



ACCESSIBILITY CENTER FOR EDUCATION (ACE)

15744 Golden West Street ° P.O. Box 2748 ° Huntington Beach ° CA ° 92647-2748 ° (714) 892-7711



STUDENT HANDBOOK

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Introduction

Mission Statement

At Golden West College the Office of Accessibility Center for Education (ACE) mission is to provide appropriate, reliable, comprehensive, and accessible services to students with documented disabilities who request such services. We strive to facilitate and encourage academic achievement, foster independence, self-advocacy, and social inclusion to qualified disabled students.

Goals

At Golden West College and Coast Community College District we strive to provide the highest quality of service to our students, while promoting access and inclusion across the campus and acting as a resource to the college and the community.

Our goals are:

- Providing the highest quality lower-division transfer education.
- Provide the highest quality occupational education training and retraining that meets community and student needs.
- Provide a self-supporting community services program that meets cultural, recreational, professional in-service and personal development needs of the community.
- Provide learning resources and student support services needed to promote student success and to measure that success.
- Establish articulation plans among the three campuses, the local high schools and the colleges and universities.
- Develop, implement, and maintain programs that address international and intercultural education.



Quick Reference

Location: In the former KOCE building
Telephone: (714) 895-8721
TDD: (714) 895-8350
Fax: (714) 895-8131

High Tech Center (HTC): (714) 895-8322
Resource Center: (714) 895-8322
TDD: (714) 895-8313
ACE: (714) 895-8113

Hours of Operation:
ACE Office: Monday – Thursday: 9:00 am to 5:00 pm
 Friday: 8:00 am to 12:00 pm
***High Tech Center:** Monday – Thursday: 8:00 am to 9:00 pm
 Friday: 8:00 am to 5:00 pm
 Saturday: 10:00 am to 3:00 pm
***Resource Center:** Monday – Thursday: 8:00 am to 9:00 pm
 Friday: 10:00 am to 5:00 pm

*Hours of operation are subject to change – Please call (714) 895-8721 for information.

Faculty Resources

Faculty:		Email Address:	Phone:	Ext:
Counselor	Trish Fipps	tfipps@gwc.cccd.edu	892-7711	58721
Counselor, Part Time	Denise Bon	dbon@gwc.cccd.edu	892-7711	58721
Instructor, Resource Lab	Kim Pascoe	kpascoe@gwc.cccd.edu	892-7711	58322
Instructor, PE	Leilani Johnson	ljohnson@gwc.cccd.edu	892-7711	58229

Staff:				
Director	Lynn Mayer	lmayer@gwc.cccd.edu	895-8966	
Media Access Specialist	Tien Tran	ttran@gwc.cccd.edu	895-8968	
Interpreter Specialist	April Millikan	amillikan@gwc.cccd.edu	892-7711	55151
Counselor Aide II	Karen Funk	kfunk@gwc.cccd.edu	895-8721	
Instructional Associate	Bill La	bla@gwc.cccd.edu	895-8322	
Classroom Interpreter III	Cheryl Prohaska	cprohaska@gwc.cccd.edu	892-7711	55151



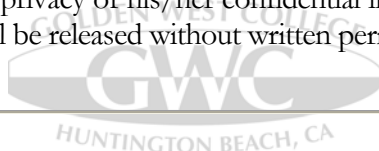
Rights

Under Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, Golden West College will take all necessary steps to ensure that no student with a verified disability is denied the benefits of, excluded from participation in, or otherwise subjected to discrimination in an education program because of the absence of auxiliary aids or academic accommodations.

Participation by students with disabilities in Golden West College's Accessibility Center for Education ACE shall be entirely voluntary.

A student with a verified disability may be entitled to auxiliary aids or academic accommodations. The decision for authorization of such accommodations is the responsibility of the ACE director or counselor.

Each student has the rights to privacy of his/her confidential information. No information held by the Golden West College ACE will be released without written permission of the student.



Responsibilities

Students must provide a verification of disability from a certified professional within two weeks of ACE application, unless otherwise approved by ACE director.

Students must meet with the ACE counselor to complete a Student Education Plan (SEP).

Students must have four contacts per disability with the ACE office to remain active. Contacts are interactions with the ACE office such as meeting with an ACE counselor, priority registration, accommodation requests, picking up notes, etc.

Students will use ACE services in a responsible manner.

Students must follow ACE policies and procedures.

Students must comply with the student's code of conduct.

Students must demonstrate measurable progress towards the goals established in the SEP.

Failure to fulfill the above responsibilities may result in termination of services.

Getting started right

Students often equate success in college being content with a passing grade. Although passing grades are important, other factors need to be considered. Students need to understand that the time spent at a college is a time which is connected not only to academic development but also to emotional and psychological development. College is an opportunity to focus attention on both short term and long term goals.

College provides an opportunity to stretch the mind and develop personally as well as intellectually, therefore enabling you to continue growing as an individual and keeping your mind updated with the current surroundings and challenges you are and will be faced with.

Our program staff is committed in helping students with disabilities build a better and successful future. To meet these goals, our ACE program provides support services for in classroom activities, career development resources, use of and training on adaptive computer equipment and access devices, disability related counseling, and academic advisement.

Examine Your Goals



Motivation is an important factor in learning.

