UNIVERSITYof **HOUSTON**

CENTER FOR STUDENTS WITH DISABILITIES

Prepared by: Cheryl Amoruso, Director
Justin Dart, Jr. Center
for Students with
DisABILITIES
713-743-5400

Student Fees Advisory Committee (SFAC)
FY 2015 One-Time Allocation Request
Center for Students with DisABILITIES (CSD)

CSD would like to respectfully request an FY 2015 one-time allocation in the amount of **$3,250.** This allocation would be used for:

- **Professional Training:** Due to budget constraints CSD staff has not attended any professional conferences for several years. Attending conferences is important for networking, remaining current in the field, and gaining information about best practices. The requested annual funding would pay for one professional staff to attend a "major" conference each year (e.g., Association of Higher Education & Disabilities (AHEAD) state or national conference), and possibly one to three less expensive local workshops. The Director, Assistant Director, and Counselor could alternate years to attend a "major" conference each year, and other professional staff (e.g., Secretary II, Program Manager, and Microsystems Analyst I) could all attend one local workshop each year, as available.
    $2,000
- **Promotional items** (e.g., pens, other giveaways): To promote CSD services within the university and in the community.
    $1,000
- **Open house:** We would like to begin hosting one open house each semester in the fall and the spring. It is hoped that this activity would bring in additional students who could benefit from our services. Marketing the open house would also help to raise awareness of CSD services for students, faculty, and staff. We would like to request $125 for each open house to provide food.
    $250

Total Request= $3,250

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Center For Students with DisABILITIES (CSD)   ATTACHMENT A
2013-2014 Technology Purchases

Item description	Cost	Qty.		Total	User	Purpose
OptiPlex 9010 All-in-one 23"	908.90	20	$	18,178.00	Students	For student online exams
Dell Multi-Function Printer C3765DNF	714.99	3	$	2,144.97	Staff	Scanning & printing for counselors
Toner Supply for C3765DNF	710.96	3	$	2,132.88	Staff	Supply for counselor's printers
Keyboard & Mouse Replacement	16.71	9	$	150.39	Dept.	Replace worn keyboards and mice
JAWS (Speech Output Software)	895.00	2	$	1,790.00	Students	Software upgrades
Dragon Naturally Speaking Sft PC	161.00	2	$	322.00	Students	Software upgrades
ZoomText Magnifier/Reader Sft	599.00	2	$	1,198.00	Students	Software upgrades
iMac 27" (Sound proof room)	1799.99	1	$	1,799.99	Students	Meet MAC computer needs
IMac 23" (open testing room)	1299.90	1	$	1,299.90	Students	Meet MAC computer needs
Dragon Naturally Speaking software for Mac	199.99	2	$	399.98	Students	Software for new Mac
Olympus Digital Recorders	47.99	7	$	335.93	Students	Loaner recorders for students
Fellowes Powershred 90S	278.99	2	$	557.98	Dept.	High volume shredder
Large LCD 55" Monitor	825.11	1	$	825.11	Dept.	For AAEC to review new online forms
Freedom Topaz EZ 20" (Magnification)	1995.00	1	$	1,995.00	Students	For visually-impaired students
EVS Pebble Handheld (Magnification)	645.00	1	$	645.00	Staff/Stu.	For visually-impaired students
Dell Printer B3460 Duplex	475.50	2	$	951.00	Stu/Labs	Replace printers in computer labs
Optiplex 7010 Desktop	597.22	8	$	4,777.76	Staff	Replace old desktops for staff
Toner Supply for B3460dn	164.89	4	$	659.56	Stu/Labs	Supply for computer lab printers
Total			$	**40,163.45**		

Vendors = Apple Store, Dell, Christal Vision Inc & Cougar Byte Store

UNIVERSITY of **HOUSTON**

CENTER FOR STUDENTS WITH DisABILITIES

Justin Dart, Jr. Center for
Students with DisABILITIES

CSD Building, Room 100 Voice: 713/743-5400
Houston, TX 77204-3022   Fax: 713/743-5396
www.uh.edu/csd   TTY: 713/749-1527

Interpreting/Captioning

Handbook

Ш Interpreting/Captioning Handbook Agreement Form

Please sign the handbook agreement form on the last page (Page 20)
and return to the interpreter coordinator acknowledging that you have read and
are familiar with the policies and procedures within this handbook. *Thanks*

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Index

UNIVERSITY of
HOUSTON
YOU ARE THE PRIDE

Phone Numbers

Coordinator, Interpreting Services ………….O: 713-743-5398 / C: 281-904-0552

CSD Office…………………………………………………………………….713-753-5400

CSD Fax……………………………………………………………………….713-743-5396

UH Parking Enforcement……………………………………………………713-743-5849

UH Emergency (UH Police)…………………………………………………713-743-3333

UNIVERSITYof **HOUSTON**
CENTER FOR STUDENTS WITH DisABILITIES

Justin Dart, Jr. Center for   **CSD Building, Room 100 Voice: 713/743-5400**
Students with DisABILITIES   **Houston, TX 77204-3022   Fax: 713/743-5396**
                                        www.uh.edu/csd   TTY: 713/749-1527

Interpreting/Captioning Coordinator

Your contact person at the Center for Students with DisABILITIES (CSD) is **Therese Sanchez, Coordinator, Interpreting Services.** She can be reached at the CSD at her office phone of **(713) 743-5398** or by cell phone and texting to **(281) 904-0552,** or by e-mail at **tasanche@central.uh.edu.** Office hours are 8:00 am to 5:00 pm. She has an open door policy and students and providers are welcome to stop by to discuss any questions or concerns. The interpreter coordinator assigns classes and special assignments, adjusts workloads, reviews invoices, processes contracts and participates in the budgeting and selection of contractors.

