

AIM FAQs

<p>How Do I a Create Student Profile for Each Student?</p>	<p>Once the User Profile information is in each system for each student, the Student tab under each individual needs to be manually updated by staff members.</p>
<p>How Do I Set Up Student Application and Email Templates?</p>	<ul style="list-style-type: none"> • Look at Website Controls, make changes based on the office's policy and procedure. • #101 Student Application Accepted • #102 Student Application Documentation Accepted • Edit email templates under Website Control - Student Application - Email Templates. This is where you can specify individual templates based on student's documentation. Below are examples of email templates each institution can create. <ul style="list-style-type: none"> • Ready to Schedule Appointment • Follow up: Illegible Documentation • Documentation Still Needed • Follow up: Documentation Still Needed (Final Notice)
<p>How Do I Edit Faculty Notification Letter and templates?</p>	<ul style="list-style-type: none"> • Look at Website Controls, make changes based on the office's policy and procedure. • #1 [By Campus] Faculty Notification Letter • #27 [By Campus] Pending Changes Approval • #135 [By Campus] Accommodation Cancellation Notification to Faculty • #150 Faculty Notification Letter (Temporary Disability)
<p>How Do I Edit Other Email Templates?</p>	<ul style="list-style-type: none"> • #23 Eligibility Letter (this is the letter that the student receives once eligibilities are established in student profile. • #100 Information Release Notification (if using) • #119 SMS Messaging Sign Up • #120 SMS Messaging Cancelled

<p>How Do I Navigate the Information Release Consent Process?</p>	<ul style="list-style-type: none"> • Seek approval from the institution's legal department if electronic typing of one's name will be accepted. • Update Allow Release Information and Statement of Agreement for Release Information in Website Controls - Organization Information • Add desired Information Consent Release template under Website Control - Student Controls. • Update Web Controls - Email Types and Templates - Email Templates • <i>100 (Information Release Notification)</i>
<p>How Do I Create a New Student Application?</p>	<ul style="list-style-type: none"> • Update Web Controls - Student Application <ul style="list-style-type: none"> ○ Main Control <ul style="list-style-type: none"> ▪ update each field. Some of them may not be applicable depending upon your school ○ Student Application Templates <ul style="list-style-type: none"> ▪ create a new template ▪ notify AIM if you want to make certain fields required ▪ notify AIM for CAPTCHA removal ▪ notify AIM if you want Additional Information section removed ▪ update Eligibilities if you do not want them to show as Prior Service or Future Service. Do this under Web Controls - Eligibility Controls - Eligibility Types ○ Student Application Archived Reasons ○ Student Application Status ○ Email Templates <ul style="list-style-type: none"> ▪ add customized templates ○ Additional Documentation Status ○ Additional Documentation Archived Reasons ○ Add a new template for Additional Documentation under Web Controls - Student Application - Student Application Templates • Update Web Controls - Email Types and Templates - Email Templates <ul style="list-style-type: none"> ○ <i>101 (Student Application Accepted)</i> ○ <i>102 (Student Application Documentation Accepted)</i>

	<ul style="list-style-type: none"> • Decide which staff member will manage Student Applications (one person, several people) • Decide how to review documentation (who will do it and when, if applicable) • Decide how to assign Applications (if applicable)
<p>How Do I Set Up Appointments?</p>	<ul style="list-style-type: none"> • Staff need to sync calendar (may require assistance from your school's IT and AIM) • Edit Web Controls - Appointment Controls <ul style="list-style-type: none"> ○ Main Control <ul style="list-style-type: none"> ▪ update each field. Some of them may not be applicable depending upon your school ○ Follow Up Items ○ Appointment Purpose Groups ○ Appointment Purpose Types ○ Appointment Status ○ Appointment Types ○ Manage Checklists (can wait) ○ Missing Appointment Reasons • Edit Email Types and Templates <ul style="list-style-type: none"> ○ 114 (<i>Appointment Reminder</i>) • Create appointments with your fake students to test the syncing feature
<p>How Do I Create Notes in AIM?</p>	<ul style="list-style-type: none"> • Edit Web Controls - User Controls - Case Note Titles (if applicable) • Edit Web Controls - User Controls - Case Note Types (if applicable)
<p>How Do I name Files in AIM?</p>	<ul style="list-style-type: none"> • Determine an internal naming scheme for uploaded files (if applicable)
<p>How do I Manage Accommodations/Faculty Notification Letter?</p>	<ul style="list-style-type: none"> • Email support@accessiblelearning.com your school's logo • Edit Web Controls - Email Types and Templates - Email Templates <ul style="list-style-type: none"> ○ 1 (<i>Faculty Notification Letter</i>) ○ 150 (<i>Faculty Notification Letter (Temporary Disability)</i>) ○ 23 (<i>Eligibility Letter</i>) ○ 27 (<i>Pending Changes Approval</i>) ○ 135 (<i>Accommodation Cancellation Notification to Faculty</i>) • Update Web Controls - Accommodation Controls <ul style="list-style-type: none"> ○ Main Control <ul style="list-style-type: none"> ▪ update each field. Some of

