Using the Accessibility Services Student Portal

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 four sections (click on a section to navigate there):

1) Signing in
2) Requesting Accommodation Letters
3) Scheduling a test or exam
4) View upcoming events
5) Requesting Alternate Format Materials
6) Requesting a Notetaker

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.

Accessing the Online Portal

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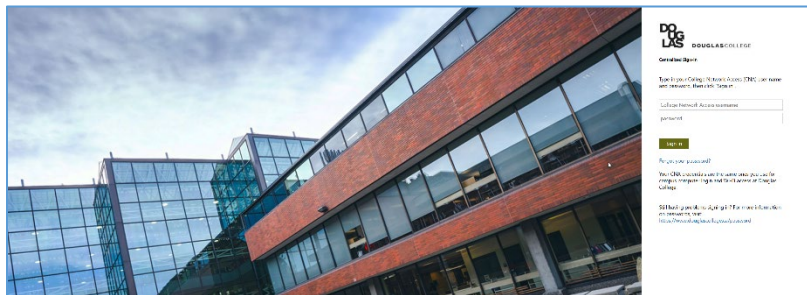
Log in using your Douglas CNA credentials (student number and password).

Once logged in, you will be presented with the Main Menu which allows you to access four different services as shown in the screenshot below:
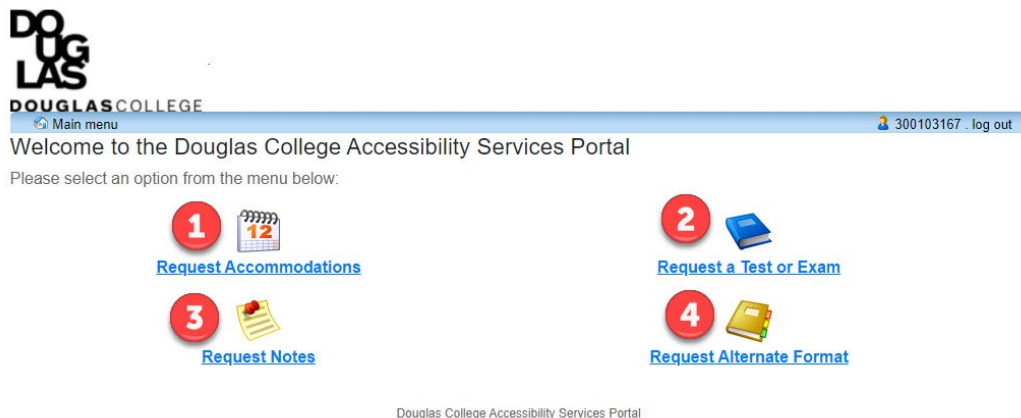
The four services that can be accessed through the Student Portal are:

1) Request Accommodations – 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) Schedule a test or exam – 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.

3) Request Alternate Format 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.

4) Request a Notetaker - this tool allows students to request a notetaker and manage the notes that have been shared with them.