After-Hours Communication

If you are on assignment in the evening or weekend and need to get in contact with the interpreter coordinator emergently, please call or text **(281) 904-0552.** No calls or texts after 9:00 pm or before 7:00 am.

Semester Schedule

For each semester's dates, as well as, holidays, mid-terms and final exam weeks, please go to **www.uh/edu/calendar.**

Student Interpreting & Captioning Services Agreement

Each deaf or hard of hearing student is required to sign the **Interpreting & Captioning Services Agreement (Appendix A)** which outlines the policies and procedures they must abide by for interpreter and CART services. This form is reviewed and signed by each student with their CSD counselor.

Interpreting/Captioning Parking Permits

Temporary reserved parking permits are provided at the beginning of each semester. The permit should be hung on the rearview mirror at all times when parking on campus. The permit is good for one semester at the University of Houston. At the start of the next semester new reserved parking permits are issued.

Interpreting/Captioning Reserved Parking Spots

There are 7 reserved interpreter parking spots in two different locations on campus. Please check with the interpreter coordinator for their location each semester in case of location changes. As of the fall 2014 five reserved spots are located in **Parking Lot 19F** by the power plant (Bldg. 515 on campus map). There are also 2 additional reserved parking spots in **Parking Lot 16B** in front of the Moore's School of Music near the intersection of Cullen and Elgin Streets. The temporary reserved parking permit allows providers to park in either of these 2 reserved parking spot locations or in **any ungated Faculty/Staff parking lots on campus**.

Campus Map

See the UH Campus Map at **www.uh.edu/maps** for the location of the reserved parking spots on campus, as well as the location of the ungated Faculty/Staff parking.

Parking Strictly Enforced

UH strictly enforces its parking rules and regulations. Cars without a parking permit will be ticketed and/or towed by the Parking Enforcement Department. For more information regarding parking check the Parking Department's website at **www.uh.edu/parking.**

Towing Unauthorized Vehicles

If an unauthorized car is parked in a reserved parking spot that does not have a reserved parking pass hanging on its rearview mirror, please contact the interpreter coordinator at **713-743-5398** and provide the make and color of the car. The coordinator will call Parking Enforcement immediately and have vehicle towed away. Providers can also call **Parking Enforcement** directly at **713-743-5849**, but Parking Enforcement responds quicker if the interpreter coordinator places the call. At no time should students or faculty be parked in the reserved interpreter parking spots.

Traffic & Punctuality

Due to heavy traffic in Houston and limited parking at UH, please allow extra time to arrive on campus and find a parking spot. In inclement weather (rain, floods, freezes) allow more time due to slower speeds. This includes having enough time to walk to class and be set-up to provide services when class begins. This is a professional courtesy to the students and the instructor.

Certification Qualifications

All providers are required to be certified. Each provider must submit a copy of their current certification card or their certification certificate to the interpreter coordinator.

Liability Insurance

Each provider is also required to carry a personal liability insurance of $100,000,000 annually, and to submit a copy of their current policy to the interpreter coordinator.

Professional Appearance

Providers should dress according to the assignment in either business casual or for more formal occasions in business professional. Attire should be clean, neat, and not distracting. It is suggested that interpreters wear clothes that are comfortable and professional in solid colors.

Professional Ethics

All interpreters must abide by the **RID-NAD Code of Professional Conduct (Appendix B)** which is the industry standard for ethical, professional behavior. All CART providers must abide by the **NCRA's Code of Professional Conduct (Appendix C).**

- Interpreters/CART providers adhere to standards of confidential communication.
- Interpreters/CART providers possess the professional skills and knowledge required for the specific interpreting situation.
- Interpreters/CART providers conduct themselves in a manner appropriate to the specific interpreting situation.

- Interpreters/CART providers demonstrate respect for consumers.
- Interpreters/CART providers demonstrate respect for colleagues, interns, and students of the profession.
- Interpreters/CART providers maintain ethical business practices.
- Interpreters/CART providers engage in professional development.

Assignment Scheduling

Class assignments will be made prior to the beginning of the semester whenever possible and are based on student preferences, interpreter and CART provider availability, schedule, preferences, and skill level. Since students may drop classes at any time throughout the semester, no guarantee of hours can be made.

A fair and equitable assignment of work among providers is desirable whenever possible. However, last minute assignments can come up where a provider already on campus is assigned to it because he/she is already here on campus and available.

Additional Assignments

Opportunities for other assignments occur throughout the semester including substituting for other providers, academic appointments, tutoring sessions, club meetings, field trips, company tours, campus job interviews, and special events. The interpreter coordinator will text or e-mail available providers a new assignment notification for these additional events.

Assignment Time Keeping

If an assignment runs over the scheduled length of time the provider must contact the interpreter coordinator and provide the extended end time. If a provider needs to leave an assignment early the provider must contact the interpreter coordinator and provide the time leaving the class or event.

Assignment Tardies

If a provider is going to be more than 10 minutes late, the provider must contact the interpreter coordinator in advance and give the estimated arrival time to the class or event. The interpreter coordinator will then notify the student so the student is aware that the provider is coming, but is running late and give the estimated arrival time.