1. Why are you going to college?
2. What do you expect to achieve in college?
3. How will Golden West College help you to achieve your goals?



These and many other questions should arise while you gain the necessary tools needed to go forward with your career choice. At Golden West College, we will strive to help you gain the necessary knowledge needed to fulfill your present and future personal and career goals to better your future outcomes.

How You Qualify For ACE Services

If you are 18 years of age (or are a high school graduate), and have a medically verified disability, you qualify to use Golden West's ACE. Verified disabilities include but are not limited to:

- Deaf/Hard of Hearing
- Speech Impaired
- Learning Disabled
- Acquired Brain Injury
- Attention Deficit Disorder
- Developmentally Delayed
- Mobility/Orthopedic
- Other Health Impaired
 - Cardiac
 - Diabetes
 - Seizure Disorder
- Psychological Disability
- Visually Impaired/Blind



Your next step in qualifying for these services is to be a registered student at Golden West College. Everyone who is interested in taking classes at Golden West College must first submit an application to the Admissions Office. Applications can be obtained from the Admissions & Records Office by calling the ACE Office (714) 895-8721.

Take the English and Math Placement Tests. A testing appointment can be made by calling the Assessment Center at (714) 895-8388. If you need special accommodations to take the test, please contact (714) 895-8721, and schedule your appointment through ACE.

Have a Verification of Disability on file. Students may provide a verification of disability from a certified physician or professional or to go to the ACE Office and sign a release form allowing the ACE office to contact the appropriate physician or professional to verify the disability.

[Please note: The ACE Office will attempt to obtain the verification of disability; however, it is the student's responsibility to provide the office with verification. Failure to do so may result in termination of ACE services.]

Make an appointment with the ACE counselor. The counselor will provide the student with information about the college, academic matriculation and classes, transfer and degree requirements, vocational programs, student services, accommodations and support services, and develop Students Education Plan (SEP).

Based on the information obtained, the ACE counselor or the ACE director will determine eligibility for service.

Services for Mainstream Classes

We provide special services designed to meet your individual needs. ACE Counselors assist in determining services you need to achieve your educational goals.

These may include:

- | | |
|-------------------------------|--|
| ➤ Academic Advisement | ➤ Print Enlarger & Magnifiers |
| ➤ Adaptive Computer Devices | ➤ Reader; Taped Texts |
| ➤ Assessment | ➤ Registration Assistance |
| ➤ Assistive Listening Device | ➤ Sign Language Interpreter |
| ➤ Audible Calculators | ➤ TDD for Student Use |
| ➤ Braille | ➤ Testing Accommodation |
| ➤ Counseling | ➤ 24-Hour Voice/TDD Answering Service |
| ➤ Enlarged Campus Map | ➤ Tutor |
| ➤ Fee Waiver | ➤ Visualtek |
| ➤ Job Placement | ➤ Vocational Testing & Career Planning |
| ➤ Liaison with other Agencies | |
| ➤ Notetaker | |



Assessment

The ACE Counselor will assess verified disabilities and accommodations required and determine if further assessment is necessary. ACE can also arrange accommodations for taking the English and Math placement tests, upon the student's request.

For more information, please contact the ACE Office at:
(714) 895-8721, TDD: (714)895-8350



Counseling

Academic and career counseling is provided by the ACE counselor to assist students with:

- Understanding disabilities, functional limitations and appropriate accommodations.



- Vocational goals and career plans.
- Educational planning and appropriate class selections.
- University transfer requirements.
- Other support services.

To make an appointment with the counselor, please call (714) 895-8721.

Early Registration



Early registration dates are given to ACE students so that they can request accommodations needed in a timely manner.

In order to participate in early registration, students must:

- Have an active file with the office of ACE.
- Fill out a semester plan.
- Go to ACE Office to register (in person only) on the early registration dates.
- Be ready to submit payment for all fees the day of registration.

Students are encouraged to register on the early registration dates to ensure that accommodation requests are met in a timely manner. After those dates, registration is open to the general student population and all students including ACE students must wait for their registration appointment to register over the phone or in person.

Note: Please remember that if you do not register during early registration, there is a possibility that classes may be closed by the time of your registration appointment.

Description of Services

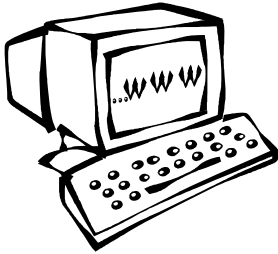
We provide services for people who have a verifiable disability, which poses a limitation on the person's ability to academically succeed. Although not every disability needs accommodations, many do. Sometimes the educational limitations are subtle and interfere with learning in ways that are not obvious to the casual observer. Other times the limitations are obvious. In either case, the ACE

provides services that are appropriate to each individual's disability as determined by the ACE counselor or ACE director.

The following services and accommodations are provided for individuals who qualify:

Adaptive Equipment

Golden west College provides the following adaptive equipment to qualified students:



- Adaptive Computer Hardware and Software
- Adaptive Pottery Wheels
- Adjustable Desks
- Closed Captioning Devices
- Flipper Ports
- FM Systems
- Motorized Scooter
- Evac Chairs (located in the Health Center and Evening Operations office)
- MP3 Players
- Mini Viewer
- Prisma VGA Converter
- Specialized Physical Ed Equipment
- Tape Recorders
- TDDs (Telecommunication Device for the Deaf)
- Telesensory CCTV [Closed Circuit TV system]

Alternative Media

Golden West College provides the following alternative media to qualified students:

A minimum of two weeks notice is required for the ACE Office to provide accommodations. [Note: This time frame is subject to change under special circumstances.]

