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

- Students: 3300 total, 2103 affiliated with DRC, 1197 students requesting accommodations
- Requests: 7314 total, 2045 total forms completed
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

- Fall 2019: Courses contacted: 1530, Forms completed: 618
- Spring 2020: Courses contacted: 2741, Forms completed: 710
- Summer 2020: Courses contacted: 535, Forms completed: 227
- Fall 2020: Courses contacted: 2832, Forms completed: 1157
- Spring 2021: Courses contacted: 1834, Forms completed: 748
- Summer 2021: Courses contacted: 494, Forms completed: 153
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!