Providing Remote Access Services

Use this tool to guide you through the process of providing remote access services. Answer each question with a “YES” (left) or a “NO” (right). At each answer point, write your responses, ideas, action steps, or other notes on a to-do list. Once complete, you should have a comprehensive plan for implementing services. If at any point your answer is unknown, determine whom to ask and note that on your to-do list.

STUDENT FACTORS

- Will remote services meet the student’s communication preference?
  - Consider other options
- Does the student have any physical limitations?
  - Discuss solutions or consider alternative options
- Does the student have experience with remote services?
  - Introduce service to student
- Does the student need training?
  - Determine who provides and when

INSTITUTIONAL FACTORS

- Does your institution have the technical capacity?
  - Consider other options
- Do you have technical infrastructure and support?
  - Contact IT and request support
- Are policies for use established?
  - Create and share
- Are other institutional resources available?
  - Who are your department allies?
  - Who can be contacted to navigate this challenge?

COURSE FACTORS

- Have you considered access barriers related to course type (lecture, lab, activity)?
  - Discuss solutions or other options
- Have you considered access barriers relating to course configuration (classroom setup, technology/equipment use)?
  - Document solutions and strategies
- Have you considered access barriers relating to instructional strategies (group work, hands-on learning, technology use)?
  - Document solutions and strategies
- Have you considered training for faculty and staff members?
  - Seek resources and plan for training

When will it be provided?

Implement TO-DO LIST

START TO-DO LIST

Has the student been contacted?
- YES
  - Schedule a meeting
- NO
  - Gather information about the student and access need (location, room logistics, course logistics, teaching methods, technology)

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