Books on tape or MP3 formats

GWC utilizes **Recording for the Blind & Dyslexic** (RFB&D's) books on tape for eligible students.

Braille

Braille is a tactile code specifically for the visually impaired. Students requiring course materials converted into Braille should contact the ACE Media Access Specialist to discuss time requirements.

Electronic text versions of college materials

Schedule of classes, course catalog, course syllabi, exams and/or quizzes, handouts and other required course materials can be provided to qualified students with disabilities upon request. Please see the ACE counselor for eligibility.

Electronic text (E-text)

E-text is the print version of material in an electronic format. The E-text can be used by a screen reader program on a computer. If E-text is requested for a required textbook, the E-text will be requested from the publisher. If the publisher does not possess the E-text for the textbook, the spine of the textbook will be removed and the textbook will be scanned at the ACE Office.

Large print

Large print text is oversized print (16 font to 36 font) intended for use by the visually impaired. Students requiring large print materials are required to submit copies of requested materials to the ACE Office for enlargement production.

Tactile graphics

Tactile graphics are used to provide a visually impaired student with access to most types of graphs, charts, or diagrams. Students requiring materials in a tactile graphic format are required to submit copies of requested materials to the ACE Office for production.

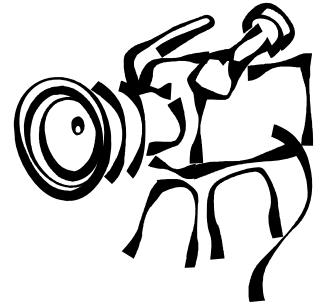
Video Captioning

Captioning is used to provide deaf or hard of hearing students access to videos that are shown in the classroom. Golden West College is in the process of captioning pre-existing videos. If captioning is not available, a sign language interpreter can be provided.

Requesting alternative media services

ACE students who would like to request alternative media need to:

- ✓ Meet with a Media Access Specialist.
- ✓ Fill out Alternate Media Form Request.
- ✓ Read and sign Student Contract for Alternate Media Services.



The student should be prepared to provide the following documentation at the appointment with the Media Access Specialist:

- ✓ A copy of their upcoming class schedule.
- ✓ A complete list of the required textbooks for each class.
- ✓ A receipt or other proof of purchase for each text requested.
- ✓ A course syllabus (if available).

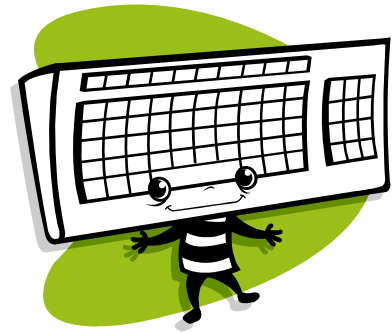
College Survival Skills

College is a big responsibility. At Golden West College, we believe that it is crucial that you begin now to develop the skills you will need to be successful. You may need appropriate accommodations, but

after these are provided, it is your responsibility to do well and follow through effectively and efficiently.

- ✓ Plan a reasonable school, study, work and personal schedule.
- ✓ Go to all classes on time, participate and be prepared to ask questions when needed.
- ✓ Allow sufficient time for long assignments.
- ✓ Take advantage of special classes and tutoring available on campus.
- ✓ Keep an organized calendar of all appointments and exam/ assignment due dates.
- ✓ Meet with instructors and/or ACE to prevent future problems.
- ✓ Plan on spending two to three hours of studying for every hour of class.
- ✓ Visit the ACE Office for assistance, questions, counseling and class selections at least once a semester.
- ✓ Arrange for needed accommodations, such as books on tape, tape recorders, interpreters, etc., early in the semester.
- ✓ Complete all assignments neatly and on time.
- ✓ Take notes and review them carefully, making any corrections needed.
- ✓ Enroll in recommended courses that offer instruction in basic skills, study skills, time management, and career planning.
- ✓ Plan time to eat, sleep, and have some fun.





Support Services

High Tech Center (HTC)

The HTC is a specialized computer lab which is specifically for students registered through Golden West College ACE. The center is located across from the ACE Office in Library 130. Use of the HTC can maximize opportunity for success and independence.

Adaptive Hardware available in the HTC:

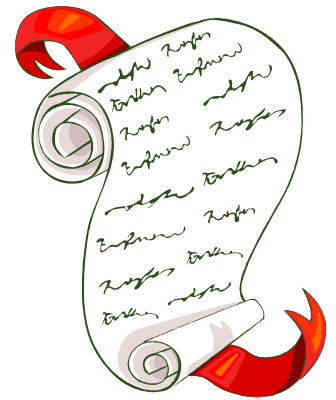
- Adaptive keyboards and mouse
- 22" Monitors

Software programs available in the High Tech Center for students to use when completing assignments include:

- | | | |
|---|--|--|
| <ul style="list-style-type: none"> • Microsoft Windows XP • Acrobat Reader • Adobe Photoshop • Final Draft • GDP 1-120 (Computer Business Applications typing program) • Grammar Mastery • Algebra and Math Applications • Internet-Explorer Web Browser • Microsoft Office XP (Word, Excel, Access, PowerPoint, Front Page) | | <ul style="list-style-type: none"> • Skills Bank • Telesensory CCTV (Closed Circuit TV system) • Zoom Text 7.01 • Kurzweil 1000 (Scan/Read software for blind students) • Kurzweil 3000 (Scan/Read software for learning disabled students) • Dragon Naturally Speaking • Jaws 4.5 (Screen reader for blind students) |
|---|--|--|

The High Tech Center also has one Macintosh computer available for students use. The following software applications are available on these computers:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Adobe Photoshop • Internet Explorer • Final Draft • Acrobat 6.0.2 Professional • Adobe Photoshop • Adobe Illustrator • In Design CS | <ul style="list-style-type: none"> • QuarkXPress • FreeHand MX • Flash MX 2004 • Dreamweaver MX 2004 • Microsoft Word • Microsoft PowerPoint • Microsoft Excel |
|---|---|



High Tech Center Policies and Procedures

The Following requirements must be met before a student can use the HTC:

- Be a registered student at Golden West College.
- Register in the correct ticket number for the learning 920-7 class and pay the \$8.00 fee. Read and sign the HTC Student Contract and the Coast Community College District Guidelines regarding student computer usage.

Resource Center

The Resource Center is a specialized computer lab, which provides self-paced and individualized instruction. Students utilize a computer interactive approach to focus on remedial skills necessary for a successful college experience. This lab is conducted in a business-like manner and has flexible hours to fit busy schedules.

Benefits

Some of all of the following benefits can be achieved by using the Resource Center:

- ✓ Improve English skills
- ✓ Improve Language/Spelling skills
- ✓ Improve Vocabulary and Reading Comprehension skills
- ✓ Improve Elementary and Advanced Math skills
- ✓ Work on programs that provide specialized academic and pre-vocational support
- ✓ Increase confidence and self esteem
- ✓ Maximize opportunities for academic success and independence
- ✓ Foster behaviors in a manner that will transfer positively to the workplace
- ✓ Work on state of the art equipment and software
- ✓ Feel comfortable using the computer
- ✓ Open enrollment (Students may enter at any time during the semester)



Courses

Students may take a one-unit course or a one-half unit course in the following areas:

- Reading
- Language/Spelling
- Math
- Essentials for Living/Working

Computer Lab Policies

- Always make appointments.
- Always cancel appointments, if you can not come you need to give us enough notice. You can call (714) 895-8322 voice or (714)895-8313 TDD to leave a message or stop by the office and leave a note to let us know.
- If you are 10 minutes late, your computer will be given to another person.
- If you forget to cancel your appointment 3 times, you will not be allowed to make another appointment for the rest of the semester. You will only be able to stop in and see if/when a computer is available.
- Do not touch computer controls – ask for help.
- Use left mouse button only.
- All students must follow the district policy on Student Code of Conduct as stated in the Golden West College Catalog. Anyone not following the conduct policy will be asked to leave the lab.
- Students are not allowed in the office area without permission.
- Students are not to use office equipment without permission.
- Students are responsible to bring their own ID card, pens pencils and other supplies to the lab.
- Absolutely no food or drinks are allowed in the Computer Lab.
- The computer lab is for work only. You must be registered in the lab to use the computers.

Please chat with friends outside the Computer Lab



Note Taking Services

Notetaking services are available to qualified students with disabilities. To begin notetaking services, students must fill out and submit a Notetaker Request form to the ACE Office. After the completed form is received, the disabled student will be given a Notetaker Request Memo (yellow) to give to the instructor. The instructor will make an announcement to the class that a notetaker is needed. After a notetaker is obtained, the disabled student may pick up notes in the ACE Office.


Disabled Student's Responsibilities

- To fill out a Notetaker Request Form and return it to the ACE Office.
- To pick up a yellow Notetaker Request Memo for every class for which notes are requested and give one to the instructor of each class.
- To sign out for the notes, when received, in the ACE office.
- To inform the ACE Office when you have dropped a class so that notetaking services can be terminated.
- To inform ACE if notetaker needs to be replaced or if notetaker is not meeting the needs of the student.

Notetakers

Students who are enrolled in a class with a disabled student may begin the volunteer process in the ACE Office to become the notetaker for that class.

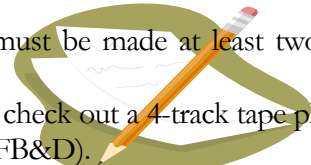
Notetakers responsibilities

- 
- To fill out a yellow information card, identifying them and the class for which they will be taking notes.
 - To pick up and read the Procedures for Notetakers Memo, read and sign the Notetaker Contract.
 - To bring your original notes to the ACE Office after class to be copied for the disabled student.
 - To arrange for someone else in the class to take notes for you in the event you are absent from the class.

Reader Services

Reader services are available to qualified students with disabilities. Reader services may include books on tape and/or a live reader for exams.

