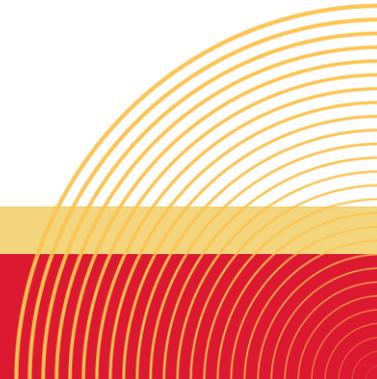


The Role of Disability Services Offices in Higher Education

Tiffany Dodd

Clara Hernandez

Michael Venzon



Learning Outcomes

- Participants will learn to integrate effective strategies for supporting students with disabilities and collaborating with instructors, enhancing the overall effectiveness of their disability offices.
- Participants will be equipped with tools and strategies to address common challenges faced in the accommodation process.



Agenda

- Introductions
- Office Overviews
- Accommodation Decision-Making
- Supporting Implementation Plans
- Developing Campus Partnerships
- Q&A



Introductions



Clara Hernandez
ISU



Tiffany Dodd
UNI



Mike Venzon
Iowa



Iowa State

23-24 Data

Total Student Numbers



~30,000 ISU Students
2,000+ SAS Students

Exam Center Data

50%

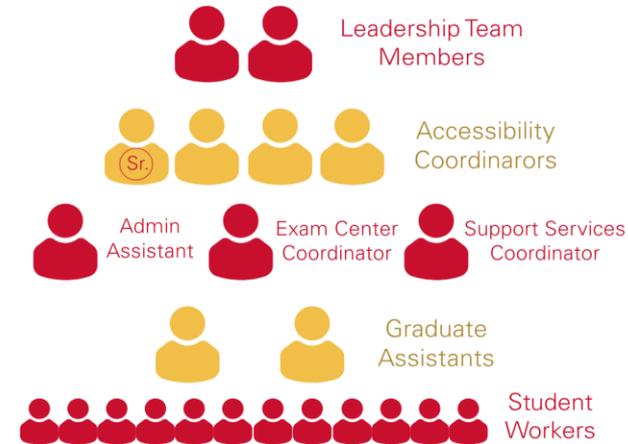
- 1,500 Students with Exam Accommodations
- 700-800 Student Users used our EAC

The Exam Accommodations Center proctors **over 3,000 exam appointments** per semester

Programs and Services

- Eligibility determination for housing, academic, dining, and assistance animals
- Exam Accommodations Center
- Training and presentations for campus partners
- Peer mentorship program for new students
- Consultation about implementation of accommodations for both students and instructors
- Assistive technology support for students

SAS Office



UNI

Information coming soon!



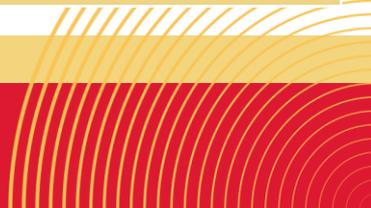
Iowa

Information coming soon!



Accommodation Reviews

ISU	UNI	Iowa
<p>Resources</p> <ul style="list-style-type: none">• Documentation• Student narrative• Evaluation of university setting <p>Process</p> <ul style="list-style-type: none">• 1st, 2nd, and sometimes 3rd reviews• Questions to consider: <ol style="list-style-type: none">1. Does the request address barriers that the University has created? If so, what barriers?2. Does requested accommodation(s) align with student narrative/diagnosis? Are they reasonable within the university setting?3. What decisions have we made for previous students requesting similar accommodations?4. What documentation/narrative do we need to approve? Can we assume current information is sufficient, or request more?	<p>Information coming soon!</p>	<p>Information coming soon!</p>



Escalating Decisions (ISU Example)

Coordinator

- Student disagrees with accommodation decision or has questions about a decision.
- The coordinator responds with potential next steps for additional documentation and/or explains the decision initially.
- Student responds with clarifying questions, coordinator may continue to communicate with student.

Student responds and asks to speak with a supervisor, brings up legal action/rights, continues to email with no follow through, and/or makes a complaint specifically against the coordinator.

Senior Coordinator

- Senior Coordinator responds to concerns and explains next steps/decision, including the option for a grievance.
- If the student threatens or brings in legal support, the Director is notified of the concerns and can collaborate as needed.

Student files a grievance and/or makes a complaint specifically against the senior coordinator.

Director

- Director discusses the case with coordinators involved and reviews documentation/past notes.
- Director brings in legal or Associate Dean support to discuss grievance.

