

# How to Request Your Accommodation Letters in AIM

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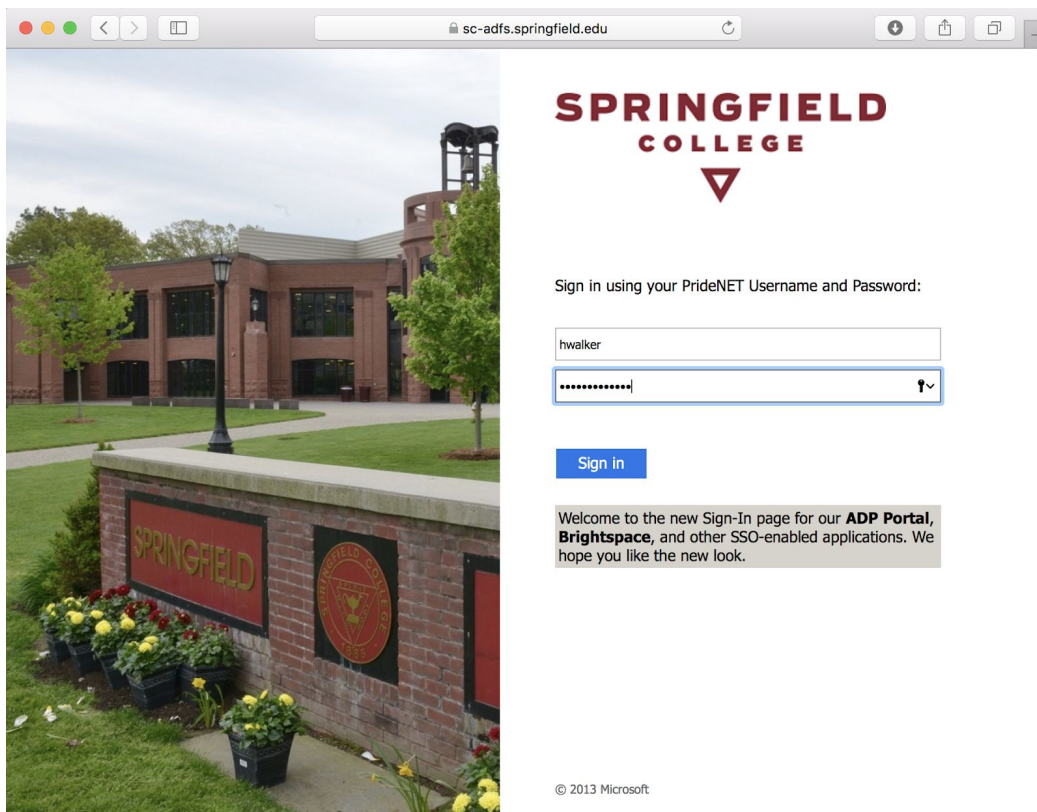
## Brief Introduction

Disability & Accessibility Services is excited to announce the launch of **AIM** (Accessible Information Management) -- our new online accommodation management portal. New DAS students can register online to request accommodations and submit their documentation securely. Returning students can manage their accommodations each semester for each course all in one place.

