



Frequently Asked Questions

AEM an All Access Pass to Success: Reset

What is the turnaround time for obtaining educational aids and products?

Educational aids and products can be requested from the AT&AEM Center for students who are blind and visually impaired (B/VI). For students who qualify for Federal Quota funds, items will be ordered through the American Printing House for the Blind (APH). If the student is not currently registered with Federal Quota we will attempt to locate the item in our Clearinghouse Library. For in-stock items from our library, we can ship educational aids and equipment out within two weeks of the request. Requests for items from APH can take longer and depend on whether or not an item is in stock. We submit the order to APH shortly after receiving the request for the student. Large items are generally shipped from APH to the AT&AEM Center. In this case, we then ship the item to the requestor upon receipt and processing in our office. However, most items are shipped directly from APH to the requestor.

What is the turnaround time for requests for specialized formats?

The average turnaround time depends on the time of year and the complexity of the materials requested. We encourage educators to place requests in the Spring for the following school year to ensure that students receive their materials in a timely manner. However, we accept requests throughout the entire year and fill them in the order they are received.

Where do you find specialists if your district doesn't have clear contacts?

If you don't have a specific AEM contact within your district, you can start by contacting your Special Education Administrator within your district. They may be able to share connections or information with you that are both district specific and state or national. You can also join the AT&AEM Center's listserv, which sends out email updates on resources and information related to accessible educational materials (AEM). These emails include dates and information on requesting materials. We also have social media that can connect you to information as well as others interested in the field of AEM, follow us on Twitter @ataem_ocali. And of course, feel free to email Jan, Rachel, or Jen at jan_rogers@ocali.org, rachel_schultz@ocali.org, or jennifer_govender@ocali.org. Please visit our [Obtaining AEM webpage](#) for more information!