Dear Students,

Welcome to 2020!

For those of you who are new to the quarter system, the Fall quarter probably felt like it zoomed by! We are already busy at work in the new year and eager to see what’s in store for our students. If you have any questions about any of the information presented in our Winter newsletter, please contact your CAE Counselor for more information. On behalf of the entire CAE team, we look forward to continuing our work with you and hope that you feel empowered to self-advocate as you continue on your educational journey here at UCLA.

Trainings and Tutorials

Have you had an opportunity to check out our new training and tutorials page on our updated website? Here you will find information about how to book your exams in the Student Portal and how to request letters of accommodations for your instructors. Please be sure to check this page frequently, as the CAE will be adding new tutorials throughout the year.
How to Inform Your Instructors About Your Accommodations

Have you requested your accommodations so that your Letter of Accommodation can be viewed by your professors in the Faculty Portal? This process is called Self-Registration - do you need assistance with how to do this? Check out CAE’s YouTube channel that includes instructional videos on how to request your Letter of Accommodation and how to request testing accommodations. Tutorials can also be found on the CAE website. Under the Student Resources link, select How to Inform Your Instructor(s) About Your Accommodations.

Attention Students:

Are you signing up for your exam accommodations on time?

PLEASE TAKE NOTE OF OUR NEW DEADLINES BELOW!

1. Fourteen (14) days’ notice for Midterms, Quizzes & Finals
   As reasonable advanced notice is required in order to implement accommodations, if you miss the 14 day notice, you may not be able to use your testing accommodations with CAE. Late requests will be handled on a case-by-case basis. Please come to the CAE Testing Center during our Walk-in hours and speak with a Testing Center staff member.
   Walk-in Hours: Monday – Thursday 11:00am – 1:00pm. No walk-ins on Fridays.
2. No walk-ins 72 hours prior to a quiz, test or exam.
3. Changes to your final exam schedule must be finalized by February 28, 2020.
4. No walk-ins after Week 8 (February 28, 2020).
5. Please see your CAE Counselor if there are any extenuating circumstances that may prevent you from meeting these deadlines.

The CAE Student Portal is open for the Winter 2020 quarter. Please log onto the portal schedule your exam dates:

1. Letter of Accommodation: In order to request testing services, you must verify your accommodations for each course prior to booking your exams
2. Log into the Student Portal located on the top right side of the CAE website.
3. Click “Send Accommodation Letter to Instructor”. This allows you to choose the accommodations you require for each course, and allows your professor to view your Accommodation Letter.
4. Book a Test: In the Student Portal, in the Main Menu, click “Book a Test.” Schedule all quizzes, tests and exams for the quarter that will require exam accommodations. It is crucial that you schedule all your exams, including your finals, at the same time.
5. Make your request at least 14 days prior to the date of the exam. Students who request exam accommodations less than 14 days prior to the exam will be reviewed on a case-by-case basis since the University requires timely notice to coordinate the service. The University may be unable to provide exam accommodations to any student request that is less than 14 days. If you miss the 14-day notice, visit the CAE Testing Center at Murphy Hall A-242, Monday – Thursday, 11 am - 1 pm.
6. If you cannot be added to the schedule, you will be referred to your CAE Counselor to determine alternative arrangements.
7. For students that have extenuating circumstances and need to reschedule an exam, contact your Counselor to assess the reasonableness of the reschedule request.
8. Your exam details: The evening before a scheduled exam, log into the Student Portal, go to “My Schedule” to verify the location of your exam to ensure that you arrive at the correct location at the designated time. Time will not be compensated if you arrive at the wrong location. Bring all necessary items to complete your exam (pen, pencil, Blue Book, scantron, calculator, timer, clock, etc., if allowed).
9. If you have general testing questions: Contact us by phone or email: 310-825-2651 or caeproctor@saonet.ucla.edu
Do you have a quick question for a CAE Counselor, need to make an urgent request, or want to check-in, and were not able to schedule an appointment soon enough? Stop by for a 15-minute drop-in with a counselor! Please note that these are only 15-minute meetings and may be with someone other than your assigned counselor, so scheduling an appointment is always encouraged! You can call 310-825-1501 or come into the office to schedule an appointment.

