

Holding the Accessibility Umbrella: Effective Leadership as ADA Coordinator and Accessibility/Disability Services Director

Presenters

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Introduction

- What does an ADA coordinator do?
- What does a disability office director do?
- What do they both do?

Roles and Responsibilities

ADA Coordinator

- Grievance resolution
- Policy and procedure development
- Employee accommodations
- Physical campus access
- Proactive planning
- Technology and IT Accessibility

Disability Office Director

- Accommodations and case management
- Office/ service management
- Faculty education and engagement
- Student development and engagement
- Inclusion advocacy
- Student programming

1. Restructure

When combined or aligned . . .

- More structure and transparency around compliance processes ensures objectivity
- Success relies on empowering the disability office staff to make decisions that the ADA Coordinator then reviews

Grievance Process Considerations

- ADA Coordinator should remain out of the day to day of accommodation decisions
- Clearly communicate how students and faculty can appeal an accommodation decision
- Ensure some “cover” for the ADA Coordinator – build in a role to review your decisions with you before coming to a final decision
- Know when to refer if you cannot be objective, or if the complaint is about you

2. Reorganize

What does this alignment mean related to partners on campus?

- Clarify office names and staff roles for internal and external clarification:
 - Office names and roles should be distinct from each other
 - May need to review titles and office names to make sure there is clarity
 - We will still be seen as one, so internal communication is important
- Liaison and committee structures –
 - What are the key areas and who are your key partners?
 - Opportunity to expand the reach of access

3. Reimagine

ADA Coordinator role can have more access to leadership, so alignment can ensure a better representation of the needs of the disability community on your campus and ensure that the lived experience is part of leadership conversations and decisions

Creating a multi-office structure can provide direct benefits as the director and create more leadership opportunities for other staff

- Benefits succession planning
- Institutional knowledge
- Leadership development
- Attracting and developing talented within the staff structure

Reimagine₍₂₎

Questions to ask yourself:

- Where do you want to go next and how do you structure your office and your time to support those interests?
- What additional training do you need?
- Who are your peers and mentors?

Session Evaluation

- Your feedback helps shape future programming.
- Thank you for attending!