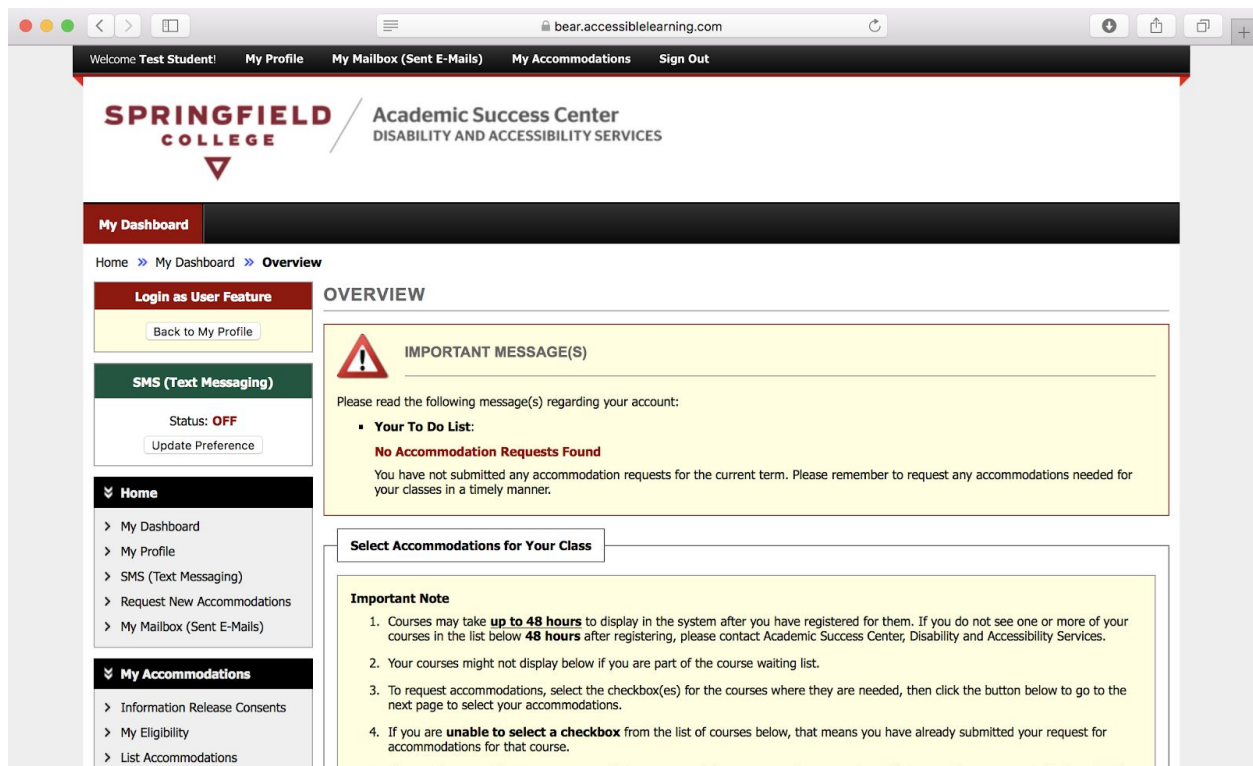
## Step-by-Step Instructions

Below are the steps on how you can request your accommodation letters through AIM.

1. Click here to access your portal: **AIM**
  - o Please sign in using your Springfield College Username & Password.

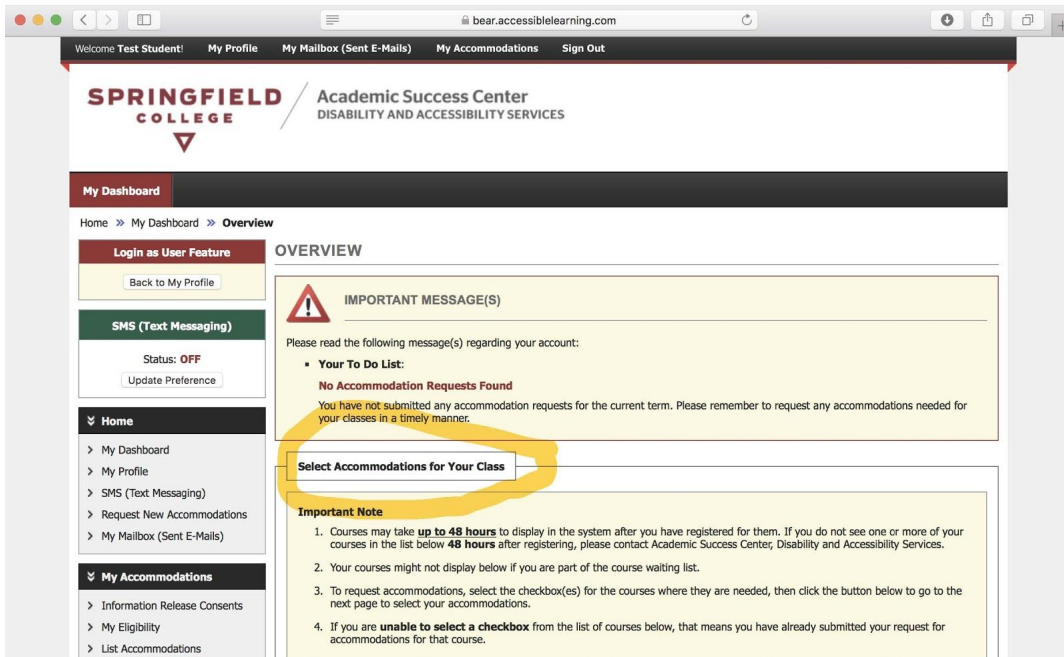


2. Once you login, AIM will bring you to one of the following pages:
- It will bring you to a page where you will need to fill out two e-forms agreements: “Confidentiality & Maintenance of Records and Student Rights & Responsibilities.” Please complete these forms and submit them. Once submitted, it will bring you to your Overview Page.
  - If you already completed the e-forms, it will bring you directly to your Overview Page, which is where you will be able to request your accommodation letters for the upcoming semester (see the image below).



