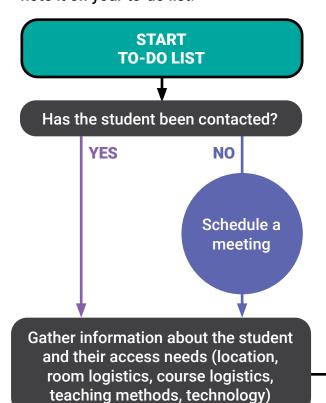# Providing Remote Access Services

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 how to obtain that information and note it on your to-do list.

START TO-DO LIST

Has the student been contacted?

YES **NO**

Schedule a meeting

Gather information about the student and their access needs (location, room logistics, course logistics, teaching methods, technology)

TA&D NETWORK

NDC National Deaf Center on Postsecondary Outcomes

IDEAs that Work
Office of Special Education Programs
U.S. Department of Education

STUDENT FACTORS

Will remote services meet the student's communication preference?

Consider other options

Does the student have additional disabilities that may affect how remote services are provided?

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 discuss a plan

Contact IT and request support

Are policies for use established?

Create and share

Are other institutional resources available?

Who are your department allies?

Identify resources available outside of your institution

COURSE FACTORS

Have you considered access barriers related to course type (lecture, lab, activity)?

Document solutions and strategies

Discuss with instructor and student, find solutions

Have you considered access barriers relating to course configuration (classroom setup, technology/equipment use)?

Document solutions and strategies

Discuss with student, find solutions

Have you considered access barriers relating to instructional strategies (group work, hands-on learning, technology use)?

Document solutions and strategies

Discuss with student, find solutions

Have you considered providing training for faculty and staff members?

Decide on a date to provide the training

Begin planning to provide a training

IMPLEMENT TO-DO LIST