Students' Responsibilities

- The student is to purchase the textbook(s). Receipt(s) needs to be provided.
 - Once the class is completed or is dropped by student, he or she is responsible in returning the tapes or CDs back to the ACE department.
 - Request the services of a reader. (Requests must be made at least two (2) weeks in advance).
 - Complete a Reader Request Form. (Request to have an exam read orally or to have a text book read and recorded on tape).
 - Fill out a Student Contract from Books on Tape. (Requests must be made at least two (2) weeks in advance).
 - Fill out a Student Equipment Loan Agreement. (If you need to check out a 4-track tape player to listen to tapes from Recordings for the Blind and Dyslexic (RFB&D)).
- 

Writing Services

Disabled students who qualify may receive writing services for examinations. It is the responsibility of the student to request this service at least two weeks in advance, the same time an appointment is scheduled for test accommodations.

How to enroll in these classes

To enroll in any of the basic skills classes you need to:

1. Enroll with the ACE Office.
2. Register for the classes any time during the semester.
3. Meet with the instructor to set up a folder and schedule.
4. Start working on the computer to improve skills.
5. Complete the number of hours required to get college credit.

Interpreting Services



Interpreters are available for deaf or hard of hearing students through the ACE Office upon students' request. All requests must be made a minimum 24 hours in advance. An interpreter will facilitate communication between you, your instructor and your classmates. Interpreting services are available for:

- Class instruction (3 week advance notice required)
- Meetings with your faculty and staff
- Tutoring appointments
- Club activities
- Field trips
- Visits to the Health Center
- Special events on campus
- Etc.



Interpreters hired by the ACE Office are professionals who provide sign language interpretation for students with documented severe to profound hearing loss. Golden West College makes every reasonable effort to employ competent and skilled interpreters. Due to a nationwide shortage of interpreters, we, like other community colleges and agencies, employ many interpreters of varying skill levels. These interpreters are assigned to appropriate classes based on their qualifications and their availability as well as other factors. In the event that a qualified interpreter is not available, students have the following accommodation options:

- Take another section of the same class where an interpreter has been assigned.
- Take the class with a notetaker only until an interpreter can be arranged.
- Have the class audio taped and interpreted within three (3) working days of lecture.
- Request Real time Captioning of the class. (Students must meet with the ACE supervisor to determine eligibility.)



Special Classes

Each semester, Golden West's ACE offers special class instruction designed to meet the unique educational needs of particular groups of disabled students. Whether or not these classes are offered depends upon available funding

Special Education College Success

SPECIAL EDUCATION 002

This course is designed to provide independent study opportunities for Accessibility Center for Education (ACE) students in the Resource/High Tech Center. This course is a self-paced lab to address individual needs in reading skills. Students must be referred through assessment and/or instructor. Registration is available only through the ACE Office. Lab. Credit/no credit only. Not transferable, not degree applicable.

SPECIAL EDUCATION 006

This course is designed to provide independent study opportunities for Accessibility Center for Education (ACE) students in the Resource/High Tech Center (ACE Lab). This course is a self-paced lab to address individualized needs in math skills. Students must be referred through assessment and/or instructor. Registration is available through the ACE Office. Lab. Credit/no credit only. Not transferable, not degree applicable.

Other Related Services

Other Golden West Student Services designed to help you complete classes, certificate, degree, or training programs include:

- Extended Opportunity Program & Services
- Tutorial Center & Study Skills
- Career Guidance
- Financial Aid
- Library
- Computer/Word Processing
- Matriculation & Transfer Counseling

Requesting services & Accommodations



To receive services and accommodations, you must be a registered student with the ACE Office.

Students must make a formal request for services and accommodations. Request forms are available in the ACE Office, Forum II, Room 105. A minimum of two (2) weeks notice is required for the ACE Office to provide accommodations. **[Note: This time frame is subject to change under special circumstances.]**



Academic Honesty Policy

Golden West College has the responsibility to ensure that grades assigned are indicative of knowledge and skill level of each student. Acts of academic dishonesty make it impossible to fulfill this responsibility, and they weaken our society. Faculty, students, administrators, and classified staff share responsibility for ensuring academic honesty in our college community and will make a concerted effort to fulfill the following responsibilities.

Student Responsibilities

Students share the responsibility for maintaining academic honesty. Students are expected to:

1. Refrain from acts of academic dishonesty.
2. Refuse to aid or abet any form of academic dishonesty.

3. Notify instructors and /or appropriate administrators about observed incidents of academic dishonesty.

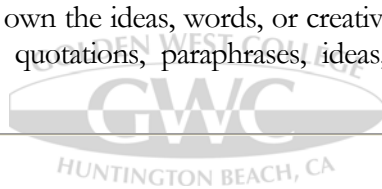
Academic Dishonesty includes, but is not limited to:

Cheating

1. Obtaining information from another student during an examination.
2. Communicating information to another student during an examination.
3. Knowingly allowing another student to copy one's work.
4. Offering another person's work as one's own.
5. Taking an examination for another student or having someone take an examination for oneself.
6. Sharing answers for a take-home examination unless specifically authorized by the instructor.
7. Using unauthorized material during an examination.
8. Altering a graded examination or assignment and returning it for additional credit.
9. Having another person or a company do the research and/or writing of an assigned paper or report.
10. Misreporting or altering the data in laboratory or research projects.