Continued on the next page.

3. On this same page you will notice that you have a section called “**Select Accommodations for Your Class**” (highlighted in yellow in the image below). This is where you can make your requests for your accommodation letters for the semester.



Continued on the next page.

4. Scroll down until you see **Step 1: Select Class(es)** (highlighted in yellow on the image) under the section called “Select Accommodation for Your Class”. Your courses will appear here automatically.
  - A couple of notes before moving on:
    - If you do not see your courses listed, please wait up to 48 hours for it to be processed. If the course continues not to appear, please reach out to [ascdas@springfieldcollege.edu](mailto:ascdas@springfieldcollege.edu) for further assistance.
    - In addition, if you decide to **add or drop** a course from your schedule sometime during the beginning of the semester, and if you already submitted your letters, please be aware that it will take time for the system to recognize the changes. Once it does, AIM will automatically cancel any accommodation requests you made for a Dropped Course. However, it is your responsibility to come back to this page to make an accommodation request for any new added courses.
  - Click all of the courses you want to submit accommodation letters for. Once you have chosen what courses you want your accommodation letter to be submitted to, proceed with **Step 2 - Continue to Customize Your Accommodations** (highlighted in yellow on the bottom of image).

The screenshot shows a web browser window with the URL [bear.accessiblelearning.com](http://bear.accessiblelearning.com). The page title is "Select Accommodations for Your Class".

**Navigation Menu (Left):**

- Welcome Test Student!
- My Profile
- My Mailbox (Sent E-Mails)
- My Accommodations
- Sign Out

**Main Content Area:**

**Select Accommodations for Your Class**

**Important Note**

1. Courses may take **up to 48 hours** to display in the system after you have registered for them. If you do not see one or more of your courses in the list below **48 hours** after registering, please contact Academic Success Center, Disability and Accessibility Services.
2. Your courses might not display below if you are part of the course waiting list.
3. To request accommodations, select the checkbox(es) for the courses where they are needed, then click the button below to go to the next page to select your accommodations.
4. If you are **unable to select a checkbox** from the list of courses below, that means you have already submitted your request for accommodations for that course.
5. If you wish to **modify your accommodation request** (change or cancel a request), scroll down until your course is displayed and select either **Modify Request** or **Cancel Request**.

**Step 1: Select Class(es)**

Fall 2020 - BIOL 101.01 - BIOL-FAKE 101.01 (CRN: 00000)

**Additional Information (Bottom Right):**

You are encouraged to speak with your faculty at the beginning of each semester to discuss the implementation of their accommodations. There may be important factors to consider or agreements to put in place.

Also keep in mind that some accommodations may require you to follow additional procedures or timelines. So, it's important to communicate early and plan ahead.

Faculty have been instructed to respect your right to confidentiality and limit discussions of disability or accommodations to private conversations with you. It is ultimately your decision whether to share specifics about your disability.

DAS is always available to facilitate conversations between you and your faculty. If you or your faculty have any questions about the implementation of your accommodations, please contact DAS as soon as possible.

**Step 2 - Continue to Customize Your Accommodations**

**Logout (Bottom Left):**

Once you finish with your session, please do not forget to **Log Out** and **Close Your Browser**.

**Primary Advisor (Bottom Left):**

Any questions or concerns? Use the following contact information:  
**Primary Advisor**  
 Name: **Hailey Walker**  
 Phone: **Not Specified**  
[Send Email](#)

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5. Once you have clicked Step 2, it will bring you to a new page called, “**Final Steps: Select Accommodation(s) for Each Class,**” where you will be able to customize your accommodations for each of your courses.
  - For example, if you only want to request the accommodation of “Alternate Testing” for one of your courses instead of all of your accommodations you can do so. However, you may also prefer to select all of your accommodations for each of your courses.

The screenshot shows a web browser window with the URL [bear.accessiblelearning.com](http://bear.accessiblelearning.com). The page title is "OVERVIEW" and the main heading is "Final Step: Select Accommodation(s) for Each Class".

