Analysis Questions and Analysis Answers

For Administrative Support and Student Support Units

Informed by your assessment activities, what changes have you made in your unit in the last three to five years? Describe the changes, the general results that prompted the changes, and the impact on your unit's clients/customers that you might attribute to these changes.

The use of technology has revolutionized every corner of postsecondary education. For students with disabilities, the revolution has often been problematic. Students with disabilities may find that their needs have not been considered in the course design phase and the result can mean the course is inaccessible and students are left to solve difficulties on their own. Meanwhile, they may fall so far behind they end up failing one or more courses. The Department of Education's Office of Civil Rights (OCR) has recognized such problems and has written “Dear Colleague” letters and made rulings in the last few years that more clearly define what postsecondary institutions must do to accommodate students with disabilities. Many of ODS' efforts to improve services have focused on technology issues in the last 3 years. As a result, opportunities for collaboration between ODS and academic support units have increased. Some of our technology improvements have reduced the need for students to make multiple trips to our office, thus making things more convenient for them (what technology should do for all who use it). They have also saved money.

To improve student satisfaction with alternative text distribution and training, we have:

- Switched from delivering alt text on CDs to an online delivery method.
- Developed “help” documents for alt text access and software.
- Created short videos on common alt text software use.

To improve student access to assistive technology, we have:

- Collaborated with University Libraries to install alt text software on public computers.
- Developed an ongoing collaboration with the Center for Instructional Technology to identify assistive technology resources and needs across campus.
- Begun the process of obtaining assistive technology software to widely distribute across campus.

To inform students of ways technology can be used to reach academic goals, we offered the following:

- Technology Fair, open to faculty and staff also.
- Workshops on technology as academic tools.
- Workshops (ongoing) on personal device assistive technology features.

We have implemented several initiatives to train faculty and staff on accommodating students with disabilities:

- Presented an accommodations training session at the Faculty Resource Center.
- Hosted a MATHML webinar.
- Participated in “Universal Design” panels at the College of Continuing Studies and at the Scholars Institute.
- Presented an “Accessible Document” workshop at the Scholars Institute.
- Developed an ongoing collaboration with SupeStore personnel to increase faculty awareness of textbook accessibility options.
- Provided ongoing representation in the form of an accessibility liaison to the Technology and Learning Committee

Mission / Purpose

The University of Alabama is committed to providing physical and programmatic access to otherwise qualified students with disabilities. The Office of Disability Services (ODS) serves as the central contact point for students with disabilities to provide a physically and educationally accessible University environment that ensures an individual is viewed on the basis of ability, not disability. ODS works individually with students to determine appropriate and reasonable academic accommodations, and to ensure that students' academic performance is evaluated apart from the limiting effects of disability.

Goals

G 1: technology awareness for academic goals
ODS will increase the awareness of technology available to students to assist them in meeting their academic goals

G 2: database
Database with student documentation and information will be operational by the end of the 2012-13 academic year

G 3: train faculty/staff on accommodating students
ODS will train faculty/staff on their legal obligations regarding accommodating students with disabilities once they are presented with Accommodation Letters from ODS

G 4: Improve student satisfaction with ODS
Improve student satisfaction with ODS services

**G 5: student satisfaction with alt texts and technology**
Assess student satisfaction regarding access to alternative texts and technology. A survey will be developed and sent out at the end of the Fall ‘13 and Spring ‘14 semesters to establish a baseline for improvement in future academic years.

**Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans**

**SLO 5: students know technology available**
Students will become aware of the different types of technology that will inform them of strategies related to study, organizational, and time management skills.

**Related Measures**

**M 11: workshops on academic tools through technology**
Conduct at least two workshops for students registered with ODS on technology/tools that will assist them with study, time management and organizational skills.

Source of Evidence: Administrative measure - other

**M 12: technology fair**
ODS will coordinate a technology fair for UA faculty, staff and students that will showcase emerging technology.

Source of Evidence: Performance in subsequent schooling feedback

Target: October 2013

**Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans**

**OthOtcm 2: Student Database operationalized**
Install and operationalize a database to track student information

Connected Document: Disability Services Timetable

**Related Measures**

**M 3: Install database**
Install database (selected by staff) by the by the end of the 2012-13 academic year. The database has been selected and will be installed by the end of this academic year.

Source of Evidence: Existing data

Connected Document: Disability Services Timetable

Target: Database installed by the end of the 2011-12 academic year

**Related Action Plans (by Established cycle, then alpha):**

**operationalize database**
*Established in Cycle*: 2011-2012
Action Plan: 1. Install database by the end of the Fall 2012 semester. 2. Have all data entered into the database by the en...

**student database operationalized**
*Established in Cycle*: 2012-2013
The Clockwork Database was installed during the 2012-13 academic year but has not been operationalized due to barriers beyond th...

For full information, see the Details of Action Plans section of this report.

**M 4: Enter student information into database**
Enter all student information into the database by the end of the 2011-12 academic year. This goal is continued into the 2012-13 academic year and entries will be made once the database is installed.

Source of Evidence: Administrative measure - other

Connected Document: Disability Services Timetable

Target: Have student database fully operational by the end of the AY 2011-12.

**Related Action Plans (by Established cycle, then alpha):**

**complete customization of database**
*Established in Cycle*: 2011-2012
Action Plan: 1. Complete the customization of the database by the end of the Fall 2012 semester. 2. Have basic demographic da...

