November 5, 2019

Dear Faculty,

I want to first thank you for your patience and grace as the Office of Disability Access was placed in a difficult position of implementing a new database system this fall. I also want to apologize for the surprise and inconvenience having to learn and use the new system that most of you experienced. As hindsight is 20/20, I agree that the roll-out of the new database could have been better planned. However, there were other issues at play that limited my ability to get the information out and restricted my timetable for implementation. For that, I apologize again for the frustration and confusion it caused; but I have spent countless hours doing my best to make myself available to departments to answer questions and create resource documents which are available on the ODA website beginning with our homepage.

This is the third month of navigating the new system. In response to communication from faculty, I am reaching out to you to begin what I hope is the beginning of a dialogue to ensure that we have a permanent mechanism to provide updates and receive feedback from faculty.

In this communication, instructors will find the following information:
1. ODA Transitioned to new Database System – AIM! What is AIM?
2. ODA Letters of Accommodation Receipt Changes (ODA LOA 101)
   - LOA Best Practices
3. ODA Test Center Process Updates!
   - FAQs
4. ODA Test Center Process: Three Simple Things for Instructors to do
   - Guidance to Complete new ODA Testing Agreements Click this link for Testing Agreement Guide (pdf)
5. Faculty Concerns FAQs

Accommodation Spotlight: Modification of Attendance Policy - Click on this link to get to Course Attendance Modification Guidance (pdf).

Introducing the AIM Faculty Manual
The Faculty Manual is a step-by-step guide to help instructors navigate AIM and inform them of how ODA processes compliment AIM. To access the manual: AIM Faulty Manual for Managing Students’ Accommodations (pdf).

What is AIM?
The Accessible Learning Management (AIM) is a robust, interactive web-based database which provides login platforms for ODA staff, students, and faculty. The system protects confidential
information about the students, but allows more transparency and communication between student, instructor, and ODS staff. AIM allows:

- **ODA staff** to keep track of applications, exams, documentation, loaned equipment and accommodations;
- **Students** to request accommodations online as well as update their information as needed; and
- **Instructors** who are currently teaching a course during a semester can log into the AIM Faculty Portal to review academic accommodations for students registered in the course(s) they teach as well as interact with the ODA Test Center. Just log in to access the following:

  1. **Students’ Letters of Accommodation (LOAs)**
     - Faculty will also have access to student letters and the students’ accommodations when faculty log into the AIM Portal.
  2. **Alternative Testing**
     - Complete testing agreements for the ODA Test Center
     - See all exam proctoring requests students have submitted to the ODA Test Center.
     - Upload exams to send to Test Center
  3. **Note-Taker Services**
     - Soon faculty will also be able to see assigned note-takers in their courses and review notes that have been uploaded from note-takers

Just go to the **AIM Instructor Login** and sign into the Faculty Login page using your university credentials. Please feel free to contact us if you have any questions!

**ODA Letters of Accommodation (LOA) 101**

The function of an ODA Letter of Accommodation is to inform an instructor of the students approved academic accommodations. AIM gives students the autonomy to choose which classes they want the ODA to send Letters of Accommodation. So only the instructors of those classes designated by the student receive accommodation letters. The student is copied on the LOA emails sent to instructors by ODA.

**IMPORTANT CHANGE – INSTRUCTORS RECEIVE ACCOMMODATION LETTERS VIA EMAIL FROM THE ODA:** The email address that the letter comes from will not be from the ODA’s university address. Instead, the email would show the following:

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From:      UNT - Office of Disability Access <ODA@post.accessiblelearning.com>
To:        Instructor.name@unt.edu
Sent Date: Monday, August 26, 2019 at 05:41:02 AM
Subject:   [ODA] STUDENT NAME - ACCT 3270.xxx - COST ACCOUNTING (CRN: ACCT327xxx1) - ODA Letter of Academic Accommodations Fall 2019
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The new ODA Letter of Accommodation will benefit faculty in the following ways:

A. Provide **specific information** such as semester of use and course information.
B. Provide a **link to the AIM Instructor Portal** to aid faculty in managing students’ accommodations.

