

Resolution Agreement
Golden West College

OCR No. 09-14-2249

In order to resolve the allegations raised in this complaint filed with OCR under Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, and without admitting to any violation of law, Golden West College (College) agrees to implement this agreement.

Actions and Reporting:

- I. The College will make the following changes to its Disabled Students Programs and Services (DSPS) notices, policies and procedures:
 - a. The College will update its DSPS information (including the DSPS Student Handbook, website, College Catalog, and forms) regarding services to deaf and hard of hearing (DHH) students to include more specific information on the provision of Communication Access Real-time Translation (CART) Services, including, but not limited to:
 - i. The availability of CART Services to qualified DHH students;
 - ii. The process for requesting CART Services, including related forms;
 - iii. The interactive process DSPS will engage in with a student requesting CART Services; and
 - iv. The factors DSPS will consider in responding to a request for CART Services.
 - b. The College will update its policies, procedures, practices, and notices (including the DSPS Student Handbook, website, College Catalog, and forms) concerning the provision of note taking services to ensure that DSPS approved services are provided, and are provided in a timely manner, including, but not limited to:
 - i. Ensuring that DSPS promptly responds to requests for note taking services;
 - ii. Ensuring that students approved for note taking services begin receiving such services no more than one week following the start of the semester or one week from the approval of such services if approved after the semester starts. If a note taker cannot be assigned, then an alternative accommodation will be made that will meet the student's needs; and
 - iii. Implementing an effective process for the provision of a note taker when a student volunteer cannot fulfill the duties of note taking for a DSPS student, including providing a paid note taker, as necessary.
- II. Within 60 calendar days of the date of this agreement, the College will provide OCR with a draft of the revised notices, forms, policies and procedures stated in I. above. Within 30 calendar days of receipt, OCR will provide feedback and comments on the revisions. OCR and the College will collaborate until the notices, forms, policies and procedures meet the criteria

established above. The College will submit a report to OCR within 30 calendar days of receipt of OCR's input, confirming that it has finalized and published the revised notices, forms, policies and procedures and attaching a final copy of each.

Monitoring

The College understands that OCR will not close the monitoring of this agreement until OCR determines that the College has fulfilled the terms of this agreement in compliance with Section 504, and Title II.

The College understands that by signing this agreement, it agrees to provide data and other information in a timely manner in accordance with the reporting requirements of this agreement. Further, the College understands that during the monitoring of this agreement, if necessary, OCR may visit the College, interview staff and students, and request such additional reports or data as are necessary for OCR to determine whether the College has fulfilled the terms of this agreement and is in compliance with Section 504 and Title II.

The College understands and acknowledges that OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of this Agreement. Before initiating administrative enforcement (34 C.F.R. §§ 100.9, 100.10), or judicial proceedings to enforce this Agreement, OCR shall give the College written notice of the alleged breach and a minimum of sixty (60) calendar days to cure the alleged breach.

_____/s/_____

Dr. Wes Bryan, Golden West College President

12/17/2014

Date