

UNIVERSITY OF CALIFORNIA, RIVERSIDE EXTENSION



Bilingual Authorization (BILA)

Program Handbook

2024-2025
REVISED OCTOBER 2024



Bilingual Authorization Handbook 2024-2025

Table of Contents

Introduction	3
Welcome from the Director	3
Professional Licensure and Certification	4
Purpose and Use of the Bilingual Authorization Handbook:	4
Credentials Program Office:	4
Professional Ethics and Expectations:	4
Admissions and Advisement	5
Registration	5
Advisement.....	5
Bilingual Authorization Requirements	5
Blended Program.....	6
Program Structure.....	6
Nature of Coursework	6
Save all coursework.....	7
Time Commitment:	7
Filming Confidentiality Guidelines	7
Program Policies and Procedures	8
Attendance Policy.....	8
Academic Honesty Policy	8
Exam Expiration.....	8
Grading Policy.....	8
Incompletes:	9
Grade Appeal.....	9
Refund & Add/Drop Policy:.....	9
Leave of Absence:	10
Inactive and Withdrawn Status:.....	10
Academic Probation	10
Dismissal.....	10
Transfer Course Request	11
Copying Student Records Policy:.....	11
Teach-out Plan.....	11
Resources	12
Commission on Teaching Credentials (CTC)	12
CSET exams:.....	12
CSET IV & V Subject Matter Requirements and Preparation Materials	12
CSET Test Results.....	12
Office of the Ombudsman	12
UCR EXTENSION RESOURCES.....	13

Bilingual Authorization Handbook 2024-2025

Introduction

Welcome from the Director

On behalf of our Dean, Program Coordinator, Instructors and Credential Program Staff, I would like to welcome you to the UC Riverside Extension Bilingual Authorization Program. Our dedicated and highly qualified personnel are here to advise and assist you as you pursue your Bilingual Authorization credential. You have chosen to study at an institution that believes in delivering quality academic programs. We are especially committed to providing you with a high level of support along with the resources necessary to maximize your success.

You will be challenged to grow professionally while you are enrolled in the Bilingual Authorization program. The rigorous content standards for the state of California are embedded throughout the program's coursework. You will be exposed to current research, exemplary instructional methods, and a variety of assessment methods that you can utilize in your own classrooms to support all of your students toward high levels of achievement. Our goal is for the knowledge you gain in this program to influence your own pedagogical practice which you are refining throughout your career.

The programs offered by UC Riverside Extension are designed specifically for the working educator. We acknowledge and understand that as full-time educators you have full schedules and many demands on your personal and professional time. Coursework in the Bilingual Authorization program is offered completely online. You should expect to spend an average of 15 hours per week on the course requirements which will include completing course readings, responding to discussion forums and completing your assignments.

We look forward to getting to know you and working with you. Please give us a call or send us an email to let us know how you are doing or if we can be of any assistance.

Best wishes,



Abril Chavando

*Director of Education and Professional Programs
Academic Affairs Department
University of California, Riverside Extension*

Bilingual Authorization Handbook 2024-2025

Professional Licensure and Certification:

University of California programs for professions that require licensure or certification are intended to prepare the student for California licensure and certification requirements. Admission into programs for professions that require licensure, and certification does not guarantee that students will obtain a license or certificate. Licensure and certification requirements are set by agencies that are not controlled by or affiliated with the University of California and licensure and certification requirements can change at any time.

The University of California has not determined whether its programs meet other states' educational or professional requirements for licensure and certification. Students planning to pursue licensure or certification in other states are responsible for determining whether, if they complete a University of California program, they will meet their state's requirements for licensure or certification. This disclosure is made pursuant to 34 CFR §668.43(a)(5)(v)(C).

Purpose and Use of the Bilingual Authorization Handbook:

This handbook is designed to assist you in making a smooth transition into the program. It serves as an introduction to the program and contains important information that will be a resource and guide as you progress through the program. Included are relevant department policies and procedures that you are expected to abide as a credential candidate in the program.

It is your responsibility to read the handbook and familiarize yourself with its content. Whenever you have questions about program policies, procedures and/or requirements, please contact the Credentials Office.

