

RESOURCE ROOM GUIDELINES

Main Office: A255 Murphy Hall (310) 825-1501 voice, (310) 206-6083 tty, (310) 825-9656 fax
Resource Room: 181 Powell Library (310) 825-2651

Today on campus, more than ever before, the technological needs of students with disabilities are being met by the libraries and the numerous computer labs across campus. In addition, many students, both students with disabilities and students without disabilities, have acquired technology that meets their individual needs. At the same time, the OSD recognizes that some of our students' disability-based needs require a specific environment and/or assistive technology to achieve equal access to their educational programs, especially in the area of proctor/test-taking. Therefore, it is our intention that students whose disability-based needs can be met only by using the Resource Room will be eligible to do so.

The Office for Students with Disabilities (OSD) maintains the OSD Resource Room in 181 Powell Library located on the east side of the building. (UCLA's College Library is located on the west side across from Royce Hall). The purpose of the Resource Room is to provide space for test-taking accommodations, workstations for students who need to use adaptive equipment, assistive computer technology, and materials rendered into alternative formats. If after-hours access to the Resource Room is needed in order for a student to meet his/her academic requirements, the student can make a request by notifying Linda Stolt at (310) 825-2651 or (310) 267-2006.

Use of the Resource Room

To use the Resource Room and its equipment, one must either be an OSD student approved by an OSD Disability Specialist or a Service Provider. Training on any equipment must precede its use. Students and Service Providers may arrange for training by contacting Linda Stolt in 181 Powell (310) 825-2651 or George Auletta in Murphy A-255 (310) 825-1501.

Workstations in the OSD Resource Room are for common use. However, because of demand, students and their service providers may be asked to reserve time by asking the Resource Room staff. This will permit all of the users an equal opportunity to share the space and will help maintain a quiet and distraction-reduced site. Use of any workstation in the Resource Room must be limited to required academic work being done by or on behalf of a student with a disability who is registered with the OSD. **Posted in the Resource Room as well as attached to these Guidelines are *The OSD Resource Room Rules*.** *The OSD Resource Room Rules* have been developed to help maintain a professional and amicable working environment.

Confidentiality

Confidentiality is extended to all students receiving services from the OSD. Staff and Service Providers are required to keep all student and assignment-related information strictly confidential.

Computer Resources

The OSD refers students who may need to explore the use and purchase of adaptive computer technology to the *Disabilities and Computing Program (DCP)*. The DCP offers assessment and orientation to adaptive computer technology that includes adaptive keyboards, voice recognition systems, and other adaptations allowing students to work independently. Students may contact the DCP directly to arrange for appropriate assessment and orientation to their program. For information go to the DCP website at www.dcp.ucla.edu or to make an appointment with the DCP, call (310) 206-7133.

We encourage you to use the campus website that offers a map of the university's computer labs. To obtain the listing of computer labs on campus, click on: www.computerlabs.ucla.edu For the Bruin On-Line Help Desk, you may call (310) 825-7548 or go to www.bol.ucla.edu for additional information.

Service Providers' Employment

Service Providers are employees of the OSD and the University. The OSD and its employees will observe laws and regulations pertaining to the Personnel Policies. This is a reminder that meal periods are required by Personnel Policies for Staff Members Section 31-B-1 and 31-B-2 for student employees and Cue Clerical Unit Contract Article 10, schedule E and F for non-student employees. Please feel free to contact OSD, if you have questions regarding these policies.

Summary

The key to a successful term is for all people to take responsibility for their part in the service. If there are any problems or concerns contact OSD Resource Room staff immediately. Remember, communication is the key to success.

How to Resolve Service Delivery Problems

It is fair to say that even with the best efforts of everyone involved with your service delivery at UCLA, a problem may occur. If this should happen, we strongly encourage you to let us know so that we can work together to solve the problem as quickly as possible. Experience has shown us that many times a problem arises because of a misunderstanding or miscommunication; clarification can be a quick and effective solution. We can help with suggestions on how to resolve problems you may have with your service providers, professors, TA's or Departments. It is best to discuss the issue with the person involved first, and if you have not arrived at a satisfactory resolution, then go to the person's supervisor or department chair. If the OSD is part of the problem, we want to know that, too. Should the OSD be unable to assist in resolving a problem, we can refer you to other on-campus resources.

We recommend the following progression as the most efficient way of dealing with issues:

- 1. Start by discussing the problem with the person involved.**
- 2. If the matter is unresolved, communicate with the person in charge of the services or program in question.**
- 3. If the matter is still unresolved, call and make an appointment with Kathy Molini, OSD Director at (310) 825-1501 (voice), (310) 206-6083 (tty), kmolini@saonet.ucla.edu**
- 4. If the matter is still unresolved, please contact Pam Viele, Interim Executive Director, Student Development, at (310) 206-3819, pviele@ashe.ucla.edu**

The University is available to assist you in resolving conflicts by informal means. Throughout any of these procedures you may expect to be treated with respect, receive a timely response, and have your issues dealt with in a confidential manner (if so requested). Retaliation in any form against persons who file complaints is prohibited by disability-related law and University policy. The University expects from you that you bring up any problems early, give clear and detailed information and be respectful of those people who are working with you. If you wish to know more about your rights as a disabled person under Federal and State law and University policy, OSD can refer you to the appropriate entity.

The Americans with Disabilities Act (ADA) requires the University to adopt and publish procedures to resolve problems regarding access to the educational program for persons with disabilities. An individual who believes he or she has been discriminated against on the basis of disability should contact the ADA/504 Compliance Office at (310) 825-2242.

UCLA developed this information in accordance with these references: Public Law 101-336; the Americans with Disabilities Act of 1990 (ADA); Section 504 of the Rehabilitation Act of 1973; and the University of California Policies Applying to Campus Activities, Organizations and Students, Section 140.00.

If you would like this information in an alternative format, contact the Office for Students with Disabilities at (310) 825-1501, (310) 206-6083 (tty), (310) 825-9656 (fax).