



Channel Islands

CALIFORNIA STATE UNIVERSITY

Division of Student Affairs

DSA Area Name: Retention, Outreach and Inclusive Student Services

Effective Date: 01/01/2022

Procedure Number: ROI-p.008.02

Student Affairs Working Procedure on Requesting and Utilizing Alternative Media

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

Background: CSU Coded Memorandum AA-2014-08, CSU Executive Order No. 1111 The Americans with Disabilities Act of 1990, as amended 2008 (ADAAA); Sections 504 and 508 of the Federal Rehabilitation Act of 1973, as amended; and applicable state laws including but not limited to the Donahoe Higher Education Act, Education Code sections 67302, 67310-13 and sections 11135 and 12926 of the Government Code.

Accountability: Vice President for Student Affairs, Associate Vice President for Student Affairs – Retention, Outreach and Inclusive Student Services, the Director of DASS and all DASS professional staff, the ADA Coordinator for Students and students with disabilities requesting DASS accommodations and support services.

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education.

Definition: A business day is defined as Monday-Friday dates, weekend and holiday dates are not included.

Attachment(s):

- Student Certification Form for Alternate Media Services (available on the 'forms' section of the DASS webpage)
- Alternate Media Request Form (available on the 'forms' section of the DASS webpage)

Procedure:

Students requesting alternative media for the first time must meet with a DASS counselor to determine eligibility for the service. Once found to be eligible, students are responsible for:

1. Meet with the Alternative Media Specialist either virtually or in person before alternative media requests can be processed.
2. Request alternative format accommodations through DASS Online Services as soon as they enroll in courses.
3. Email textbook purchase receipts or rental agreements to alternative.media@csuci.edu or upload to DASS Online Services.
4. Cancel alternative format accommodation through DASS Online Services if accommodation is no longer needed.
5. Contact the DASS office by emailing: alternative.media@csuci.edu if:
 - The textbook files are illegible, wrong or have questions on how to access and download the files.
 - The textbook, or chapters of the textbook, have not been made accessible within 15 business days after a request has been submitted. DASS will contact you if the request will take longer than 15 business days to process due to the complexity and length of the materials.
 - Any documents on Canvas are not accessible.
 - There are any questions or concerns regarding Alternative Media.

Digital materials provided by the DASS are for the sole usage of the qualifying student who placed the request. Copying or distributing digital material content provided by DASS, either partially or entirely, is strictly prohibited. Violations will be reported to University officials and/or appropriate legal authorities.

Students who do not provide book receipts for a semester without canceling their alternative media accommodation requests will be required to meet with the Alternative Media Specialist to reevaluate alternative media accommodation needs.

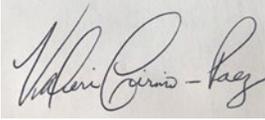
Depending on workflow and demand, students may receive their alternative media in installments.

Late requests will be honored with the understanding that DASS staff will set the timeline for completion of the work accordingly. This might also determine a need to produce the alternative media in installments.

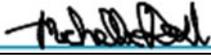
CONTINGENCY PLANS FOR ALTERNATIVE MEDIA FORMAT REQUESTS:

1. If the student prefers electronic texts (e-texts), but the e-texts are not readily available,
 - a. DASS may scan the student's own textbook. This is based on student preference and is strictly student 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, DASS staff shall:
 - a. Immediately advise the student of the situation.
 - b. Consult with the student regarding comparable formatting that can be produced on-site and made usable by the student.

3. DASS staff shall seek the assistance of outside institutions, organizations, or vendor services if on-site formatting is not readily available.
4. When utilizing outside resources, the turnaround times will be determined by the vendor providing the services. Time frames are dependent on the complexity of the work order. DASS will work closely with the vendor and request that the work is completed in a timely and reasonable manner.
5. In order to meet the immediate needs of students, formatted alternate text from outside vendors may also be provided in stages based on the course syllabus at a turnaround time determined by the outside vendor.
6. If DASS staff determines that comparable formatting is available on-site, but the student does not agree with the determination, the student has the option of filing an appeal with the Director of Disability Accommodations and Support Services (DASS) or his/her designee.
 - a. Upon reviewing parties' information, the Director of DASS or their 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 DASS or their designee, then the student has the option to file an appeal with the Vice President of Student Affairs or his/her designee.
 - c. The Vice President for Student Affairs or their 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.

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Author's name	Author's signature	Date

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