Assignment Requests

Students must contact the interpreter coordinator to request services. If a student requests services directly to a provider, the provider should refer the student to the interpreter coordinator. Only the interpreter coordinator can assign assignments.

Agency Use

Assignments are sent to providers first, but if no one is available for the assignment or no one responds to a new assignment notice, the interpreter coordinator reserves the right to use agency interpreters and CART providers to fill assignments.

Assignment Skills

If a provider is uncomfortable on an assignment or does not have the skill necessary for the assignment it is the responsibility of the provider to contact the interpreter coordinator to make alternate arrangements.

Substitute Requests

Please complete the **Sub Request Form (Appendix D)** and e-mail it to the interpreter coordinator a minimum of 2 days in advance for any time off needed so arrangements for a substitute can be made. If you are requesting a substitute for multiple classes or multiple days, use one form for each class needing a substitute.

In the event of a last minute substitute request due to illness, transportation problems, etc. please notify the interpreting/captioning coordinator as soon as possible that morning. No cell phone calls or texts before 7:00 a.m. or after 9:00 p.m.

Dropped/Added Classes

The first half of each semester may involve dropped and added classes that affect the provider's schedule. Please be aware that there will be schedule changes due to numerous drops/adds. Scheduling flexibility is appreciated.

Team Interpreting

All classes over 1-1/2 hours (90 minutes) long are assigned 2 interpreters. If you are in an ongoing teamed assignment that has little lecturing to interpret the provider must notify the interpreter coordinator that only 1 interpreter is needed instead of 2.

When Teaming:

*Each interpreter should take turns interpreting for 15 minutes at a time.

*Both interpreters are on duty and should work the entire time scheduled unless there is an emergency or the interpreter coordinator re-assigns one member of the team.

*Teams should be ready to provide back-up support for each other at all times.

*Breaks should be kept to a maximum of 5 minutes per hour.

UH does not provide additional compensation for interpreters when a team interpreter is absent. When one interpreter is absent, a replacement will be sent if one is available. On those occasions when a substitute is not available, the interpreter should discuss the situation with the instructor and request that an additional break be provided, if possible.

Communicating Changes

Providers are expected to notify the interpreter coordinator of upcoming class changes, to include test days, class cancellations, room changes, make-up class days, special exam reviews, and field trips. If a class is cancelled by the professor or student in less than 24 hours, the provider will be paid his/her standard rate.

Test Days

On test days, which include mid-terms and final exams, only one interpreter will be needed instead of two if an interpreter is needed. If a student requests an interpreter for a test, providers need to decide among themselves which interpreter will be in class and which will not and notify the interpreter coordinator in advance of who will be in class and who will not be.

Student No-Shows

If a student does not show-up for class, the provider should wait a minimum of 15 minutes for a class 60 minutes in length, and wait 30 minutes for a class 90 minutes or longer. Then contact the interpreter coordinator after the waiting period to report the student's absence. The provider will still be paid in full for the length of the assignment.

Student Transportation

It is the student's responsibility to provide their own transportation to any off-campus special events like field trips or company tours. The provider is contracted only to provide communication services and is not to provide transportation for the student to or from an event.

Semester Evaluations

In an effort to provide quality service, evaluations may be e-mailed to providers and students to see how the semester is going and if there are any issues that need to be addressed.

Conflict Resolution

If an issue, concern or grievance arises on assignment with your teamed interpreter or the student, below are the steps that should be taken:

Step 1: Talk informally to the other person involved to see if the issue can be resolved. State what the issue is and how you would like it resolved.

Step 2: If you are unable to resolve the issue between the other person by discussing it with them in person, complete the **Incident Report Form (Appendix E)** and e-mail it to the interpreter coordinator. The issue at hand should be communicated within 5 days of the occurrence in writing via the form.

The interpreter coordinator may then contact the other person(s) involved and investigate further to see if a resolution can be made and will communicate a possible resolution back to both parties.

Step 3: If a resolution is not reached, both parties involved may be asked to meet with the interpreter coordinator and/or the CSD director to discuss the issue further.

Invoicing Instructions

Invoices are billed twice a month. The first invoice should cover all assignments from the 1st to the 15th of the month and the second invoice should cover all assignments from the 16th to the end of the month. Invoices will be reviewed and verified by the interpreter coordinator and are to be processed and paid by the university within 30 days. See the **Sample Invoice (Appendix F).**

All invoices must include the provider's name, address, phone number, invoice number, invoice date, billing time period, and contract number at the top of the invoice. Invoices should also include an itemized list of the date, time, class, and student and the number of service hours for each assignment plus one hour travel, the subtotal and grand total.

If any adjustments are needed on an invoice, the interpreter coordinator will e-mail the provider of the changes needed. The provider should correct the invoice and re-submit a corrected invoice to the interpreter coordinator.

Increasing Rates

Providers can adjust their hourly rates for services during open bidding for a new contract. Once a contract is awarded by the University of Houston, the interpreter or CART provider cannot increase their rates until the next open bidding period for a new contract.

Travel Time

Each provider is paid one hour of travel per day. The one hour of travel per day should be billed on the invoice for each day of assignment. If there are days in which two trips at different times were made to the university for different assignments, the travel rate is still only one hour of travel per day.