For full information, see the Details of Action Plans section of this report.

**OthOtcm 4: Accommodations Training to faculty/staff**
Train faculty/staff members about legal responsibilities when providing accommodations to students

Connected Document: Disability Services Timetable
Related Measures

**M 7: Training two Colleges per semester**
Each semester (Fall and Spring) train at least two Colleges or Divisions
Source of Evidence: Administrative measure - other

**Connected Document**
Disability Services Timetable

**Target:**
Train faculty and staff in at least two Colleges regarding providing accommodations to eligible students.

**Related Action Plans (by Established cycle, then alpha):**
training regarding academic accommodations
Established in Cycle: 2011-2012
Action Plan: 1. ODS will continue this target/goal for the next year. 2. ODS will strategically target specific departments...

For full information, see the Details of Action Plans section of this report.

**M 8: Pre/post test of the trainings**
Utilize a pre/post test instrument to determine effectiveness of the trainings
Source of Evidence: Evaluations

**Connected Document**
Disability Services Timetable

**Target:**
develop a pre/post test to record results of academic accommodations training

**Related Action Plans (by Established cycle, then alpha):**
pre/post testing for trainings
Established in Cycle: 2011-2012
1. Finalize the pre/post test to determine the effectiveness of accommodations training. 2. Use the pre/post test at the concl...

For full information, see the Details of Action Plans section of this report.

**OthOtcn 6: social media options regarding ODS services**
ODS will investigate and begin developing social media applications and options to inform students of services through ODS

**Related Measures**

**M 13: develop a facebook page**
ODS will develop a Face Book page to disseminate information to students registered with ODS
Source of Evidence: Administrative measure - other

**Target:**
July 2013

**M 14: develop an app with ODS information**
ODS will investigate and begin developing an app that students can download to increase accessibility to ODS updates and information
Source of Evidence: Administrative measure - other

**Target:**
July 2013

**M 15: update ODS website**
update the ODS website to reflect new information regarding documentation and how to access services
Source of Evidence: Administrative measure - other

**Target:**
August 2013

**OthOtcn 7: baseline of current satisfaction**
Establish a baseline of current student satisfaction

**Related Measures**

**M 16: survey to establish a baseline for student satisfaction**
Develop a survey regarding student satisfaction with the services currently provided by ODS. The survey will establish a baseline by which ODS can develop future goals to improve services and outcomes for students who use academic accommodations while attending the University of Alabama. This survey will be sent out at the end of the Fall ’13 and Spring ’14 semester.
Source of Evidence: Student satisfaction survey at end of the program

**Target:**
The baseline will be established at the end of the Spring ’14 semester once the surveys from the Fall ’13 and Spring ’14 are compiled and tallied.

**OthOtcn 9: baseline of satisfaction with alt texts and technology**
ODS will develop and send out a survey to all students who receive alternative texts and other technology support at the end of the Fall ’13 and Spring ’14 semesters to establish a baseline for improving services in future semesters.

**Related Measures**
M 17: survey to establish baseline for alt text and technology
ODS will establish a baseline of satisfaction with alt text and technology provided by ODS through the development and dissemination of a survey at the end of the Fall ‘13 and Spring ‘14 semesters once the information is compiled and tallied.

Source of Evidence: Document Analysis

Target:
By the end of the Spring ’14 semester, a baseline will be established regarding student satisfaction of alt text and technology provided by ODS.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

**complete customization of database**

**Action Plan:**
1. Complete the customization of the database by the end of the Fall 2012 semester.
2. Have basic demographic data entered into the database by the end of the AY 2012-13

**Established in Cycle:** 2011-2012
**Implementation Status:** Planned
**Priority:** High

**Relationships (Measure | Outcome/Objective):**
- **Measure:** Enter student information into database
- **Outcome/Objective:** Student Database operationalized

**Implementation Description:** database will be up and running with basic demographics for students by end of AY 2012-13

**Projected Completion Date:** 07/2013
**Responsible Person/Group:** ODS personnel and OIT

**operationalize database**

**Action Plan:**
1. Install database by the end of the Fall 2012 semester.
2. Have all data entered into the database by the end of the AY 2012-13

**Established in Cycle:** 2011-2012
**Implementation Status:** Planned
**Priority:** High

**Implementation Description:** database will be installed and basic student information entered into the program.

**Projected Completion Date:** 07/2013
**Responsible Person/Group:** ODS personnel

**pre/post testing for trainings**

**Action Plan:**
1. Finalize the pre/post test to determine the effectiveness of accommodations training.
2. Use the pre/post test at the conclusion of each presentation.

