

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 providing equal access for individuals with disabilities to LAPU programs, courses, educational materials, support resources, facilities, and events. This is accomplished by:

- Promoting a welcoming, diverse, and inclusive educational environment.
- Facilitating individualized, reasonable, and timely accommodations for students with documented disabilities through an interactive process.
- Providing institution-wide advisement, consultation, and training on disability awareness and other disability-related topics.
- Collaborating with all LAPU departments to identify and remove barriers to accessibility.
- Providing universal and inclusive design of all educational materials.
- Complying with legal and regulatory requirements.

LAPU complies with the Americans with Disabilities Act of 1990 (ADA), the ADA Amendments Act of 2008 (ADAAA), Sections 504 & 508 of the Rehabilitation Act of 1973, and Title IX of the Education Amendments of 1972. The Accessible Education and Resource Office is here to provide reasonable accommodations and resources to make education accessible for all students. Within the department of Student Success, the Accessible Education and Resource Office is dedicated to encourage and empower students to achieve their academic goals by promoting self-advocacy and self-efficacy.

Procedure to Request Student Disability Accommodation

1. Request Services: Download and complete the Academic Accommodations Application (<https://www.lapu.edu/wp-content/uploads/2021/01/LAPU-Request-for-Accommodations-6-2020-v1-2.pdf>). Please note that you may

need to install Acrobat Reader or another PDF reader to submit the form electronically.

2. Provide Documentation: Certification or documentation from a medical or mental health professional of the disability is required. Documentation is preferred to be within three years. Please be sure to refer to our documentation guidelines (<https://www.lapu.edu/resources/accessibility/#Docs>).
3. Schedule Intake Appointment: Once your application and documentation have been submitted, you will be contacted within 48 hours by email or telephone to schedule an appointment for an intake with the Accessible Education and Resource Manager.
4. After accommodations have been approved, academic accommodations must be requested prior to each session by submitting a *Session Request Accommodations* form.

The LAPU Academic Accommodations Application and documentation may be submitted in person, via email attachment to accessibility@lapu.edu, or via fax to (626) 276-7029.

Accessibility Grievance Process

Informal Process

If a student feels as though the accommodation provided is not reasonable, they may contact the Accessible Education and Resource Manager at accessibility@lapu.edu. Timeliness is critically important in resolving these concerns promptly and effectively. The Accessible Education and Resource Manager will arrange for a time to discuss the matter with the student, gather the necessary information, and work to resolve the concerns.

Formal Process

In the event that the informal procedure fails to resolve the problem, the student can file a grievance by detailing in writing the nature of the grievance, the evidence upon which it is based, and the redress sought. The student will then submit the documentation to the Director of Student Success at avpstudentsuccess@lapu.edu. The grievance procedure is a vehicle for communication and decision making between the student and LAPU that provides prescribed procedures through which a student-initiated grievance can be resolved internally.

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. As part of the LAPU experience, all students are paired with a success coach. This staff member is there to offer encouragement and guidance and serve as an advisor on learning techniques, financial aid, academic advising, course selection, career guidance, motivation, strengths counseling, and spiritual development. This partnership ensures personal support and success of learning in a virtual community.

Success coaches offer a highly personal and responsive support system to the LAPU student. Success coaches support and participate in intentional engagement activities from orientation through graduation. The success coach provides support services through phone, email, or in-person interactions.

The student's success coach is trained specifically for the academic program in which the student is enrolled and monitors successful completion of the student's program requirements. In addition to assisting with academic planning and course selection, the success coach also provides support services that facilitate spiritual growth, vocational exploration, and educational goal attainment. While final responsibility for meeting academic requirements rests with the student, the success coach provides support toward completion of the program.

As the student's one-on-one support system for every step of the LAPU journey, success coaches guide students to a successful transition to life after graduation through success strategies and career development support.

Career and Vocation Center

Students can access resources and support as they consider career and vocation choices through LAPU's Career and Vocation Center at <https://career.lapu.edu>. This online resource is available to all LAPU students in addition to basic support from the success coach.

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, LAPU students are encouraged to connect with their primary care physician, health service provider, local church, and/or Christian counseling and outreach services.

Flexibility

LAPU operates year-round on a standard trimester calendar. In this system, the academic year consists of three 16-week semesters (fall, spring, and summer), each of which is split into two 8-week sessions.

Offering flexibility and convenience, LAPU enables students to enroll at six different start dates each calendar 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>). LAPU courses are delivered through Moodle, a media-rich virtual-learning environment.

Moodle

Moodle 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 Moodle software. Moodle is used by many higher education institutions in the United States.