Requesting Accommodations

Click on the icon labelled "Request Accommodations" which will load the Request for Accommodations landing page. This landing page will outline the requirements for using the Portal. At this point, there are several options available. Click on the Accommodations tab to go directly to requesting an Accommodation Letter or click on the Main Menu link to return to the previous screen.
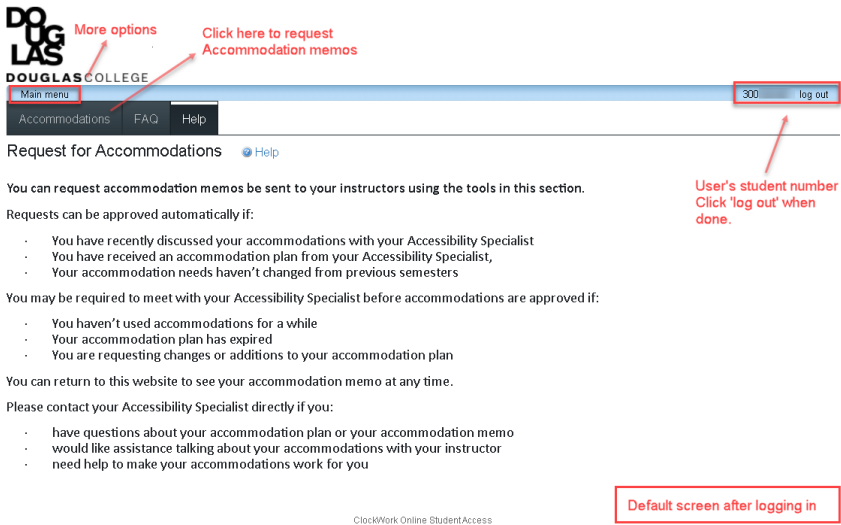
Click the button labelled "Accommodations" to advance to the **Request Accommodations** page which lists all of the courses that the student is currently registered in. View previous semesters by selecting the pull down menu. Request letters for any course by clicking the **Request** button next to the course (1).
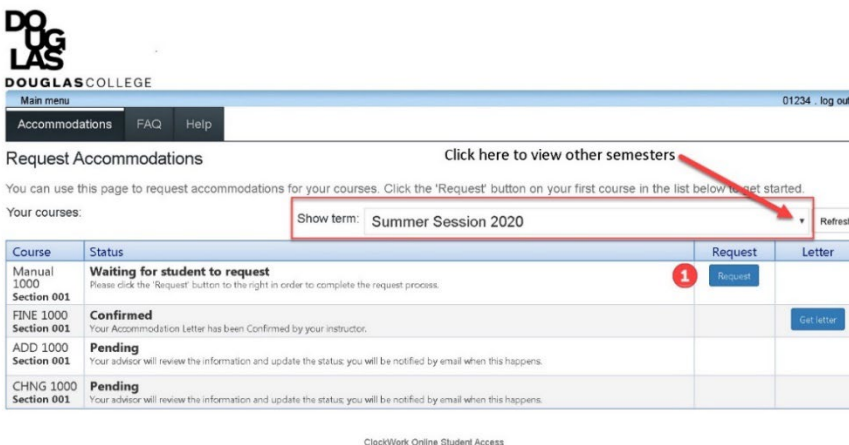
There are five steps to requesting accommodations for your course(s). If the accommodations requested are identical for all of your courses, you can complete the process in one step. Otherwise, if different accommodations are needed for different courses, you will need to repeat the procedure individually for each course that requires unique accommodations.

1) Select accommodations desired from those listed. There is a short cut below the listed accommodations for selecting *all* or *none*. The accommodations listed are those that were negotiated with your Accessibility Specialist and listed on your Accommodation Plan.

2) Select which course you would like these accommodations applied to. You can quickly select multiple courses, or choose the *all* or *none* buttons below the courses listed.

3) Select whether any change is required to the accommodations listed. Confirming that the accommodations are correct will allow the memos to be sent immediately to the instructor(s) while requesting an addition or a change will send a notification to your Accessibility Specialist after which they will contact you to discuss the request.

4) Please review the privacy note and check the consent box.

5) Click the **Submit** button. If the Accommodations were correct, once the request has been submitted for a course, the information on the **Request Accommodations** page will be updated.

Request actions (Step 3)

Requests for accommodation that require *no* change in accommodations will show a *Sent* status indicating that an Accommodation Memo was sent to the instructor. You can view a copy of the Accommodation Memo at any time by clicking the "Get Letter" button (1). Requests to modify, add or drop accommodations will show a *Pending* status. The Accessibility Specialist will receive an email letting them know that a request has been made (2). Requests that have been accepted by the accessibility specialist will also show as *Pending* and will require the student to complete the request process again with the modified changes (3).

