lab. If additional reading services are requested, these can be arranged through one of the CSD counselors.

## ***Tutoring***

Tutoring assistance is available to help students in their course work and to build effective learning strategies.

To get the most out of tutoring sessions, students should come prepared and bring all the materials they need: textbooks, paper, pen, pencils, and notes. CSD expects students to study their class notes and do all homework assignments outside of tutoring time. It is important that students tell their tutor what kind of help they need.

It is hard for the tutor to anticipate what students need without appropriate information.

### **Student Responsibilities:**

- Bring necessary materials for each tutoring session.
- Call the Campus Representative at your campus when absent or late and ask your Campus Representative about possible make-up tutoring.
- Talk to the Campus Representative about the possibility of getting a substitute tutor when the regular tutor is absent.

### **Things you should know about your service:**

- If you are more than 15 minutes late, your tutor will report to the Campus Representative for another assignment. This will count as a student absence.
- After 3 unexcused absences in the fall and spring semesters and 2 in the summer semesters, services will be suspended until you discuss reinstatement with your CSD Counselor. Services may be reinstated when absences are due to circumstances such as illness, hospitalization, and death in the family; however, students must bring documentation verifying the situation.
- Tutoring is a scheduled service in which tutors clarify class material, guide students in processes for math and writing, and give immediate feedback to students. Tutors help students learn about their learning style and best study methods. **Tutors do not do the student's homework.**
- Your tutor will ask for your permission to talk to your instructor whenever there is a need for clarification of assignments and/or class goals. You can give or withhold this permission.

## ***Testing Accommodations***

Testing accommodations may be required by some students. Those students who need extended time are authorized additional time in the Testing Center, depending on students' needs and authorization of their CSD counselor. First, students see their

CSD counselor for accommodations. Second, if testing assistance is approved, they are given the "Faculty Testing Assistance Plan" to take to their instructor. Third, the student reports to CSD to schedule test assistance when tests are announced by their instructor. When only extended time is needed, testing takes place in the Faculty Testing Center.

In addition to extended time, other accommodations may include: reader, scribe, and use of adaptive equipment.

When a reader is needed, the reader may read test questions, but may not explain or define them. CSD trains readers assisting visually impaired students how to read exams containing graphics and other special formats.

When scribes are needed, the scribes will require students to spell and provide punctuation in English and other subjects in which spelling and punctuation are part of the grade.

### **Student Responsibilities:**

- After your CSD Counselor gives you your Testing Assistance Plan or an Extended Time Accommodation Plan, give the Plan to each instructor.
- Schedule your testing appointment 24 hours before the test day, 48 hours if you need a sign language interpreter or adaptive equipment.
- Give your instructor's name, your course name and number when scheduling the appointment.
- Take the test before your instructor's deadline.
- If you need to cancel a testing appointment, notify CSD as soon as possible. Failure to comply may result in a suspension of your testing accommodations.

If you have any questions about these procedures, talk with your CSD counselor or Campus Representative.

## ***Adaptive Equipment***

CSD requires that students know how to use the adaptive equipment (Kurzweil, Jaws, etc.) they request. CSD staff will provide instruction in the use of adaptive equipment. CSD does not allow students to take adaptive equipment off campus. However, some equipment can be taken to the classroom, such as, the Assistive Listening Device (ALD). Call the CSD Adaptive Technology Lab (915-831-2821) or the Adaptive Technology Specialist (915-831-2439) for information on the variety of adaptive equipment available and which equipment can be checked out for class use.

## **Student Reminders**

### ***Changes of Services***

During the semester, if a student must drop a class, CSD asks that students request a counselor to process the proper forms. Also, the counselor will direct them to the Campus Representative who will adjust the services.

If scheduled services are unsatisfactory, students can request a resolution to the problem. The student and the counselor will review the options, and the decision will be forwarded to the Campus Representative.

### ***Following Policies and Procedures***

As a student of El Paso Community College, it is the student's responsibility to follow the policies and procedures of the college as well as their instructor's including the Student Code of Conduct, attendance, etc.

### ***Punctuality***

If students are more than 15 minutes late to class or to a tutoring session, their service provider (tutor, interpreter, note-taker, or in-class scribe) will return to the office for another assignment. They will not receive the service for that time period. Their service providers notify the Campus Representative if their students are late or absent.

## ***Absence***

If students must be absent from a class or tutoring, it is important they call the office in advance and notify their Campus Representative. CSD does not give students notes if they are absent from class. Students can lose services after three absences during the fall or spring semester or 2 absences during the summer semesters until the student meets with his/her counselor to request re-instatement. If students want the note-takers to take notes when they are absent, they must contact and discuss this request with their CSD counselor.

## ***Class Participation***

When in class, it is important that students participate as much as possible. If students have questions about homework, the book, tests, etc., they need to first talk to their instructor. Instructors know more about the material than the note-taker, interpreter, or tutor. Interpreters will voice any questions that a student with a hearing impairment may have.

## ***Difficulty in Class***

If students have difficulty in a class because of their disability or because their instructor does not understand their disability, students are urged to meet with their CSD counselor. The counselor will help develop different options for handling the situation.

## ***Concerns Regarding a Service Provider***

If students have difficulty with any service provider (tutor, note-taker, test assistant, or interpreter), it is best to discuss the problem first with the individual involved to try and resolve it. If they cannot resolve the situation, the student is welcome to discuss it with a counselor. The counselor will help the student identify all possible options to resolve the situation.

## ***Violations***

The Center for Students with Disabilities does not anticipate violations of the student agreement, but if violations occur, CSD will take the following steps:

- The student will be asked to meet with a CSD counselor to review the situation.
- All efforts will be made to create a plan of action that will allow the student to retain services.
- Failure to comply with the terms of the revised agreement will result in cancellation of the student's services for the semester.
- CSD expects all service providers to behave in a professional manner toward students, faculty, and other staff according to their job descriptions (tutor, note-taker, in-class scribe, and interpreter).
- Service providers follow an assignment schedule. Changes are authorized by the counselor and are not left up to the staff or student. Students will be informed in advance, as soon as possible, of any changes in their service provider's schedule.

## **Staff Responsibility and Confidentiality**

### ***Responsibility***

CSD expects all service providers to behave in a professional manner toward students, faculty, and other staff according to their job descriptions (tutor, note-taker, in-class scribe, and interpreter).

Service providers follow an assignment schedule. Changes are authorized by the counselor and are not left up to the staff or student. Students will be informed in advance, as soon as possible, of any changes in their service provider's schedule.

### ***Confidentiality***

The Center for Students with Disabilities maintains student files which contain sensitive information, such as the intake form, documentation of disability, test results, letters from counselors, notes, etc. Only authorized CSD staff may access these files. All information is kept confidential.

Support services staff may be given information concerning the student's class schedule, tutoring needs, or ways to accommodate their disability. CSD does not give them information about the nature of the disability.

Instructors receive information about accommodations provided and may receive suggestions for classroom strategies. CSD does not give them information about the nature of the student's disability.