Office of AccessAbility Services (OAS)  
Alternate Format Request Guideline & Procedure

**General Guidelines:**

Alternate formats of printed course materials, such as pdf files, large print, audio files, and electronic text are provided to students with disabilities who submit appropriate documentation to substantiate a disability that requires an alternative format. In order to determine reasonable accommodations, the Office of AccessAbility Services (OAS) engages in an interactive process with each student and reviews requests for accommodations on an individualized, case-by-case basis.

Determination of reasonable accommodations depends upon the nature and degree of the student’s documented disability.

In order to request and receive alternate format services, students must identify themselves to OAS, present appropriate documentation and engage in an accommodation intake meeting. In consultation with the student, the Director of OAS will review the documentation to determine the appropriateness of the accommodation. Students requesting alternate format services should contact OAS immediately at 860-465-0189 (voice), 860-465-0136 (fax) or via e-mail at accessability@easternct.edu to discuss this accommodation.

Before submitting an alternate format request, students are encouraged to determine if their textbooks can be purchased as e-texts (i.e., Zulu – in connection to ECSU bookstore, Vitalsource, Bookshare, CourseSmart, Learning Ally, National Library Service, Project Gutenberg, Alternative Media Access Center or Access Text Network) which may meet their accommodation needs. It generally takes OAS four to six weeks to obtain textbooks in alternate formats. Reading material such as journal articles, class syllabi, or class handouts can be provided in alternate formats in less time. OAS will work with students to provide materials as promptly as possible. However, late requests will likely result in a delay in providing materials. In order to comply with copyright law, students will be required to show a purchase receipt before acquiring their alternate formats. Students are required to submit textbook/material information to the Office of AccessAbility Services (OAS) as soon as it is available by completing their Semester Accommodation Letter Request and submitting an Alternate Format Request through Accommodate. Students requiring assistance in obtaining textbook information can reference the Eastern - find textbooks web page or contact OAS at 860-465-0189.

The OAS will attempt to provide the material in the format requested by the student. The Americans with Disabilities Act of 1990 requires that consideration be given to the specific method requested by the student, but it does not imply that a particular accommodation be granted if it is deemed not reasonable or other suitable accommodations are available.
All alternate format materials are intended for the specific student with the documented disability and are not to be shared with others. Duplication of the alternate format materials is prohibited.

Similar to all accommodations, a student must communicate problems or concerns regarding their alternate formats to OAS in order to permit staff the opportunity to resolve concerns.

**Procedures:**

- If approved for alternate formats, students must determine which books are needed. Students are encouraged to visit the following link to look up book information: [Eastern - find textbooks](#).
- If information is not available online, students should contact the professor or departmental secretary to obtain textbook information.
- Accessible formats may be available through the following resources; Zulu, Vital Source, Bookshare, CourseSmart, Learning Ally, National Library Service, Project Gutenberg, Alternative Media Access Center or Access Text Network, or any other online audiobook platform. Students are encouraged to sign up for individual membership at a modest cost to be able to order books directly. In addition, if a book is not made available, the OAS can also contact publishers directly and request an audiobooks format.
- Students approved for alternate formats accommodations must submit a **New Semester Accommodation Letter Request** through the Eastern’s student accommodation portal, Accommodate, and identify the classes for which they require their alternate format accommodations.
- In order to request alternate formats through OAS, students must also submit an **Alternate Format Request** through Accommodate. As alternate formats can take four to six weeks to process, students are encouraged to begin this process as soon as possible.
- OAS will work to contact the publisher, AccessText (www.accesstext.org), or Bookshare (www.bookshare.org), etc. to determine availability of electronic versions.
- If an electronic version is not available, the OAS can scan a student’s entire book. This process requires the book’s binding to be removed. Students will be contacted through their Eastern email and the OAS will request that the physical book be brought to the OAS office for scanning. The OAS will not rebind books.
- Students will be contacted through their Eastern email when materials are ready to be picked up.
- Students must show a proof of purchase to OAS prior to receiving alternate format materials.
- If use of equipment owned by OAS is needed to access the alternate format, students will also need to complete an **Equipment Loan Form**.
At the end of each semester, students are required to inform the OAS of the intent to continue using loaned equipment for subsequent semesters. Failure to do so will result in a “hold” on a student’s account until the intent is secured or the equipment is returned. Significant delays in this process will also result in a required deposit for any future requests of OAS loan equipment. If the equipment is lost or damaged, the cost of the equipment is will also need to be paid in full.

Any questions regarding the alternate formats request guideline and procedure should be directed to Kristen Scavone, Director, at 860-465-0189 (voice), 860-465-0136 (fax), or via e-mail at accessability@easternct.edu.