Appendix A

UNIVERSITYof **HOUSTON**

CENTER FOR STUDENTS WITH DisABILITIES

Justin Dart, Jr. Center for
Students with DisABILITIES

CSD Building, Room 100 Voice: 713/743-5400
Houston, TX 77204-3022   Fax: 713/743-5396
www.uh.edu/csd   TTY: 713/749-1527

INTERPRETING & CAPTIONING SERVICES AGREEMENT

The Center for Students with DISABILITIES (CSD) at the University of Houston will be providing interpreter and/or captioning services for you in one or more of your classes. The following procedures and guidelines are in place for students who receive these services at CSD:

1. Deadlines for class schedule submission, changes, and additions:

    Original class schedules and schedule changes: Need to be submitted to Therese Sanchez, CSD Coordinator, at least seven (7) business days prior to the first class meeting.

    Cancellation of scheduled service: Classes for which you will not need interpreter and/or captioning services need to be cancelled a minimum of twenty-four (24) hours in advance of scheduled service.

    Additional interpreter or captioning services (outside of regularly scheduled services): At least two (2) business days notice is required for additional interpreter or captioning services.

2. Students should contact the CSD Interpreter Service Coordinator, **Therese Sanchez**, with any questions, requests, or schedule changes. She can be reached at **tasanche@central.uh.edu** or **(713) 743-5398.** Interpreters and captionists are **not** authorized to make schedule changes.

3. Schedule changes should be requested in a timely manner. The CSD will attempt to accommodate changes whenever possible, but cannot guarantee services will be available when sufficient notice is not provided.

4. If you are absent two times without timely notice provided to the CSD so that interpreting and/or captioning services can be cancelled, interpreting and/or captioning services may be suspended until you meets with your CSD counselor to determine why there are problems in attending the class. Ongoing absences without timely notice may be deemed a refusal of that accommodation by you and interpreting and/or captioning services may be discontinued.

Appendix A

UNIVERSITY of **HOUSTON**

CENTER FOR STUDENTS WITH DisABILITIES

Justin Dart, Jr. Center for   CSD Building, Room 100 Voice: 713/743-5400
Students with DisABILITIES   Houston, TX 77204-3022   Fax: 713/743-5396
                                                      www.uh.edu/csd   TTY: 713/749-1527

Page 2

INTERPRETING & CAPTIONING SERVICES AGREEMENT

5. Interpreters/captionists will generally wait only fifteen (15) minutes for students to arrive to class. Please be aware that the captionist may not take notes until you arrive.

6. Tests, which are not at the regularly scheduled class times/days that will require an interpreter or captionist, need to be scheduled with Ms. Sanchez with at least 24-hour notice. This applies to final exams as well.

7. For services that are likely to be funded by the Department of Assistive and Rehabilitative Services (DARS), students are expected to apply to that agency for those services and provide written authorization for exchange of information between the CSD and DARS.

Thank you for your cooperation regarding your interpreting/captioning services. If you have any questions regarding these procedures, please contact Therese Sanchez at **tasanche@central.uh.edu** or **(713) 743-5398.**

I, _____, have read this **Interpreting & Captioning Services Agreement,** and understand the procedures and guidelines contained in this document and agree to abide by these procedures and guidelines.

Student's Signature_____Date _____

Witness' Signature_____Date _____

Appendix B

RID-NAD CODE OF PROFESSIONAL CONDUCT

1. Interpreters adhere to standards of confidential communication.

Share assignment-related information only on a confidential and "as- needed" basis.

2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.

Render the message faithfully by conveying the content and spirit of what is being communicated and refrain from providing personal opinions.

3. Interpreters conduct themselves in a manner appropriate to the specific· interpreting situation.

Decline assignments when not competent and exercise care in choice of attire.

4. Interpreters demonstrate respect for consumers and have a professional demeanor at all times.

5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.

Work cooperatively with team members through consultation before assignments regarding logistics, providing professional and courteous assistance when asked and monitoring the accuracy of the message while functioning in the role of the support interpreter.

Approach colleagues privately to discuss and resolve breaches of ethical or professional conduct through standard conflict resolution methods; file a formal grievance only after such attempts have been unsuccessful or the breaches are harmful or habitual.

6. Interpreters maintain ethical business practices.

Honor professional commitments and inform appropriate parties in a timely matter when delayed or unable to fulfill assignments.

7. Interpreters engage in professional development.

Appendix C

CART Provider's Code of Professional Ethics

A Member Shall:

1. Be fair and impartial toward each participant in all aspects of reported proceedings, and always offer to provide comparable services to all parties in a proceeding.

2. Be alert to situations that are conflicts of interest or that may give the appearance of a conflict of interest. If a conflict or a potential conflict arises, the Member shall disclose that conflict or potential conflict.

3. Guard against not only the fact but the appearance of impropriety.

4. Preserve the confidentiality and ensure the security of information, oral or written, entrusted to the Member by any of the parties in a proceeding.

5. Be truthful and accurate when making public statements or when advertising the Member's qualifications or the services provided.

6. Refrain, as an official reporter, from freelance reporting activities that interfere with official duties and obligations.

7. Determine fees independently, except when established by statute or court order, entering into no unlawful agreements with other reporters on the fees to any user.

8. Refrain from giving, directly or indirectly, any gift or anything of value to attorneys or their staff, other clients or their staff, or any other persons or entities associated with any litigation, which exceeds $150 in the aggregate per recipient each year. Nothing offered in exchange for future work is permissible, regardless of its value. Pro bono services as defined by the NCRA Guidelines for Professional Practice or by applicable state and local laws, rules and regulations are permissible in any amount.

