

**CART SERVICE PROCEDURES & GUIDELINES**  
**Services to Students with Disabilities**  
**CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO**

**PROCEDURES:**

1. Submit a completed a Cart Service Request Form each quarter after course registration has been completed. This form may be obtained from the SSD office during normal business hours or on the SSD website.
2. The Academic Support Services Coordinator or designee will review the requested drop offs and pick ups and the times requested. S/he will notify the student of approval or to make modifications.
3. New students are required to meet with their SSD Counselor at least ten (10) working days prior to the start of the quarter to review their request. Current students are required to resubmit their requests ten (10) working days prior to the start of the quarter.
4. Priority will be given to students who submit their requests early.
5. Scheduled cart rides will begin within two (2) business days after approval. Unscheduled cart rides will be provided on an as-needed basis by telephone or in-person.
6. Scheduled cart rides will have priority over unscheduled (one-time) cart rides.
7. Notify SSD regarding changes in cart ride schedules and locations as soon as possible.
8. Students must be at the designated pick-up locations at the scheduled times to ensure pick-up.

**GUIDELINES:**

1. The student's SSD counselor (or designee) determines Cart Services as an accommodation.
2. Priority registration should be utilized by students to ensure adequate time between classes.
3. Cart Service will be available at all times during which there are classes, including evening and Saturday classes.
4. Scheduling of cart rides will occur by submission of quarterly schedules. Unscheduled (one-time) cart rides will occur on as-needed basis.
5. All pick-up/drop-off points are indicated on the Cart Service Map, which is available in the SSD office during normal business hours and on the SSD website.
6. Students will receive advanced notification via email or telephone if carts are out of service. Only students who are on the current Cart Schedule will be notified.
7. If carts are out of service, SSD will contact students' faculty regarding the situation and encourage them to work with students in making alternate arrangements for class instruction, assignments and testing. Only faculty for those students on the current Cart Schedule will be contacted.
8. Two consecutive no shows for any specific pick up will result in a cancellation of services for that pick up only. Reinstatement of the cancelled pick up is subject to review, approval, and availability.
9. Any questions or concerns regarding Cart Service should be immediately directed to the SSD office.

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I have read and agree to follow the Cart Service Procedures and Guidelines.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

White-SSD    Canary-Student