	<p>them may not be applicable depending upon your school</p> <ul style="list-style-type: none"> ○ Class Instruction Templates (may want to wait until after the first term using AIM) ○ Reason for Changes
<p>How do I Handle Requests for Alternative Formats?</p>	<ul style="list-style-type: none"> • Set up bookstore list (if paid for, may require assistance from your school's IT and AIM) • Edit Web Controls - Alternative Formats (see Website Controls: Alternative Formats) <ul style="list-style-type: none"> ○ Main Control <ul style="list-style-type: none"> ▪ update each field. Some of them may not be applicable depending upon your school ○ Available Formats (should be the same list as Format Preferences) ○ Book Availabilities ○ Student Request Status ○ Work Order Event Types ○ Work Session Types ○ Format Preferences (should be the same list as Available Formats) ○ Publisher List ○ Publisher Contact Type • Edit Web Controls - Email Types and Templates - Email Templates <ul style="list-style-type: none"> ○ 132 (<i>Alternative Format Book List Request to Instructor</i>) ○ 36 (<i>Alternative Format Book Reminder to Pick Up CUT Book</i>), may not be applicable to your school ○ 33 (<i>Alternative Format Book Reminder to Pick Up E-Text</i>), may not be applicable to your school ○ 117 (<i>Alternative Format Book Reminder to Provide Proof of Purchase or Sign Agreement</i>) ○ 131 (<i>Alternative Format Check Out Receipt</i>), may not be applicable to your school ○ 126 (<i>Alternative Format Download Book</i>) ○ 31 (<i>Alternative Formats - Bring Book to the Office</i>), may not be applicable to your school ○ 175 (<i>Publisher Contact Template</i>)

How Do I Handle Requests for Alternative Testing?

- **Edit Web Controls - Alternative Testing**
 - Main Control
 - Update each field. Some of them may not be applicable depending upon your school
 - Agreement Templates
 - Denied Request Reasons
 - Exam Cancellation Reasons
 - Exam Locations / Rooms
 - Department Return Offices
 - Late Request Reasons
 - Exam Types
- **Edit Web Controls - Email Types and Templates - Email Templates**
 - 11 (*Alternative Testing Contract*)
 - 29 (*Alternative Testing Contract Duplicate (Instructor)*)
 - 162 (*Notify Instructor About Proctoring Own Exams*)
 - 163 (*Notify Student About Instructor Proctoring Exams*)
 - 173 (*Scheduling Exam Without Testing Agreement - Instructor Notification*)
 - 19 (*Testing Request Cancelled*)
 - 167 (*Testing Request No Show*)
 - 169 (*Testing Request Notifying Instructor Regarding Approval*)
 - 171 (*Testing Request Notifying Instructor Regarding Exam Completion*)
 - 122 (*Testing Request Notifying Instructor Regarding Exam Updated*)
 - 121 (*Testing Request Notifying Instructor Regarding New Exam*)
 - 127 (*Testing Request Notifying Student Regarding Approval*)
 - 134 (*Testing Request Notifying Student Regarding Exam Scheduled Without Testing Contract*)
 - 133 (*Testing Request Notifying Student Regarding New Exam*)
 - 129 (*Testing Request Notifying Student Regarding Rescheduling*)
 - 165 (*Testing Request Notifying Student Regarding Rescheduling (No Time Proposal)*)
 - 17 (*Testing Request Pending Approved*)
 - 18 (*Testing Request Pending Cancelled*)
 - 40 (*Testing Request Reminder - Instructor*)

