Weber State University
Division of Student Affairs

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As part of Assessment for the Division of Student Affairs, Services for Students with Disabilities (SSD) underwent a program review. An outside reviewer and two staff members from Weber State University evaluated SSD operations and procedures. The SSD staff met to prioritize the items and discuss how we will implement these suggestions into our office operations. This report is our response to the recommendations provided to us.

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During our review process, we determined that many of these recommendations would be addressed through four initiatives which had already been adopted by the department or were currently in various implementation or planning stages. Accordingly this is where we will begin the discussion.

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This has been an ongoing effort by SSD staff and leadership over the past several months. Our highest priority has been to implement the new Symplicity database as soon as possible. This new system will help reduce the total workload placed on our advisors, improve overall accuracy in recording student information, increase efficiency creating and distributing accommodation letters, and enhance our communication efforts with our students. The new system will also be integral in assessment of SSD office operations. Student information will be easily available for data collection and evaluation. We also anticipate that the Accommodate system will simplify many routine processes, such as registering for services, scheduling exams and appointments, and requesting accommodations.

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:)2, 8)", ; After an extensive proposal and bidding process which began in May 2014, the system has been purchased. We are currently in the training and set-up stages with an expected "go live" date near the first part of December 2014. The system will be gradually "spun up" through the spring semester and fully implemented by March 2015 in time for registration for Summer and Fall semesters of 2015-

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The remainder of this report will respond to the various recommendations put forth by the Program Review committee. Any specific recommendations that we feel are addressed by the major initiatives outlined above will be identified as such, including which initiative(s). The remaining recommendations will be discussed in brief within each section.

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- Inclusion and promulgation of the Principles of Universal Design and disability scholarship as encouraged by the CAS Standards as well as the Association on Higher Education and Disability (AHEAD).
- At the present time, SSD does not have an active role in architectural plan review for access. *! " ! #$%&&'(())*

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The SSD staff is currently writing an improved mission statement. The new mission

and disability-related topics. This task force would also be integral in making certain any course substitutions (math or otherwise) are acceptable and reasonable.

All members of the SSD staff believe it is important for students to feel confident in knowing and articulating their rights and any services they require in an academic setting. The advisors try to help students learn to communicate their accommodation needs with faculty. As a staff, we will continue to work on this recommendation through communicating directly with students, as well as providing information on the website for students to use.

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No recommendations.

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Additional funding to provide additional professional development on a regular basis.

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All SSD staff members participate in online webinars to help increase our understanding of disability law, new technologies, best practices, and other related topics. We subscribe annually to a series of training webinars offered by Salome Heyward and Associates, leading authorities in the field of disability services in higher education. Each year, staff members attend the in-state, Utah AHEAD (Association on Higher Education And Disability) conference. Staff are also encouraged to identify specific workshops, conferences, and other training opportunities offered either locally or nationally. As a staff, we continually apply for Staff Development funds and we have increased our travel budget each year. As a staff, we do our best to utilize any available funds to attend trainings and events to increase our professional development.

:)2,8)",; Beginning in 2014-15, SSD has adopted internal policies requiring all staff to participate in at least 50% of the Salome Heyward webinars each year (or another alternative series of trainings should SSD determine another product better fits our needs). Staff members will also be required to attend one additional conference (or similar offering) bi-annually or once every two years. If needed, SSD leadership will pursue additional funds through appropriate avenues.

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- Annual training for all staff on ethics as articulated in the Association of Higher Education and Disability (AHEAD) Code of Ethics.
- Publication of the Code of Ethics on the SSD website.%*+, '-'-. #, -/#0-1%+&, ('%-

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SSD staff will include ethics topics in annual retreats each year. When available, SSD leadership will attend training opportunities via webinars and other venues.

