Student Portal: Requesting Alternate Format Materials

What is the Student Portal?

The student portal is a secure web tool that allows students to request and view accommodation letters for courses that they are registered in each semester through an internet browser. The student portal will also allow students to notify Accessibility Services of upcoming tests, quizzes or exams so that a space may be made available for them to write in our Testing Centre.

Why is there a shift to an online presence?

The use of online tools is designed to promote accessibility, ease of use, flexibility and independence, and better management of accommodations for students and instructors.

Being able to access information through a portal allows both students and instructors easier access to information independent of the Accessibility Services department. Students are able to select specific accommodations based from their Accommodation Plan, request their own accommodation letter(s), and arrange test and exam bookings (for courses delivered in person).

Is the Portal secure?

The Portal uses the same CNA sign in credentials as the rest of the College web tools and all data is stored on Douglas College servers.

Who can use the Portal?

Students who have received services from Accessibility Services for more than one semester and who have maintain consistency in their accommodations are able to use the Portal. The Portal would not be appropriate for students receiving temporary accommodations or whose accommodations vary frequently.

Will it be easy to use?

As with any new tool, there may be a period of adjustment. However, the interface is basic, intuitive and well laid out. The rest of this document is designed to help you learn the basics of the system and is divided into two sections (click on a section to navigate there):

1) Signing in
2) Alternate Format Screen
3) Request Alternate Format Materials
4) Checking Requests

In additional to this Student Guide, a YouTube playlist has been created that contains a series of instructional videos to provide additional assistance on using the Student Portal.

Signing In

You may sign in to the Portal from any browser using your Douglas College credentials which include your student number and your CAN password. It is highly recommended that you use a secure internet connection over a private network rather than from a shared computer over a public network (e.g. Starbucks). Navigate to this link to access the sign in page.

Log in using your Douglas CNA credentials (student number and password).

Once logged in, you will be presented with the Main Menu which allows you to access three different services as shown in the screenshot below:

The three services that can be accessed through the Student Portal are:

1) <u>Request Accommodations</u> – students can now have their accommodation memos sent out without the need to book an appointment with their Accessibility Specialist *if no additions or changes are required on their accommodation plan*. Additionally, students can select which accommodations are required for each course so that they are in line with course objectives and the way the course is taught and/or assessed. Students can also request additional accommodations not listed on their accommodation plan or to change or remove existing accommodations from an accommodation plan in which case the Accommodation Memo will not be sent immediately. The student's Accessibility Specialist will be notified electronically and they will be in touch with you to discuss the request(s).

2) <u>Schedule a test or exam</u> – students who wish to write tests or exams in our Testing Centre should inform Accessibility Services of upcoming tests or exams so that a writing space may be scheduled for them. A separate guide has been created to cover this process more thoroughly.

> *COVID-19 alert: during this period in which most courses are taught off campus virtually, our Testing Centre will not be operating as usual. For health and safety reasons, we will only be facilitating students who are currently taking courses on campus. Students who are taking their course(s) either partially or wholly on campus will be provided space to write in the Testing Centre. For students who may be experiencing difficulties with writing online or who have extenuating circumstances in which it would be largely beneficial to write in our Testing Centre, please contact your Accessibility Specialist.*

3) <u>Request Alternate Format</u> materials for your course(s) – students who require accessible materials in order to engage in their course work will have been provided with Alternate Format Text accommodations. This tool will allow you to request and manage your requests

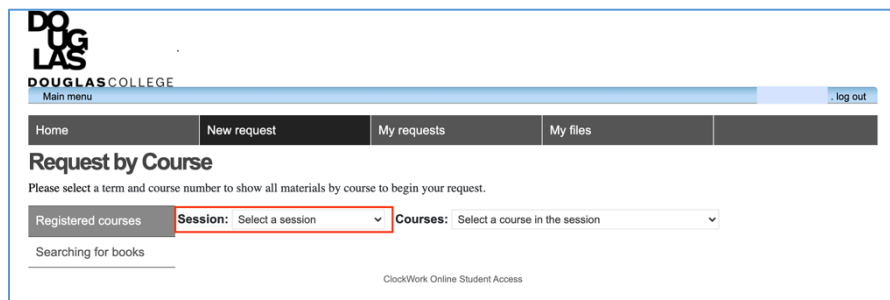# Requesting Alternate Format

After clicking on the <u>Request Alternate Format</u> icon on the Main Menu, you will arrive on the **Alternate Format** home page shown below as indicated by the darkened tab labelled "Home" (outlined in red on this document only).

There are four tab items in the tool bar: Home, New request, My requests, and My files[1]. To create a new request, either click on the "New Request" tab in the tool bar or the linked text on the page (1).

Making a Request

There are two ways to search for course materials:

1) By course

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[1] Currently, "My files" is not being used. Requested materials will be sent through CAPER via a download link in an email.

a. You will be prompted to enter the session (semester) of the course(s) that you would like course material for

b. Click on the pull down arrow to the right of the **Session** field. This will display semesters that you are registered in.

c. after selecting the session, select the course for which you are requesting materials for.

d. Click on the pull down arrow to the right of the **Courses** field. This will display all courses that you are currently registered in.


e. In this example, no materials were found for the requested course. In this case, you will need to search for course materials using the second method which is by book title or ISBN number.