- **NEW as of fall 2019!** Use the AIM Instructor Login (click for login page) to manage accommodations for students with disabilities enrolled in your courses. This includes uploading test, seeing accommodation letters, reviewing ODA exam proctoring requests, seeing assigned note-takers and viewing uploaded notes.
C. Provide a link to complete the ODA Testing Agreement to allow your students to take their exams in the Test Center.

NEW as of Fall 2019:
This student has alternative testing accommodations as listed below. Instead of completing an Alternative Test Request Form (ATRF), please complete the Testing Agreement using the following link:
EXAMPLEaugusta.accessiblelearning.com/UNT/TestingAgreement.aspx?ID=104&CID=7255&Key=pMeYtxbN You can also use the Faculty Login to review and also complete Testing Agreements for your courses.

D. Provide short accommodation descriptions. For example:
1. Alternative Testing
   - Distraction-reduced testing environment
     Distraction-reduced testing environment that provides reduced auditory and visual stimuli and minimal interruptions for tests/quizzes (Ex: testing in an unused classroom).
   - Extra Time - 2.0x on timed tests and quizzes
     Double time on all timed tests and quizzes.

ODA Test Center Process Updates!
NO MORE PAPER ODA TEST CENTER FORMS! Gone are the ATRFs! Now students will log into AIM to SCHEDULE EXAMS in the ODA Test Center.

Within AIM, there is an Alternative Testing Agreement to make it easier for faculty to communicate to the Test Center (1) whether they will need the Test Center’s assistance to proctor their exams and (2) how they want their exams administered and returned. Just go to AIM Instructor Login (click for login page). Only ONE Agreement needs to be completed per class section, and faculty can modify the Agreement at any time via e-mail to Testing.ODA@unt.edu. **Faculty must complete a Test Center Alternative Testing Agreement in Order for Student to Schedule Exam in Test Center.

- FAQ: How will Faculty Know to Complete a Testing Agreement?
If the student chooses to use test accommodations, your faculty letter will have a link to your Testing Agreement. The link is specific to the class and section in which the student is enrolled. You only need to complete one Testing Agreement per course section. If students using our services are enrolled in two different sections of the same course you teach, you will need to complete two agreements. There have been two schools of thought among instructors regarding when to complete the Alternative Testing Agreement: (a) some instructors fill it out upon receipt of the LOA just in case the student decides to use the ODA Test Center to take their exam and (b) other instructors require the student communicate with them (in person or via email) the student’s desire to use the Test Center prior to completing the Testing Agreement. Either approach is fine. To eliminate confusion, the ODA will update information to ensure students understand their responsibility to reach out to their instructors once the LOA is emailed to discuss accommodations.

NOTE: Based on feedback from students and instructors, the ODA will provide student more clarity in future communications starting Spring 2020 about student’s responsibility to meet/communicate with each instructor about the student’s intent to take exams in the ODA Test Center so the instructor will know that he/she needs to complete the Testing Agreement for the ODA Test Center.
FAQ: What are the advantages to completing the Testing Agreement?
The Testing Agreement identifies the information that faculty, students, and ODA Test Center staff need to know about administered testing accommodations - like whether the faculty member or ODA will be proctoring the exams & providing accommodations, the exams’ format, instructions, time parameters, and more. Faculty must complete one testing agreement for each course! The ODA can copy an agreement to multiple courses or sections upon faculty request. PLEASE NOTE: THE ODA CANNOT PROCESS YOUR STUDENT’S TEST REQUEST UNTIL THE AGREEMENT IS COMPLETED! Please contact the ODA Test Center in regards to questions or concerns about the test administration process at Testing.ODA@unt.edu or 940-369-8969.

ODA Test Center Process: Three Simple Things for Instructors to do
Faculty have three responsibilities surrounding the test administration in the Test Center: (a) Complete Testing Agreement, (b) Review Student’s Appointment Details, and (c) Upload the Test.

(a) COMPLETE TESTING AGREEMENT
Faculty can complete the testing agreement in 1 of the 3 ways:
1. Using the link provided in the Letter of Accommodation (LOA) email.
2. Using your UNT credentials to access the AIM Faculty Login & selecting “Alternative Testing/Quizzes” section on the left-side.
3. Using the link provided in the Student Exam Appointment Pending email notification.

