Mind Your Ps and Qs

Jen Papproth, MS
Becky Jacobs-Cano, MS
Accessibility Services Center (ASC)
University of Nebraska Omaha
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.
Presentation Objectives

• Importance of Processes
• OCR Example
• Asking Questions and Developing Processes
• Sharing Process Development Tool
• Activity
• Discussion
Importance of Processes

• Students: Processes create consistency in equitable delivery of service, provides a reference point for information, and reduces bias.

• Staff: Processes provide a basis for training and identification of staffing needs.

• Institution: Processes provide a foundation for informing constituents and for review and enhancement.
Importance of Processes Continued

• AHEAD Professional Standards

Administration: Responsibilities related to the administration or management of the office serving students with disabilities.

1. Develops program policies and procedures (e.g., required documentation, course substitutions).
OCR and Processes

• OCR data requests associated with a complaint seek specific process information

• Example:

A copy of the University’s procedures for providing X. If there is no written procedure, provide a detailed description of the University’s practice for providing X.
OCR and Processes Continued

• … “OCR may, however, review the process that a postsecondary institution utilizes to determine whether an academic adjustment is an essential requirement.”

-Letter to institution #04-21-2120
Where Did We Start

- Institutional knowledge may be in place
- Practices are at play
- Reference point (documented processes) may not be in place
- Implementing change or revision needs a foundation
Asking Questions and Developing Processes

• Is a process needed?
  • Consider if there is a policy in place that your office works with (e.g. Emotional Support Animals)
  • Are multiple steps and different staff and departments involved?

• If policy is the rule book, processes are the play book
Implementation

Staff Assessment:
• Have each staff develop a list of their responsibilities
• For each responsibility, what steps are taken to complete the identified task

2. Process Development
• Use of template for consistency
• Gain input from campus constituents
Examples from UNO

• Processes, especially those directly related to policy, may be very detailed
  • Example: Assistance Animal Process

• We have a process for everything! Processes assist greatly with new team members and a basis for review and development
  • Example: Housing Cancellation Notification
Your Considerations

• Think about your institution…
  • What policies influence your office?
  • Do you have processes in place related to policies?
  • Do shared processes exist between your office and another campus entity?
A Cautionary Tale

• Assessing responsibilities and building processes takes time

• Process review and development is ongoing—as new roles are added to the team and new policies and responsibilities are implemented
Activity Time

Goal: Identify one process in your office to develop or review using the provided template

1. Include all involved parties (e.g. Director, Administrative Assistant) *If you are a one-person office, it’s important to create and maintain processes for coverage/training purposes and for staffing requests.

2. Specify the role each party plays—be specific with reference to use of office tools (e.g. use email template)

3. Incorporate timelines, if relevant

*Keep contents of process specific
(Do not include a process in a process)
Discussion

• What went well while developing a process?

• What didn’t go well while developing a process?

Questions?
Contact Us

Jen Papproth, Director
jpapproth@unomaha.edu

Becky Jacobs-Cano, Associate Director
rjacobsc@unomaha.edu
Session Evaluation

Please point your phone at this QR code, or go to:
tinyurl.com/AHEADeval

Your feedback helps shape future programming.

Thank you for attending!