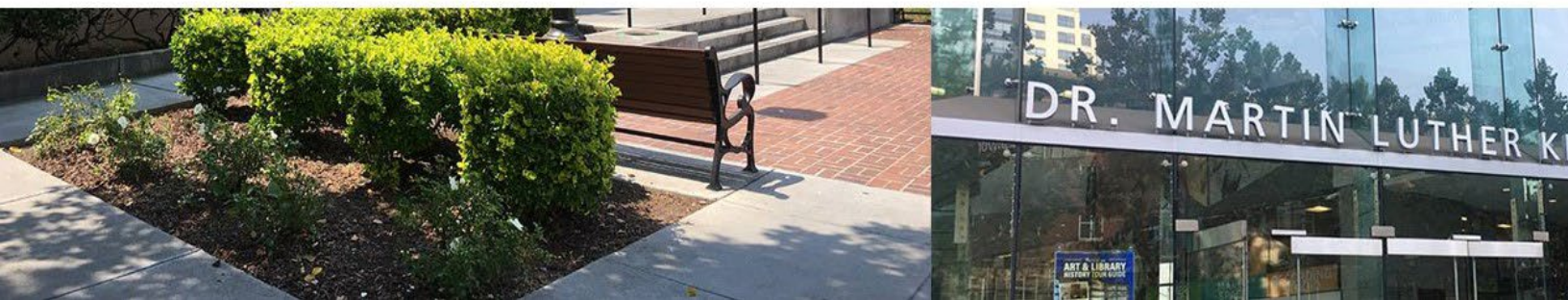


Accessible Education Center



Pre-Intake Information

2026-2027

Welcome

Welcome

Welcome to the Accessible Education Center (AEC) and San Jose State University (SJSU).

Intake

Accommodations

Now that you have completed the online application and provided AEC with your disability documentation you will be meeting with an AEC Counselor either in-person or via Google Meet for your Intake meeting. AEC services are located across campus:

MyAEC

Letter of Eligibility

E-Agreements

Requesting

Accommodations

- Main AEC Office - College Professional and Global Education (CPGE) Building, 2nd Floor
- AEC Testing – Industrial Studies (IS) 223
- Deaf or Hard of Hearing Program – College Professional and Global Education (CPGE) Building, 2nd Floor
- Assistive Technology & Alternative Formats – MLK Lib. 230

Subsequent Enrollment

Terms

Engagement with AEC

Keeping AEC Informed

Confidentiality

Grievance Process

Please visit our [website](#) the most current hours of operations.

We ask that you review this document in its entirety as the information presented will not be repeated during your Intake. During the Intake the counselor will address questions and/or concerns related to the video.

This documentation is an interactive PDF. On the left side of this page, you will see a clickable table of content allowing you to navigate among the pages

Intake

During the intake appointment you and the AEC counselor will fully engage in the interactive process which provides both the opportunity to discuss your eligibility and reasonable & appropriate accommodation(s), if qualified. You must attend your scheduled Intake Appointment with an AEC counselor in order to complete the AEC registration process.

The Intake appointment will last approximately 30 minutes. You will meet with an AEC counselor to discuss the following:

- Review of documentation.
- Student's strength and weakness.
- Strategies and/or accommodations that have worked in previous educational settings.
- Prescribed accommodations.
- Additional AEC's & SJSU resources.

SCHEDULING INTAKE

If you haven't done so already, it is now time to schedule your Intake. The [link](#) to schedule your Intake was provided in the follow up application message titled "AEC Follow Up - Schedule an Intake appointment".

Clicking on the [link](#) you will be taken to a Google Calendar. This calendar will show the Intake availability. The Intake will be held either in-person or via a Google Meet video meeting. Remember, your Intake must be scheduled using your SJSU email address.

Accommodations

The counselor will prescribe accommodations, services, and/or auxiliary aids (hereafter referred to as “**prescribed accommodations**”) based on your discussion during the Intake, your disability documentation, and curriculum requirements; known as the *Interactive Process*.

Prescribed accommodations are specific to your limitations and strengths.

