

Enhance the registration process to include a prompt for students to select any services they may need (e.g., note taking, interpreting, real time captioning, etc.). Then flag the respective class as needing a service.

CURRENT CHALLENGE:

The challenge centers on note taking and coordinating interpreting services for students registered with SSD. The current procedure: students register for classes, then submit a form to SSD requesting a need for note taking, interpreting, real time captioning, etc. services. Coordinating these services cannot commence until this form is received, students can receive note taking services anywhere from the first to third week of instruction thus missing pertinent class lecture information. Additionally interpreters' schedule sometimes cannot be finalized until shortly before the semester commences. (SSD cannot schedule interpreters until all students' schedules are submitted). In a nutshell the current procedure is as such: a student (receiving SSD services) registers for classes then proceeds to submit a form to SSD requesting their respective services (note taking, interpreting, real time captioning, etc.), sometime within the first two weeks of the semester students pick up a "professor letter" explaining services, students deliver the letter to the professor, and finally the professor announces to class a student is in need of a note taker and if there are any volunteers. It can be a somewhat cumbersome process.

PROPOSED SOLUTION:

Enhance the registration process. When a student (receiving services from SSD) registers for a class there is a prompt on the registration screen where they select which services he/she needs (note taking, interpreting, real time captioning, etc.), the respective class is then flagged in the registration system as needing a note taker and an interpreter. This has a few benefits: if another student needing interpreting services is considering taking the same course they would be more inclined to register for the same section if they see it's already flagged for interpreting services, SSD quickly access who needs an interpreter by accessing the registration system, and any students interested in being a note taker for the class can notify SSD office (thus the student can have class notes on day one of instruction).

BENEFITS TO FRESNO STATE:

It improves if not eliminates one of the seemingly smaller variables conflicting with the matriculation process for students receiving SSD services. It streamlines a laborious and somewhat antiquated procedure and elevates the registration process into the 21st century.

ADDITIONAL INFORMATION: