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 writing projects, papers, and other assignments. Tutoring 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 and complies with the Americans with Disabilities Act of 1990 (ADA), the Rehabilitation Act of 1973, and the ADA Amendment Act of 2008. 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 for self-advocacy during the course of their education at LAPU.

Procedure to Request Student Disability Accommodation


2. Provide Documentation: Certification or documentation from a medical professional of the disability. (Documentation must be within the last 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 are complete, 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. Upon approval, academic accommodations must be requested prior to each session by filling out a Session Request Accommodations form (https://docs.google.com/a/uc.apu.edu/forms/d/1g58Defoplk-rBDGpPpRd_tzyu0snVAYYwpN9d2RxQE/viewform/).

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

Accessibility Grievance Process

Informal Complaints
A student who feels as though the accommodation provided is not reasonable may contact the Accessible Education and Resource Manager at accessibility@lapu.edu. Timeliness is critical 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 Complaints
In the event that the informal procedure fails to resolve the problem, the student can file a grievance by indicating in writing the nature of the grievance, the evidence upon which it is based, and the redress sought, and submit the document(s) to the Associate Vice President for Enrollment and Student Success at avpstudentssuccess@lapu.edu. The grievance procedure shall act as a vehicle for communication and decision making between students, staff, and instructors, and provides, through prescribed procedures, a process 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://
bookstore.lapu.edu) 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. LAPU students have access to a limited number of crisis counseling sessions provided by a third-party aligned with LAPU at no cost to the student. 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.