

Minimizing Email to Maximize Communication with Instructors

Carsen Kipley, Assistant Director, UArizona

Annissa Stout, Alternate Media Coordinator, UArizona

We ask you to join us in creating a culture that reflects...

Access and Inclusion

and

Civility and Respect

...this week and in all aspects of our organization.

DRC Staff

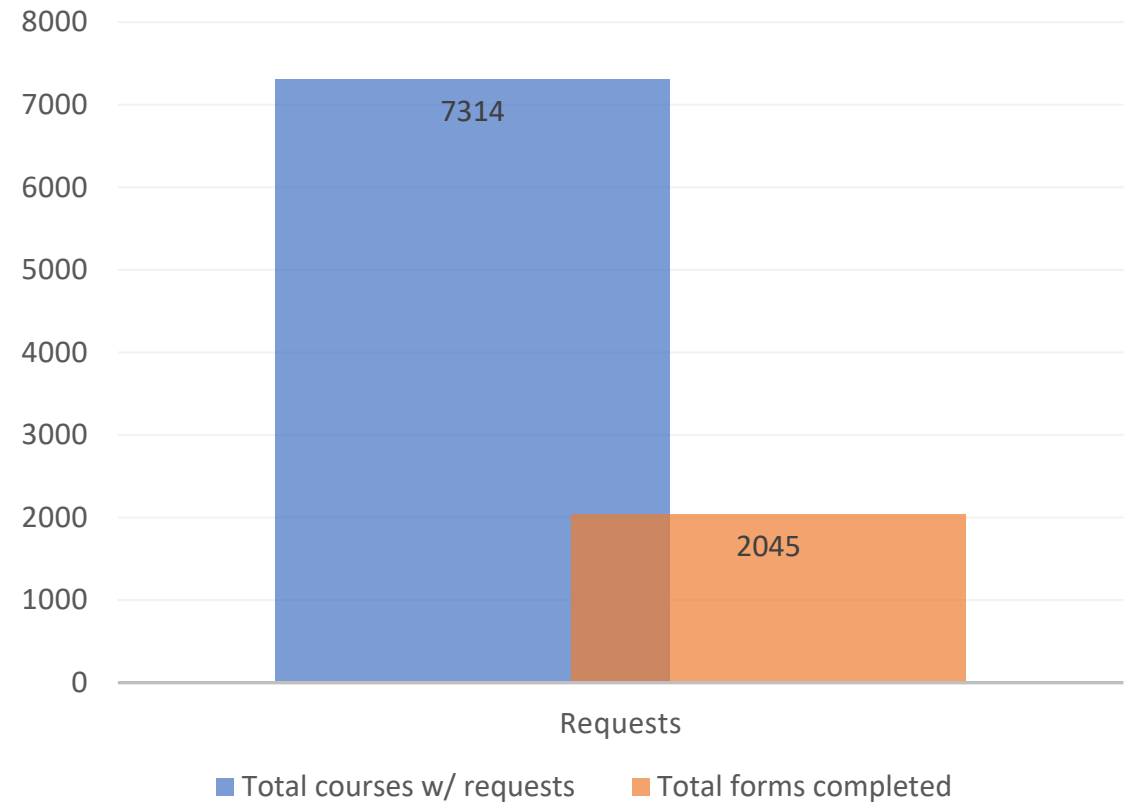
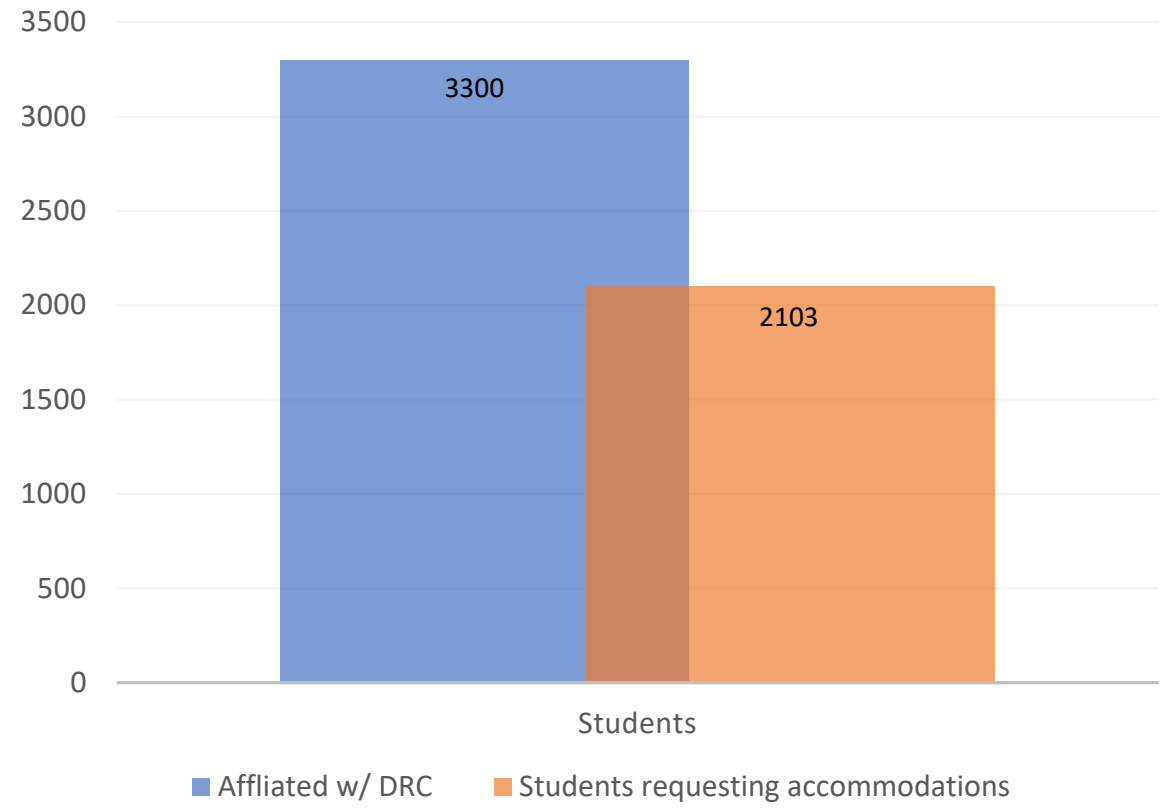
Accommodations Services