**Established in Cycle:** 2011-2012
**Implementation Status:** Planned
**Priority:** High

**Relationships (Measure | Outcome/Objective):**
- **Measure:** Pre/post test of the trainings
- **Outcome/Objective:** Accommodations Training to faculty/staff

**Implementation Description:** finalize and use pre/post test during academic accommodation training sessions.

**Projected Completion Date:** 07/2013
**Responsible Person/Group:** ODS personnel and interns
<table>
<thead>
<tr>
<th>technology policies to address accessibility</th>
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<tr>
<td>ODS will continue to participate on the UA Technology Committee to bring UA into compliance with legal guidelines for accessibility.</td>
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<td>Implementation Status: Planned</td>
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<td>Priority: High</td>
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<tr>
<td>Projected Completion Date: 07/2013</td>
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<tr>
<td>Responsible Person/Group: UA Technology Committee, Judy Thorpe, Marion Stevens</td>
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<th>training regarding academic accommodations</th>
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<td>Action Plan:</td>
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<td>1. ODS will continue this target/goal for the next year.</td>
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<td>2. ODS will strategically target specific departments to provide training on providing academic accommodations.</td>
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<td>Established in Cycle: 2011-2012</td>
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<td>Established in Cycle: 2012-2013</td>
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<td>Implementation Status: In-Progress</td>
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<td>Relationships (Measure</td>
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<tr>
<td>Measure: Install database</td>
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<tr>
<td>Projected Completion Date: 08/2014</td>
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<tr>
<td>Responsible Person/Group: ODS and OIT</td>
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Mission / Purpose

The University of Alabama is committed to providing physical and programmatic access to otherwise qualified students with disabilities. The Office of Disability Services (ODS) serves as the central contact point for students with disabilities to provide a physically and educationally accessible University environment that ensures an individual is viewed on the basis of ability, not disability. ODS works individually with students to determine appropriate and reasonable academic accommodations, and to ensure that students' academic performance is evaluated apart from the limiting effects of disability.

Goals

G 1: technology awareness for academic goals
ODS will increase the awareness of technology available to students to assist them in meeting their academic goals

G 2: database
Database with student documentation and information will be operational by the end of the 2012-13 academic year

G 3: train faculty/staff on accommodating students
ODS will train faculty/staff on their legal obligations regarding accommodating students with disabilities once they are presented with Accommodation Letters from ODS

G 4: social media development
ODS will investigate and begin the process of developing social media options to increase awareness of ODS services and updates.

Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 5: students know technology available
Students will become aware of the different types of technology that will inform them of strategies related to study, organizational, and time management skills.

Related Measures

M 11: workshops on academic tools through technology
Conduct at least two workshops for students registered with ODS on technology/tools that will assist them with study, time management and organizational skills.

Source of Evidence: Administrative measure - other

Target:
workshops for students to increase awareness of technology available.

Finding (2012-2013) - Target: Partially Met
During the 2012-13 academic year, ODS staff researched, compiled, and distributed information about useful apps, software, and websites that can help students to be more organized and focused in their studies. In November 2012, ODS made plans to present a workshop on these tools but due to scheduling issues, student participation was minimal. It was decided that a better way of providing this information to students was through individual meetings as students expressed an interest in these options. In the future, ODS will probably continue to inform students of these options through individual meetings and through the ODS listserv.

Established in Cycle: 2012-2013

M 12: technology fair
ODS will coordinate a technology fair for UA faculty, staff and students that will showcase emerging technology.

Source of Evidence: Performance in subsequent schooling feedback

Target:
October 2013

Finding (2012-2013) - Target: Met
During the 2012-13 academic year, ODS staff researched, compiled, and distributed information about useful apps, software and websites that can help students develop better organizational skills and be more focused in their studies. ODS scheduled a workshop to inform students registered with this office about these resources during the Fall 2012 semester. ODS had response from several students who were interested in this information. However, no one attended the workshop. Staff decided to provide the materials and information to students as they came into the office asking about services through ODS. This method turned out to work better for our students. The ODS Alternative Media staff member was available to help students navigate the apps, websites and software if they were interested. No workshops were held in the Spring 2013 semester since the method described previously seemed to be a better way to disseminate the information. ODS heard from approximately 10 students who said that they were using the apps, etc and that it made a difference in how they organized their school work and their life in general.

The AATEX Alabama technology expo was held on Friday, September 14, 2012. Presenters included Apple, Microscience, and TASC (Technical Assistance for Special Consumers), who also set up booths in the exhibition area. Other exhibitors included the Alabama Department of Rehabilitation Services and Easter Seals of West Alabama. Attendees included UA students, faculty, and staff as well as members of the
community. It is anticipated that this expo will again be offered in the coming year.

**Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans**

**OthOtcm 2: Student Database operationalized**
Install and operationalize a database to track student information

**Connected Document**
Disability Services Timetable

**Related Measures**

**M 3:** Install database
Install database (selected by staff) by the by the end of the 2012-13 academic year. The database has been selected and will be installed by the end of this academic year.

**Source of Evidence:** Existing data

**Connected Document**
Disability Services Timetable

**Target:**
Database installed by the end of the 2011-12 academic year

**Finding (2012-2013) - Target: Partially Met**
ODS has the database installed. However, it has not been operationalized due to unforeseen barriers regarding compatibility with the UA BANNER system. It is now being tested for compatibility with student and faculty access in the Banner system. It is the plan to have this operating by the end of the 2013-14 academic year.

**Related Action Plans (by Established cycle, then alpha):**

**operationalize database**
*Established in Cycle: 2011-2012*
*Action Plan:* 1. Install database by the end of the Fall 2012 semester. 2. Have all data entered into the database by the en...

**student database operationalized**
*Established in Cycle: 2012-2013*
The Clockwork Database was installed during the 2012-13 academic year but has not been operationalized due to barriers beyond th...

