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

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!