You will find the most up-to-date Credential Program: Bilingual Authorization Handbook on our website at <https://extension.ucr.edu/certificates/bilingualauthorization> While policies are accurate at the time of publication, normal department policy-making procedures may require that changes be made and implemented at any time. Please note that federal and state legislation, as well as requirements of the California Commission on Teacher Credentialing (CTC) <http://www.ctc.ca.gov>, govern many aspects of our credential programs, and, as such, may result in changes that are beyond our control. We will notify candidates about such changes in writing via email in as timely a manner as possible. Please note that while our program design and curriculum is based upon these standards, our faculty have collaborated to create a program that exceeds these standards—one that is designed so that you develop leadership characteristics that will make you exceptionally well-prepared upon completion of the program.

Credentials Program Office:

The Credentials Office is located at UCR Riverside Extension. The Credentials Office can be reached by email at credentials@ucx.ucr.edu Please email credentials@ucx.ucr.edu for the fastest response. Virtual meetings/appointments with a staff and credential analysts can be made [here](#).

Professional Ethics and Expectations:

The Bilingual Authorization has a deep commitment to your development of a professional code of ethics. Coordinators and instructors have high expectations for themselves as they model professional ethical behavior and as they demonstrate professional communication and conduct as leaders in the Bilingual Authorization. Professional communication and conduct includes the demonstration of respect, tolerance, maturity, responsibility, reliability, resourcefulness, cooperation, collaboration and commitment.

Bilingual Authorization Handbook 2024-2025

Demonstration of a strong work ethic is another important facet of a set of professional principles that will enable you to become a role model for your peers, colleagues and students.

Moreover, the Commission on Teacher Credentialing (CTC) California *Standards for Teacher Profession (CSTP)* <http://www.ctc.ca.gov/educator-prep/standards/CSTP-2009.pdf> includes requirements for the preparation of teachers in the area of professional development and ethics. CTC requirements include instruction that will result in your development as an educator and the broadening of your knowledge about professional communication and conduct that will be important as you develop relationships with administrators, faculty, staff, parents and students.

Admissions and Advisement

Registration:

Registration at UC Riverside Extension consists of four separate steps that must be completed to be officially registered in the credential program:

1. Pass CSET: Spanish Subtest III, Degree conferred in Spanish or Single Subject credential in Spanish, or other CTC approved subject matter competence
2. Enroll and complete EDUC X426.50 *Orientation: Bilingual Authorization*
3. Apply to the Bilingual Authorization program
4. Notified of acceptance into the program by email and in the Student Portal
5. Enroll in required coursework online here www.extension.ucr.edu or by calling Student Experience Dept. at (951) 827-4105

Advisement:

The Credentials Office is located at UCR Riverside Extension and provides support for all candidates. The Credentials Office can be reached by email at credentials@ucx.ucr.edu Virtual Advising appointments via Zoom, Teams, or a phone call can be made [here](#).

Additionally, Enrollment Advisors (EAs) are available to assist with choosing your next courses, trouble-shooting technical or online issues, as well as general application questions. Appointments with a EA via Zoom, Teams, or a phone call can be made [here](#) or chat online at www.extension.ucr.edu or call (951) 827-0157.

NOTE: Please email credentials@ucx.ucr.edu for the fastest response.

Bilingual Authorization Requirements:

Requirements for credentials change frequently; please review your progress with the Credential Analysts well in advance of your anticipated completion date to ensure that you have met current CTC credential requirements. Upon successful completion (passing all courses with at least the minimum allowable grade of a “B”) of all your credential-specific requirements and the CTC general requirements, you will be eligible to be recommended for the Bilingual Authorization (BILA). The CTC general requirements include, but are not limited to, the following (18 quarter units):

- EDUC X426.50 *Orientation: Bilingual Authorization* (Credit)
- EDUC X426.51 *Survey of Bilingual Issues* (4 units)

Bilingual Authorization Handbook 2024-2025

- EDUC X426.52 [*Assessment and Methods of Instruction in Bilingual Settings*](#) (6 units)
- EDUC X426.53 [*Reading and Biliteracy in a Second Language*](#) (4 units)
- EDUC X426.54 [*Culture and Diversity in Bilingual Settings*](#) (4 units)

