



CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS  
DIVISION OF STUDENT AFFAIRS

**Disability Resource Programs**

**Effective Date:** Office Use Only>

**Page:** 1 of 5

**Procedure on Requesting and Using Alternative Media**

**Intent:** To provide services to students whose documented disability makes it necessary to receive alternative media.

**Background:** CSU Coded Memorandum AA 2002-35; CSU Coded Memorandum AA-206-41; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and **Housing** Act (FEHA); **Telecommunications** Act of 1996; California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

**Accountability:** Associate Director of Access, Orientation, and Transition, Disabilities Counselor, Disability Resource Programs Staff, Assistant Technical Specialist

**Applicability:** CSU Channel Islands students, faculty, and staff determined eligible for alternative media services

**Attachment(s):**

Student Certification Form for Alternate Media Services  
Alternate Media Request Form

**Procedure:**

1. A student requesting alternative media for the first time must meet with a disabilities counselor to determine eligibility for the service. Once found to be eligible, the individual must read, agree to and sign the CSUCI Student Certification Form for Alternate Media Services, in compliance with AB 422.
2. For course textbooks, students must provide DRP with the course syllabus and materials as soon as they are available, preferably a *minimum* of six (6) weeks prior to the beginning of the course. **Students must present documentation of their course registration and proof of textbook purchase before requests can be processed. In the event the bookstore does not have the course textbook information or the student is unable to obtain syllabus information four to six weeks prior to the beginning of the semester,** students should immediately notify DRP staff. After the student provides DRP with information that demonstrates sufficient attempts to contact faculty, DRP staff will make every effort to contact faculty on behalf of the student to obtain textbook information.

3. Depending on workflow and demand, students may receive their alternative media in installments.
4. Each semester and for each book, handout or other material, students must complete the Alternate Media Request (AMR) Form immediately upon registration or as soon as the materials have been identified, preferably a *minimum* of six (6) weeks prior to the start of the course. Note: DRP students who have been certified to receive Alternative Media Accommodations are given priority registration status to facilitate their request in a timely manner.
  - a. Faculty or staff needing alternate format materials for a student with a disability should complete the Alternate Media Request Form and submit the materials to DRP as early in the semester as possible. Questions may be directed to DRP at (805) 437-3331.
5. Late requests will be honored with the understanding that DRP staff will set the timeline for completion of the work accordingly. This might also determine a need to produce the alternative media in installments.
6. Turn-around times for alternate text including the translation of materials into an audio format will be determined on a case-by-case basis upon review of material to be formatted and converted. DRP staff will make every effort to complete the work request in a timely and reasonable manner within four (4) weeks from the date DRP staff receive the completed Alternative Media Form (AMF). Incomplete or incorrect information placed on AMFs may result in a delay of services.
7. Students are responsible for picking up completed materials from the Educational Access Center in a timely manner. In the event that a student drops the class or there is a change in the alternative text needed, the student must notify DRP immediately so that staff may respond accordingly.

**CONTINGENCY PLAN:**

1. If the student prefers electronic texts (e-texts), but the e-texts are not readily available, then DRP may scan the student's own textbook. This is based on student preference and is strictly his/her choice. *Note: To do this, the text spine must be removed and the book will no longer be acceptable for buy back at the bookstore.*
2. In the event of unforeseen situations, such as equipment unavailability or mechanical failure, DRP staff shall: a) immediately advise the student of the situation, and b) consult with the student regarding comparable formatting that can be produced on-site and made usable by the student.
3. DRP staff shall seek the assistance of outside institutions, organizations or vendor services if on-site formatting is not readily available.
4. To solidify this contingency plan, a collaboration agreement has been established between DRP and the Alternate Text Production Center (ATPC) of the California

Community Colleges regarding electronic Braille files, Braille books/documents and tactile graphics.

5. When utilizing outside resources, the turn around-times will be determined by the vendor providing the services. Time frames are dependent on the complexity of the work order. DRP will work closely with the vendor and request that the work is completed in a timely and reasonable manner.
6. In order to meet the immediate needs of the student, formatted alternate text from outside vendors may also be provided in stages based on the course syllabus at a turn-around time determined by the outside vendor.
7. If DRP staff determines that comparable formatting is available on-site, however the student does not agree with the determination, the student has the option of filing an appeal with the director of Access, Orientation and Transition (AOT) or his/her designee.
  - a. Upon reviewing parties' information, the director of AOT or his/her designee shall make a determination and notify the student as soon as possible but no later than seven (7) business days from the date the appeal was received.
  - b. If the student does not agree with the determination made by the director of AOT or his/her designee, then the student has the option to file an appeal with the vice president for Student Affairs or his/her designee.
  - c. The vice president for Student Affairs or his/her designee shall make a determination and notify the student as soon as possible but no later than seven (7) business days from the date the appeal was received.