- 4 coordinators
 - Testing, Captioning, Document Conversion, Communication Access
- 30 student workers
 - Leads, Academic Aides
 - Cross-trained
- Outreach per course

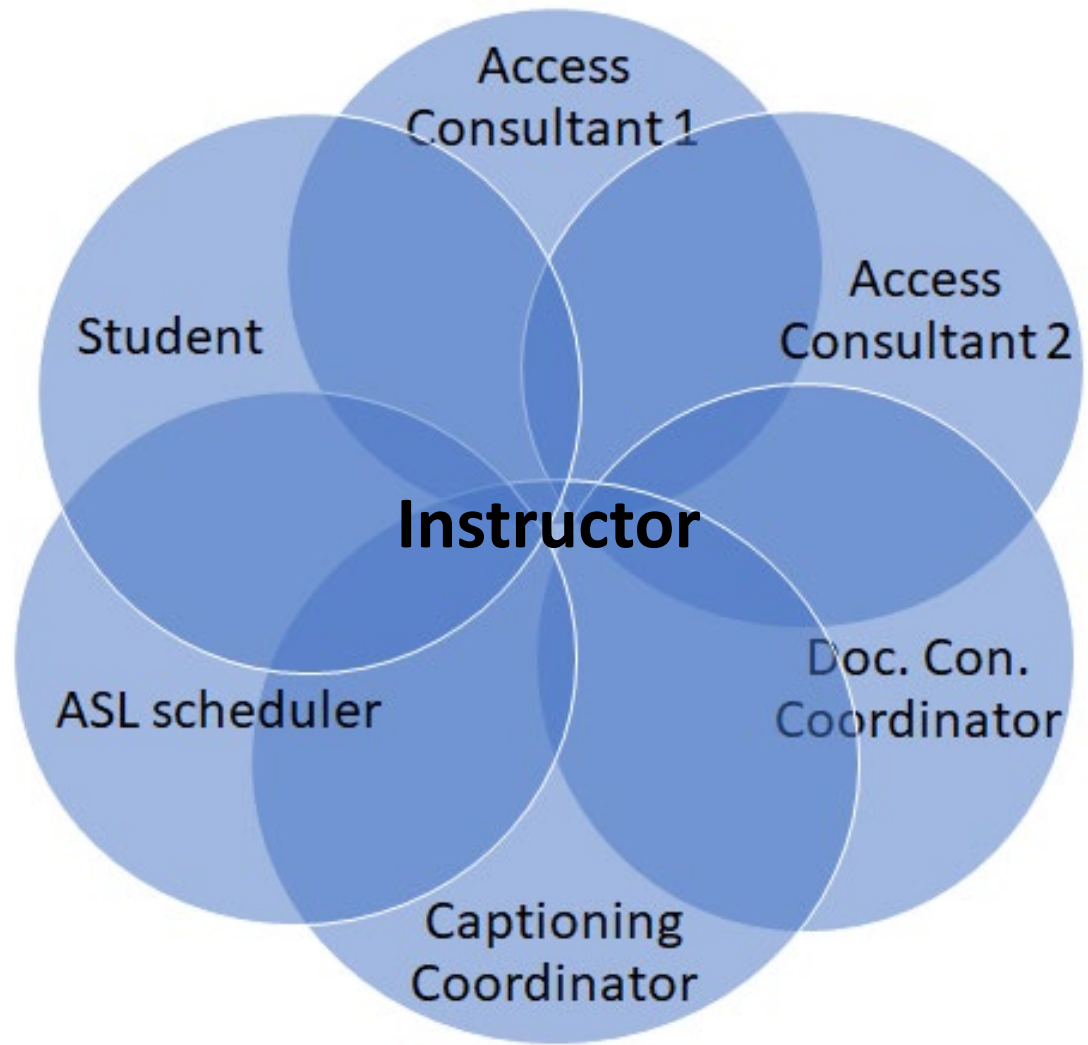
Access Consultants

- 8 currently on staff
- Each Access Consultant collaborates with their own colleges, departments and instructors
 - Attend department meetings and trainings
- Outreach per student
- Overlap with both Accommodation Services team and other Access Consultants with students in same class
 - Ex: Gen Ed courses

