

3400 North Charles Street / Baltimore, MD 21218 / www.jhu.edu

To whom it may concern,

Central Access has provided services for Johns Hopkins University since I came on board in the summer of 2020. Since then, Central Access has provided us with several services to support our visually impaired students – particularly with STEM content. For example, they helped us transpose video lectures with math and handwritten drawings on whiteboards to enlarged print sizes, then delivered to the student directly. Now, the student is planning to graduate this Spring. In another example, Central Access prepared the STEM textbook chapters readable with a screen reader as well as mp3 audio formats to assist a student with visual impairment – another student grateful for supporting her educationally. It is a testament to the work Central Access provided, leading to the success of our students.

JHU truly appreciated all the work Central Access has provided us with, given the level of complex cases we get each semester and the ones we are already working with. The team, particularly Adrienne, has always managed to find the time for us to connect and patiently work out the details in preparing for a student's upcoming course for the semester. Then working with us to ensure all the requests we set up with Central Access get fulfilled on time per the syllabus outline.

There will be times when changes happen on our side, or issues come up on theirs; either way, Central Access always provides me with updated summaries via email. They offered us training and support, so we are familiar with their portal system to submit or retrieve completed work.

Again, it is a pleasure to provide a referral letter for Central Access, and if you need any further information or clarification, please do not hesitate to contact me.

Kind regards,

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