Be prepared to discuss your strengths and weaknesses with the counselor. Hearing of past experiences you may have utilizing accommodations at other institution(s) will be beneficial in the process of determining reasonable and appropriate accommodations for you.

Letter of Eligibility

At the conclusion of your Intake the counselor will email your **Letter of Eligibility**. The Letter of Eligibility lists your prescribed accommodations, along with descriptions where applicable.

The Letter of Eligibility is best explained in 4 sections:

Section 1: List of prescribed accommodations, along with descriptions where applicable. For example:

1. Alternative Formats

▪ E-Text

The AEC is providing the student with e-text for the required course textbook(s), **no action is needed from faculty**. Please note, student's receiving e-text from AEC may access their reading material during class via their electronic reading device (e.g. laptops/tablets).

2. Alternative Testing

Extended Time: Prescribed extended time to be provided for all curriculum assessments scheduled to be taken during a specific period of time. Extended time excludes take home assessments, including online assessments, where time is unlimited over a day or set of days.

▪ Extended Time 1.5x

3. Notetaking Services

▪ Notetaker

No action is needed on behalf of Faculty. AEC will recruit a notetaker via course roster. Faculty will receive a confirmation email once a notetaker is assigned.

- Notes received from a peer notetaker for selected course(s) must be used exclusively for the student's private use and study;
- No information contained on the notes will be shared with any other individual or posted onto any website/social media site without the expressed consent of the AEC.

Section 2 (bottom half): Information needed to begin utilizing prescribed accommodations. This portion of the letter is not tailored to you, instead it provides information on all AEC accommodations. Follow the steps matching the accommodations you were prescribed, ignoring all others. For example, a student prescribed Notetaking Services will follow the steps for using Notetaking Services, disregarding the other sections that would cover testing, alternative format, assistive technology, etc. Each accommodation section will link you to the

corresponding Frequently Asked Questions and/or YouTube tutorial video for requesting and utilizing a specific prescribed accommodation.

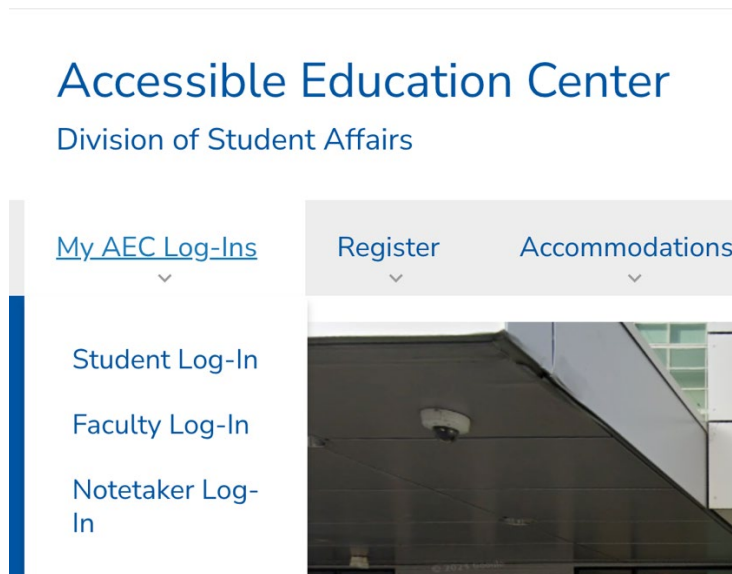
Section 3: List of most frequently used SJSU Campus Resources

Section 4: [Link](#) to AEC calendar to schedule follow-up appointments, as needed. Plus, a [link](#) to AEC's Internal Grievance process. Lastly, your vote matters, [register](#) to Vote.

MyAEC

Once you receive the Letter of Eligibility you will be able log into AEC's online Student Portal, [MyAEC](#).

Login to [MyAEC](#) is located on AEC's main webpage. It is the first menu option:



[MyAEC](#) allows for the paperless use and management of prescribed accommodations and it is available to you 24/7. You will utilize [MyAEC](#) to request their accommodations each semester.

