The Service Request Portal system is a way students can make requests for accommodations. This system is more secure, saves time and resources, and simplifies the process for students and faculty. If you are registered with ARC (not temporarily), then services remain in place while you are a Chico State student.

The following services are available on the on-line Service Request Portal:

- Exam Services
- Note taker Services
- Instructor Notification of Accommodations
- Cart Services

Service Request Portal:
1. Log on to the Internet and go to CSU, Chico home page.
2. On the CSU, Chico home page, click on Quicklinks, and then click on Accessibility Resource Center or you can access the ARC website by typing www.csuchico.edu/arc on the url.
3. Click on the red box in lower left corner, Log In to the Service Request Portal.
4. California State University, Chico login box will appear. Input your Chico State Portal username and password.

5. **Welcome to the ARC Service Request Portal**, and **Welcome, (your name)** will come up.

6. **Approved Services** appears below your name and shows a list of accommodations/services that have been approved by your ARC advisor. Contact your ARC Advisor if you do not see a service listed you think you have been approved for.

7. Under **Signed Agreements** a list of agreements to electronically sign appears. **ARC Agreement** and any individual service agreement you have been approved for by your advisor. If the agreement shows **Missing**, you need to click on the underlined agreement and give your electronic signature before the system will allow you to make a request for that service.

8. Once you have signed the agreements, you can request accommodations within the **grey menu on the left**, under the word **Students**.

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**Instructor Notification**

1. Click on **Instructor Notification**.
2. Click to select classes for which you want to notify your instructors.
3. Click **Send ARC Approval Notification to Instructor** button. Once you click on the button, an email notification is sent to your instructors notifying them of your approved classroom accommodations. A confirmation screen will come up indicating successful submission. If an email was not found for the instructor, please notify ARC.
4. To view the form, click on the **View Approval Form** button. You can print copies to hand carry to instructors.
5. ARC strongly encourages you to discuss your specific accommodations with your instructors. Face to face communication is the best way to ensure effective and reasonable accommodations.

Note Taker Services:

1. Click on **Note Taker Services** link on the grey menu. A button, **Request Note Taker** will come up, click on this which will take you to the **Note Taker Request** screen.
2. Make sure the term is for the current semester.
3. Check the classes for which a note taker is needed.
4. Click the **Submit** button. You will see confirmation of your request.
5. An anonymous/confidential email is automatically sent to all registered students in each class and to each instructor. This email is a notification that a student in this class is seeking a note taker. Students are directed to a link if they are interested in providing the service.
6. Note taker responses will be sent to you in an email from each student interested in being a note taker. You should contact those that respond via the Response to Note taker link in the email. You may examine a sample of their notes and decide on a note taker for each class.
7. Once you have decided on a note taker, log back into the **ARC Service Request Portal**.
8. Select the **Note Taker Services** link from the menu on the left.
9. Click the **Select** button for each class you have requested a note taker in. A list of names will appear at the bottom of the page.
10. Click the **Accept** button next to the name of the person you have chosen.

11. Once you have selected a note taker for the class, a response is then automatically sent to any other persons that volunteered that the position has been filled.

12. Contact information is stored in the **Service Request Portal** system, under **Note Taker Services** link, click on the **Select** button.

13. Notification options are available with current classes for the entire semester.

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1. **Following Up on Requests** - If you do not receive a response for a note taker, contact your ARC Advisor as soon as possible.

2. **Confidentiality** - Initial email sent to classmates does not contain identifying information about the requestor. The only time that your name is disclosed is at the time you respond to email/contact information and select a note taker. A confidentiality statement is located on the note taker sign up page.

3. **Options for Notes** -
   - Carbon (two-part) note taker paper is available in the ARC office, and can be picked up by you, the student, or the note taker.
   - Email of notes from note taker to you the student.
   - Note taker makes copy of notes, or comes to the ARC office.
   - Note taker brings notes to ARC office and is scanned and then emailed to you.
   - You the student preprint power point slides and then give to your note taker to record additional notes.

4. **Evaluating Note Taker** - You will have the opportunity to evaluate your note taker twice during the semester.