For full information, see the Details of Action Plans section of this report.

**M 4:** Enter student information into database
Enter all student information into the database by the end of the 2011-12 academic year. this goal is continued into the 2012-13 academic year and entries will be made once the database is installed.

**Source of Evidence:** Administrative measure - other

**Connected Document**
Disability Services Timetable

**Target:**
Have student database fully operational by the end of the AY 2011-12.

**Finding (2012-2013) - Target: Partially Met**
This goal/measure will be continued into the 2013-14 academic year due to unforeseen obstacles getting the database synced with Banner. This goal/measure should be completed by the end of the 2013-14 academic year.

**Related Action Plans (by Established cycle, then alpha):**

**complete customization of database**
*Established in Cycle: 2011-2012*
*Action Plan:* 1. Complete the customization of the database by the end of the Fall 2012 semester. 2. Have basic demographic da...

For full information, see the Details of Action Plans section of this report.

**OthOtcm 4:** Accommodations Training to faculty/staff
Train faculty/staff members about legal responsibilities when providing accommodations to students

**Connected Document**
Disability Services Timetable

**Related Measures**

**M 7:** Training two Colleges per semester
Each semester (Fall and Spring) train at least two Colleges or Divisions

**Source of Evidence:** Administrative measure - other

**Connected Document**
Disability Services Timetable

**Target:**
Train faculty and staff in at least two Colleges regarding providing accommodations to eligible students.

**Finding (2012-2013) - Target: Met**
During the 2012-13 academic year, ODS provided training to faculty and staff in various ways as can be seen by the list below:
1. Participated in a panel discussion during New Faculty Orientation
2. Provided training for the College of Education's faculty members on responsibility to provide academic
accommodations
3. Presentation to the Council of Assistant and Associate Deans (CAAD) during their retreat
4. Presentation to the Admissions Office representatives on disability services
5. Presentation to the English Language Institute (ELI) regarding academic accommodations

Related Action Plans (by Established cycle, then alpha):
training regarding academic accommodations
Established in Cycle: 2011-2012
Action Plan: 1. ODS will continue this target/goal for the next year. 2. ODS will strategically target specific departments 1...

For full information, see the Details of Action Plans section of this report.

M 8: Pre/post test of the trainings
Utilize a pre/post test instrument to determine effectiveness of the trainings
Source of Evidence: Evaluations

Connected Document
Disability Services Timetable

Target:
develop a pre/post test to record results of academic accommodations training

Finding (2012-2013) - Target: Not Met
As in past years, ODS provided training for faculty and staff regarding academic accommodations. However, no formal pre/post test was given but at the end of each presentation, feedback was elicited through Q&A sessions and private conversations with the participants. The majority of the comments were supportive of the services ODS provides and the presenter was told that it gave the participants a greater understanding of how accommodations are documented and decisions made regarding what accommodations are available to a particular student. It is hoped that in the future, a more formalized feedback tool can be utilized.

Related Action Plans (by Established cycle, then alpha):
pre/post testing for trainings
Established in Cycle: 2011-2012
1. Finalize the pre/post test to determine the effectiveness of accommodations training. 2. Use the pre/post test at the concl...

For full information, see the Details of Action Plans section of this report.

OthOtcm 6: social media options regarding ODS services
ODS will investigate and begin developing social media applications and options to inform students of services through ODS

Related Measures

M 13: develop a facebook page
ODS will develop a Face Book page to disseminate information to students registered with ODS
Source of Evidence: Administrative measure - other

Target:
July 2013

Finding (2012-2013) - Target: Not Met
ODS has not developed a facebook page due to delays in operationalizing the Clockwork database. Once the database is active or "live", ODS will update the information to be included in the text for these options.

M 14: develop an app with ODS information
ODS will investigate and begin developing an app that students can download to increase accessibility to ODS updates and information
Source of Evidence: Administrative measure - other

Target:
July 2013

Finding (2012-2013) - Target: Partially Met
ODS is trying to coordinate going "live" with a new database, facebook page, website, and app. There have been delays in coordinating these options due to staff workload, "glitches" within the UA system that needed to be fixed, and syncing the information to current sites.

M 15: update ODS website
update the ODS website to reflect new information regarding documentation and how to access services
Source of Evidence: Administrative measure - other

Target:
August 2013

Finding (2012-2013) - Target: Partially Met
The ODS website has not been updated this year. The current website is not compatible with adding updates so OIT developed a new "shell" for ODS to move the current website information to the new shell. It has taken longer than expected to prepare the new site which has resulted in a delay in activating the new website.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Action Plan:
1. Complete the customization of the database by the end of the Fall 2012 semester.
2. Have basic demographic data entered into the database by the end of the AY 2012-13
complete customization of database

Action Plan:

1. Complete the customization of the database by the end of the Fall 2012 semester.
2. Have basic demographic data entered into the database by the end of the AY 2012-13

established in cycle: 2011-2012
implementation status: planned
priority: high
implementation description: database will be up and running with basic demographics for students by end of AY 2012-13
projected completion date: 07/2013
responsible person/group: ODS personnel

relationship (measure | outcome/objective):
measure: enter student information into database
outcome/objective: student database operationalized

complete customization of database

action plan:

1. Complete the customization of the database by the end of the Fall 2012 semester.
2. Have basic demographic data entered into the database by the end of the AY 2012-13

established in cycle: 2011-2012
implementation status: planned
priority: high

relationship (measure | outcome/objective):
measure: enter student information into database
outcome/objective: student database operationalized

operationalize database

action plan:

1. Install database by the end of the Fall 2012 semester.
2. Have all data entered into the database by the end of the AY 2012-13

established in cycle: 2011-2012
implementation status: planned
priority: high

relationship (measure | outcome/objective):
measure: install database
outcome/objective: student database operationalized

pre/post testing for trainings

1. Finalize the pre/post test to determine the effectiveness of accommodations training.
2. Use the pre/post test at the conclusion of each presentation.

established in cycle: 2011-2012
implementation status: planned
priority: high

relationship (measure | outcome/objective):
measure: pre/post test of the trainings
outcome/objective: accommodations training to faculty/staff

technology policies to address accessibility

ods will continue to participate on the ua technology committee to bring ua into compliance with legal guidelines for accessibility.

established in cycle: 2011-2012
implementation status: planned
priority: high
projected completion date: 07/2013
responsible person/group: ua technology committee, judy thorpe, marion stevens

training regarding academic accommodations

action plan:

1. ODS will continue this target/goal for the next year.
2. ODS will strategically target specific departments to provide training on providing academic accommodations.

established in cycle: 2011-2012
implementation status: planned
priority: high
Relationships (Measure | Outcome/Objective):
  Measure: Training two Colleges per semester | Outcome/Objective: Accommodations Training to faculty/staff

Responsible Person/Group: ODS personnel

student database operationalized

The Clockwork Database was installed during the 2012-13 academic year but has not been operationalized due to barriers beyond the control of ODS. However, once the database is synced with the UA Banner system, the database will be active and ready for data entry by ODS. This project should be completed by the end of the 2013-14 academic year.

Established in Cycle: 2012-2013
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Install database | Outcome/Objective: Student Database operationalized

Projected Completion Date: 08/2014
Responsible Person/Group: ODS and OIT
Mission / Purpose

The University of Alabama is committed to providing physical and programmatic access to otherwise qualified students with disabilities. The Office of Disability Services (ODS) serves as the central contact point for students with disabilities to provide a physically and educationally accessible University environment that ensures an individual is viewed on the basis of ability, not disability. ODS works individually with students to determine appropriate and reasonable academic accommodations, and to ensure that students' academic performance is evaluated apart from the limiting effects of disability.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcn 1: Prompt access to Accommodation Letters

Connected Document
Disability Services Timetable

Related Measures

M 1: Timely provision of Accommodation Letters

Connected Document
Disability Services Timetable

Target:
Have Accommodation Letters available to students within 3 working days of the request for the letter.

Finding (2011-2012) - Target: Met

Results Summary:

In the Fall 2011 semester, 1,233 Accommodation Letters (AL) were prepared for students to give to their professors in order to receive the accommodations for which they are eligible. Of the letters requested, 1153 letters were ready for the students to present to their professors within 3 working days. For those AL that were not ready within the target timeline, 63 were ready for the student within 4-5 days. The probable reason for the delay was due to a weekend or holiday when ODS was closed. This leaves 17 letters that exceeded 5 days.

In the Spring 2012 semester, 1,144 AL were prepared for students. Of those letters, 1095 letters were ready for students to pick and discuss with their professors within the 3 day target. Of the letters that exceeded 3 days, 47 were ready within 4-5 days. Once again, the probable cause for the extra 2 days, is due to holidays and weekends. There were only 12 letters requested that exceeded 5 days.

Conclusions and Interpretations:

It appears that of the 2377 letters prepared outlining student accommodations, 2248 of the letters met the target. ODS usually requires 2-3 working days to process the letters but when the request for letters is made on a Thursday or Friday, there is actually an additional 2 days built into the time the letters are available. The data indicates that 29 letters exceeded the target date. The data indicates that ODS is meeting the target noted for this goal.

M 2: Availability and receipt of letters

Connected Document
Disability Services Timetable

Target:
Students will pick up their Accommodation Letters within 5-7 working days of availability.

Finding (2011-2012) - Target: Met

Results:

In the Fall 2011 semester, 704 letters were picked up by students to deliver to their professors in order to receive their accommodations within 7 days of the request for the letters. Within 14 days or the request, an additional 88 letters were received by the students. Of the total letters requested, students did not return to ODS to pick up 127 letters.

Conclusions and Interpretations:

Many times, students will request Accommodation Letters (AL) and forget to pick them up until the first exam when they realize that testing accommodations and notetaking services are necessary to help them meet the requirements of the course. While ODS encourages students to discuss their accommodations with their professors by providing them with copies of the AL within the first week of classes during the semester or as soon as possible once they register with ODS, it is at the student's discretion to actually use the
OthOtcm 2: Student Database operationalized
Install and operationalize a database to track student information

Connected Document
Disability Services Timetable

Related Measures

M 3: Install database
Install database (selected by staff) by the by the end of the 2011-12 academic year

Source of Evidence: Existing data

Connected Document
Disability Services Timetable

Target:
Database installed by the end of the 2011-12 academic year

Finding (2011-2012) - Target: Partially Met

Results:
The database was purchased during the 2011-12 academic year. However, it has not been installed and operationalized due to the need to route the system through the Office of Information Technology (OIT) to ensure that the software is compatible with the software programs that UA uses. It has also been necessary to ensure that privacy and confidentiality issues are addressed through the UA system. Once these issues were resolved, the ODS began the process of customizing the database to meet the needs of this office. During this academic year, there were several personnel vacancies that impacted the customization of the database since the remaining staff members had to double up on job responsibilities until the positions could be filled.