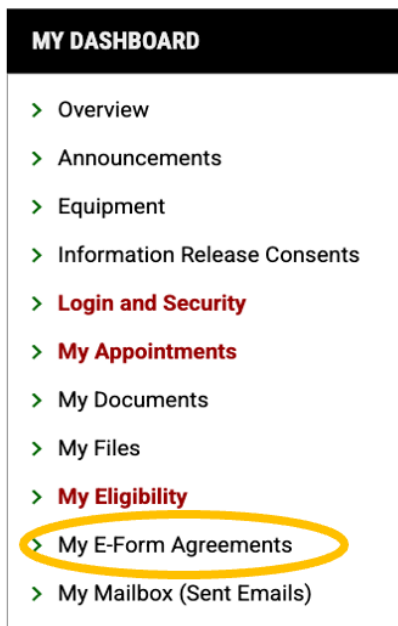
Not only will you request accommodations via [MyAEC](#), but [MyAEC](#) will emails Faculty Notification Letters.

E-Agreements

The first-time you log into [MyAEC](#) and at the start of each term, you will be required to read and accept [E-Agreements](#) prior to accessing and requesting prescribed accommodations. Your acceptance ensures that you are aware of AEC policies and will abide by them.

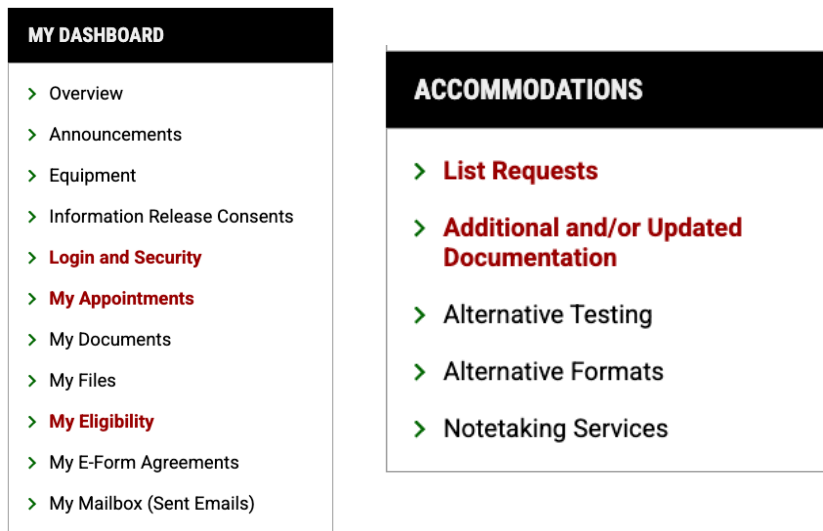
E-Agreements are specific and match your prescribed accommodations. Failure to engage in your responsibility may lead to the prescribed accommodations not being executed effectively.

You can also follow this YouTube Tutorial that goes over logging in to your [MyAEC](#) and signing the E-agreements: [Sign E-Agreement & Request Accommodations](#)



Requesting Prescribed Accommodations

[MyAEC](#)'s menu links (left side of screen) will vary depending on your prescribed accommodations. Each link in the menu allows you to access and manage a specific accommodation. For example, a student prescribed Notetaking Services can confirm notetaking requests and download notes as they become available or a student prescribed alternative formats can submit book requests and upload receipts.



For in-person courses, [MyAEC](#)'s link to Alternative Testing will be the place where you schedule exams. The Letter of Eligibility will provide a link to the YouTube tutorial video on [Alternative Testing Accommodations Tutorial](#) .

In addition to the prescribed accommodations links, [MyAEC](#) has links to a mailbox and to E-Agreements. In the mailbox you will receive correspondence from AEC and copies of [MyAEC](#) notifications. In the E-Agreements you will be able to view copies of accepted E-Agreements.

Subsequent Enrollment Terms

Once registered and each term following until graduation, you are responsible for logging into [MyAEC](#) and requesting prescribed accommodations. The Letter of Eligibility provides a link to the YouTube tutorial video on [Sign E-Agreement & Request Accommodations](#).

While prescribed accommodations do not guarantee success, they do provide equal access to curriculum assignments for students to demonstrate their knowledge.

Prescribed accommodations begin the day they are requested, are not retroactive, and remain in effect once requested and through the University's designated final exam period.

