

ACADEMIC AND SUPPORT SERVICES

University Libraries

Los Angeles Pacific University students have access to more than 140 online databases, including 46,000 electronic journals, 130,000 ebooks, a 24/7 reference service, and online tutorial guides. LAPU students can check out books from Azusa Pacific University's libraries (the William V. Marshburn Memorial Library, the Hugh and Hazel Darling Library, and the James L. Stamps Theological Library). LAPU students can access additional resources or Interlibrary Loan services by contacting a local area library (subject to that library's policies).

Tutoring Services

LAPU students have access to professional tutors who assist with assignments in various subjects, writing support, technology, student success topics, and career help. Tutoring is available 24/7 and takes place in an online classroom with real-time interactive feedback between the tutor and the student. A limited number of these sessions is available at no cost.

Accommodations for Individuals with Disabilities

Los Angeles Pacific University is committed to promoting a welcoming, diverse, and inclusive educational environment for disabled students. Furthermore, we strive to ensure that all students have equal access to every aspect of their educational experience at LAPU. The Accessibility Office (<https://www.lapu.edu/resource/accessibility/>) fulfills these commitments by facilitating individualized, reasonable, and timely accommodations for students with disabilities through an interactive process.

Accessibility Office Contact Information:

Phone: 626-495-2865

Email: accessibility@lapu.edu

Fax: 626-263-1851

Mailing Address: Attn: Accessibility Office 2100 E Route 66, Suite 101, Glendora, CA 91740

Procedure to Request Disability Accommodations

1. Complete Application:

- a. Application Form for Current Students (https://docs.google.com/forms/d/e/1FAIpQLSeX3x4yCmwbYgth_ulZcqjV593nGS2tScfvaahoXiPh1zJexO/viewform/) - Requires access from LAPU email account
- b. Application Form for Prospective Students (https://www.lapu.edu/_files/ugd/29c219_c559baade4b6436984a59f207e3172cf.pdf) - Please note that you may need to install Acrobat Reader (<https://get.adobe.com/reader/>) or another PDF reader to complete the form electronically. Form may be submitted by email, fax, or mail.

2. **Submit Documentation:** Please submit any supporting documentation that you may have to best inform the Accessibility Office of (1) the nature of your disability, (2) how it impacts your academic experience, and (3) any professional recommendations the Accessibility Office should consider as disability accommodations are evaluated. Documentation is strongly recommended, however not required in all cases. Please do not let a lack of documentation deter you from pursuing the application process for accommodations. Documentation options may include a letter from a doctor or therapist, treatment records, records of accommodations received at other institutions, IEP or 504 plans, testing center results, disability records from professional entities like Veteran Affairs or the Department of Rehabilitation, and records of receiving state or federal disability benefits. Please contact the Accessibility Office for additional questions about documentation. Documentation may be submitted by email, fax, or mail.
3. **Schedule Intake Appointment:** Once your application materials have been received and reviewed for completion, you will be contacted within two business days by email or telephone to schedule an intake appointment with the Accessible Education Manager.

Accessibility Grievance Process

The Accessibility Office (<https://www.lapu.edu/resource/accessibility/>) at LAPU is committed to ensuring that all programs, services, and activities of the university are accessible and that accommodations are effective for individuals with disabilities. If you have concerns about access, about the Accessibility Office's process or services, about the way your accommodations have been provided, or you feel that you have been discriminated against on the basis of disability, we encourage you to communicate your concern via the informal grievance process below. The purpose of this process is to serve as a vehicle for communication and decision-making through prescribed procedures between any individual and LAPU in order to facilitate the investigation and resolution of the concern in a timely manner.

Informal Process

Please begin by formally communicating your concern directly to the LAPU ADA/Section 504 Coordinator by emailing the Accessibility Office (accessibility@lapu.edu) or calling 626-495-2865. Concerns should be reported within 10 business days of the event which triggered the complaint. The ADA/Section 504 Coordinator will contact you by phone and email to discuss the concern with you, gather the necessary information, and work to resolve the concern within 10 business days of receiving formal communication of the concern. Timeliness is critically important in resolving these concerns promptly and effectively. Should your concern be about the ADA/Section 504 Coordinator, you are encouraged to discuss the matter directly with the ADA/Section 504 Coordinator, but this is not required. You may also initiate the formal grievance process below.