Plagiarism

Plagiarism is to present as one's own the ideas, words, or creative product of another. Credit must be given to the source for direct quotations, paraphrases, ideas, and facts which are not common knowledge.

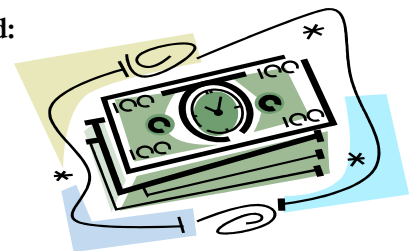


Financial Aid

The Financial Aid Office is one of many student services available at Golden West College. It is responsible for the initiation, supervision, disbursement, and monitoring of funds provided by federal, state and local agencies in the form of grants, employment, loans and fee waivers. Obtaining a college education is one of the most important investments you will make in your lifetime. Golden West College believes the primary responsibility for financing an education lies first with students and their families. When the total resources do not meet expenses, the college will attempt to assist students with meeting their college expenses.

In determining a student's resources, three things are considered:

1. Family income and assets
2. Student assets and earnings
3. Other student and family resources available



Golden West College may not have enough funds to award all eligible students. Funds are awarded on a first-come, first-serve basis. File your application by the appropriate time frame to ensure that you meet the state priority filing deadline. It is up to you, the student, to make the effort to learn where, when and how to apply for financial aid. It is important for you to understand that it is your responsibility to meet all deadlines and requirements. The more you plan ahead, the better your opportunities. The Golden West Financial Aid Staff is available to assist applicants in completing the

process successfully. The Financial Aid website (www.gwc.info/fao) is a valuable resource for prospective and current applicants to learn about various financial aid and scholarship opportunities.

You May be eligible for Financial Aid if you Meet the Following Requirements:

- ✓ Complete the Free Application from Federal Student Aid (FAFSA).
- ✓ Demonstrate financial need. Financial need is the difference between the cost of attending Golden West College and the amount of resources you are expected to contribute toward your education. This contribution is determined by the federal government.
- ✓ Be a United States Citizen or a permanent resident, a resident of the Trust Territory of the Pacific Islands, or a citizen of the Marshall Island or Federated States of Micronesia and provide documentation from INS you are an eligible non-citizen.
- ✓ Be an undergraduate student enrolled in an eligible program at Golden West College. Your program must lead to an associate degree or certificate that is offered at Golden West College, or you must be a minimum of one year in length.
- ✓ Not owe a refund on any grant received at any post secondary institution or be in default on any student loan.
- ✓ Maintain satisfactory academic progress as defined by the Financial Aid Office at Golden West College.

You may also be requested to submit some or all of the Following:

- A signed copy of your IRS tax return, or Income Certification if you did not file.
- A signed copy of your parent's IRS tax return, or Income Certification if they did not file.
- Untaxed Income Verification.
- For men, proof of selective service registration.
- Any other information necessary, as requested by the Financial Aid Office.

For a comprehensive overview of applying for and receiving financial aid at Golden West College, visit the financial aid website at www.gwc.info/fao.

Article I. Non-Discrimination Policy

It is the policy of the Coast Community College District to provide all persons with equal employment and educational opportunities regardless of race, color, gender, sexual orientation, religion, national origin, age, disability, or marital status.

This policy is consistent with federal and state Civil Rights mandates.

The right to nondiscrimination in education and employment is guaranteed to persons with disabilities under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. Golden West College is committed to ensuring that persons with disabilities have access to all college programs and services and will make reasonable accommodations to ensure that access. Any person with a documented disability who believes that he or she has been discriminated against on the basis of that disability should contact the Coordinator of Accessibility Center for Education at (714) 895-8721 or the campus Student Grievance Officer at (714) 895-8125.

Section 1.01 Discrimination and Sexual Harassment

Any individual who perceives or has actually experienced conduct that may constitute discrimination and/or sexual harassment has the responsibility to ensure that the individual engaging in such conduct is informed that the behavior being demonstrated is offensive and must stop. If this behavior does not cease, the individual has the responsibility of making it known to the institution. The District along with the individual campuses will endeavor to maintain an environment free of what constitutes discrimination and/or sexual harassment as prescribed by State and Federal mandates, as well as District policy. Inquiries and concerns should be directed to the College's Grievance Officer.

Section 1.02 Sexual Assault Prevention

The Coast Community College District recognizes that sexual assault is a serious issue, and will not tolerate acts of sexual assault on district property or at district-sponsored activities. The District will investigate all allegations of sexual assault that occur on District property or at sponsored activities and take appropriate criminal, disciplinary or legal action, with prior consent of the victim.

The Coast Community College District is committed to its students' safety as a vital ingredient to student learning and success. The District encourages victims of sexual violence to report the crime.

The colleges within the District – Orange Coast College, Golden West College and Coastline Community College – offer the following information and resources to students regarding sexual assault (see link below).

