

# Student Life Disability Services Program Review Action Plan Summary

## Program Review Details

**Self-Study Standards:** Council for the Advancement of Standard's (CAS) Disability Resources and Services Self-Assessment Guide (SAG) 2019 and Testing Programs and Services SAG 2019.

**Virtual Site Visit Dates:** November 30<sup>th</sup> – December 2<sup>nd</sup>, 2022

## Action Plan Objectives

*Based on the program review external committee recommendations and self-study findings, the following themes and action steps were created as strategic priorities for Student Life Disability Services over the next five years.*

### **Theme: Evolve staffing structure to support shifting student needs.**

- Assess staff resources in exams area to meet growing in-person and virtual proctoring needs.
- Analyze anticipated need for accommodations to inform new staff additions throughout department.
- Conduct a cost-benefit analysis of adding full-time communication access positions versus hiring intermittent or ancillary professionals.
- Locate and utilize resources for staff professional development of interactive process skills.

### **Theme: Explore process and software innovations to continue refining student support.**

- Identify technology needs in exam spaces and price the addition of computers, centralized exam computer control software, virtual proctoring software and additional cameras in testing areas.
- Refine exam testing agreement, specifically to clarify rescheduling practices.
- Identify, demo and price improved technology for flex plan implementation.
- Refine SLDS administrative registration process to allow for more nuance in designating accommodations through ensuring consistency in documentation review standards, broadening staff training on administrative procedures and refining decision trees for accommodations decisions.
- Revise database for frequently used documents, scripts, templates and questions.
- Examine service provision during drop-in hours and enhance front desk triage tools.
- Create template and plan for faculty email outreach at specific intervals to provide consistent support messaging.

- Update faculty presentations to include transformational and collaborative practices.

**Theme: Continue to revisit and enhance space accessibility.**

- Revisit all areas of SLDS offices to ensure they are wheelchair accessible and inclusive.
- Explore conducting an open house event for autumn 2023 semester.

**Theme: Explore various funding models to support structural efficiencies in SLDS.**

- Provide operational data to Financial Management to inform any proposed allocation or budget changes.
- Investigate the possibility of creating a central, consolidated funding model for communication access services.

*Last updated: May 23<sup>rd</sup>, 2023*