Conclusions and Interpretations:
The database will continue to be an on-going goal for our department. During the next year, the database will be installed and all of the student data entered.

Related Action Plans (by Established cycle, then alpha):

Operationalize database
Established in Cycle: 2011-2012
Action Plan: 1. Install database by the end of the Fall 2012 semester. 2. Have all data entered into the database by the en...

For full information, see the Details of Action Plans section of this report.

M 4: Enter student information into database
Enter all student information into the database by the end of the 2011-12 academic year

Source of Evidence: Administrative measure - other

Connected Document
Disability Services Timetable

Target:
Have student database fully operational by the end of the AY 2011-12.

Finding (2011-2012) - Target: Partially Met

Results:
The student information was not entered into the database due to systemic issues that became apparent when ODS went to purchase the database. By the time the database was approved for purchase, ODS did not have time to complete the customization of the database and enter all of the student information so that it could be operational.

Conclusions and Interpretations:
ODS encountered obstacles that hindered the completion of this project. At the writing of this report, these obstacles have been resolved and the database will be completely operational by the end of the 2012-13 AY.

Related Action Plans (by Established cycle, then alpha):

Complete customization of database
Established in Cycle: 2011-2012
Action Plan: 1. Complete the customization of the database by the end of the Fall 2012 semester. 2. Have basic demographic da...

For full information, see the Details of Action Plans section of this report.

OthOtcm 3: Timely alt text provision

Connected Document
Disability Services Timetable

Related Measures

M 5: Track alt text requests

Source of Evidence: Administrative measure - other

Connected Document
Disability Services Timetable
Target: Alternative Text available to students within 2-6 weeks of the student's request for the alt text

Finding (2011-2012) - Target: Met

Results:
From June 2011 through May 2012, 1311 e-text books were requested and only 10 of these were not available within 6 weeks of the request date or the first two weeks of class.

Conclusions and Interpretations:
ODS met the target of this goal to provide alt text within the 2-6 week time frame. ODS has a team that works cooperatively with students who need this accommodation to provide alt text as close to the beginning of the semester as possible. As in most cases, there are times when there are delays or there are changes in texts and it may take longer to process a request. In some cases, books must be sent to another agency to process and ODS is dependent on that agencies time constraints. Overall, ODS accomplished this goal.

M 6: Track alt text availability
retire this measure

Source of Evidence: Efficiency

Connected Document
Disability Services Timetable

Target: ensure that alt text is available to students within the first two weeks of the beginning of classes each semester.

Finding (2011-2012) - Target: Met

Results:
ODS was able to provide all but 10 books within the targeted time frame. There were 1311 books requested by students.

Conclusions and Interpretations:
ODS has established a system by which alternative text can be provided to students in a reasonable time frame. The process by which the students and ODS staff work together to accomplish this goal seems to be effective and working well.

OthOtcm 4: Accommodations Training to faculty/staff
Train faculty/staff members about legal responsibilities when providing accommodations to students

Connected Document
Disability Services Timetable

Related Measures

M 7: Training two Colleges per semester
Each semester (Fall and Spring) train at least two Colleges or Divisions

Source of Evidence: Administrative measure - other

Connected Document
Disability Services Timetable

Target: Train faculty and staff in at least two Colleges regarding providing accommodations to eligible students.

Finding (2011-2012) - Target: Met

Results:
ODS personnel provided training on the provision of academic accommodations to the GBA faculty, the Graduate Teaching Assistants (GTA) during their orientation and to New Faculty during their orientation.

Conclusions and Interpretations:
ODS was able to partially meet this target by providing training to three groups that represent individuals in every College on campus. Due to staffing shortages, a fourth presentation to an academic department/college was not provided.

Related Action Plans (by Established cycle, then alpha):

training regarding academic accommodations
Established in Cycle: 2011-2012
Action Plan: 1. ODS will continue this target/goal for the next year. 2. ODS will strategically target specific departments 1...

For full information, see the Details of Action Plans section of this report.

M 8: Pre/post test of the trainings
Utilize a pre/post test instrument to determine effectiveness of the trainings

Source of Evidence: Evaluations

Connected Document
Disability Services Timetable

Target:
develop a pre/post test to record results of academic accommodations training

**Finding (2011-2012) - Target: Not Met**

**Results:**

No pre/post test was officially developed. However, during Q&A sessions at the end of the presentations, faculty and staff indicated that they received new information and had a new understanding of what was expected of them as they implement the accommodations students are eligible to receive.

**Conclusions and Interpretations:**

ODS failed to complete this goal but there is a rough draft that has been developed and will be implemented for future trainings.

**Related Action Plans (by Established cycle, then alpha):**

**pre/post testing for trainings**

*Established in Cycle: 2011-2012*

1. Finalize the pre/post test to determine the effectiveness of accommodations training.
2. Use the pre/post test at the concl...

For full information, see the Details of Action Plans section of this report.