(b) REVIEW STUDENT’S APPOINTMENT DETAILS
If a student submits a request for his/her test to be administered in the ODA Test Center, Faculty will receive a confirmation e-mail with a subject line “[ODA] Please Review Student’s Test Appointment”. The reminder serves two purposes:
1. To make instructors aware that the student has scheduled his/her test and to give instructors an opportunity to review the request to ensure the day/time is agreeable. If the instructor disagrees with the student’s appointment time, he/she must immediately notify the student to reschedule their exam appointment with the ODA Test Center. Please copy the Test Center so that we are aware.
2. To request that a copy of the exam be sent to the Test Center. Tests can be submitted clicking on the link within the reminder email to UPLOAD your exam.

(c) UPLOAD YOUR EXAM (**MOST IMPORTANT**)
In order to ensure that the ODA has the time needed to prepare exams for proctoring, we ask instructors to send a copy/copies of their exam to the Test Center at least two days prior to the test administration. This is necessary to give the Test Center time to assign an appropriate number of staff such as proctors, readers, or scribes; prepare exam materials’ envelope; and convert the exam to an alternative accessible format, if necessary. This can be done by clicking on the link within the confirmation email to UPLOAD your exam. Send test instructions via the “Notes” section when UPLOADING the test. (**ONLY NEEDED IF UNIQUE FROM TESTING AGREEMENT INSTRUCTIONS**)

Faculty Concerns FAQs
QUESTION: At the beginning of the semester, I started receiving emails from this third party site but it states ODA in the email address. Is this spam?
ANSWER: No. Communications that are sent from ODA staff through the AIM Portal may have the following email address “UNT - Office of Disability Access <ODA@postaccessiblelearning.com>”.

QUESTION: I have been receiving a tremendous amount of emails from the ODA. Is there any way to reduce the number of emails we are receiving?

ANSWER: Yes, the ODA is currently working to reduce the number of emails being sent from the ODA by working with the vendor and updating processes to ensure that the number of emails sent out are as few as possible to get students accommodations (e.g., most email traffic from ODA is asking for exams for student’s Test Center appointments and requesting assistance locating a note-taker for students). For example, when faculty receive an email from the Testing Center with the subject “[ODA] Testing Request Approved”, it is sent to accomplish two purposes:

1. To let instructors know that a student in their course has a testing appointment to take an exam; and
2. The most important part of the email in the Important Note: at the bottom which either provides a link for the instructor to upload your exam necessary for the ODA to proctor the exam OR to let the instructor know that that there is at least one exam uploaded previously to the system and asks whether an instructor would like to upload a different test.

Once the test is either uploaded or emailed to the Test Center, the instructor will receive no further emails for that test administration. However until the test is received, the Test Center will continue to send reminder emails the instructor at 5 days, 3 days, 1 day prior to exam, and on the day of the exam. The reminder emails will cease once the test is received.

Another volume concern arose with emails sent to instructor requesting assistance locating a notetaker. Prior to this semester, it was wholly the instructor’s responsibility to locate a notetaker within the class if a student with the accommodation made it known that one was needed. Once a student makes it known, the University is responsible to provide the accommodation. The AIM Portal provides an opportunity for ODA to assist instructors with not only providing a way to memorialize the note-taker-student pairing, document alternative means the instructor is undertaking (lecture notes or detailed PowerPoints being provided to class) or document when a course offering does not utilize notes because it isn’t lecture-based. AIM also allows instructor a mechanism to check the quality of the notes being provided (via the AIM Instructor Portal).

My Apologies - I will admit in our zeal to quickly resolve requests for notetakers at the beginning of the fall semester there were some unnecessary emails sent. In some cases, the notetaker requests were continued to be sent to instructor despite communication from them letting the ODA know the request was resolved. We have tweaked our follow-up procedures to greatly lessen the possibility of instructors receiving unnecessary emails.

QUESTION: The new Test Center online forms don’t seem as clear as the old paper forms were.

ANSWER: The questions in the Alternative Testing Agreement has been modified to reflect the questions asked on the paper form which should streamline the Test Center approval process based on instructor’s information gleaned from the questions. Those changes will be reflected in the Alternative Testing Agreement in Spring 2020.

Let us know if you have any questions.

Warmest Regards,
Katy

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