The numbers: Fall 2020 – Spring 2021



Outreach Overlap



Pilot – Google form

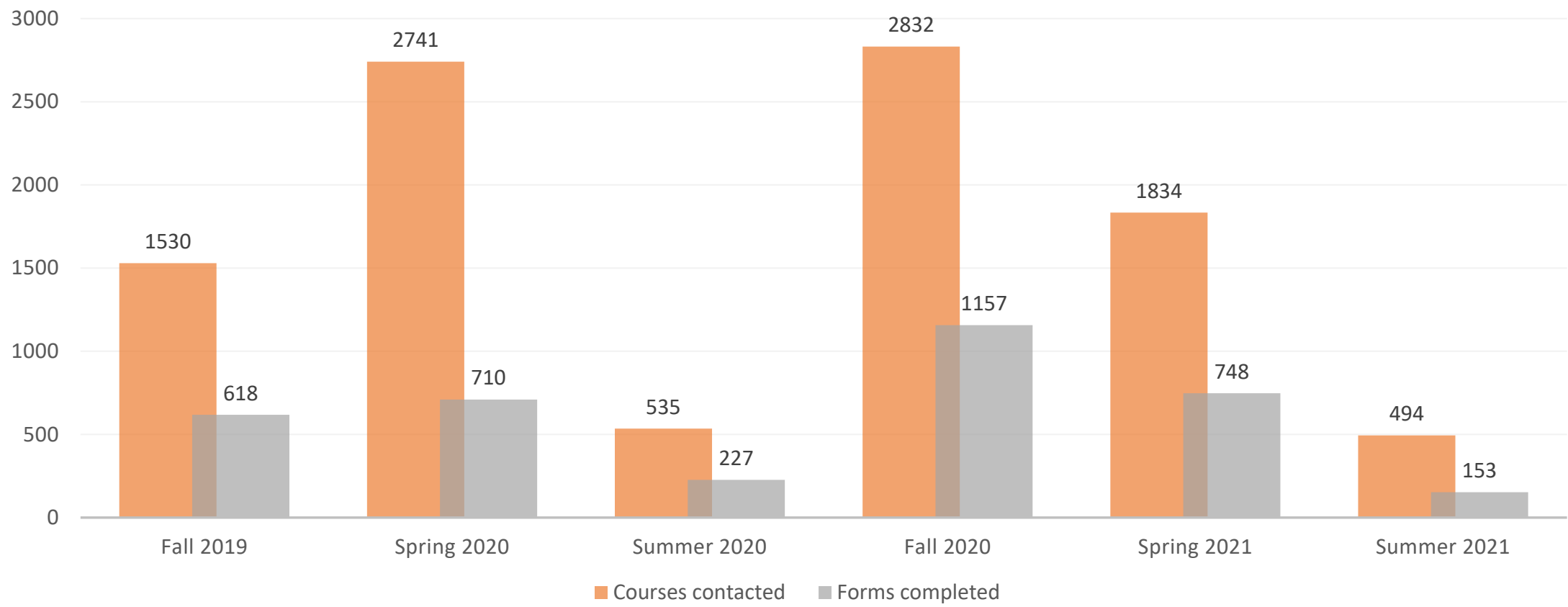
- Summer 2019
 - 84 responses received (form included in Doc Cov & Captioning outreach)
 - ~17% completion rate
- Instructors asked to complete the form via an initial outreach email
 - Answers available mirror options listed within our database
- Appropriate DRC staff member reaches out based on responses
- Only viewable by some staff in the Accommodation Services team
- Using Google (or Microsoft) forms is low risk & free option

Walk through Google Form

Class instruction form

- Automated and sent after any type of accommodation request
- Fill in gaps missing from previous Google form
- Tied to our DRC website – no third party links
- All information in one place
 - Accessible to all DRC Staff – not just those with access to the Google form
- Ability to change with the times
 - Modify for COVID (outreach mid semester and beyond)

The numbers: Completion rates



Walk through AIM Form

Instructor Response

Positive feedback

- This was so quick and easy
- I appreciate not receiving so many emails from DRC
- This prompted me to actually view my DRC student list
- I like all of my DRC information being in one place
- I'm happy I can go back and edit my responses

Constructive criticism

- I wish I could copy this to other sections
- I wish I had more space to answer questions
- I filled this out last semester and it's the same information
- I wasn't sure what to select since I use multiple methods of sharing content
- Please clarify wording
- I don't click on links

Benefits & Drawbacks

Benefits

- Streamlined communication
- Automated and quick outreach
- Accessible to all DRC staff
- All course information in one place
- Ability to modify to current times
- COVID
- All information housed on the DRC Website
- Instructors trust the information will not end up in wrong hands
- Not viewable by students

Drawbacks

- Form response can be hard to find
- Captures general info - individual communication may be still required (STEM & blind students)
- No "if-then" type questions
- Cannot easily copy information into other modules
- Automated- instructors receive emails to complete the form multiple times if they have multiple sections

Discussion/Q&A

Session Evaluation

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