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- It was noted on several occasions that SSD resolves disputes very well at their level and they rarely rise to the vice president or formal complaint level. However, the landscape is becoming increasingly complex and may require more specific policies and procedures that clearly delineate rights and responsibilities of all constituents, particularly with regard to a formal grievance procedure. It should be clear to students that if they are dissatisfied with a decision made by the SSD that they have the right to contact the Director of Affirmative Action/Equal Opportunity or file a complaint with the Office for Civil Rights. There are multiple mechanisms for students to access this information.% " ! #$%&&'(())#8#*+, '-'-. #, -/#0-1%+&, ('%-
- SSD should have a very collaborative and deliberate relationship with the Director of Affirmative Action/Equal Opportunity Office.% " ! #$%&&'(())#8#*+, '-'-. #, -/#0-1%+&, ('%-
- Review all current policies to assure that they comply with the CAS standards.% " ! # $%&&'(())
- Staff should receive training on response to campus active shooter emergencies.
- The staff should be apprised of the institutional compliance with all of the

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- There was almost consensus regarding the need for additional funding for the SSD.% *7(, 11'-. 62)3%4+5)3*

- The Davis campus may require facilities upgrade, increasing the professional staff person to full time and providing support staff. This is an important consideration to assure that the same level of service is being provided to students at Davis that is available at Ogden.*#7(, 11'-. 62)3%4+5)3*

- Interpreting and transcription services for students who are deaf and hard of hearing are variable and difficult to budget for; capacity should be built into the budget to prepare for a time when sufficient resources may not be available. Increasing the staff positions to full time would be one consideration.*#7(, 11'-. 62)3%4+5)3*

- While the implementation of the [Accommodate] system may ease some of the administrative burden on staff, there is the need for addition professional staff. At

Additional staff is a needed for almost every department across campus and SSD is no exception. We, like everyone else at WSU, are limited by issues of funding and/or space. Increasing staff may be ideal and even necessary in some areas but will remain dependent upon available funds and space. SSD will make every effort to be included in any discussion within Student Affairs related to the redistribution of physical space and/or increasing funding. One immediate solution that could significantly alleviate some space needs would be to acquire space across the hall from our existing office suite if and when tha

moving to a different location or expanding to a space that is near the current office. The option of moving locations in the future would need to be approved through administration so they could find spaces for possible relocation. Each professional staff member that works directly with students has their own room for appointments. Hiring another staff member would lead to space problems and, quite possibly, the need for relocation.

:)2,8)",; There are no immediate plans for higher additional staff. Current part-time staff maybe shifted to full time if and when funding is available, depending on existing needs and department priorities.

Sufficient space is critical for facilitating testing accommodations in our office. We currently have five dedicated testing rooms, with some optional space available in the multipurpose room. These rooms are meant to be used for testing with minimal distraction and reduced noise. The rooms are not completely sound proof and need some improvement. SSD has been providing earplugs for students to use during tests. Other measures have been discussed, such as hanging sound-absorbing panels inside each testing room, as well as on the walls lining the hallway of the testing rooms. Decreasing noise in the testing rooms is a budget priority in our department. In order to consider any dramatic changes to building design, we will need to meet with Facilities Management to discuss options. Depending on building codes and architectural design, changing the materials in the ceilings or walls may not be a viable option.

:)2,8)",; Develop additional soundproofing strategies for testing areas by December 2014. Purchase/install/implement these concepts during Summer 2015 (or earlier if possible).

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- [Accommodate], the new database, is critical for reporting purposes and will streamline administrative functions.#! 55%&&%/, ()#7; 3()&
- In addition to student satisfaction surveys, faculty and staff should be assessed to determine their satisfaction with programs and services offer

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The implementation of the Accommodate Scheduling/Database System will simplify and organize much of the burden put on SSD staff associated with data collection and other routine processes, including surveys and assessment. Accommodate will put the student in control of scheduling appointments, initializing the accommodation process and scheduling tests. We also anticipate using the system for student satisfaction surveys for accommodations and services provided. This will aid in streamlining information for data collection. Once the system is fully implemented, SSD will create an assessment tool specifically targeted for faculty. We plan to build these satisfaction surveys for students, faculty and staff directly into the database.

:)2, 8)'', ; As per the Accommodate System initiative detailed above.