DOUGLAS COLLEGE

| Main menu | 300 | . log out |

Request Accommodations

Please review the information listed below and indicate whether you need changes to your accommodations at this time. If your accommodations require changes your request will be submitted for review **2**

Your accommodations

Check or uncheck individual accommodations or select all

☑ Access to Slides (if not already posted)
☑ Audio Recording (signed user agreement available upon request)
☑ Extended Time: Double Time (2x)
☑ Laptop/Tablet for Notetaking
☑ Use of Word Processor

check all   check none

Courses to request **1**

MUSC 1204 section 003
☑ Heather Harty Scott hartyscotth@douglascollege.ca

MUSC 1255 section 001
☐ Barrie Barrington barringtonb@douglascollege.ca

check all   check none

select *individual* or *all* courses to set accommodations

Please indicate if your accommodations require any changes

○ My accommodation(s) are correct the way they are
○ I need additional accommodations
○ I need to change or remove an accommodation

Optional note:

3 select one of the three options

Terms

Website Privacy and Security Policy: Accessibility Services collects your personal information in accordance with Section 26 the BC Freedom of Information and Protection of Privacy Act (the ?Act?) and related Douglas College policies. If you have any questions, please feel free to contact the Associate Director of Student Affairs and Services or any other member of the Accessibility Services team.

In addition, some information is automatically collected and stored in the server logs, such as your IP address. Providing personal data is voluntary. There will be a minimum data that we need to collect from you for the services that you sign up to. We will let you know what data we require, if you wish to use our services, by indicating in the relevant fields of the web forms.

Security: The website uses a secure server to protect your information data. Secure server software is used to encrypt the information exchanged between your Web browser and our Website. This measure ensures the security of all your transactions when you use the Sites. We follow strict security procedures when filing and using the information you supply, and may request

4 ☐ I agree to the terms outlined above

Cancel   Submit **5**

To view a copy of an accommodation memo that was automatically generated and sent to the instructor, click the "Get Letter" button. The letter will download onto your computer in pdf format.

If you are using the Chrome browser, a notification will appear on the bottom of the browser as displayed below. Click on the arrow to open the file.
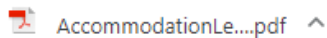
If you are using Internet Explorer, a notification will appear on the bottom of the browser as displayed below. Select either the "Open" or "Save" option.
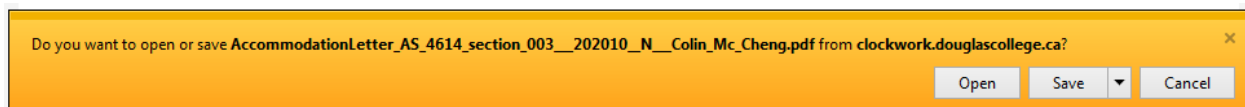
Schedule a test or exam

From the main page, click the "Schedule a test or exam" button to advance to the **Student Test-Booking and Accommodations** screen. This landing page outlines the process for booking an upcoming test in our Exam Centre. Click the button labelled "Schedule a test, mid-term or quiz" to get started.

There are six steps to make an online test booking:

1) Select the course that the test/exam is for from the drop down menu

Welcome

1. Select course

1. Select course

2. Class test date and time

3. Confirm prof info

4. Choose accommodations

5. Search status

6. Confirm and complete

Please select the course you would like to schedule a test for from the list below.

Course Info

Course:

[▼]

Previous | Next | Cancel

ClockWork Online Student Access

2) Select the date and time of the test

 a. Select the date using the calendar icon; you may not schedule a test within a week of the current date

 b. Select the start time

 c. Select how long the class is given (do **not** calculate extended time)

 d. Click the "Next" button

Welcome

1. Select course

2. Class test date and time

3. Confirm prof info

4. Choose accommodations

5. Search status

6. Confirm and complete

2. Class test date and time

Please specify when the test is taking place. Enter class test duration in minutes.

Specify a date and time

Date of class test:

❶ [4/23/2020] 📅

Time of class test:

❷ [12:00 PM]

Class test duration:

❸ [3 ⇕] [0]

(hours)   (minutes)

Previous | Next | Cancel

ClockWork Online Student Access

3) Confirm instructor information – their name and email will be automatically generated.