9. Maintain the integrity of the reporting profession.

10. Abide by the NCRA Constitution & Bylaws.

Appendix D

UNIVERSITY of **HOUSTON**

CENTER FOR STUDENTS WITH DisABILITIES

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Students with DisABILITIES   Houston, TX 77204-3022   Fax: 713/743-5396
                                    www.uh.edu/csd   TTY: 713/749-1527

SUB Request Form

Date Requested: _____

Regular Interpreter/Captionist:

_____

Class/Event Needing SUB:

Day	Date	Start Time	End Time	Class/Event	Bldg/Rm	Student	Team

Only 1 class/event per form

Additional Information:

_____

_____

-------------------------- **FOR CSD OFFICE** ----------------------

Comments: Sub Interpreter Name:

_____   _____

_____   _____ E-mail Confirmed Regular Terp

_____   _____ E-mail Confirmed SUB Terp

Appendix E

UNIVERSITY of **HOUSTON**

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Students with DisABILITIES   **Houston, TX 77204-3022   Fax: 713/743-5396**
                                                      www.uh.edu/csd   TTY: 713/749-1527

Incident Report Form

Date: _____   Name: _____

Incident Date: _____   E-mail: _____

Class or Event: _____   Phone: _____

Start Time: _____

End Time: _____

Building & Room: _____

Person(s) Involved: _____   E-mail: _____

_____   Phone: _____

_____   Email: _____

Phone: _____

Incident Explanation:

_____
_____
_____
_____

Desired Resolution:

_____
_____
_____
_____

Appendix F

Sample Invoice

Interpreting/Captioning Services Provided for:

University of Houston
100 Justin Dart CSD Building
Houston, Texas 77004-3022
Attn: Therese Sanchez

Name: _____   Invoice No: _____

Address: _____   Invoice Date: _____

City: _____   Service Date: _____

State/Zip: _____   Contract No: _____

Phone: _____

Date	Student	Class	Time In	Time Out	Service Hours	Travel Hours	Total Hours	Hourly Rate	Subtotal
10/13/14	John Smith	ENG	8:30 AM	10:00 AM	1.50	1.00	2.50	35.00	87.50
10/15/14	Mary Jones	MATH	2:00 PM	3:30 AM	1.50	1.00	2.50	35.00	87.50
								Total:	175.00

Appendix G

UNIVERSITYof **HOUSTON**
CENTER FOR STUDENTS WITH DisABILITIES

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Students with DisABILITIES	Houston, TX 77204-3022	Fax: 713/743-5396
	www.uh.edu/csd	TTY: 713/749-1527

INTERPRETING/CAPTIONING

HANDBOOK AGREEMENT FORM

I, _____, have read and reviewed the **Interpreting/Captioning**

Handbook and I understand the procedures and policies outlined in it.

Signature: _____

Date: _____

Prices:
$250 for on-campus housing
$100 for local participants

The price includes:
- training
- meals
- activities on campus
- transportation to & from airport

for more information, email
adaptiveathleticsuh@gmail.com

@UH_AdaptSports

https://www.facebook.com/AdaptiveAthleticsAtUh

HOUSTON

HOUSTON

ATTACHMENT D

Student ID: Institution: Request ID:

Term: Class Number: 18459   Notification Number: 142

Click here to submit the application.   [Submit]

University of Houston
Center for Student with DisABILITIES
Academic Adjustments/Auxiliary Aids Form

This form is to be used pursuant to the University of Houston System's Student Academic Adjustments/Auxiliary Aids Policy. The information contained on this form is confidential and should not be disclosed to any third party without the written permission of the student. This form substantiates that the student has presented the necessary documentation to the components institution's student disability services center to verify his/her disability. Any questions or concerns regarding this form or the referenced academic adjustment/auxiliary aid may be discussed with the components institution's student disability services center.

Academic Adjustment(s)/Auxiliary Aid(s) to be effective from   01/01/2012   to   08/01/2014

Student Restrictions/Limitations

Restriction CD:	315-1	Dyslexia
Restriction CD:	315-2	Hyperlexia
Restriction CD:	320-1	Autism
Restriction CD:	320-2	Asperger syndrome

Approval Options

Student Accommodations

| Accommodation CD: | 300-1 | Sign language interpreters | Approve/Deny: [Approve ▾] |
| Accommodation CD: | 300-2 | Testing update of accommodations | Approve/Deny: [Approve ▾] |

CSD/AAEC Approvals

CSD Representative: Ivan P Solovyev   CSD Submission Date:

AAEC Chairperson: Veronica Renee Hurtado   AAEC Review Date:

Faculty Approvals

Instructor: Faculty Review Date:

          Approval Status:

