

Accessibility Services Student Portal: Request Accommodations

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) [Requesting Accommodation Letters](#)

In addition to the Student Guide, a [YouTube playlist](#) has been created that contains a series of instructional videos to provide additional assistance.

Signing In

You may sign in to the Portal from any browser using your Douglas College credentials which include your student number and your CNA 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.

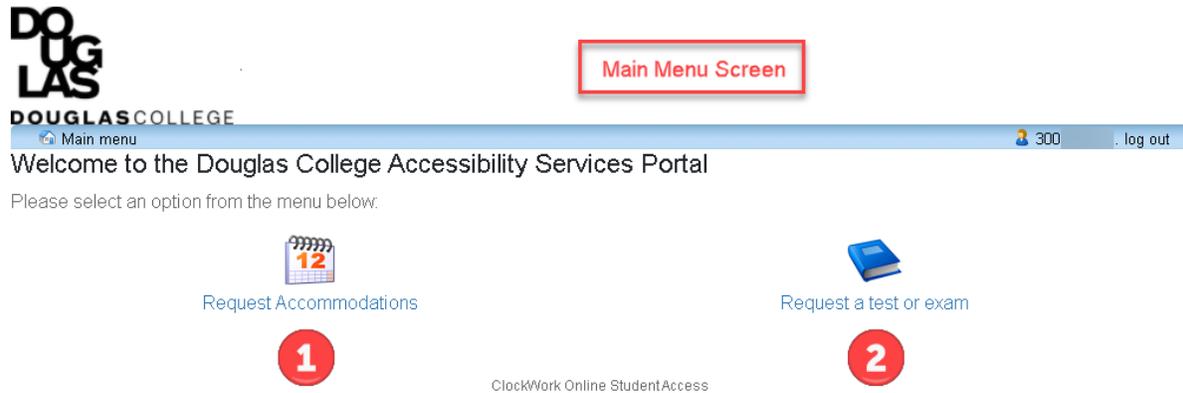
Log in using your Douglas CNA credentials (student number and password).

The screenshot shows the Douglas College logo in the top left. The main content is a 'Log In' box with a blue header. Inside the box, there is a message: 'To access this site you will need to log in with your student number and password. Please remember to log out when you are done.' Below this are two input fields: 'Student number:' with a person icon and 'Password' with a lock icon. A blue 'Log In' button is at the bottom of the box. Below the login box, there is a welcome message: 'Welcome to the Accessibility Services Portal for students. We look forward to working with you.' This is followed by two paragraphs of text providing information on how to learn more about accommodations and how to book an appointment with an Accessibility Specialist. At the bottom of the page, it says 'ClockWork Online Student Access'.

Once logged in, the following screen will appear:

The screenshot shows the Douglas College logo at the top left. Below it is a navigation bar with 'Main menu' highlighted. To the right of the logo, there are two red arrows pointing to 'More options' and 'Click here to request Accommodation memos'. Below the navigation bar is a dark grey menu with 'Accommodations', 'FAQ', and 'Help'. To the right of this menu is a blue bar with '300' and 'log out' highlighted. Below the navigation bar, the page title is 'Request for Accommodations' with a 'Help' link. The main content area contains a bold heading: 'You can request accommodation memos be sent to your instructors using the tools in this section.' This is followed by a list of conditions for approval and a list of conditions for meeting with an Accessibility Specialist. At the bottom right, there is a red box containing the text 'Default screen after logging in'. At the bottom center, it says 'ClockWork Online Student Access'.

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 see more options as shown below.



There are two options available in the Main Menu:

- 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 – for students who are taking courses on campus, they will have the ability to inform Accessibility Services of upcoming tests or exams so that a writing space may be scheduled for in our Testing Centre. Please note that students taking courses online will write their quizzes, tests or exams online. If there are extenuating circumstances that prevent a student from doing so, please contact our department to discuss other options. A separate guide has been created to cover this process more thoroughly.

Request Accommodations

If on the Main Menu screen, click the [Request Accommodations](#) button to advance to the **Request for Accommodations** screen which is first shown when logging in. From this page, click the button labelled "Accommodations".



Request for Accommodations [Help](#)

You can request accommodation memos be sent to your instructors using the tools in this section.