**Course Information:**

- Course: **BIOL 101.01 - Biol-Fake 101.01 (CRN: 00000)**
- Instructor(s): **Test Smith**
- Days and Time(s): **MWF at 11:00 AM - 11:45 AM**
- Date Range(s): **08/31/2020 - 12/25/2020**
- Location(s): **Hickory 100**

**Accommodation Selection:**

Select the check box if you have entered a **WRONG CRN**. You will not be required to specify your accommodation for this class.

**Select Accommodation(s) for BIOL 101.01**

- Alternative Testing
- Assistive Listening Device
- Captioned Media
- Live Captioning
- Peer Notetaking
- Preferential Seating

Buttons: [Submit Your Accommodation Requests](#) | [Back to Overview](#)

**Questions? Contact Us!**  
Please contact our office if you have any questions or concerns.

**Academic Success Center  
Disability and Accessibility Services**

Springfield College  
263 Alden Street  
Springfield, MA 01109

ascdas@springfield.edu  
p: (413) 748-3389  
f: (413) 748-3631

**Primary Advisor**  
Name: **Hailey Walker**  
Phone: **Not Specified**

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6. Once you are done with customizing your accommodations for your courses, please click **Submit Your Accommodation Requests** (highlighted in yellow on image).

The screenshot shows a web browser window with the URL [bear.accessiblelearning.com](http://bear.accessiblelearning.com). The page is titled "My Dashboard" and includes a navigation menu with "Welcome Test Student!", "My Profile", "My Mailbox (Sent E-Mails)", "My Accommodations", and "Sign Out".

The main content area is titled "OVERVIEW" and displays the following information:

- Final Step: Select Accommodation(s) for Each Class**
- BIOL 101.01 - Biol-Fake 101.01 (CRN: 00000)**
- Instructor(s): **Test Smith**
- Days and Time(s): **MWF at 11:00 AM - 11:45 AM**
- Date Range(s): **08/31/2020 - 12/25/2020**
- Location(s): **Hickory 100**

A warning message states: "Select the check box if you have entered a **WRONG CRN**. You will not be required to specify your accommodation for this class."

The "Select Accommodation(s) for BIOL 101.01" section includes the following options:

- Alternative Testing
- Assistive Listening Device
- Captioned Media
- Live Captioning
- Peer Notetaking
- Preferential Seating

At the bottom of the form, the **Submit Your Accommodation Requests** button is highlighted in yellow, with a **Back to Overview** button next to it.

A "Questions? Contact Us!" section provides contact information for the Academic Success Center, Disability and Accessibility Services at Springfield College, including the address (263 Alden Street, Springfield, MA 01109) and email ([ascdas@springfield.edu](mailto:ascdas@springfield.edu)).

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7. On the top of the new page, you will see that the system has successfully processed your request.
  - Also on this page, under the section “**List Accommodations for Fall 2020**”, each of your courses that you requested letters for will appear. Also, within each course, you will be able to see what accommodations you requested for that particular course.
  - Please review each course and the accommodations that you selected. If you noticed that an accommodation was not selected or if you wish to add another approved accommodation, please go to **Step 9**.

The screenshot displays the user interface for 'bear.accessiblelearning.com'. At the top, a navigation bar includes links for 'Welcome Test Student!', 'My Profile', 'My Mailbox (Sent E-Mails)', 'My Accommodations', and 'Sign Out'. A secondary bar contains 'Login as User Feature' and a 'Back to My Profile' button. The main content area is titled 'OVERVIEW' and features a green checkmark icon with the message 'SYSTEM UPDATE IS SUCCESSFUL' and 'The system has successfully processed your request.' Below this is a section for 'LIST ACCOMMODATIONS FOR FALL 2020' with a search filter set to 'Search All'. The current term is 'Fall 2020'. A specific accommodation is listed: 'BIOL 101.01 - Biol-Fake 101.01 (CRN: 00000)' with 'Modify Request' and 'Cancel Request' options. The instructor is 'Test Smith', and the schedule is 'MWF at 11:00 AM - 11:45 AM' from '08/31/2020 - 12/25/2020' at 'Hickory 100'. The 'Request Status' is 'Approved' with a green checkmark icon, and the 'Notification Letter' status is 'Scheduled'. A section titled 'List Accommodation(s) Selected for BIOL 101.01' shows 'Alternative Testing' and 'Peer Notetaking' as selected options. A 'Primary Advisor' section lists 'Hailey Walker' with a 'Send Email' link. A footer note provides contact information for the primary advisor.