At the successful completion of coursework, please submit the online Completion Verification application [here](#)

<https://portal.ucx.ucr.edu/portal/applications/applicationProfile.do?method=loadApplicationIndex&applicationProfileId=39453294> and pay a \$75 administrative fee. Please allow 20 business days for recommendation to the CTC. A This is a two-tier review process, and each process may take 10 business days. At the time of recommendation, the CTC will email the student with directions on how to complete the recommendation. It is the candidate’s responsibility to complete the recommendation and pay \$103.50 directly to the CTC within 90 days or a separate Completion Verification application and \$75 fee will be required to re-recommend a candidate.

Blended Program:

CTC accepts a combination of university approved coursework and passing CSET scores. We refer to this as the “Blended” program. Official sealed test scores of the exams you passed are required to be submitted to the Credentials Office. Once you have passed the course(s) that correspond with the CSET you did not pass, UCR will recommended you to the CTC for the Bilingual Authorization.

If you pass CSET: World Language Subtest:	You DO NOT have to complete: UCR Bilingual Authorization Course
CSET World Language IV: Bilingual Education and Bilingualism	EDUC X426.51 – <i>Survey of Bilingual Issues</i> – 4 quarter units EDU X426.52 – <i>Assessment and Methods of Instruction in Bilingual Settings</i> —6 quarter units EDU X426.53 – <i>Reading and Biliteracy in Bilingual Settings</i> – 4 quarter units
CSET World Languages V: Geographic, Historical, Socio-political and Socio-cultural Contexts	EDUC X426.54 – <i>Culture and Diversity in Bilingual Settings</i> – 4 units

Program Structure

Nature of Coursework:

The Bilingual Authorization (BILA) program is designed for teachers who do not hold this certificate. It is a Commission on Teacher Credentialing (CTC)-approved program that provides teachers with coursework as an alternative to taking CSET: World Language Exam IV and CSET Spanish V. All candidates who apply for this program must possess a valid EL Authorization, appropriate prerequisite CA teaching credential (Single or Multiple Subjects, Education specialist, or Service Credential with special authorization), and proven proficiency in reading, writing, and speaking in Spanish as determined by a passing score on the CSET Spanish Subtest III or other CTC approved subject matter competence.

The Bilingual Authorization is offered exclusively online through UC Riverside Extension. The program is provided to candidates via an interactive online teaching environment. Students may access course content twenty-four hours a day, seven days a week, seven days prior to the beginning of each online course. Courses may be accessed using Canvas as the learning management system on eLearn [here](https://elearnhome.ucr.edu/)

Bilingual Authorization Handbook 2024-2025

The Multiple Subject and Single Subjects Bilingual Authorization has been carefully designed (1) to present a logical, sequential program for individuals with a valid credential(2) to provide a planned program of study that consists of 18 quarter hours of coursework that includes strategies for effective instruction and assessment of English learners and second language learners (3) to assure candidate competence and performance consistent with the CCSS and ELD state standards , (4) to provide a program that provides opportunities for candidates to demonstrate effective teaching and assessment strategies based on the Dual Language Immersion requirements described on the ELA/ELD Framework.

As mentioned above, the Bilingual Authorization requires a passing score on the CSET World Languages: Spanish Subtest III, successful completion of the Orientation course, and completion of each of the four core BILA, courses with a grade of B or better. After having passing grades posted, candidates submit the appropriate forms and fees to the Education and Credentials Department so that they may be recommended to CTC for the Bilingual Authorization. Candidates may also combine passing CSET World Languages Spanish subtests IV or V with coursework to meet all requirements.

Save all coursework:

Please save all submitted coursework. Once a course ends, you will not be able to retrieve submitted coursework and **UCR does not save any student work**. Save all work, syllabi, and notes. Backup all coursework; computers crash frequently, utilize:

- External hard drives
- Cloud storage
- Thumb drive, etc.