<http://www.cccd.edu/students/sexualAssault/default.aspx>

Article II. Student Grievance Procedures

A grievance may arise out of a decision reached or an action taken by a member of the faculty, staff, or administration of Golden West College. A grievable action is an action that is alleged to be in violation of federal or state law, a violation of an applicable district/college policy or procedure, or that constitutes arbitrary, capricious, or unequal application of written policies or procedures. The purpose of the student grievance procedure is to provide an impartial review process and to ensure that the rights of students are properly recognized and protected. **Note: Sexual harassment complaints are handled under a separate grievance process.**

Students wishing to express concerns or explore the college's grievance procedure may seek assistance from one of the following offices:

- Vice President of Student Services or Vice President of Instruction
- Student Activities Director
- Student Advocate
- College Grievance Officer
- Director of Accessibility Center for Education

These resource persons are made available to explain college grievance procedures to students and to make the appropriate forms available.

Section 2.01 Definition of Terminology

Student – A person enrolled in any course, lecture series or workshop offered under the auspices of the college, or it may also be a person formerly enrolled who is in the process of pursuing a grievance.

College Employee – Administrator, manager, faculty, classified or student employee of the college, against whom a complaint has been lodged.

Grievance – A grievance means a complaint written on the Student Grievance Form, filed by one or more students, which alleges a grievable action.

Grievable Action – An action that is alleged to be in violation of federal or state law, a violation of an applicable district/college policy or procedure, or that constitutes arbitrary, capricious, or unequal application of written policies or procedures.

Grievant – The student who alleges that he or she has been treated unfairly.

Working Day – A working day is any day during a regular semester in which the college is open for business, excluding weekends and holidays.

Supervisor – That person charged with the responsibility and authority for job assignment and evaluation of the college employee.

Student Advocate – The elected officer of the Associated Students of Golden West College who has the responsibility to advise, if requested, a student who alleges he or she has been treated unfairly.

Division Dean – The instructional administrator responsible for the discipline in which a specific course is offered.

Limitations Period – Grievances will be permitted only through the end of the sixth week of the semester following the semester or summer session in which the alleged incident occurred.

Campus Advisor – A current student or employee of the Coast Community College District who accompanies one of the parties in the grievance process and provides advice to that party at the hearing before the Grievance Hearing Committee.

Section 2.02 Stage One – Informal Problem Resolution

When a student has a complaint about an employee, the student should make every effort to meet with the employee to resolve the complaint. If the student is unwilling to meet alone with the employee, the student is encouraged to use the services of the Student Advocate or a campus advisor for this meeting, or at any point during the informal resolution level or the formal grievance stage of the process. If a satisfactory resolution is not achieved with the employee, the student must proceed to the immediate supervisor of the college employee against whom the complaint is being lodged in an effort to resolve the issue. If the complaint is against a faculty member, the immediate supervisor will be the Division Dean. The student should confirm with either the Vice President of Student Services or the Vice President of Instruction or the College Grievance Officer as to the appropriate supervisor; or if the violation relates to a college policy or procedure, how to proceed further. Disability related complaints should be directed to the Office of Accessibility Center for Education.

The supervisor will discuss the issue with the student and the college employee involved, either individually or collectively, in an effort to resolve the issue.

Note: By law, the instructor is solely responsible for the grades he/she assigns. No instructor may be directed to change a grade except in certain narrow circumstances authorized by Education Code Section 76224(a), "When grades are given for any course of instruction taught in a community college, the grade given to each student shall be the grade determined by the instructor of the course and the determination of the student's grade by the instructor, in the absence of mistake, fraud, bad faith, or incompetency, shall be final." If the complaint cannot be mutually resolved at the informal problem resolution level, then the student may file a written grievance by completing the Student Grievance Form and filing it with the College Grievance Officer within the limitations period.

Section 2.03 Stage Two – Administrative Review of the Complaint

Upon receipt of the written and signed Student Grievance Form, the College Grievance Officer shall promptly forward a copy to the person against whom the complaint has been lodged and the person's supervisor. Upon the receipt of the complaint, the College Grievance Officer will make an inquiry into the merits of the complaint for the purpose of screening out false and unfounded allegations. Reasonable attempts will be made to contact the parties concerned, either individually or collectively, in order to resolve the issue. In the event the complaint is against the College Grievance Officer, or in the instance where the Grievance Officer has been the supervisor in stage one, the grievance will be handled by either the Vice President of Student Services or the Vice President of Instruction.

Within twenty (20) working days, the College Grievance Officer shall make a good faith effort to return a written decision to the student who filed the grievance, indicating the resolution with any recommended action. Copies of this decision shall be given to the college employee against whom the complaint has been lodged and the supervisor of that employee.

The College Grievance Officer may determine any one of the following actions:

1. That no future action is necessary nor will the complaint prejudice in any way the individual's employment status as a member of the college staff.
2. A recommendation that there be some type of action or remediation. In such a case, the written recommendation will be forwarded to the person deemed appropriate for the consideration and/or implementation of the recommendation.

Section 2.04 Stage Three – Request for Review by the Grievance Hearing Committee

If the grievant is dissatisfied with the decision of the College Grievance Officer, he/she may, within five (5) working days of the receipt of the decision, file a written request to either the Vice President of

Student Services or the Vice President of Instruction to review. 1) The Vice President may uphold the ruling of the grievance officer and deny hearing on the basis that the grievance is without merit. 2) The Vice President may recommend that a hearing committee be convened. Grievance Hearing Committee Composition The Hearing Committee shall be composed of one (1) faculty member, one (1) classified employee, one (1) student, and one (1) manager who will serve as the chairperson. If the grievance is against an instructor, the Hearing Committee will be augmented by one (1) additional faculty member. If the grievance is against a classified employee, one (1) additional classified member will be added. The selection process for the Grievance Hearing Committee is as follows.