#### **FACULTY AND STAFF**

1. Faculty and staff needing workplace accommodations including materials in an alternative format must make the request to their immediate supervisor and the assistant vice president of Human Resource Programs (AVP of HRP).
2. The A VP of HRP will: 1) contact the director of AOT to advise that a request for Alternative Media has been placed; 2) provide verifying documentation to DRP; and 3) work collaboratively with the employee, the director of AOT, DRP and/or outside vendors to provide alternative media requests.
3. The employee may be required to complete the Application for Services and the Alternative Media Form (AMF).
4. DRP staff will make every effort to complete the work request in a timely and reasonable manner within four to six (4-6) weeks from the date DRP staff receive the completed AMF. Incomplete or incorrect information placed on AMFs may result in a delay of services.

## **CSUCI SPONSORED STUDENT-RELATED ACTIVITIES**

1. Individuals attending campus-sponsored events are encouraged to contact the event coordinator to request event materials in an alternative format or other disability-related accommodations as soon as possible but no later than four (4) weeks prior to the event. Verifying appropriate documentation is required at the time of the request.
2. Failure to provide documentation and place the reasonable request in a timely manner may prevent the accommodation from being available by the time of the event.
3. The event coordinator will communicate the request to DRP within two (2) business days of receiving the accommodation request. If needed, DRP will confer with the AVP of HRP, who is also the campus ADA compliance representative.
4. Depending upon the format requested, the materials may be converted and provided by the event sponsor, DRP or an outside vendor.
5. Timeline for completion is determined based on the type, complexity, length, and original format of the material to be converted. Also, the format the material is to be converted to, such as literary Braille, Nemeth Braille, tactile images, etc, affects time efficiency.
6. If it is not possible to provide the materials by the event date, the event sponsor will work with DRP and the requestor to determine an acceptable alternative accommodation.
7. If not available at the time of the event and still desired, alternative format materials will be sent to the requestor as quickly as possible (within 14 calendar days depending upon the items listed in number three above).

## **NON-CSUCI SPONSORED EVENTS**

1. Individuals attending non-CSUCI-sponsored events are encouraged to contact the event coordinator to request event materials in an alternative format as soon as possible. Failure to make the request in a timely manner may prevent the requested format from being available by the time of the event.
2. Depending upon the format requested, the materials may be converted and provided by the event sponsor or an outside vendor.
3. The AVP for HRP and DRP, while not directly responsible for the provision of the accommodation, are available as a consultation resource for all events on campus.

## **GENERAL CAMPUS PUBLICITY MATERIALS**

1. Campus and community members who need campus publicity materials in an alternative format are encouraged to contact the department of origin to request event materials in an alternative format as soon as possible.
2. The department will communicate the request to DRP as well as complete the Alternate Media Form. As needed, DRP will confer with the AVP of HRP, as well as the Communications and Marketing office.
3. Depending upon the format requested, the materials may be converted and provided by the department of origin, DRP or an outside vendor.
4. Timeline for completion is determined based on the type, complexity, length, and original format of the material to be converted. Also, the format the material is to be converted to, such as literary Braille, Nemeth Braille, tactile images, etc, affects time efficiency. Generally items will be completed within 14 calendar days, depending upon the items listed above.

## LIBRARY MATERIALS

1. Community members who would like access to library materials are encouraged to contact the library front desk to request assistance with materials.
2. Library staff will direct patrons to assistive equipment as needed.
3. Library staff will provide one-on-one assistance with reading non-accessible materials, either hard copy or electronic. If one-on-one assistance is not immediately available, a library staff member will schedule a time the patron may return and assistance will be provided.
4. In instances where patrons need materials converted into alternate formats, library staff will contact DRP and/or the AVP of HRP and complete an Alternative Media Request Form.

Author:

Date:

Approved:

Director

Date: 09.16.08

Approved:

Dean

Date: 9/19/08

Approved:

VPSA

Date: 9/19/08