Time Commitment:

The life of a school teacher—a life that makes many demands on a teacher’s time and energy at the same time as it offers many rewards. UCR is aware that classroom teachers work long hours, both at the school site and in preparation after hours. You are responsible for completion of significant amounts of paperwork and are asked to participate in planning meetings with colleagues. UCR’s program is a part-time program that includes coursework that is very time-intensive. Be prepared to spend substantial time on assignments that include reading, writing papers, creating lesson and unit plans, completing group projects, and engaging in technology-based learning. You may experience real challenges in organizing your time and in meeting your financial and personal commitments while completing the program. We suggest that you inform your family and friends that you will need their support in meeting your obligations during the program. You will not be able to take time off for vacations or other social commitments, except, of course, for illness or emergency. Whenever you have concerns about your ability to manage personal and professional commitments, you should be proactive in contacting the Credentials Office and the program Coordinator.

Filming Confidentiality Guidelines:

Candidates may not:

- Store/upload your video to a system that has not been designated as a secure system at your institution;
- Display the video publicly (i.e., personal websites, YouTube, Facebook) without expressed permission for this purpose from all those featured in the video and their parents/guardians;
- Use the video recording for any purpose that is not within the parameters of the release forms you received for students or adults who appear in your video.

Bilingual Authorization Handbook 2024-2025

Program Policies and Procedures

Attendance Policy:

Attendance at all program-related courses, seminars, orientations, and events is required. This includes professional development workshops sponsored by the Bilingual Authorization.

Academic Honesty Policy:

All written work must be the product of the student submitting the work. While students may be permitted by the instructor to work together on assignments, all submitted work must be done by the student without collaboration or sharing with other students or non-students. Credit must be given for any material used which is not created by the student, including images. If a student is determined to have violated this policy, he/she will receive a zero for the assignment and be reported to the Program Director. A second finding of plagiarism or cheating will result in the student being withdrawn from the course by the instructor and reported to the Registrar.

Academic misconduct includes, but is not limited to, cheating, fabrication, and plagiarism (e.g., using another's work or ideas without giving credit – intentionally or unintentionally). Submitting your own work more than once (e.g., for this class and another class, without both instructors' knowledge and permission) is also a form of academic dishonesty. If you are at all unsure of what constitutes plagiarism or other forms of academic dishonesty, consult the UCR website for more information:

<https://conduct.ucr.edu/>. Please familiarize yourself with UCR's policies and procedures regarding academic integrity, published in full online here:

UCR Policy on Plagiarism and Academic Integrity--

https://senate.ucr.edu/appendix/section/1226/06?_gl=1*_4640ng*_ga*Mjc3NjM4ODI4LjE2Nzg4MTY5MjI.*_ga_S8BZQKWST2*MTY5MDQxMzA2NC4xNDIuMS4xNjkwNDE0MjAzLjAuMC4w*_ga_Z1RG SBHBF7*MTY5MDQxMzA2NC4xNDIuMS4xNjkwNDE0MjAzLjAuMC4w

Academic Integrity at UCR - <http://conduct.ucr.edu/policies/academicintegrity.html>

Exam Expiration:

Per the requirements and guidelines of the CTC, scores from examinations that are required for licensure are valid for a maximum of ten (10) years. After ten years, examinations must be repeated with scores submitted to the credentialing institution. (The exception to this policy is the CBEST examination; this certification does not expire).

Grading Policy:

In accordance with academic standards for graduate students at UCR, only courses in which grades of "A," or "B" " are received are counted toward satisfying program requirements. To continue in good standing, candidates must maintain a minimum grade of "B-" or better in each course. If a grade of "C" is earned in any of the required coursework, candidates are required to take the course again at their own expense and UCR Extension will place the candidate on Academic Probation.

Once placed on Academic Probation, the candidate is required to make an appointment to meet or speak with the Director or Coordinator immediately to discuss a planned course of study. If a second grade below a B- is earned, the student will be withdrawn from the program. This decision is final.

Bilingual Authorization Handbook 2024-2025

Incompletes:

Incomplete ("I") grades are only given in rare or extenuating circumstances. Instructors can grant an Incomplete if a student was unable to take the final examination or equivalent at the required time due to illness or other unavoidable problems that can be verified, providing the student's work in the course up to that point was of passing quality. Students that have not done any work or very little work, did not participate in forums, missed assignments, failed assignments, etc. at the time of the request do not qualify for an Incomplete. We recommend they withdraw from the course.