CSD Application Approval Workflow:Pending

1

Pending
🕐 0085163
Instructor ID

ATTACHMENT E

- ❖ Confusing what's accommodation "CD" bigger front necessary.
- ❖ The form was very straight forward and organized efficiently.
- ❖ Very convenient and good way to use the database.
- ❖ We should have more info. on the page looked very limited.
- ❖ The amounts of emails are good to show it works.
- ❖ It's straight forward. Anything online to me is a huge, YES! I work fulltime and work fulltime also. If I can just do little things like this online, and save on time and the almost one hour drive to campus, then that's fantastic and very welcome. Excuse the horrible writing, ☺ Good job guys.
- ❖ Not visual appealing-Overwhelming too many processes. Needs to be through access UH not Oracle. I am a current CSD student and this was very confusing. The page was overwhelming and confusing. An online form would be useful, but not this one. Need to be able to adjust accommodations for each class individually. Some classes don't need all accommodations.
- ❖ A little confusing, but convenient for students.
- ❖ Very easy survey. I really enjoyed it.
- ❖ Process was a little confusing having to go back and forth between emails and links/forms. The three boxes at the bottom "pending/approved" were also confusing, wasn't sure what they meant.
- ❖ Quick Response * Convenient *Easy to utilize
- ❖ It is quite great and easy to understand and do it. Do not take too much time to want reply email.
- ❖ It was great. I think that it is going to be helpful for students.
- ❖ User-friendly
- ❖ Easy; Quick
- ❖ My main concern is the actual process. There is a lot of back and forth for the approval. I don't understand why it is necessary; other than that the electric forms seem simple.
- ❖ It was easy to use, but I think there are too many emails for the process. I'm sure the process will be a lot slower with all these emails and approvals.
- ❖ Really easy once I figured out what I was looking for.
- ❖ I think this was a good survey! Just make it a little easier to choose things.
- ❖ I believe this process was simple. Waiting for the approval was not bad. Everything looks correct.
- ❖ For me, I think its ok. Easy to follow and understand.
- ❖ The form is easy to use and instructions were clear. The second email was a little confusing, but once I was told to go to the "workflow" page it was simple to submit to my professor.
- ❖ The overall concept of the new online form was very easy and straight forward. It was very simple to "confirm" the approved form once it was emailed. It is also great how the student cam pick which class to send the form to.
- ❖ Service was helpful suggest this occur more often with students even on an online webinar basis.
- ❖ I think it will make the process much easier.
- ❖ Once you have submitted for your teacher to receive email it says on screen. If it would exit it would be cool.
- ❖ Easy to follow very clean format.
- ❖ Works smooth, very smart.

- ❖ Emails were easy to understand, very self-explanatory. This process should shorten the amount of time needed for this process for the students. No suggestions.
- ❖ It was easy to navigate the process! Glad we could help.
- ❖ It was really easy; just wish it came in one email instead of 3.
- ❖ Everything was simple and easy to understand. Explain that you can use your Cougarnet or student ID to login.
- ❖ The instructions were simple and the link and site were direct and easy to access.
- ❖ Pro/ Easy to use. Give all the details for the classes that you enrolled with (class numbers, teacher's name, and terms), etc. Simple just click on the link that you receive in email and give you all the information that you need. Con/ Take time for student to wait for instructor to approve.
- ❖ Super easy & fast. Like it electronic it's less paperwork to potentially log. Easier for a "paper trail".
- ❖ Efficient way of not using paper. Easy process, good way of communicating you disability. I support it instead of paper.
- ❖ Very easy to use and very easy to understand.
- ❖ Very easy to use. Self-explanatory process. Saves paper.
- ❖ This process was easy and very convenient. I feel it is a smart way to do the paperwork for the Center of Disabilities.
- ❖ This process is easy to follow and pretty straight forward. Instructions were explained well and I think it is helpful and doable.
- ❖ I feel that in the restriction and limitation should have a "commentary box" for the student in order to add comments because sometimes new things occur that may add in the assistance they may be on going with chronic car issues not foreseen.....
- ❖ Received 3 emails that were the same.
  -Only send latest updated status.
  -Only send confirmation of final approval.
  Those with vision issues may need to be able to have a way of putting the font large.
  Hope this helps!

Center for Students with DisABILITIES

8/31/2014

Primary Disability Type	Number		Active Student
			1553
HE-Asthma	2		
HE-Arthritis	6		
HE-Back Injury	17		
HE-Brain Injury	45		
HE-Cancer/Tumor	11		
HE-Cerebral Palsy	14		
HE-Chronic Fatique	11		
HE-Chronic Pain	1		
HE-Cystic Fibrosis	2		
HE-Dexterity Impairment	18		
HE-Diabetes	11		
HE-Epilepsy/Seizure	32		
HE-Fracture/Broken	13		
HE-Gastrointestinal	15	**336 HE**	
HE-Genetic Abnormal	1		
HE-Heart	3		
HE-HIV Positive/AIDS	2		
HE-Kidney Disorder	3		
HE-Lupus	6		
HE-Migraines/Headache	8		
HE-Mobility Impairment	18		
HE-Multiple Sclerosis	7		
HE-Muscular Dystr....	7		
HE-Narcolepsy	7		
HE-Neurological-Other	13		
HE-Other	51		
HE-Paraplegia	1		
HE-Quadriplegia	4		
HE-Spinal Cord Injury	7		
HI-Deaf	20		
HI-Hearing Impairment	31	**51 HI**	
LD-Cognitive Impairment	5		
LD-Math Disability	10		
LD-Math/Writing Disability	5		
LD-Other	63		
LD-Reading Disability	68		
LD-Reading/Math	13		
LD-Reading/Writing	47		
LD-Visual Processing	3		
LD-Writing Disability	14	**228 LD**	
PI-PTSD	38		
PI-ADD/ADHD	411		
PI-Anxiety Disorder	117		
PI-Autism	24		
PI-Asberger's	28		

