



Disability Support Programs and Services (DSP&S)

Auxiliary Aides & Services Agreement

This agreement pertains to the following approved services:

- Interpreting Services**
- Real-Time Captioning Services**
- In-Class Aide Services**

I understand that if I am provided any of above services above, I will accept the following responsibilities:

1. **Requesting services:** I will schedule an appointment with a DSP&S counselor to review my service needs in advance of the semester I am enrolled in classes. All requests will be reviewed and approved by the DSP&S Coordinator.
2. **Any change to my scheduled services during semester:** If I need to change my current set-up for receiving services, **I will provide 48-hour notice** during office hours, or else the request will not be granted immediately. Examples include: Change to different course section; future class meeting will be cancelled or class meeting time extended/shortened per the instructor.
3. **Behavior:** I will conduct myself professionally by (1) not acting rudely, or in threatening manner toward my provider(s), e.g., interpreter, captioner or in-class aide; (2) Identifying appropriate times for discussion or feedback during the lecture/lab; (3) Not asking a provider to do unapproved tasks or services; and (4) I will NOT contact the provider via text or phone. **I understand the provider may leave the class if I do not show to class on-time—they will only wait 10 minutes and leave.**
4. **Testing/Final Exams:** If I need the service and it is an approved accommodation for a test or final, I will notify DSP&S staff at least 1 week in advance to schedule. Cancellation or changes must be done at **least 48-hours in advance of the scheduled test date.** Without sufficient notice, the service may not be available. Services for tests is not automatically provided.
5. **Dropping a class:** I will inform DSP&S immediately if I plan to drop a class.
6. **Absence:** I will contact the DSP&S office immediately to inform them I will not attend class. It is preferable I call 48 hours before the class meets. If I do not call, I will be considered a “no-show.” I understand if I am a “no-show” for 2 class meetings, and I have not contacted DSP&S, then *specific services for that class may be suspended* (stopped temporarily). If I want the services for that class to start again, I must meet with the DSP&S Coordinator.

7. **Field Trips:** If I need the services for a field trip or other required academic activity off-campus, I will meet with the coordinator as soon as I know (2 weeks before the event is preferred) to arrange for services.
8. **Complaints:** If I have concerns about the provider (i.e. I don't understand them, or they are always late), I will first provide feedback to the provider. If the concerns persist, I will take the complaint to the DSP&S staff, counselor or coordinator.
9. **Campus Services (For interpreting/Captioning services):** If I need access to a campus service such as a tutor lab session or a conference with instructor/counselor, I will give 48 hours advance notice or else the request will not be granted.

SUMMARY OF REQUEST TYPES & PROTOCOL FOR NOTIFICATION	
REQUEST TYPES	PROTOCOL (STUDENT RESPONSIBILITY)
Request services for a semester	2-4 weeks in advance of semester start
Request to cancel service temporarily/change schedule	Minimum of 48-hour notice (notice during office hours)
Request for class field trips/out of class event	Minimum 2 weeks notice
Dropping class	Notify DSPS immediately
Campus services (i.e. general counseling/financial aid)	Minimum of 48-hour notice (notice during office hours)
Final Exam(s)	1-2 weeks in advance of scheduled final(s)
Proctored exam/quiz	Minimum of 48-hour notice (notice during office hours)
Please ask if you have questions or need clarification.	

I have read, discussed, and understand the above guidelines for use of the approved services at Cosumnes River College. I agree to follow these rules to the best of my ability.

Student Name (print) _____ Student ID# _____

Student Signature _____ Date _____

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