



STEVEN W. NOYCE
Superintendent

JENNIFER J. HOWELL
Associate Superintendent
of the Deaf

ADMINISTRATIVE OFFICES

742 Harrison Blvd
Ogden, Utah 84404-5298
801-629-4700 Voice
801-629-4701 TTY
801-629-4896 FAX
1-800-990-9328 Toll Free

SALT LAKE OFFICE

3098 S. Highland Dr. Suite 205
Salt Lake City, Utah 84106-3085
801-464-2000 Voice
801-464-2001 TTY
801-467-6411 FAX

OREM OFFICE

424 South 350 East
Orem, Utah 84058
801-431-5100
801-224-8018 FAX

SALT LAKE CAMPUS JEAN MASSIEU SCHOOL

1655 E. 3300 S.
Salt Lake City, Utah 84106
801-657-5762 Video Phone
801-464-2004 FAX

December 9, 2010

Dear Special Education Directors, TVIs, and Itinerants:

Here is a simple step-by-step outline of the Policies and Procedures for ordering alternate format materials from the USIMAC. These procedures will help ensure that all orders are submitted accurately, completely, and are ready for procurement/production for your students with print disabilities.

Policies and Procedures for Ordering Alternate Format Materials from USIMAC

1. The TVI/Itinerant determines which books their student needs and which formats are required.
2. The TVI/Itinerant fills out the Chaffee Eligible Referral Form and the Textbook Request Form for each student. (Both forms can be located on our website at www.usimac.org) They are available in a fillable .pdf format. Complete the forms and attach to an email for final ordering.
3. Email both completed forms to USIMAC at orders@usimac.org. (In our efforts to "go green" we are moving to a paperless system. We ask that you please email all orders and approvals rather than mail or fax them).
4. Once the order is received, USIMAC will send an email confirmation to the TVI/Itinerant who placed the order. (If an email confirmation does not reach you within 2 business days, please contact the **USIMAC Customer Service line at (801) 629-4811** to ensure the order was actually received.)
5. USIMAC will review the order and determine if the books can be purchased or need to be produced.
6. If the book needs to be produced, USIMAC will request a hard copy of the book from the TVI/Itinerant to be cut and scanned. (These books can be returned to you once we are finished with them; however, they will be loose pages.)
7. USIMAC will create a price quote for the entire order including purchased and/or produced books. This will be emailed to the TVI/Itinerant to seek Special Education Directors for approval. The order will not be procured or produced until written approval from the Special Education Director has been obtained.

8. In order to ensure that all Special Education Directors are aware of the costs incurred, the Special Education Directors are responsible for signing the approval and emailing it back to the USIMAC prior to USIMAC beginning procurement or production. Please send all approvals via email to orders@usimac.org. Please CC your TVI/Itinerants so they are aware that approval has been given.
9. Once the approval is received by USIMAC, an email confirmation of receipt will be sent to the Special Education Director. If an email confirmation does not reach you within 2 business days, please contact the **USIMAC Customer Service line at (801) 629-4811** to ensure the approval was actually received.
10. Once USIMAC has received the order, the approval, and a hard copy of the book (if necessary), the order is complete and USIMAC will begin procurement or production. Until all criteria have been met, the order will remain incomplete and cannot be processed.
- 11. All COMPLETE orders received BEFORE April 1st of the prior school year will be guaranteed to be 100% ready before the start of the following school year in August. Any orders that reach a COMPLETE status AFTER April 1st will be procured or produced in the order that they are received and are not guaranteed to be ready prior to the start of school in August.**
12. After the material has been procured or produced by USIMAC, it is sent to the ERC to be cataloged, processed, and checked out to the ordering TVI.
13. The books are shipped to the shipping address identified on the original Textbook Request Form.
14. Textbooks are due back to the ERC by June 30th of the current school year.
15. After the materials have shipped, the respective Special Education Director will receive an invoice for the cost of the books. All invoices are due within 30 days of their receipt. Any unpaid invoices will postpone future orders from the delinquent district to be put on hold until all overdue invoices are paid. Please ensure prompt payment of all orders so as not to hinder additional orders.

We have had several individuals ask similar questions regarding the ordering process, therefore we have provided answers to a few "Frequently Asked Questions" to help resolve any concerns you may have. If your question is not answered below, please don't hesitate to email or call me. I would be more than happy to help in any way I can.

Frequently Asked Question

1. **Do I have to order my materials from USIMAC? No.**

LEAs are welcome to procure/produce the materials on their own. However, the materials must be procured or produced by someone that will meet the accessible needs of the student. If a District chooses to procure or produce the items themselves or they wish to retain the items after the school year ends, they will then be responsible for 100% of the cost.

2. **What are the benefits of ordering from the USIMAC?**

There are a few benefits to ordering from USIMAC versus producing the materials on your own.

- a. All USIMAC Braillist and Braille Proofreaders are LOC Certified in Literary and Nemeth.
- b. All materials created by USIMAC are put through a rigorous double proofreading process to ensure accuracy.
- c. **Special Education Directors are only required to pay for 75% of the cost of procurement/production if ordered through USIMAC.** USIMAC will pay for the other 25% of the cost as long as the items are returned by the end of the school year (June 30th).

3. **If I have an RFBD account, do I have to have my books downloaded through USIMAC? No.**

If your District already has an account, you are welcome to download the books yourself and burn them to a CD or place them on an SD card. This is a service that USIMAC provides to help with the technical production. (Keep in mind that if you choose to use USIMAC, you are only responsible for 75% of the cost. If you download it yourself, you are responsible for 100% of the cost.)

4. **Is it ok if I just run off my Large Print on a printer at my school? No.**

All Large Print materials must be scanned and cleaned up using a computer process to eliminate any unclean lines or excess “garbage” that could potentially confuse the student. This process makes the printed line clean and readable.

5. **Do I need to order and pay for an entire textbook or can I just order the chapters that the student needs? You can just order the chapters needed.**

If possible, we highly recommend acquiring a syllabus for each student’s class ahead of time in order to best determine which chapters are needed. You can order either the entire book or just the chapters the student needs. Single chapters will not receive the 25% discount; however, they also do not need to be returned at the end of the school year. They are yours to keep.

6. **How long does it take to produce a book in Braille once the order has been completely submitted? Approximately 3 months from start to finish.**

Books are produced in the order they are received, so even though it takes about 3 months, production may not begin on every book as soon as it is received.

If you have additional questions or concerns, please contact me via email or on my cell phone. We want to make this process as smooth as possible for everyone involved. We recognize the great need of our students for accessible materials and will continue to do our best to provide all the materials requested of us as quickly as possible.

Thank you for your continued support of all students with print disabilities. Much of their success is a direct result of your hard work and dedication. Thank you for all you do.

Best regards,

Hollie R. Murdock
Director, ERC/USIMAC Programs
742 Harrison Blvd
Ogden, UT 84404
Cell: (801) 706-4092
Office: (801) 629-4731
Email: HollieM@usdb.org