Student Portal – Requesting 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.
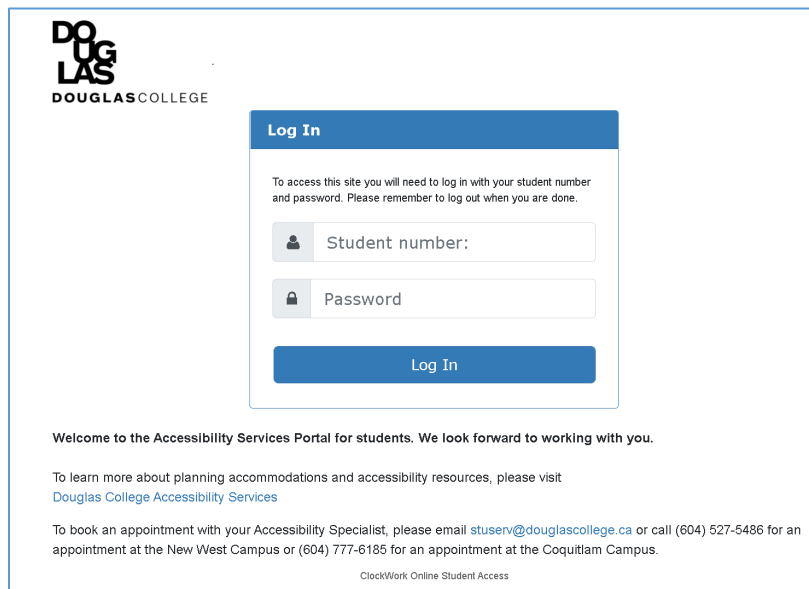
Will it be easy to use?

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

1) Signing in
2) Requesting Accommodation Letters

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.

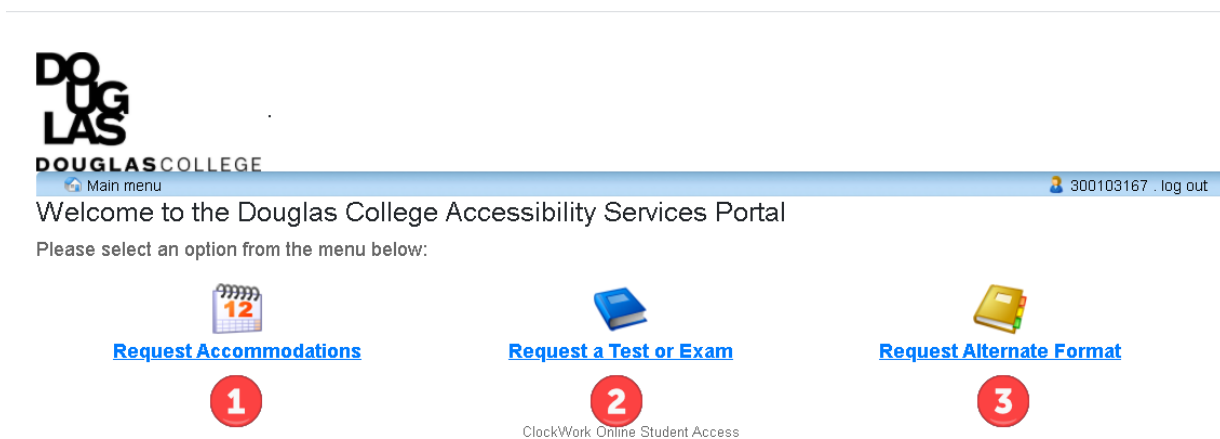## Accessing the Online Portal

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 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).

> *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.*

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.

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 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 <u>Main Menu</u> link to return to the previous screen.
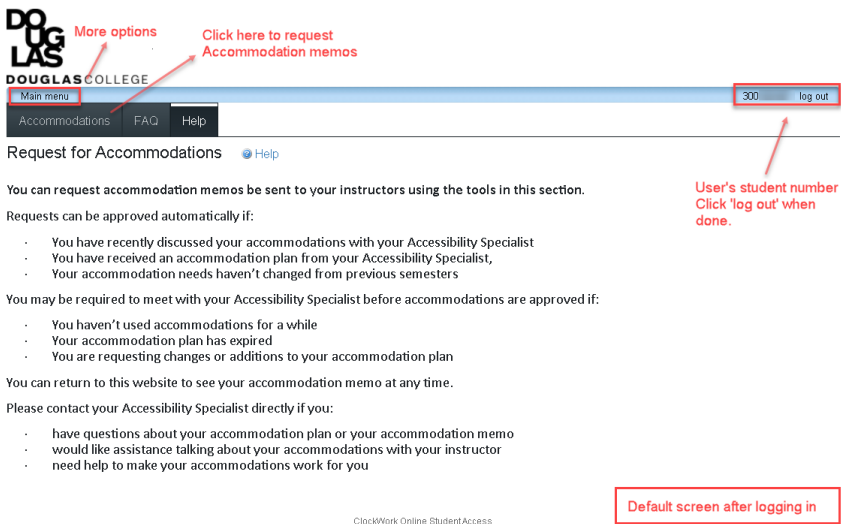
Click the button labelled "Accommodations" to advance to the **Request Accommodations** page which lists all of the courses that the student is currently registered in. View previous semesters by selecting the pull down menu. Request letters for any course by clicking the **Request** button next to the course (1).
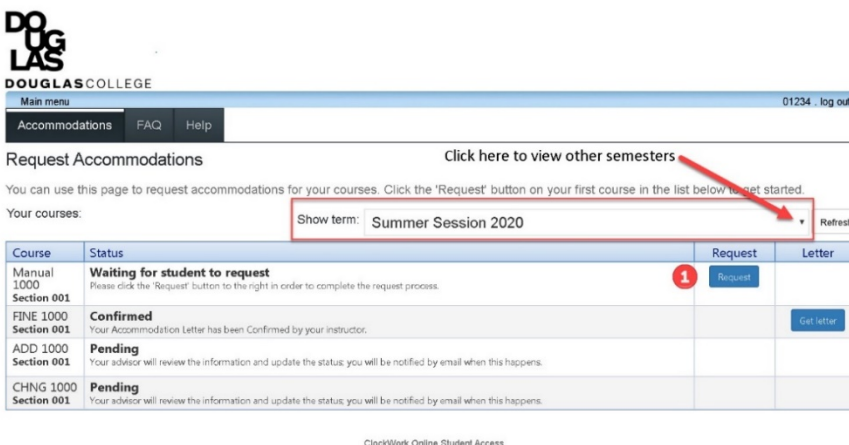
There are five steps to requesting accommodations for your course(s). If the accommodations requested are identical for all of your courses, you can complete the process in one step. Otherwise, if different accommodations are needed for different courses, you will need to repeat the procedure individually 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).

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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.

Check or uncheck individual accommodations or select all

Your 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
☑ 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:

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

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.
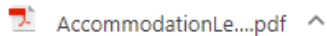
If you are using Internet Explorer, a notification will appear on the bottom of the browser as displayed below. Select either the "Open" or "Save" option.