

AIM (Accessible Information Management) Guide for Students:

Submitting a Custom Request

1. From the **My Dashboard tab** in your AIM portal, under **My Accommodations** in the left margin, click on **Communication Access**.



1. On the top right side of the **Communication Access** page, click **Custom Requests**.



1. Click **Schedule Custom Request** on the right side of the page.



1. Under **Custom Request Form**, use the **Select Course** drop-down menu to select **Non Class Related Request** for such things as meeting with an advisor, meeting with an instructor outside of class, a campus activity or other single event. Then click **Continue to Specify Custom Request**. OR



1. Use the **Select Course** drop-down menu and select the desired course when submitting a request that is needed during class hours or for course material. Click **Continue to Specify Custom Request**.



1. First read the **Terms and Conditions of Submitting Custom Request** at the top of the page. Next, below the Terms and Conditions, fill out the **Event Information** form as follows:
	1. Do not leave a field blank unless otherwise indicated.
	2. **Event Name**:
		1. If requesting for a class, list name and course number.
		2. If requesting for a single event, put title or description of the event.
	3. **Speaker(s)**: LEAVE BLANK.
	4. **Event Date**:
		1. If requesting any service for the entire duration of a class, put the first day class begins.
		2. If requesting INTERPRETER OR TRANSCRIBING for a single event, in or outside of class, put the date service will be needed.
		3. If requesting CAPTIONING OR AUDIO DESCRIPTION for a single event and the video has a date you will need to view it by, place that date in the field. If not, use the day you are submitting your request.
	5. **Time Start/End**:
		1. If requesting any service for the entire duration of a class, put the usual time class will start and end.
		2. If requesting INTERPRETER OR TRANSCRIBING for a single event, in or outside of class, put the start and ending time that the event is taking place.
		3. If requesting CAPTIONING OR AUDIO DESCRIPTION for a single event, put 8:00 a.m. in “Time Start” and 9:00 a.m. in “Time End.”
	6. **Location/Meeting Link**:
		1. If requesting INTERPRETER OR TRANSCRIBING for an in-person event, put the address of where the event will take place.
		2. If requesting INTERPRETER OR TRANSCRIBING for an online meeting, put the meeting link.
		3. If the request is for video media, put either CAPTIONING or AUDIO DESCRIPTION.
	7. **If requesting for a class, list days class meets (example: M/W/F), 1st and last day of class, and date of final. If requesting for a single event, write “N/A”:** Follow instructions on form.
	8. **Request Type(s):** Check only one request type per form.
	9. **Event Media/Materials:** Check only one media type if you are submitting a request for Captioning or Audio Description. LEAVE BLANK IF SUBMITTING INTERPRETER OR TRANSCRIBING REQUEST.
	10. **Any additional information needed, such as preferred interpreters, video quality, etc.** **If submitting for an interpreter request, please indicate** **ASL (American Sign Language) or signed English:** Follow instructions on form. YOU MAY LEAVE BLANK IF YOU DO NOT HAVE ANY ADDITIONAL INFORMATION TO REPORT.
2. When you are finished filling out the form, click **Submit Custom Request** at the bottom of the page.

 

1. You can view your Communications Access requests from your Dashboard.