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8. Please also note the section labeled **Notification Letter**:

- You will be able to monitor the status of your accommodation letter by viewing this box within each course section.
  - **Scheduled:** This means that your accommodation letter is under review by a DAS professional.
  - **Sent:** This means that your accommodation letter has been submitted to your professor. You will also receive a copy of each letter submitted to your professor(s) via your email.

The screenshot displays the 'My Accommodations' page. At the top, there is a navigation bar with links for 'Welcome Test Student!', 'My Profile', 'My Mailbox (Sent E-Mails)', 'My Accommodations', and 'Sign Out'. Below this, a sidebar on the left contains sections for 'Login as User Feature', 'SMS (Text Messaging)', 'Home', and 'My Accommodations'. The main content area is titled 'OVERVIEW' and features a green checkmark icon with the message 'SYSTEM UPDATE IS SUCCESSFUL'. Below this, there is a section for 'LIST ACCOMMODATIONS FOR FALL 2020' with a search filter set to 'Search All'. A table lists the current term as 'Fall 2020' and shows a request for 'BIOL 101.01 - Biol-Fake 101.01 (CRN: 00000)'. The request details include the instructor 'Test Smith', days and time 'MWF at 11:00 AM - 11:45 AM', date range '08/31/2020 - 12/25/2020', and location 'Hickory 100'. The 'Request Status' section shows a green checkmark and 'Approved' status, with a 'Notification Letter' status of 'Scheduled' highlighted in yellow. The 'List Accommodation(s) Selected for BIOL 101.01' section lists 'Alternative Testing' and 'Peer Notetaking'. The 'Other Information' section includes a link to 'View Complete Request History'. At the bottom left, there is contact information for the primary advisor, Hailey Walker.

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9. **Modify Request:** If you forgot to select an accommodation for a particular course or decided during the semester to add another approved accommodation to your letter, you can modify your accommodation letter by clicking Modify Request.
- Please note that accommodation requests cannot be **retroactive**. Again, we highly recommend that you think about what accommodations you want to request for your courses in advance.

The screenshot shows the 'My Accommodations' page on the 'bear.accessiblelearning.com' website. The page is titled 'OVERVIEW' and displays a green checkmark icon with the message 'SYSTEM UPDATE IS SUCCESSFUL'. Below this, it states 'The system has successfully processed your request.' A section titled 'LIST ACCOMMODATIONS FOR FALL 2020' includes a search filter set to 'Search All' and a table of accommodations. The table has columns for 'Previous Term', 'Term: Fall 2020', and 'Next Term'. A row is highlighted for 'BIOL 101.01 - Biol-Fake 101.01 (CRN: 00000)', with 'Modify Request' and 'Cancel Request' buttons. A yellow circle highlights the 'Modify Request' button. Below the table, details for the selected accommodation are shown: Instructor(s): Test Smith; Days and Time(s): MWF at 11:00 AM - 11:45 AM; Date Range(s): 08/31/2020 - 12/25/2020; Location(s): Hickory 100. The 'Request Status' section shows a green checkmark and 'Approved', with a log of entries and updates by Hailey Walker on 08/20/2020 at 01:40 PM. The 'Notification Letter' section shows a status of 'Scheduled'. A 'List Accommodation(s) Selected for BIOL 101.01' section lists 'Alternative Testing' and 'Peer Notetaking'. An 'Other Information' section includes a link to 'View Complete Request History'. A sidebar on the left contains navigation links for 'Home' and 'My Accommodations', and a contact section for the Primary Advisor, Hailey Walker.

10. Contact DAS if you have any questions or concerns about the Accommodation Letter Request Process:

- Disability & Accessibility Services
  - [ascdas@springfieldcollege.edu](mailto:ascdas@springfieldcollege.edu)
  - 413-748-3389
- Erin Eighan, Assistant Director of the ASC
  - [eeighan@springfieldcollege.edu](mailto:eeighan@springfieldcollege.edu)
  - 413-748-3724
- Hailey Walker, Accessibility Coordinator
  - [hwalker@springfieldcollege.edu](mailto:hwalker@springfieldcollege.edu)
  - 413-748-3768
- Camille Elliott, Associate Director of Student Services
  - [celliott@springfieldcollege.edu](mailto:celliott@springfieldcollege.edu)
  - 413-748-3720