It is entirely the student's responsibility to gain the instructor's approval of the Incomplete grade agreement before grades are due or the course ends. The course instructor is not required to grant an incomplete grade request and may issue the grade earned. The Instructor can enter an incomplete "I" grade only if the mandatory paperwork for an incomplete has been completed, submitted, and approved by Student Experience Dept. This form can be obtained by emailing the Student Experience Dept studentservicesfrontdesk@ucx.ucr.edu and must include a detail explanation of the required work to be completed as well as the instructor's and student's signatures. Once the required work has been completed successfully the instructor will then report the grade to the Student Experience Dept. within 10 business days. If the coursework is not completed by the date indicated on the form, the "I" will revert to an "F" failing grade. Please note:

- Student must complete the work required by the last day of the next academic quarter. No additional extensions are permitted. For example, if the course is in the summer, the maximum time the student has will be the last day of the fall quarter.
- Student cannot enroll in additional course work in a certificate until the Incomplete grade is removed and a grade of B- or better is entered by the instructor.

Please contact Student Services at register@ucx.ucr.edu or 951-827-4105 to request a Petition For Grade "Incomplete" Form.

Grade Appeal:

All grades except "I" (incomplete) are final when filed by UCR Extension instructors. If a student believes that non-academic criteria have been used in determining his/her grade, he/she shall attempt to resolve the grievance with the instructor in the course through written appeal. The written appeal must be filed with instructor and Student Experience Dept. register@ucx.ucr.edu within 30 days of the final grades posting. If the appeal is not resolved to the student's satisfaction, the student may request the issue to be reviewed and a determination made by the department Director. If the issue is not resolved to the student's satisfaction at the department level, the student may request a final determination from the Dean within 30 days of the Director's decision. The Dean's decision is final.

Refund & Add/Drop Policy:

Full refunds are automatically processed for courses which have been cancelled or discontinued. All other refund requests must be submitted in writing to Student Experience Dept. at register@ucx.ucr.edu Unless otherwise noted in the course description, refunds will be granted based on the following criteria:

Refund Policy All refunds are subject to a \$30 drop fee. A refund will be granted only if the request is received, in writing, at least 2 days prior to the start of the course. No refunds will be granted if request is made less than 2 days prior to the start date of the course. Please submit your written requests

Bilingual Authorization Handbook 2024-2025

to register@ucx.ucr.edu *This policy does not apply to International students who are subject to the refund policy associated with their program of enrollment.

*****NO refunds will be granted on or after the start date of the course.*****

Drop/Withdrawal from a course after the start date: All withdrawal requests must be submitted in writing to Student Experience Dept. register@ucx.ucr.edu It is the student's responsibility to request withdrawal from a course. If you do not request withdrawal, you will receive a grade based on the work completed. This may result in a poor or failing grade. Please note that withdrawal requests must be submitted during the first 75% of a course.

- Withdrawal requests submitted within the first 25% of the course will not appear on your transcript.
- Withdrawal requests submitted after the first 25% but within the first 75% will receive a grade of W.
- After the first 75% of the class you will receive the grade earned.
- Only one withdrawal per course is permitted.

Leave of Absence:

A candidate who does not complete at least two courses per year after acceptance into the program must apply for a Leave of Absence in order to remain in “active student” status. A form, **Request for Leave of Absence** (available from the Credentials Office), must be completed and submitted to the Credentials Office credentials@ucx.ucr.edu. The Coordinator, Credential Analyst, or Director will notify the candidate in writing of the decision.

Inactive and Withdrawn Status:

A candidate who does not complete at least **two courses per year** after acceptance into the program, and who does not request and receive approval for a Leave of Absence, will be considered inactive and will be withdrawn from the program. An individual who is withdrawn would need to reapply and be re-accepted in the program in order to continue coursework.

Academic Probation:

Once placed on Academic Probation, the candidate is required to make an appointment to meet or speak with the Director or Coordinator immediately to discuss a planned course of study. While on probation, if a candidate earns an additional grade of a “C” or below, the candidate will be dismissed from the program. Notification will be issued in the form of a certified letter.