PI-Bipolar Disorder		76			
PI-Depression/Dysthy..		100			
PI-Developmental-Other		4	**858 PI**		
PI-Mood D/O		15			
PI-Obsessive Compul...		12			
PI-Other		2			
PI-Panic Disorder		11			
PI-Schizophrenia		14			
PI-Tourette's Syndro		6			
VI-Blind		23	**66 VI**		
VI-Visual Impairment		43			
Unknown		14	**14** **Unknown**		**Active Student**
	TOTAL	**1553**	**1553**	**AC**	**1553**

Center for Students with DisABILITIES (CSD) Training

Post-Test:

Please circle True (T) or False (F) to the following questions:

1. T/F CSD only provides services to individuals who have permanent disabilities, not temporary.

2. T/F Most students who are registered with CSD are eligible for priority enrollment.

3. T/F The largest "disability category" of students CSD currently serves are students who have health impairments.

4. T/F It is the responsibility of the CSD staff to provide copies of each student's Student Accommodation Form (SAF) to their instructors.

5. T/F A common accommodation that may be recommended for a student is "occasional extensions of due dates."

6. T/F A common accommodation that may be recommended by CSD for a student is "videotaping classes. "

7. T/F Students are responsible for providing adequate notice for accommodation requests.

8. T/F CSD staff is not responsible for faculty/staff education.

9. T/F The Justin Dart, Jr. Center for Students with Disabilities Building is the only stand-alone building designed specifically for students who have disabilities at a major Texas University.

10. T/F CSD administers some scholarships for students.

UNIVERSITYof **HOUSTON** | UNIVERSITY INFORMATION TECHNOLOGY

COLLEGE TECHNOLOGY REVIEW (CTR)
DIVISION OF STUDENT AFFAIRS (DSA)
CENTER FOR STUDENTS WITH DISABILITIES (CSD)

SECTION 1: GENERAL INFORMATION

NAME OF THE REVIEW: <u>Assessment of IT needs for the CSD</u>

UIT REVIEW LEAD: <u>Rita Barrantes</u>

DIVISION CONTACT (S): <u>Keith Kowalka, Daniel Lawrence (DSA IRM), Michael Henry (CSD Microsystems analyst)</u>

DATE STARTED: <u>August 28, 2013</u>   DATE COMPLETED: <u>September 4, 2013</u>

UIT GROUP: <u>Office of the CIO</u>

SECTION 2: SCOPE AND OBJECTIVES OF THE REVIEW

The purpose of this review was to assess the current IT needs for the CSD, with an emphasis in the common areas (testing and computer labs). The center became part of the DSA during Spring 2013. The CSD has a full-time IT person, Michael Henry, who is now part of the DSA IT group. Michael provided a list of IT needs to the DSA IT team during Summer 2013, which was based on current and raising student demands. A walk-through of the facility was done on August 28, and the preliminary recommendations were discussed with Michael Henry during the walk-through.

SECTION 3: OBSERVATIONS AND RECOMMENDATIONS

<u>Current common IT facilities (labs)</u>: The CSD has two (2) testing labs (rooms 107 and 109), each lab with 18 cubicles and three (3) private testing areas. About 4 of the 18 cubicle areas in the testing labs have desktops, all plugged to the wired network, none with wireless capabilities. In addition, the CSD has two (2) small computer labs (rooms 111 and 113) available for student use.
<u>Desktops</u>: CSD has total of 16 desktops (15 PCs and 1 MAC) available for students in the two testing labs. A total of 9 PCs and 1 Mac are available in the two student labs. In addition, the CSD IT analyst also supports 12 PCs for staff members.

- **Observation #1:** The demand for computer-based testing has increased during the last couple of years. During peek days (mid-terms and final exams) the center has over 100 requests/day; the current number of computers cannot accommodate the demand.

  The CSD IT analyst had requested 24 all-in-one desktops 23" monitor in late Spring 2013 (estimated cost: $30, 143), and the purchasing order was put on hold due to the DSA IT reorganization.

Recommendation: UIT recommends proceeding with the installation of additional 10 all-in-one desktops in the testing labs, with Wi-Fi capabilities. The current UH price (Dell premier) of each unit is $890. Rather than replacing all desktops at once, an alternative for desktop replacement could be to put in place a cascading/replacement plan in the testing labs and student labs, and gradually plan for the replacement of all desktops (annual replacement plan based on the age of the equipment and warranty/maintenance expiration). Following this recommendation, CSD could plan in Year 1 to add 5 stations in each testing lab to accommodate the growth in the demand (estimated total costs: $8,900)

- **Observation #2:** The CSD IT analyst requested a physical server to be installed locally, to maintain current file shares and applications accessed by multiple staff in the department.

  Recommendation:

  UIT recommends not purchasing the physical server. DSA has a hosted services SLA with UIT that covers servers needs for the entire division. A virtual server can be provisioned to DSA as part of the current hosted services SLA at no additional cost to the division. Eli Aaron is the appointed server administrator for DSA server infrastructure, and will assume his role on September 16, 2013. The prioritization of the DSA server migration is the responsibility of the DSA IT team.

- **Observation #3:** The CSD currently has a Linksys Wi-Fi access point (AP) installed in the facility and requested budget to purchase an additional Linksys AP (estimated cost: $300). This AP is not supported by the University wireless team and is considered a rogue access point that violates our current University wireless standards.

  Recommendation:

  UIT Wi-Fi team will assess the building and will install one (1) access point in each of the computer labs. The installations will be done at no cost to the division (university-provided service). ETA: September 2013.