Supporting Implementation Plans

- General guidelines for most common accommodations on the websites
 - ISU Resources: [Common accommodations](#) and [implementation supports](#)
- Documenting the implementation plan
 - [Accommodation Planning Tool](#) (ISU)
- Being a resource for instructors and campus partners who implement accommodations
- Presentations and training on accommodation implementation strategies



Deadlines for Accommodations Notifications



Concerns about Feasibility



Timing of Implementation

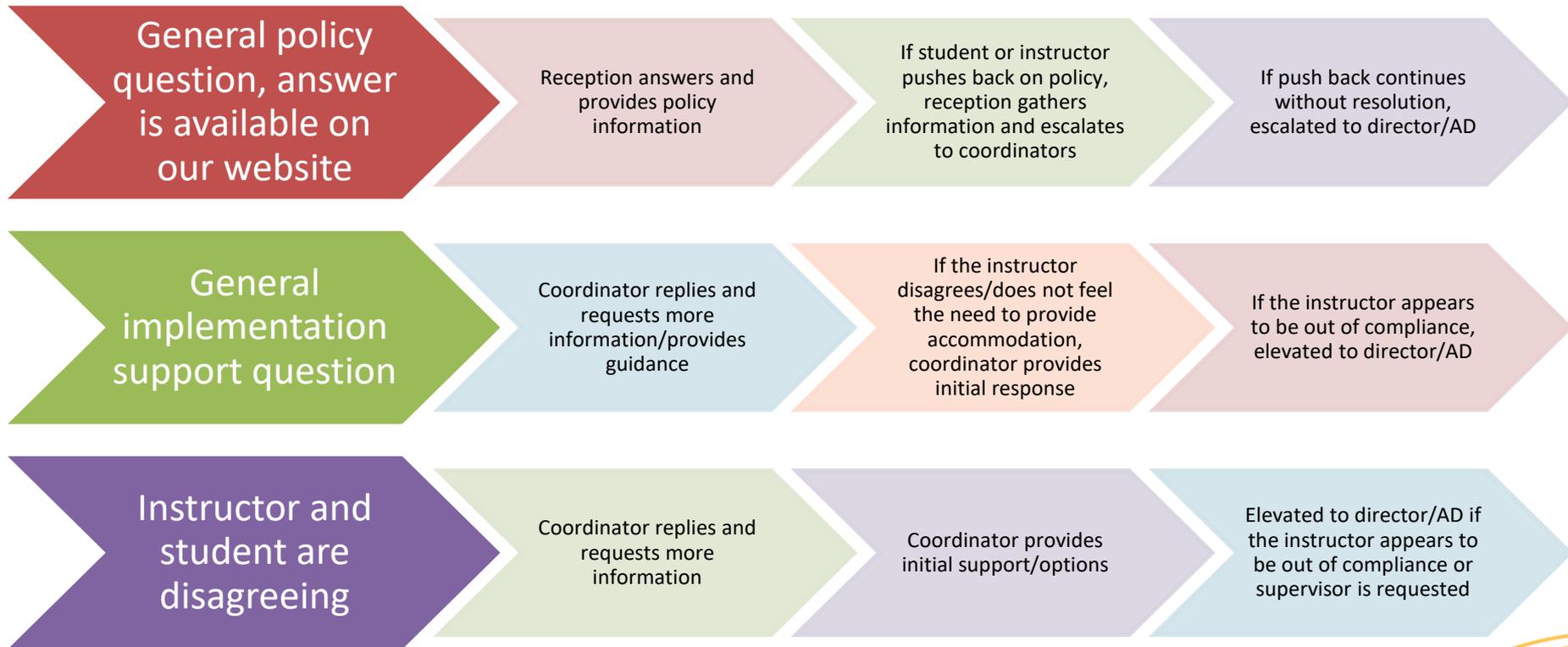


Tips for Discussing Accommodations



Documenting the Implementation Plan

Instructor and Student Question Escalation (ISU Example)



Developing Campus Partnerships

- Getting to know your campus partners
 - Dining
 - Housing
 - Instructors
- Supporting instructors
 - Trainings
 - Outreach



Q & A

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Key Takeaways

- **Improved Office Effectiveness:** Discover ways to enhance the overall effectiveness of disability offices in serving students.
- **Collaborative Approaches:** Gain insights into fostering effective collaboration between disability offices and instructors to create a supportive educational environment.
- **Addressing Challenges:** Identify and implement practical strategies to overcome common obstacles in the accommodation process.