**OthOtcm 5: Develop alt text access policies**

*retire this outcome*

**Connected Document**

Disability Services Timetable

**Relevant Associations:**

The implementation of Outcome #5 will be dependent on the collaboration and cooperation of the committee members and the related University Divisions (Supe Store and designated technology personnel within those Divisions) along with the Licensing and Software Department within OIT.

**Related Measures**

M 9: Accessibility policies for new technology

*retire this measure*

**Source of Evidence:** Discussions / Coffee Talk

**Connected Document**

Disability Services Timetable

**Target:**

Participate in the UA committee that will formulate policies that will be in accordance with new legal guidelines for access to technology for individuals with disabilities.

**Finding (2011-2012) - Target: Partially Met**

**Results:**

The Office of Disability Services participated on a campus wide committee that was tasked with developing new policies that would bring UA into compliance with new technology legal guidelines. Marion Stevens, the ODS Technology Specialist, and Judy Thorpe, the ODS Director, participated on this committee. During the 2011-12 AY, they researched budget costs, current technology accessibility issues and how to address future technology purchases that will ensure that UA is in compliance with the law.

**Conclusions and Interpretations:**

The target was partially met and will continue to be an on-going project. It was discovered that this project was more complex than originally anticipated and the committee continues to meet on a regular basis to gather information so that the policies address all areas of technology and new software purchased by UA.

**Related Action Plans (by Established cycle, then alpha):**

**technology policies to address accessibility**

*Established in Cycle: 2011-2012*

ODS will continue to participate on the UA Technology Committee to bring UA into compliance with legal guidelines for accessibi...

For full information, see the Details of Action Plans section of this report.

**M 10: UA policies to provide alt text**

*retire this measure*

**Source of Evidence:** Discussions / Coffee Talk

**Connected Document**

Disability Services Timetable

**Target:**

Work with the Supe Store and UA Colleges to develop a policy that will work to improve textbook availability to students, especially those students who need texts in alternative formats.

**Finding (2011-2012) - Target: Partially Met**

**Results:**

Marion Stevens, the ODS Technology Specialist, participates on the UA Textbook Committee. In this capacity, he is working with others on campus, including the Supe Store, to develop policies that will encourage professors to select textbooks in a timely manner to ensure that the bookstores will have the texts available for students at the beginning of each semester. The delay in text book availability complicates and in many instances, keeps ODS from being able to provide alternative formats of the texts for students who are eligible
to receive this accommodation. Marion has become the Chair of this committee and they have been meeting on a bi-monthly basis to address this issue. They are researching ways and processes that will address this problem. They are working on a draft of a policy at this time and hope to have a policy ready to submit for legal review and UA approval within the next academic year.

Conclusions and Interpretations:
The Textbook Committee has worked for the past two years to address this issue. Currently, a policy is being drafted for submission for approval.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

**complete customization of database**

**Action Plan:**
1. Complete the customization of the database by the end of the Fall 2012 semester.
2. Have basic demographic data entered into the database by the end of the AY 2012-13

**Established in Cycle:** 2011-2012
**Implementation Status:** Planned
**Priority:** High

**Relationships (Measure | Outcome/Objective):**
- Measure: Enter student information into database | Outcome/Objective: Student Database operationalized

**Implementation Description:** database will be up and running with basic demographics for students by end of AY 2012-13

**Projected Completion Date:** 07/2013
**Responsible Person/Group:** ODS personnel

**complete customization of database**

**Action Plan:**
1. Complete the customization of the database by the end of the Fall 2012 semester.
2. Have basic demographic data entered into the database by the end of the AY 2012-13

**Established in Cycle:** 2011-2012
**Implementation Status:** Planned
**Priority:** High

**Implementation Description:** database will be up and running with basic demographics for students by end of AY 2012-13

**Projected Completion Date:** 07/2013
**Responsible Person/Group:** ODS personnel

**operationalize database**

**Action Plan:**
1. Install database by the end of the Fall 2012 semester.
2. Have all data entered into the database by the end of the AY 2012-13

**Established in Cycle:** 2011-2012
**Implementation Status:** Planned
**Priority:** High

**Relationships (Measure | Outcome/Objective):**
- Measure: Install database | Outcome/Objective: Student Database operationalized

**Implementation Description:** database will be installed and basic student information entered into the program.

**Projected Completion Date:** 07/2013
**Responsible Person/Group:** ODS personnel

**pre/post testing for trainings**

**Action Plan:**
1. Finalize the pre/post test to determine the effectiveness of accommodations training.
2. Use the pre/post test at the conclusion of each presentation.