1. The manager will be chosen from those employees employed as managers in the College at the time of the hearing.
2. The faculty member(s) will be chosen from a list of at least ten (10) faculty selected each year by the Academic Senate.
3. The classified staff member(s) will be chosen from a list of at least ten (10) classified employees recommended each year by the Classified Connection to the Coast Federation of Classified Employees (C.F.C.E.)
4. The student will be chosen from a list of no fewer than twenty (20) student names submitted each semester by the President of the Associated Students of Golden West College.
5. The panel shall be selected by either the Vice President of Student Services or the Vice President of Instruction. Either the Vice President of Student Services or the Vice President of Instruction shall provide the names of the Grievance Hearing Committee members to the student and to the employee against whom the grievance is lodged five (5) working days prior to the scheduled hearing date.
6. The panel shall not include any person who was a participant in any events leading to the grievance, nor shall it include any person who has had a past association with the grievant, or any other party to the hearing which could impede the individual's ability to act in a fair and impartial manner.
7. 7. The student or the employee against whom the grievance is lodged shall have the opportunity to challenge any member of the committee on the basis that the member was a participant in the events from which the grievance arose; or, the member has had a past association with the grievant or any other party to the hearing which could impede that member's ability to act in a fair and impartial manner. The challenge must be submitted in writing to the Vice President who elected the panel at least three (3) days prior to the scheduled hearing date. The written challenge must include the specific reasons for the challenge. If the Vice President upholds the challenge, he/she will replace the challenged member(s) with any available person(s) of the same category (manager, faculty, classified staff, student).

Section 2.05 Grievance Hearing Committee Process

The Grievance Hearing will be scheduled within fifteen (15) working days of the request for review. The process for the hearing shall be as follows:

1. All members of the Hearing Committee must be present to hear testimony and to consider recommendations. (Should one or more committee members not appear at the scheduled time, the committee will wait 15 minutes and then proceed without the members, assuming that a quorum of the committee is present.)
2. Should the student be more than 15 minutes late, the committee shall deny the grievance.
3. All members of the Hearing Committee will sign a Statement of Confidentiality to ensure that the information heard, the evidence reviewed, and the recommendations made will remain confidential. The statement will include a declaration that the member will act in a fair and impartial manner.
4. All information in the possession of the College Grievance Officer that concerns the formal grievance shall be provided to the Hearing Committee by the Grievance Officer.

5. The Hearing Committee shall discuss issues, hear testimony, examine witnesses and consider all relevant evidence pertaining to the grievance.
6. Arguments about legal validity or constitutionality of the college policies or procedures will not be entertained by the Hearing Committee.
7. Attendance at the hearing shall be limited to the Hearing Committee, the College Grievance Officer, and the active parties in the grievance. The grievant and the employee involved have the right to question witnesses. Both parties have the right to have a campus advisor present during the hearing. The campus advisor may not address the Hearing Committee, examine witnesses, or in any other way participate in the hearing. Witnesses will be present only while testifying. (Should a witness be more than 15 minutes late, the committee shall proceed, without the witness.)
8. The hearing need not be conducted according to technical rules relating to evidence and witnesses. Any relevant evidence, as judged by the Hearing Committee, shall be admitted if it is the sort of evidence on which responsible persons are accustomed to rely in the conduct of serious affairs.
9. The Hearing Committee shall judge the relevance and weight of evidence and make its findings of fact. No evidence other than that received at the hearing shall be considered by the Hearing Committee.
10. Following presentation of evidence, the Hearing Committee shall privately consider the evidence and prepare a written report of its recommendation and deliver the same to either the Vice President of Student Services or the Vice President of Instruction. The report, which shall be submitted to the Vice President within five (5) working days of the date of the hearing, shall include the following:
 1. A summary of the facts as found by the Grievance Hearing Committee.
 2. A recommendation that the decision of the College Grievance Officer should be upheld, or
 3. A recommendation that the decision of the College Grievance Officer should be amended and the amendments specified, or
 4. No further action is necessary. The issue has been resolved or found to be unsubstantiated.
11. A tape recording made of the proceedings shall be submitted by the Hearing Committee and kept in a confidential file by either the Vice President of Student Services or the Vice President of Instruction and shall be maintained for at least one year after which time it will be erased. Upon request, either party to the grievance may listen to all or portions of the tape.

Section 2.06 Final Action

The Vice President shall review the report of the Hearing Committee and may clarify it with one or more members of the Committee. The Vice President may uphold, reverse, or modify the recommendations of the Hearing Committee. The decision of the Vice President and a copy of the Hearing Committee report will be delivered to the grievant, the employee against whom the grievance was filed, and the College Grievance Officer. This ends the student grievance process.

Section 2.07 Technical Departures

From This Policy Technical departures from this procedure and errors in their applications shall not be grounds to void the college's right to make and uphold its determination unless, in the opinion of the chancellor, or designee, the technical departure or error prevented a fair determination of the issue.