2) By book title or ISBN number
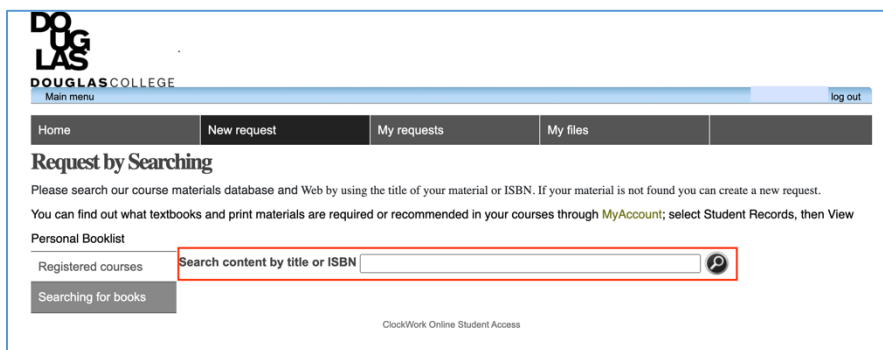
a. Begin the search by book title by clicking on the grey shaded box labelled "Searching for books". Type the name of your book title or the ISBN number in the text field outlined in red.

b. Based on the results that are shown, click the '+' icon next to the item that matches your request. Your requested item will now appear in your cart on the right hand side of the screen.
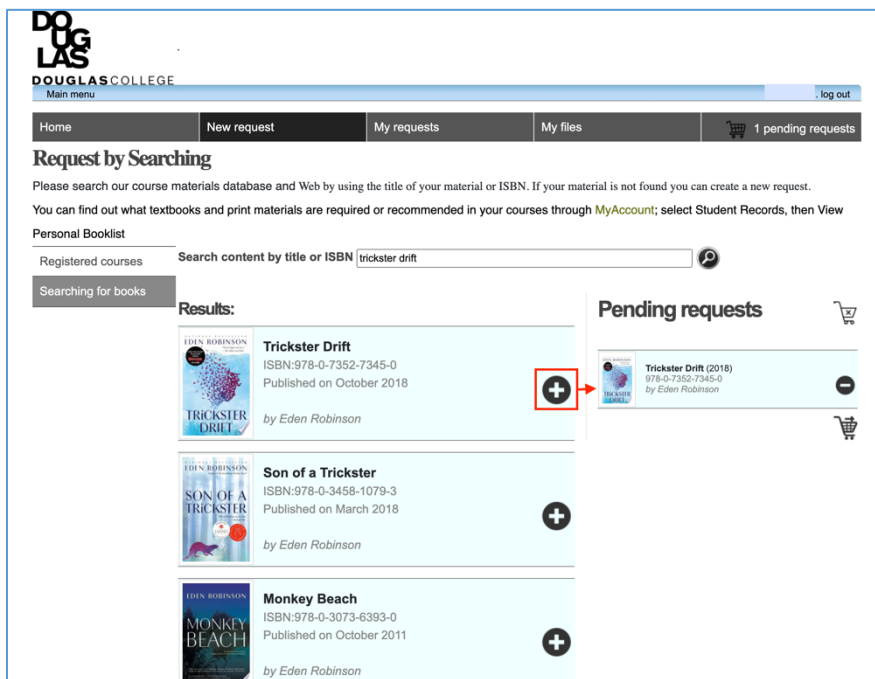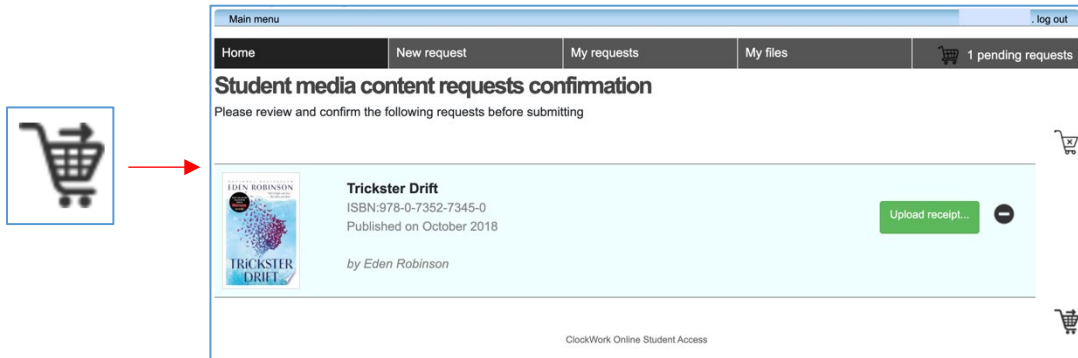

c. To remove any item, click on the '-' icon next to the item. You will be prompted with a warning asking for confirmation of this action.