Dismissal:

In certain instances, it may be recommended that a candidate be placed on probation or dismissed from the program. Cause for probation or dismissal includes:

- (a) Failure to maintain adequate grades ex: “B-” or better in each course
- (b) Confirmed cheating or plagiarism in a course
- (c) Conduct deemed inappropriate in an academic setting

The Program Coordinator and Director must consider relevant documentation described above before making a decision. The candidate recommended for probation or dismissal has the right to appear before

Bilingual Authorization Handbook 2024-2025

the Program Coordinator and Director to hear the evidence and testify. If consensus is reached to place the candidate on probation or to dismiss, the Director of Education Extension or the Program Coordinator will communicate such action to the candidate in writing, delineating the specific reason(s) for probation or dismissal.

Transfer Course Request:

Coursework completed outside of UC Riverside may be considered for transfer. Coursework must be graduate level and completed within the last 5 years at a regionally accredited university. A maximum of four quarter units will be accepted for transfer. For evaluation, request the [Transfer of Course Request Form](#) and submit the course syllabus (course descriptions are not accepted) to credentials@ucx.ucr.edu

Copying Student Records Policy:

The Credentials Office staff collects many official documents from each candidate for admission purposes as well as academic purposes throughout the program. Once submitted, these documents become the property of UCR and will be used as required to meet credential requirements and program standards and to monitor teacher progress.

When ordering transcripts and exam results from Pearson, colleges, and universities, you are encouraged to **order several extra copies for your future needs**. Official transcripts and exam results will come sealed in an envelope and transcripts are usually signed across the back by the university registrar. It is essential that candidates do not open transcripts. **They must reach the Credentials Office intact in order for them to be considered official**. Candidates should file their copies, unopened, in a safe place, for future use.

Occasionally you may discover that you need a copy of a document and are unable to locate your own copy. In such cases, it is possible to order a photocopy of the necessary document. The order will take 5 working days to process. Copy services will be provided for the following documents (NOTE: copies of these documents will only be provided once):

- Official CBEST Pass Card
- Official CSET Score Report
- Official RICA Score Report

Teach-out Plan:

The Teach Out Plan aims to satisfy the requirements established by the Commission on Teacher Credentialing (CTC) and, more importantly, to protect the interests of students should cessation of operations or closure of at least one academic program occur. Once a decision is taken, UCR will engage the option of either developing a teach-out plan or executing a teach-out agreement and will inform affected parties about the causes and consequences of its actions. In all instances, careful consultation and coordination with affected student constituencies will occur to address their current and future interests in a sensitive and timely fashion. Any proposal for the termination an academic program must include a teach-out plan that considers the following:

- Reason for program(s) termination;
- Nature and number of program(s) affected;
- Dates of program termination;
- Number of students currently enrolled;
- Statistics on students' status and progress toward attaining each program's credential or certificate.
- Statistics on resources used to offer the program(s);

Bilingual Authorization Handbook 2024-2025

- Explanation of how students enrolled in the program will be informed of the impending termination;
- Explanation of how students enrolled in the program will be assisted in completing their program of study with minimal disruption or additional expense;
- Signed copies of teach-out agreements with other institutions, if any are required; and
- Provisions, if any are required, for storing student records, disposition of final financial resources and other assets.

The proposal will be reviewed by the Associate Dean or the appropriate personnel with particular attention to the following:

- The proposal's effects on student recruitment and program completion, and academic planning and standards;
- The proposal's effects on budgetary, financial, and planning issues.

For affected students, an academic plan will be developed for each student that enables the student to complete the curricular program requirements within the teach-out period. The teach-out period will, typically, not be continued for more than one academic year following the date on which the notice of termination is given to students. Programs will determine, on a case-by-case basis, the necessary length of a teach-out plan within this time-frame.

Students who do not make adequate progress in their academic plan for teach-out will be advised into another institution's program.

If a course required for the credential is not offered in the teach-out period, students may make plans with the program head's consent, either to take the required course at another institution and transfer the credit or to arrange with the program to complete the requirements in some other academically appropriate fashion. A course review of the syllabus is required for transfer review. Students are required to have on-going contact with their academic advisor/mentor during the teach-out period to ensure that their academic plans are current and consistent with the projected course offerings.

