PLEASE USE PEN WHEN COMPLETING THIS FORM. THANK YOU.

STUDENT:__________________________________________________________
Student ID Number:_______________  E-mail:________________________________
Date____________   Phone:______________   Cell Phone:_______________________

The Disability and Educational Support Program (DESP) provides alternative format for students who are eligible for this service. In order to maintain the integrity of the service offered and comply with the law, the following rules apply to students who use the Alternate Media Service.

1. Eligibility for this service is determined by the DESP Coordinator, Counselors, or LD Specialists and is based in part on the professional documentation provided by the student.

2. Alternate media must be requested each semester needed. Complete information for each title must be included on this form and given to the Alternate Media Specialist.

3. By law, students requesting materials in alternate formats must own a physical or digital copy of the textbook or other course material, or obtain said materials before the alternate media will be distributed. Students must bring in the receipt of purchase for eBooks or other digital materials.

4. Once a request for materials in an alternate format is made, preference will be given to the format specified by the student; however, the recommendation of DESP professionals will be used in determining the specific media format for each academic course.

5. Alternative format requests must be submitted as soon as the student learns of their need. The Alternate Media Specialist will set the timeline for completion of the work accordingly. These requests will be filled in the most timely manner possible.

6. Time Line for alternative format requests are determined on a case-by-case basis.
   A. Standard turn around time for most text books is 10 business days. Upon review of material to be formatted and converted, the Alternate Media Specialist will notify the student of the projected completion date.

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B. Expedited turn around time: Starting within 5 business days of an urgent request for portions of a textbook, those portions requested will be provided on a “rolling basis” 24 hours prior to each upcoming due date noted in Syllabus.

7. Material provided to DESP for the purpose of conversion to alternative format will be disassembled and returned to the student in its altered condition. If materials are unavailable from the publisher, the student may choose to request the materials to be scanned according to the syllabus for the course. It is the student’s responsibility to request this service. These materials must be left with Alternate Media for scanning and editing and will be returned when the conversion is completed.

8. Self-Scan: An option available that you may want use, is to self-scan hard copy printed materials when the amount of material involved is small, and you want the materials very quickly. Scanners are available in the DESP Lab and in the Library.

9. Any Alternate Media materials provided to you by DESP are for academic use. These are copyrighted and may not be reproduced or distributed in a format other than a specialized format exclusively for the use of students with disabilities. Any further reproduction or distribution violates copyright law. For example, if you sell the original hard copy version of a copyright protected text, you must promptly return the converted alternative media version to DESP or self-delete your electronic version.

10. Inappropriate conduct by students, including the misuse of materials or any abuse of DESP services is subject to discipline as outlined in the DESP student handbook, which is available online and in the DESP office. Violations of the West Valley College student conduct code will result in disciplinary action as outlined in the West Valley College student disciplinary policy.

11. DESP will notify students when the first installment of their materials is available. If the student fails to pick up the materials within two weeks of notification, DESP will cease any further production until the materials have been picked up by the student.

I have read or heard this contract read aloud and understand the procedures and conditions of service listed above. My signature is my commitment to adhere to these responsibilities and terms.

___________________________________  
Student Signature Date

_________________________________
DESP Staff Member Signature Date

All DESP materials will be available in alternate formats (Braille, audiotape, electronic format, or large print) upon request. Please contact the Disability and Educational Support Program at (408) 741-2010 (voice) or (408) 741-2658 (TTY) for assistance.

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