**Winter 2020 Counselor Drop-in Hours**

**Norma:** Mondays 1 - 2 pm  
**Marc:** Tuesdays 1 - 2 pm  
**Laura:** Wednesdays 11am - 12pm  
**Kya:** Thursdays 10 - 11 am  
**LuMarie:** Fridays 9 - 10 am

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**Alternative Format Requests**

Students who have met with a CAE Counselor and have been approved for the Alternative Format accommodation may request to have their textbooks converted to an accessible electronic format, which can be read aloud using a screen reader or text to speech (TTS) software, enlarged, etc. Specialized formats such as Braille or raised graphics can also be produced, if needed. Requests can be submitted via email or in person. Contact the **Assistive Technology Specialist**, Shirley Ruiz - via email sruiz@saonet.ucla.edu, or by phone (310) 794-5725 if you have any questions.

**How long will it take to have my print version textbooks converted?**

You are encouraged to make requests at least three weeks prior to the start of the quarter, if possible. Please allow at least three weeks to begin receiving material for your textbook requests. Brailling services can take up to eight weeks. For more information or to submit an Alternative Format request, please visit the [Alternate Format page](http://www.cae.ucla.edu) on the CAE website.

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**Have you checked out our new website?**

[www.cae.ucla.edu](http://www.cae.ucla.edu)

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**All Brains** is a student-focused and student-led program that plans and arranges all events around constant feedback from neurodiverse students at UCLA.

**All Brains** was formed as a dedicated program to provide social events, workshops for professional faculty/students, and peer mentorships for neurodiverse students. Visit the [UCLA All Brains](http://www.cae.ucla.edu) website for more information.
The Notetaking Accommodation: Information for Undergrads

The CAE continues to audit its notetaking program in order to ensure that students are receiving and utilizing the most appropriate and adequate accommodations. We want to make sure that if you are approved for an accommodation, you are still in need of the accommodation, and if you are, that the most appropriate and reasonable accommodation is in place.

What does this mean for your peer notetaking accommodation?
During summer 2019, the CAE again audited its peer notetaking program and found that 75% of students who have been approved for peer notetaking are not utilizing peer notes. If you have been identified as one such student, you will receive an email asking you to schedule an advising appointment with your CAE Counselor in order to determine if you still require the notetaking accommodation and to discuss alternatives for the 2019-2020 academic year.

What about students who utilize technology-assisted notetaking (Sonocent or Otter)?
If you were invited, via email, to access either Sonocent or Otter but not did not activate your license or begin using this technology, you will receive an email asking you to schedule an advising appointment with your CAE Counselor in order to determine if you still require the notetaking accommodation and to discuss alternatives. If you received an invitation to use Sonocent or Otter and you do not need this accommodation, please contact your Counselor so that we may distribute this license to another student.

What about students who need peer notes because they are absent from class?
A notetaking accommodation is an auxiliary aid that is not a substitute for a student’s course attendance. Generally, a best student practice is to connect with others in your class to share any missed materials due to absences. If your disability impacts your attendance, please contact your CAE Counselor to determine appropriate accommodations.

I’m approved for peer notetaking. What should I do if no one volunteers to take notes in my class?
Please contact CAE at notetaker@saonet.ucla.edu. If a notetaker is not identified, contact your CAE Counselor to discuss other methods of effective notetaking support, including technology-assisted options that provide more flexibility, independence, and more control over your notetaking.

Appealing an Accommodation Decision

The Center for Accessible Education (“CAE”) is committed to a fair process for the resolution of complaints related to disability discrimination or the failure to reasonably accommodate disability-related academic needs.

The following process may be used by students with disabilities through the Accommodations Appeals Process to resolve complaints about the following matters:

- Denial of academic accommodations,
- Decisions regarding eligibility for academic accommodations
- Determinations of specific appropriate academic accommodations, provision of accommodations and auxiliary services, provision of communication services,
- Administrative decisions of the CAE’s Program.

Students may address concerns about academic accommodation decisions affecting them in two ways. The first is to pursue an informal resolution (I). The second is to pursue a formal complaint. While we encourage students to begin with an informal resolution, a student may choose to start with a formal complaint. More information can be found on the CAE website.

Information about filing a disability-based grievance (Procedure 230.2) can also be found on the Center for Accessible Education website.