Resources

Commission on Teaching Credentials (CTC) www.ctc.ca.gov

CSET exams: <https://www.ctcexams.nesinc.com/>

CSET IV & V Subject Matter Requirements and Preparation Materials

http://www.ctcexams.nesinc.com/content/docs/CSET_Prep/CS_145teststructure_2.pdf

http://www.ctcexams.nesinc.com/TestView.aspx?f=HTML_FRAG/CA_CSET145_PrepMaterials.html

CSET Test Results: http://www.ctcexams.nesinc.com/PageView.aspx?f=GEN_GetResults.html

Office of the Ombudsman

The Office of the Ombudsman is available to assist students, faculty, staff, and visitors with problems they may encounter while on the UCR campus. The University Ombudsman responds to individual grievances or group petitions by hearing complaints; clarifying issues; making appropriate on- and off-campus referrals; and providing a confidential, impartial, and informal setting for conflict negotiation.

Website: <https://ombuds.ucr.edu/>

Email: ombuds@ucr.edu

Phone: (951) 827-3213

Bilingual Authorization Handbook 2024-2025

UCR EXTENSION RESOURCES

- **ENROLLMENT ADVISORS (EAs)** (951) 827- 0157, chat online www.extension.ucr.edu or schedule a meeting [here](#). Enrollment advisors can assist with general program questions, application help, technical/online Canvas questions, online trouble-shooting, and enrollment questions.
- **CREDENTIALS OFFICE & CREDENTIAL ANALYSTS** credentials@ucx.ucr.edu or schedule a meeting [here](#). Credentials Analysts can answer complex credentialing questions, help determine program/credential eligibility, CTC form completion, and recommendation process.
- **STUDENT EXPERIENCE DEPT.** (951) 827-4105; register@ucx.ucr.edu
Enrolling in courses, Veterans' educational benefits, Net ID help, MFA Help, paying fees.
Veterans' Benefits:
<https://extension.ucr.edu/helpcenterstudentresources/financialinformationandresources/veteransbenefits>
NetID help: netidhelp@ucx.ucr.edu
- **UC RIVERSIDE EXTENSION eLEARN (CANVAS):** <https://elearnhome.ucr.edu/netidhelp@ucx.ucr.edu>
New students are issued a UCR NetID and temporary password after enrolling in their first online or hybrid course. Once you make your temporary password permanent, please allow 2 hours to pass before signing into eLearn. If you did not receive your NetID and temporary password, or if you need further information, email or call Student Experience Dept. at the information listed above.
- **FINANCIAL AND TUITION ASSISTANCE AND TAX CREDITS**
<https://extension.ucr.edu/helpcenterstudentresources/financialandtuitionassistance>
<https://extension.ucr.edu/helpcenterstudentresources/financialinformationandresources/taxcredits> Be sure to visit this website for questions concerning the types of aid available such as loans or scholarships, eligibility, disbursement of awards, and deadlines.
- **CLASS SCHEDULES:** www.extension.ucr.edu
The website provides links to enrollment, classes, fees, and program requirements. It is important that candidates keep abreast of course offerings and enroll themselves in required coursework. The Credentials Office does not enroll candidates.
- **STUDENT SPECIAL SERVICES:** (951) 827-3861; specserv@ucr.edu; specialservices.ucr.edu
Services provided are services for students with disabilities. Veterans' educational benefits, voter registration, and Selective Service information.
- **TRANSPORTATION AND PARKING SERVICES:** <https://transportation.ucr.edu/>
Visit the website for parking information, permits, Highlander Shuttle schedule, alternative transportation programs, citations, and other parking-related services.
- **STUDENT PORTAL:** <https://portal.ucx.ucr.edu/portal/logon.do?method=load> Candidates may enroll in courses, view currently enrolled in course(s), completed courses, view grades and buy transcripts in their Student Portal.

Bilingual Authorization Handbook 2024- 2025

- **TRANSCRIPTS:**
<https://extension.ucr.edu/helpcenterstudentresources/academicpoliciesandinfo/transcripts>
Transcripts must be purchased online. Official eTranscripts or hard copies are available, two processing time options are available:
Standard processing \$13 per copy- printed within 4-6 business days
Rushed processing \$20 per copy- printed within 1 business day