d. To remove all items, click on the shopping cart icon with the 'x' inside the cart. You will be prompted with a warning asking for confirmation of this action.
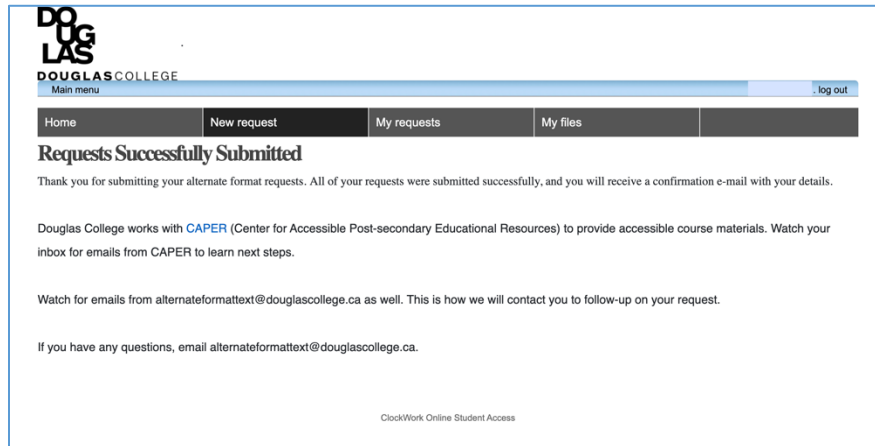

accessibilityportal.douglascollege.ca says
Do you want to remove all pending requests?

Cancel   OK

e. To check out all items, click on the shopping cart icon with the right arrow above the cart.

Main menu   . log out

Home   New request   My requests   My files   🛒 1 pending requests

Student media content requests confirmation
Please review and confirm the following requests before submitting

Trickster Drift
ISBN:978-0-7352-7345-0
Published on October 2018

by Eden Robinson

Upload receipt...   ⊖

ClockWork Online Student Access

This will bring you to the requests confirmation page where you will be asked to upload a receipt demonstrating the purchase of the requested material. Upload a receipt by clicking on the green button marked "Upload receipt". A file management window will open on your computer. This step may look different than the screenshot depending on the computer system that you are using. Navigate to the location of either your digital receipt or the scanned image of your paper receipt and click on the file. Click the "Open" button on the bottom of the file window.
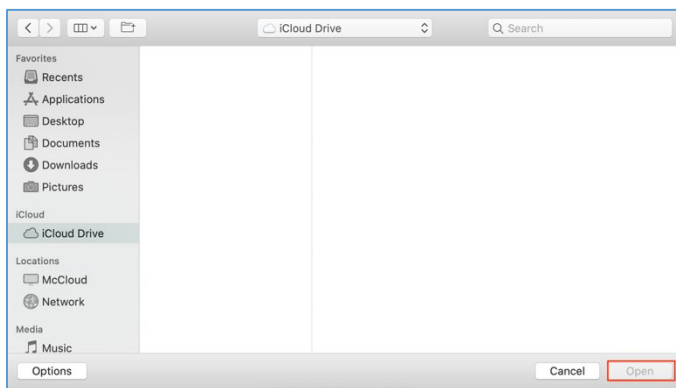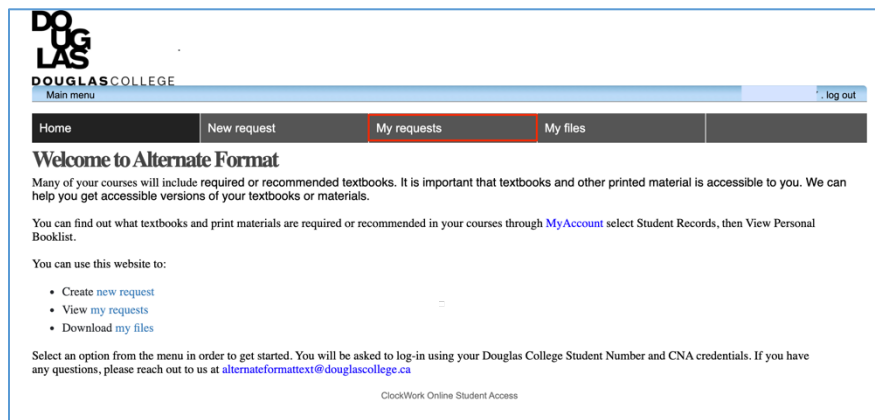
You will receive a notification confirming that your request has been successfully submitted. Once your request has been processed, you will receive an email instructing you on how to download your material(s).

Request Status

You can check the status of your alternate format requests at any time by clicking the "My Requests" tab on the Alternate Format home page.

Ensure that you have selected the appropriate semester. The "My requests" screen will list all of the materials that were requested for any given semester.

DOUGLAS COLLEGE

Home	New request	My requests	My files	

My Requests

Please select a term to display all of your previous requests and status of each request.

Session: Winter Session 2021 ▾

Trickster Drift (978-0-7352-7345-0)
by Eden Robinson

Format: **Unspecified**
Status: **Created**
Request made on **Dec 09, 2020**

➖

* please contact us if you want to cancel an in-progress request

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