- **Observation #4:** The CSD requested the purchase of ClockWork software (5 user license) for logging scheduling requests in the calendar (estimated costs: $15,079). According to the CSD IT analyst, the CSD does not use the full software functionality.

  Recommendation:
  UIT recommends further assessing the current functionality that is being used by the CSD. A preliminary recommendation was to potentially use SharePoint for managing the scheduling of students. SharePoint is a service provided a no cost to colleges/divisions. Andy Moon will engage with Michael Henry to further evaluate this option. ETA: tbd.

- **Observation #5:** The CSD requested the purchase specialized software for the center: Jaws (estimated costs: $1,790), Dragon Natural Speaking (estimated costs: $531), and ZoonText magnifier/reader (estimated costs: $1,797)

  Recommendation:
  Based on discussion with CSD IT analyst, these software licenses are required for testing. UIT recommends proceeding with the purchase of this specialized software.

- **Observation #6:** The CSD requested the purchase of two (2) printers for the testing labs (one printer in each testing lab). Currently there are no printers installed in the labs. Students have to leave the room and ask the IT analyst to print their jobs after finishing with testing. The analyst then

copies the files to a USB drive and prints the files using the network printer located in the corridor (open area).

Recommendation:

UIT recommends installing the Uniprint printing solution in the labs. Proctor in the front area can have the ability to release the printing jobs once the student is ready to checkout. It enables student privacy and provides data security. Tom Carroll will be assigned to work with DSA IT on this initiative

Since the number of stations will increase significantly, UIT recommends proceeding with the installation of a multi-function network printer in the proctor area.

- **Observation #7:** The CSD requested the purchase of two (2) multi-function printers for staff (estimated costs: $1,430).

Recommendation:

UIT recommends avoiding purchasing of local printers in lieu of network printers. The only exception of this recommendation is when users are printing confidential information that should not be printed in a network printer without a security mechanism to release the job. Multi-function Xerox printers have security capabilities to release jobs from the network printer with a user-provided password.

SECTION 4: RESULTS AND DELIVERABLES

Several observations and recommendations have been discussed above, and will be shared with the DSA IT team for consideration. From the original estimated costs (appendix A) of $60,502 submitted by the CSD, the estimated costs of the proposed recommendations are $15,000.

SECTION 5: ADDITIONAL COMMENTS

None.

Appendix A: List of CSD IT needs provided by CSD IT person

Center For Students with Disabilities
Current and future technology needs

Item description	Cost	Quanity	Total	
OptiPlex All-in-one Desktop	1255.96	24	$ 30,143.04	
PowerEdge T620 (Server)	3404.46	1	$ 3,404.46	
Netgear WiFi Router	230.00	1	$ 230.00	
ClockWork (Data) 5 Users Software	15079.00	1	$ 15,079.00	
JAWS (Speech Output Software)	895.00	2	$ 1,790.00	
Dragon Naturally Speaking Sft	177.00	3	$ 531.00	
ZoonText Magnifier/Reader Sft	599.00	3	$ 1,797.00	
iMac 27"	1800.00	3	$ 5,400.00	
Dell Multi-Function Printer	715.00	2	$ 1,430.00	
Dell Mono Printer (Testing Rm)	349.00	2	$ 698.00	

Total $ 60,502.50

Attachment 2

Center For Students with DisABILITIES

Current and Future Technology Needs

Item description	Cost	Qty.		Total	User	Purpose
OptiPlex 9010 All-in-one 23"	908.90	24	$	21,813.60	Students	Computers for student exams
Dell Multi-Function Printer C3765DNF	714.99	3	$	2,144.97	Staff	Scanner/printers for counselors
Toner Supply for C3765DNF	710.96	3	$	2,132.88	Staff	Supply for counselors printers
Keyboard & Mouse Replacement (Dept)	16.71	10	$	167.10	Dept.	Replace worn keyboards and mice
JAWS (Speech Output Software)	895.00	2	$	1,790.00	Students	Software upgrades- text to speech
Dragon Naturally Speaking Softyware for PC	161.00	2	$	322.00	Students	Software upgrades- speech to text
ZoomText Magnifier/Reader Software	599.00	2	$	1,198.00	Students	Software upgrades- text to speech
iMac 27" (soundproof room)	1799.99	1	$	1,799.99	Students	Meet the need for MAC computers
IMac 23" (open testing room)	1299.90	1	$	1,299.90	Students	Meet the need for MAC computers
Dragon Naturally Speaking software for Mac	199.99	2	$	399.98	Students	Software for new MACs
Olympus Digital Recorders (VN-702PC)	47.99	8	$	383.92	Students	Recorders for students to borrow
Fellowes Powershred 90S	278.99	2	$	557.98	Dept.	High volume shredder
LG LCD 55" Monitor	825.00	1	$	825.00	Dept.	For AAEC to view online forms
Freedom Topaz EZ 20" (Magnification)	1995.00	1	$	1,995.00	Students	Magnifier for students
EVS Pebble Handheld (Magnification)	645.00	1	$	645.00	Students	Students w/visual impairments can sign documents
Dell Printer B3460 Duplex (Replacement)	474.50	2	$	949.00	Labs	Replace old printers in computer labs
Optiplex 7010 Desktop (Staff Replacement)	597.22	8	$	4,777.76	Staff	Replace old staff desktops
Toner Supply for B3460dn	164.89	4	$	659.56	Labs	Toner Supply for computer lab printers

Total $ 43,861.64