5. **Questions/Help** - If you have questions, contact your ARC Advisor.
Exam Services:

1. Click on Exam Services.

2. Click on New Exam Request.

3. Select Term box, defaults to the current term.
4. Select Class box, click on arrow to show all classes registered in. Click to select class.
5. Exam Date box, click to bring up calendar of current month. Click on desired day to fill in box.
6. Exam Time box, click and input the start time of the test. Include am or pm following the time.
7. Click on all accommodations that apply to this exam.
8. Click Online Exam or Final if that applies for the test you are requesting.
9. Click the Submit Exam Request button located in the lower left corner.
Key Information for Exam Request

- Once you submit your request, a verification page comes up to verify the details of your test.

- Your exam request is automatically sent to your instructor via email. When your instructor has approved and/or responded to your exam request, you will receive an email confirmation and the information has been forwarded to ARC. If the email indicates a ‘Y’, your exam request is approved. If the email indicates a ‘C’, your request has not been approved and the professor is contacting the ARC office, or has given you instructions to change your request. This can be viewed in the Service Request Portal as well.

- The Service Request Portal System will automatically send a second request/reminder to the professor 5 days prior to the exam, if the exam has not been approved. However you may contact your instructor.

- You can review all of your requests on the Exam Services link. This will show if your test has been approved and whether your test has been received by ARC and more detailed information by clicking on Details.

- If a change needs to be made to your requested exam, go into Exam Services link. Click on Details. Click on Edit Exam Request button. Click on the date or time box, input new information. Click on Update Exam Request button.

- If you have scheduled an exam less than 3 working days or outside of ARC normal working hours, you will receive an email warning that instructs you to contact ARC Test Proctor at 898-5959.

- If you have submitted exam requests and are not going to take the exams in the ARC office, go into the Service Request Portal system and delete those exam requests.

- If you have questions about exam services, contact the Testing Coordinator at 898-5959.

- If you do not see a specific accommodation that you require for an exam, finish submitting the exam request and then contact your ARC Advisor as soon as possible at 898-5959.
Cart Services:

1. Click on **New Cart Rides Request** link.

2. This form is to request your cart rides. One request form necessary for each ride needed on the cart.

   - Make sure the term box is for the current semester.
   - In the **Days** box, click to select day. You may select multiple days i.e. Monday, Wednesday, Friday.
   - **Start Date** and **End Date** boxes show the date range service available to you. If you have a Temporary Disability this date range will reflect the length of time your Doctor’s note stated.
   - In the **Pickup Time** box, type in the time and then select A.M. or P.M.
   - In the **Pickup Location** box, type in the location you want to be picked up at. Include compass directions of North, South, East or West to indicate which door you want to be picked up at if the building has multiple entrances.
   - In the **Destination** box, type in the location you want to be dropped off at.
   - Click the **Submit** button.
   - Repeat steps 4 through 9 for all rides (time) needed.

Editing Your Ride Request:

1. Click on **Cart Services** link within in the grey menu on left.
2. On the schedule of your rides, locate the ride and click to check box.
3. Click on the **Edit** button.
4. Make desired changes in the boxes.
5. Click on either **This Instance Only** or **Entire Series** button.
6. Click on the **Update** button.
Cancelling Rides:

1. Click on the **Cart Services** link within in the grey menu on left.
2. On the schedule of your rides, locate the ride and click to check the box.
3. Click on the **Delete** button. Only that ride is canceled.
4. To cancel **multiple rides**, click all boxes for rides you want to cancel and then click the **Delete** button.
5. To cancel **all ride requests** click **Check All** button and then click **Delete** button.

Key Information for Cart Services

- Hours of operation for cart services are 7:30 am until 4:50 pm. Cart rides before 8:00 am must be requested by either prior arrangement or before 4:30 pm the day before.

- Campus Connect is a route service offered by the University Police. This service is available during the hours of 6:00 pm to midnight. A flyer is available in the ARC office or by going to the University Police website, www.csuchico.edu/up/safety_programs/campus_connections.shtml.

- ARC cart service is a route service. ARC often has a high volume of cart requests at quarter to the hour. ARC will plan the most effective way to pick up multiple cart riders. If you think you have been missed, please call the ARC office, 898-5959. The ARC staff will contact the cart driver through two-way radio.

- If your schedule changes, please go into the Service Request System and either edit/cancel your ride (see above Edit/Canceling rides). If you are not at your designated pickup location, the driver will contact the office and if you have not called to inform the office, you will be considered a no show. Any rides for the rest of the day will be canceled until we hear from you.

- Review the **Emergency Evacuation** link on the **Cart Agreement** located beneath **Signed Agreements** or on the **Cart Requests** page. This information is important to know in the event of an evacuation or drill.