**Established in Cycle:** 2011-2012
**Implementation Status:** Planned
**Priority:** High

**Relationships (Measure | Outcome/Objective):**
- Measure: Pre/post test of the trainings | Outcome/Objective: Accommodations Training to faculty/staff

**Implementation Description:** finalize and use pre/post test during academic accommodation training sessions.

**Projected Completion Date:** 07/2013
**Responsible Person/Group:** ODS personnel and interns
technology policies to address accessibility

ODS will continue to participate on the UA Technology Committee to bring UA into compliance with legal guidelines for accessibility.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Accessibility policies for new technology | Outcome/Objective: Develop alt text access policies

Projected Completion Date: 07/2013
Responsible Person/Group: UA Technology Committee, Judy Thorpe, Marion Stevens

training regarding academic accommodations

Action Plan:

1. ODS will continue this target/goal for the next year.
2. ODS will strategically target specific departments to provide training on providing academic accommodations.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Training two Colleges per semester | Outcome/Objective: Accommodations Training to faculty/staff

Responsible Person/Group: ODS personnel
### III. Timetable: What Assessment Measures will be Administered When for Each Expected Outcome

<table>
<thead>
<tr>
<th>Outcome #1</th>
<th>Outcome #2</th>
<th>Outcome #3</th>
<th>Outcome #4</th>
<th>Outcome #5</th>
<th>Outcome #6</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provide academic Accommodation Letters (AL) to eligible students within 76 hours of the request</strong></td>
<td><strong>Install and operationalize a database to track student information</strong></td>
<td><strong>Efficient provision of alternative text formats to students who request them</strong></td>
<td><strong>Train faculty/staff members about legal responsibilities when providing accommodations to students</strong></td>
<td><strong>Increase technology and text book access to students with disabilities through the development of policies that meet federal mandates</strong></td>
<td></td>
</tr>
</tbody>
</table>
| **September** | 1. Input into a spreadsheet the AL date requested and the “date ready.”  
2. Input into a spreadsheet the day the AL were ready and the date the student picked up their letters. | 1. Finalize training with Legal Counsel who will collaborate with ODS for the trainings.  
2. Develop pre/post test. | Monthly committee meetings to develop policies |  |  |
| **October** | 1. Input into a spreadsheet the AL date requested and the “date ready.”  
2. Input into a spreadsheet the AL date requested and the “date ready.”  
2. Input into a spreadsheet the AL date requested and the “date ready.” | Finalize database choice | Contact 2 Colleges or Divisions to establish dates for training | Monthly committee meetings to develop policies |  |
| November | 1. Input into a spread sheet the AL date requested and the “date ready.”  
2. Input into a spread sheet the day the AL were ready and the date the student picked up their letters. |  | Monthly committee meetings to develop policies |
| --- | --- | --- | --- |
| December | 1. Input into a spread sheet the AL date requested and the “date ready” and compare data at the end of the semester.  
2. Input into a spread sheet the day the AL were ready and the date the student picked up their letters. | Purchase database and work with OIT to install  
Compile data that compares when students requested alt text and when books were ready for student use. | 1. Complete training with 2 Divisions/Colleges  
2. Utilize a pre-post test method to determine effectiveness of the training. | Monthly committee meetings to develop policies |
were ready and the date the student picked up their letters and compare data at the end of the semester.

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
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<tbody>
<tr>
<td>1.</td>
<td>Input into a spreadsheet the AL date requested and the “date ready.”</td>
<td>Input into a spreadsheet the AL date requested and the “date ready.”</td>
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<tr>
<td>2.</td>
<td>Input into a spreadsheet the day the AL were ready and the date the student picked up their letters.</td>
<td>Input into a spreadsheet the day the AL were ready and the date the student picked up their letters.</td>
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</tr>
<tr>
<td></td>
<td>Begin entering student data into database</td>
<td>Monthly committee meetings to develop policies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contact 2 Colleges or Divisions to establish dates for training</td>
<td>Contact 2 Colleges or Divisions to establish dates for training</td>
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<td>Month</td>
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<td></td>
<td>the date the student picked up their letters.</td>
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<tr>
<td>March</td>
<td>1. Input into a spreadsheet the AL date requested and the “date ready.”</td>
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<tr>
<td></td>
<td>2. Input into a spreadsheet the day the AL were ready and the date the student picked up their letters.</td>
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<td></td>
</tr>
<tr>
<td>April</td>
<td>1. Input into a spreadsheet the AL date requested and the “date ready.”</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>2. Input into a spreadsheet the day the AL were ready and the date the student picked up their letters.</td>
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<td></td>
</tr>
<tr>
<td>May</td>
<td>1. Input into a spreadsheet the AL date requested and the “date ready” and compare data at the end of the semester</td>
<td>Compile data that compares when students requested alt text and when books were ready for student use.</td>
<td>1. Complete training with 2 Divisions/Colleges</td>
</tr>
<tr>
<td></td>
<td>2. Utilize a pre/post test method to determine effectiveness of the</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>June</th>
<th>1. Input into a spreadsheet the AL date requested and the &quot;date ready.&quot;</th>
<th>Fine tune training based upon the pre/post test evaluations.</th>
<th>Monthly committee meetings to develop policies</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Input into a spreadsheet the day the AL were ready and the date the student picked up their letters.</td>
<td>2. Submit policies to Dr. Bonner for approval.</td>
<td>2. Develop policies</td>
</tr>
</tbody>
</table>
| July | 1. Input into a spreadsheet the AL date requested and the “date ready.”  
2. Input into a spreadsheet the day the AL were ready and the date the student picked up their letters. |  | Monthly committee meetings to develop policies |
| August | 1. Input into a spreadsheet the AL date requested and the “date ready” and compare data at the end of the semester  
2. Input into a spreadsheet the day the AL were ready and the date | Complete database entry of all student information | Compile data that compares when students requested alt text and when books were ready for student use. | Monthly committee meetings to develop policies |
| the student picked up their letters and compare data at the end of the semester. |  |  |  |