Requests can be approved if:

- You have recently discussed your accommodations with your Accessibility Specialist
- You have received an accommodation plan from your Accessibility Specialist,
- Your accommodation needs haven't changed from previous semesters

You may be required to meet with your Accessibility Specialist before accommodations are approved if:

- You haven't used accommodations for a while
- Your accommodation plan has expired
- You are requesting changes or additions to your accommodation plan

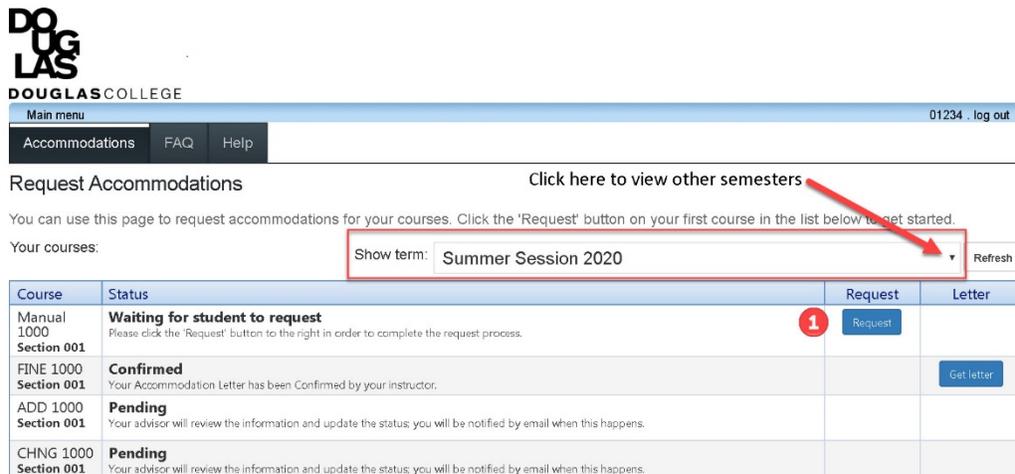
You can return to this website to see your accommodation memo at any time.

Please contact your Accessibility Specialist directly if you:

- have questions about your accommodation plan or your accommodation memo
- would like assistance talking about your accommodations with your instructor
- need help to make your accommodations work for you

ClockWork Online Student Access

The **Request Accommodations** page 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).



ClockWork Online Student Access

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.

The screenshot shows the 'Request Accommodations' page on Douglas College's website. The page has a blue header with the college logo and navigation links. The main content area is titled 'Request Accommodations' and includes a sub-header '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.' The form is divided into several sections:

- Your accommodations:** A list of checkboxes for various accommodations: 'Access to Slides (if not already posted)', 'Audio Recording (signed user agreement available upon request)', 'Extended Time: Double Time (2x)', 'Laptop/Tablet for Notetaking', and 'Use of Word Processor'. Below this list are 'check all' and 'check none' buttons. A red callout '2' points to this section with the text 'Check or uncheck individual accommodations or select all'.
- Courses to request:** A list of checkboxes for courses: 'MUSC 1204 section 003' (Heather Harty Scott) and 'MUSC 1255 section 001' (Barrie Barrington). Below this list are 'check all' and 'check none' buttons. A red callout '1' points to this section with the text 'select individual or all courses to set accommodations'.
- Changes:** A section titled 'Please indicate if your accommodations require any changes' with three radio button options: 'My accommodation(s) are correct the way they are', 'I need additional accommodations', and 'I need to change or remove an accommodation'. A red callout '3' points to these options with the text 'select one of the three options'. There is also an 'Optional note:' text area.
- Terms:** A scrollable area containing the 'Website Privacy and Security Policy' and 'Security' information.
- Consent:** A checkbox labeled 'I agree to the terms outlined above' with a red callout '4' pointing to it.
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom right, with a red callout '5' pointing to the 'Submit' button.

Request Status

The status of your accommodation request will change depending on the selection that was made in Step 3 of the Accommodation Request process:

- 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 44444441 . log out
Accommodations FAQ Help

Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term: Summer Session 2020 Refresh

Course	Status	Request	Letter
FINE 100 Section 001	1 Sent Your accommodation letter has been sent to your instructor and is awaiting Confirmation.		Get letter
ADD 100 Section 001	2 Pending Your advisor will review the information and update the status; you will be notified by email when this happens.		
CHNG 10 Section 001	3 Pending Your advisor has updated your accommodations. Please click the 'request' button to the right in order to complete the process and provide your instructor with the new accommodation letter.	Request	

ClockWork Online Student Access

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.