Engagement with AEC

With registration completed and accommodations prescribed you will be able to access prescribed accommodations via [MyAEC](#) as long as enrollment at SJSU is continuous. Should you stop taking courses or graduate your [MyAEC](#) profile will be archived.

To re-activate a student profile, you will email AEC to notify us of your return. Once a profile has been re-activated it will take approximately 24 to 36 hours for courses to populate into [MyAEC](#); at which time you can request prescribed accommodations.

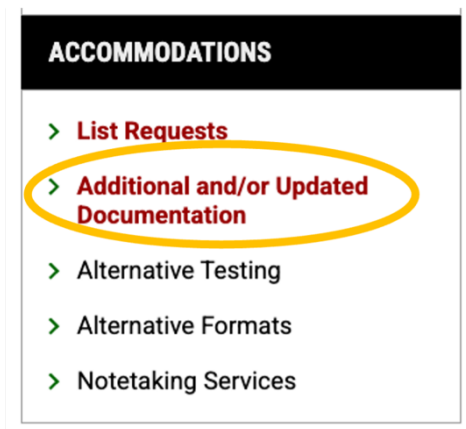
After 5 years of inactivity AEC will purge students' profiles.

Keeping AEC Informed

While AEC has no mandatory follow-up meetings, you may request to meet with an AEC counselor anytime during your tenure at SJSU, this includes requests for changes and/or modifications to existing prescribed accommodations.

Students are encouraged to maintain AEC updated on any changes to their diagnoses, limitations, severity, and/or medications. Remember, accommodations are prescribed on a case-by-case basis, therefore changes to your disability related limitation should be re-evaluated to determine reasonable and appropriate accommodations.

You can submit updated documentation via [MyAEC](#).



Confidentiality

The AEC is committed to maintaining strict student confidentiality. Student records are protected in accordance with the Family Education Rights and Privacy Act of 1974 (FERPA) as stated in California State University Policy AA-2009-27.

The AEC maintains appropriate confidential files verifying student disabilities on behalf of the University. Confidential information includes but is not limited to AEC student identities, disability documentation, prescribed accommodations, and documented/overheard disability related discussions.

Release of confidential information is only done by written request from the student registered with AEC or under compulsion of legal process. Students with an active [MyAEC](#) profile must submit a release request via [MyAEC](#). In [MyAEC](#)'s menu students click "**Information Release Consents.**" Alumni will complete the "[Consent to Release Information Form](#)" or [[DocuSign](#)] available on AEC's Forms webpage. Additionally, disability related information will be shared only on a case-by-case basis when there is a compelling reason for such disclosure within the university community or as required by law.

The information a student shares with faculty members regarding their disability is confidential and must be treated as such in accordance with university policy, the Office of the Chancellor and applicable State and Federal regulations governing confidentiality. The Department of Justice (DOJ) has indicated that a faculty member generally does not have a need to know what the disability is, only that the disability has been appropriately verified by the AEC through engaging in the interactive process. Students are not required to provide specifics regarding their disability when self-disclosing a need for accommodations having already done so with the AEC. Information regarding the student's disability must not be discussed or shared with other faculty members unless the student has signed a Release of Information Form giving permission to do so.

Grievance Process

If you believe there has been a violation of the regulations governing the University as they apply to providing accommodations for courses affiliated with SJSU, you have the right to file a grievance.

The grievance procedures pertain to situations where a student has made a request for an accommodation on the basis of a disability, either to an individual faculty member, a department (academic or administrative) or the AEC and has been denied. The AEC's [Internal Grievance Process](#) is detailed on our website under Policies.

Students with questions, concerns or disagreements regarding a prescribed accommodation(s) should schedule an appointment to speak with an AEC counselor to discuss the concern(s), to resolve the matter as expeditiously as possible.

The AEC counselor will guide the student through the Internal Grievance Process. Should a student disagree with the finding of the *Internal Grievance Process*, the student is given information regarding the SJSU Office for Equal Opportunity & student is informed of their right to file a civil rights complaint beyond SJSU by filing with OCR.

We look forward to meeting you!

Go Spartans!