Formal Process

In the event that the informal process fails to resolve the concern or if you would like to address your concern without the involvement of the ADA/Section 504 Coordinator, a formal grievance may be filed. A formal grievance should be filed within 20 business days of the event which triggered the concern, or within seven business days of completing the informal process. To file a grievance, please provide the following details in writing and submit by email to the Director of Student

Success (avpstudentsupport@lapu.edu) the nature of the grievance, the evidence upon which it is based, the redress sought, and supporting documentation. At that time, a grievance committee will be formed by the Director of Student Success to investigate the concern. The investigation process will be completed within seven business days of receiving the filed grievance and the Director of Student Success will notify the complainant of the decision in writing. The Director of Student Success may also work with the parties involved to explore a mutually agreeable resolution of the concern and may dismiss the committee if a resolution is reached.

While we encourage that concerns of this nature are addressed through the internal LAPU process as detailed above, anyone has the right at any time to submit concerns directly to the U.S. Department of Education's Office for Civil Rights (<https://www.ed.gov/laws-and-policy/civil-rights-laws/file-complaint/>).

Student Support Services

With the goal of increasing academic success and student persistence, LAPU offers personal, individualized support to every student on their journey to achieve their academic goals. In Ascend programs, this student support is primarily provided by the faculty coaches. The faculty coach initially helps you develop a clear path to academic success (i.e., the sequence in which you intend to complete the required courses) and then provides encouragement, academic guidance, and personal support in your initial course. Although you will likely have different faculty coaches for the various courses along your journey, each of them is dedicated to providing you with the academic, emotional, and even spiritual support you need. This partnership ensures personal support and success of learning in a virtual community.

At times the faculty coach will refer you to other student support services at LAPU, such as a Student Account Specialist, to assist you with financial information.

The faculty coaches monitor successful completion of the student's program requirements. While final responsibility for meeting academic requirements rests with the student, the faculty coaches guide students toward completion of the program and a successful transition to life after graduation through success strategies and career development support.

Career Services Center

Students and alumni can access resources and support as they consider career and vocation choices through LAPU's Career Services Center at careerservices.lapu.edu. This online resource is available to all LAPU students and alumni. Services include nationwide job postings, resume writing, interviewing skills, and more. Questions regarding career services can be directed to careerservices@lapu.edu (careerservices.lapu.edu).

Bookstore

Students can order books, digital textbooks, and class materials online from the Los Angeles Pacific University Bookstore (<https://lapu.textbookx.com/institutional/>) by either logging in with their LAPU credentials or by searching for the appropriate session and course.

Counseling Services

Student support staff are available to provide a personal and responsive support system to every LAPU student. However, student support services do not provide psychological counseling services. With respect to psychological, emotional, social, and spiritual wellness, the LAPU Cares (<https://www.lapu.edu/resource/lapu-cares/>) page has resources

available for all students. LAPU is able to offer both an immediate, 24/7 response service called TalkNow and a scheduled counseling service with a short-term number of free counseling sessions available to all degree-seeking students who are actively enrolled in class through TimelyCare. Additionally, LAPU students are encouraged to connect with their primary care physician, health service provider, local church, and/or Christian counseling and outreach services.

Flexibility

Ascend operates year-round on a standard trimester calendar. In this system, the academic year consists of three four-month terms. (fall, spring, and summer).

Offering flexibility and convenience, LAPU enables students to enroll at 12 different start dates each year.

Online

LAPU programs are offered in online format, giving students a convenient pathway for their higher education experience.

LAPU's online courses are offered in an asynchronous learning environment, meaning students take classes where and when they need them. Students can access their online courses in the Course Portal at course.lapu.edu (<https://course.lapu.edu>). Ascend courses are delivered through Brightspace.

Brightspace

Brightspace, the Learning Management System (LMS) used in Ascend programs, is equipped with a variety of built-in communication, collaboration, assessment, and evaluation tools used for online course delivery, group forums, discussions, sharing of resources, and more. LAPU provides centralized hosting and support for students using the Brightspace software. Brightspace is used by many higher education institutions in the United States.