	<ul style="list-style-type: none"> ○ 41 (<i>Testing Request Reminder - Proctor</i>) ○ 20 (<i>Testing Request Reminder - Student</i>)
<p>What is the Process for Accommodating Deaf and Hard of Hearing Students?</p>	<ul style="list-style-type: none"> • Add DHOH employees to AIM (interpreters, transcribers, coordinators) • Edit Web Controls - Deaf and Hard of Hearing <ul style="list-style-type: none"> ○ Main Control <ul style="list-style-type: none"> ▪ update each field. Some of them may not be applicable depending upon your school ○ Assignment Types ○ Class Request Status ○ Copyright Status ○ Custom Request Media ○ Custom Request Status ○ Custom Request Types ○ Interpreter Preferences ○ Video Delivery Methods ○ Video Link Status ○ Vendors for Video Captioning • Edit Web Controls - Email Types and Templates - Email Templates <ul style="list-style-type: none"> ○ 200 (<i>Class Notification Letter for Faculty</i>) ○ 108 (<i>Class Transcript Posted Online</i>) ○ 112 (<i>Custom Assignment Cancelled</i>) ○ 111 (<i>Custom Assignment Reminder</i>) ○ 118 (<i>Missing Class without Notice (Transcriber or Interpreter)</i>) ○ 136 (<i>Missing Class without Notice (Transcriber or Interpreter) - Suspension Notice</i>) ○ 164 (<i>Notify Approved Transcribers or Interpreters to View Assignment Availability</i>) ○ 159 (<i>Substitute Assignment - Student Notification</i>) ○ 110 (<i>Substitute Assignment Cancelled</i>) ○ 109 (<i>Substitute Assignment Reminder</i>) ○ 115 (<i>Video Request to Instructor</i>)
<p>How Do I Navigate Notetaking Services in AIM?</p>	<ul style="list-style-type: none"> • Edit Web Controls - Deaf and Hard of Hearing <ul style="list-style-type: none"> ○ Main Control <ul style="list-style-type: none"> ▪ update each field. Some of them may not be applicable

	<ul style="list-style-type: none"> ○ depending upon your school ○ Cancellation Response Types ○ Email Templates ○ Notes Delivery Methods ○ Notes Not Required Reasons ○ Notes Restriction Reasons ○ Invoice Payment Types ○ Invoice Process Status ○ Request Status • Edit Web Controls - Email Types and Templates - Email Templates <ul style="list-style-type: none"> ○ 4 (<i>Assistance with Recruiting a Notetaker</i>) ○ 107 (<i>E-Invoice Signed by Student</i>) ○ 105 (<i>Invoice Initiated for Notetaker</i>) ○ 106 (<i>Invoice Initiated for Student</i>) ○ 42 (<i>Notes Posted Online</i>) ○ 151 (<i>Notetaker Assigned (Instructor Notification)</i>) ○ 5 (<i>Notetaker Confirmation</i>) ○ 6 (<i>Notetaker CONFIRMATION NEEDED</i>) ○ 3 (<i>Notetaker Contract</i>) ○ 10 (<i>Notetaker New Update</i>) ○ 9 (<i>Notetaker Unassigned</i>) ○ 154 (<i>Notetaking Cancellation Notice</i>) ○ 152 (<i>Notetaking Reminder - First Notice</i>) ○ 153 (<i>Notetaking Reminder - Second Notice</i>) ○ 161 (<i>Notify Notetaker Regarding New Student</i>) ○ 160 (<i>Notify Student Notetaker Has Been Assigned</i>) ○ 116 (<i>Student Assistance in Finding Notetaker</i>)
<p>How do I Manage Equipment Checkouts in AIM?</p>	<ul style="list-style-type: none"> • Decide who will enter equipment into AIM initially <ul style="list-style-type: none"> ○ Let AIM know if there are a lot of items to add into the system (support@accessiblelearning.com). We may be able to do a one-time mass upload of equipment from a spreadsheet. • Update Web Control - Equipment Controls <ul style="list-style-type: none"> ○ Checkout Form Template ○ Missing Action Types ○ Equipment Inventories ○ Equipment Status ○ Equipment Types • Edit Web Controls - Email Types and Templates - Email Templates

	<ul style="list-style-type: none">○ 156 (Equipment Reminder - First Notice)○ 158 (Equipment Reminder - Last Notice)○ 157 (Equipment Reminder - Second Notice)○ 155 (Equipment Reminder - Warning Notice)
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