Navigating Reporting Lines for Student Disability Services Offices: Strategies for Success and Managing Up

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AHEAD Association on Higher Education And Disability®

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.

Presenter Bio

- 5 years as director of Student Disability Resources
- 20 years in higher education
  - (student disability, conduct, Title IX, campus programming and student organizations, admissions/enrollment)
- 3 reporting lines in 5 years

Session Overview

- Reporting Structure Examples
- Small Group Discussion and sharing on your reporting structures
- Telling our story-why our work matters
- Protecting our staff and ourselves
- Open Discussion and Q&A

Learning Goals

- Understand and assess reporting structures
- Advocacy and communication strategies for our teams
- Develop resiliency and improve team morale

Reporting Structures

• Academic Affairs

• Student Affairs

• Equal Opportunity/ADA Office

• Finance & Operations

• Legal Affairs/Compliance

• Others?

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Does it Matter?

- Voice
- Influence
- Financial
- Collaboration
- Value/Importance
- Mission and vision of department

UND Story

- Retirement
- New Structure in Student Affairs
- Move to Academic Affairs
- Collaboration

Advocacy and Communication

- Supervisor relationship

- Access to leadership

- Funding and departmental resources

- Overall scope and expectations of department

Small Group Discussion

- What are the reporting lines at your institution?
- Relationship with supervisor?
- Influence or "seat at the table"?

Managing Up

- Telling our story
  - Who we are.
  - What we do.
  - Our wins.
  - Our challenges.
  - Our opportunities.

Key Advocacy Points

- Data

- Training on the law

- Student stories

- What we need to be successful

- When do you want to be "in the know"

- Accessibility is everyone's job

Framing Our Message

- One-on-One Meetings

- Department Meetings

- Connecting with your staff

- Webinars or Trainings

Impact on Your Team

- Staff retention
- Burnout
- Trust
- Feeling valued

Protecting our Team

- NASPA Study (2022)

- 84% of respondents believed the "level of stress and crisis management responsiveness required for the role, which may lead to burnout" is one of the top two factors that could contribute to a professional leaving the field (NASPA, 2022).

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Office Staffing Levels White Paper

- Office Workload

- Reasonable Staffing Level

- Operational Efficiency

- Electronic Database

Team Care & Support

- Remote work

- Involvement on campus

- Relationships across campus

- Being seen

- Space for self-care

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Final Take Away

- Our work continues.
- Keep sharing our message, our mission and vision.
- Hold true to who we are.

Open Discussion

- Reflections
- Sharing Success and Lessons Learned