   Confirm by clicking next.

4) Choose accommodations – select from the list as provided on your accommodation plan.

   You may select individual accommodations, all or none. Select "Next" to proceed.

5) Search status – the system will assign you a seat. Click next to proceed.

6) Confirm and complete – a summary of your test arrangements will be displayed. You **MUST** check the acknowledgement box and click the "Finish" button to submit your request.

A confirmation message will appear. At this point, you may log out or make another test booking by clicking the "Schedule another test" button.

View Upcoming Events

From the main page, click the "My upcoming events" button to view exams/tests that have been booked. From this page, you can export a summary of your events to a pdf file.

Requesting Alternate Format

After clicking on the Request Alternate Format 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
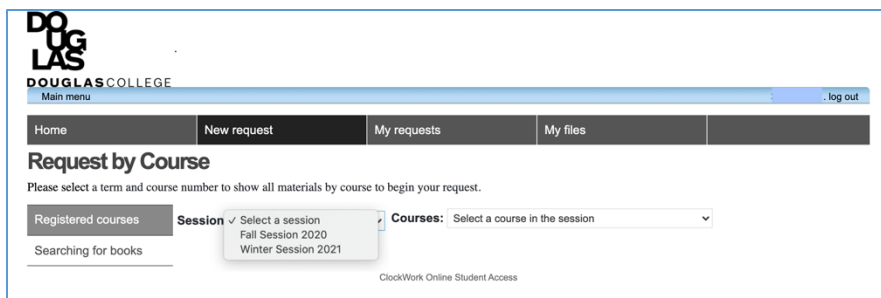
There are two ways to search for course materials:

1) By course

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.

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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.

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.

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

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.
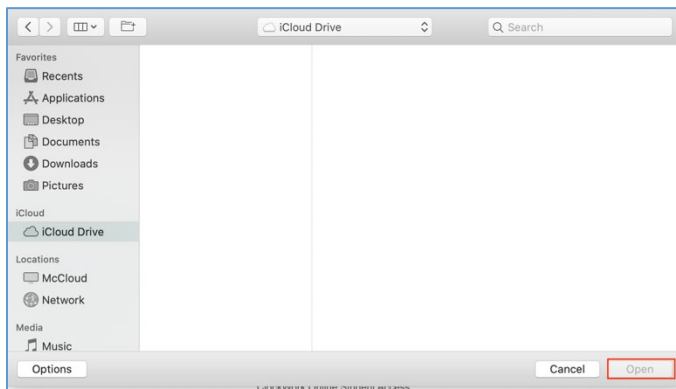
You will receive a notification confirming that your request has been successfully submitted. Once your request has been processed, you will receive an email instructing you on how to download your material(s).
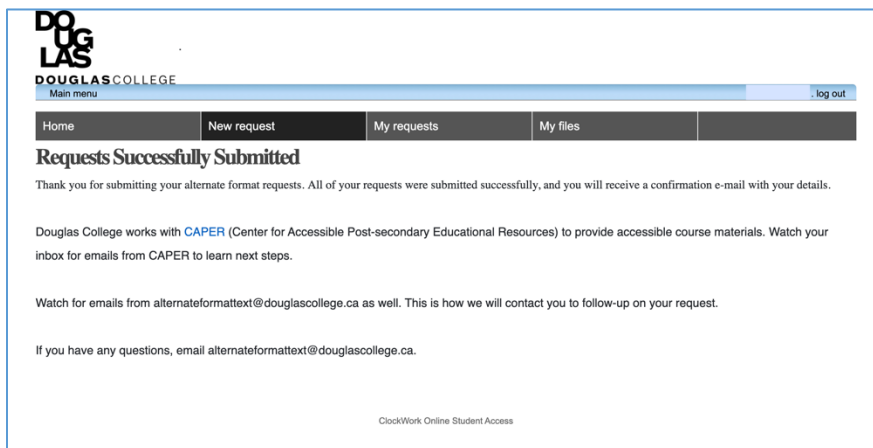
Request Status

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.

Requesting a Notetaker

After clicking on the <u>Request Notes</u> icon on the Main Menu, you will arrive on the Note-taking home page as shown above.

There are three tab items in the menu bar: Courses/notes, FAQ, and Help. To request a notetaker, click on the "Courses/notes" tab in the tool bar (1).

Making a Request for a Notetaker

In the Courses/notes tab, all courses for which a student has indicated the requirement of a notetaker during the accommodation request step will appear. Please be aware that even though the notetaker accommodation may exist on the student's overall *accommodation plan*, as long as this accommodation is not requested for a specific course, it will *not* appear on the list.

By default, the request for a notetaker is set to "No" which is to say that action is required to receive notetaking. Click on the underlined text, "change this" (1) under the *I require a notetaker column* for the course in which a notetaker is desired.
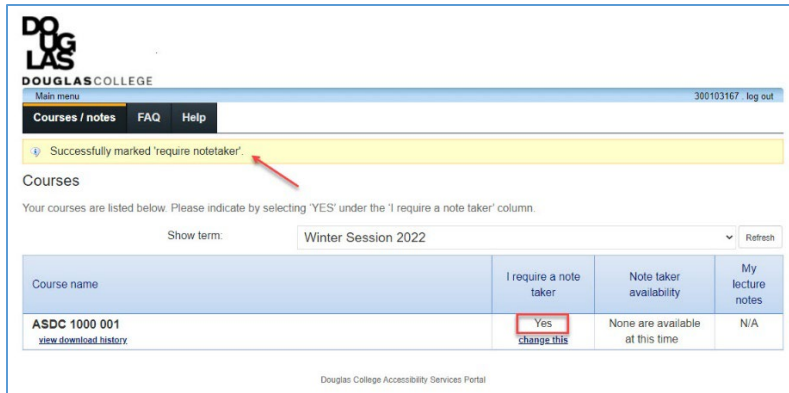

A pop up notification will appear asking you to confirm that a notetaker is required for the selected course. Click the blue "OK" button (2) to confirm.

A message will appear indicating that the changes have been made and a "Yes" will appear under the *I require a notetaker* column.

By indicating that a notetaker is required, an automatic email will be sent to the instructor of the course notifying them that notetaking services have been requested by the student and they will be asked to support the student by sending out an anonymous email to all participants of the course requesting sharing of notes. Students in the class who are willing to act as a volunteer notetaker will log into the Notetaker Portal and upload samples of their notes.

  It may take a period of time before a volunteer uploads their sample notes.

Once one or more students have uploaded a sample of their notes, the notetaker dashboard will display a blue button (1) prompting the student to select a notetaker.

Clicking the "Select a notetaker" button leads to the sample notes page where a notetaker can be selected as shown below. In this example, only one individual has uploaded a sample of their notes. Notetaker names are not identified but are assigned a number instead. To view the notes that were uploaded, click the underlined text, "check sample notes" (1). To select this notetaker, click the blue button marked, "Choose this notetaker" (2). You may only select one notetaker per course.

A pop-up window will appear asking you to confirm your selection.

The notetaking screen will now indicate that a notetaker has been assigned and a new option will appear in the column marked, "My lecture notes".

Clicking on the grey "Notes" button opens up the notes page for that specific course on which any uploaded notes will appear along with the date of the lecture. Click on the underlined "View notes" text to download the notes for a given lecture.

FAQs

Q: What happens if I wish to switch notetakers during the course?

A: It's possible that the manner in which a notetaker is providing notes is not always suited to a student's needs. Contact your Accessibility Specialist if a new notetaker is required.

Q: What happens if my notetaker no longer wishes to provide notes or if they drop the course?

A: If a notetaker is no longer able to provide notetaking services, you will be notified by email and your Accessibility Specialist will assist you in finding a new notetaker. Likely, the instructor will send out another email requesting a volunteer and the process would repeat itself.