

Two Disability Services Staff and 1600 Students? No Problem!

Leading from the middle at a medium-sized, private institution.

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

Access and Inclusion

and

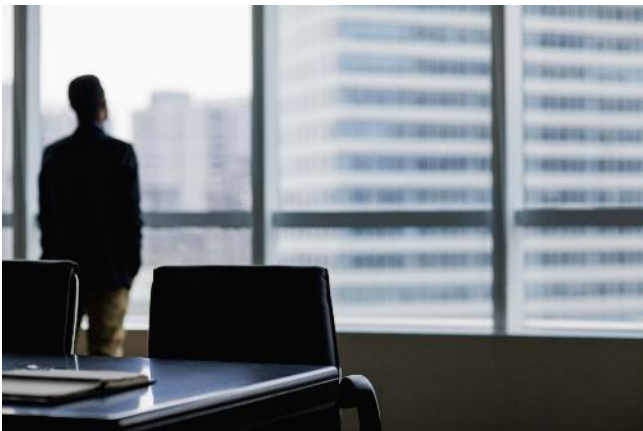
Civility and Respect

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

Small Team, Big Needs: Our Starting Point

Lean Staffing

- Associate Director and Academic Program Specialist sharing caseload of all types of disabilities and accommodations
- One Testing Center Staff to oversee 4000 tests per academic year



Institutional Challenges



- Lack of policies in place/lack of overall trust
- Required high touch from all campus stakeholders
- Reaction to student accommodations

Infrastructure Challenges

- Testing Center and Tutoring sharing space in trailer
- Poor acoustics and physical accessibility
- Next to campus pool - loud
- Unreliable HVAC
- Rodents making appearances
- External flooding
- Break-ins- impermanent space



External Barriers: Culture, Communication, and Construction

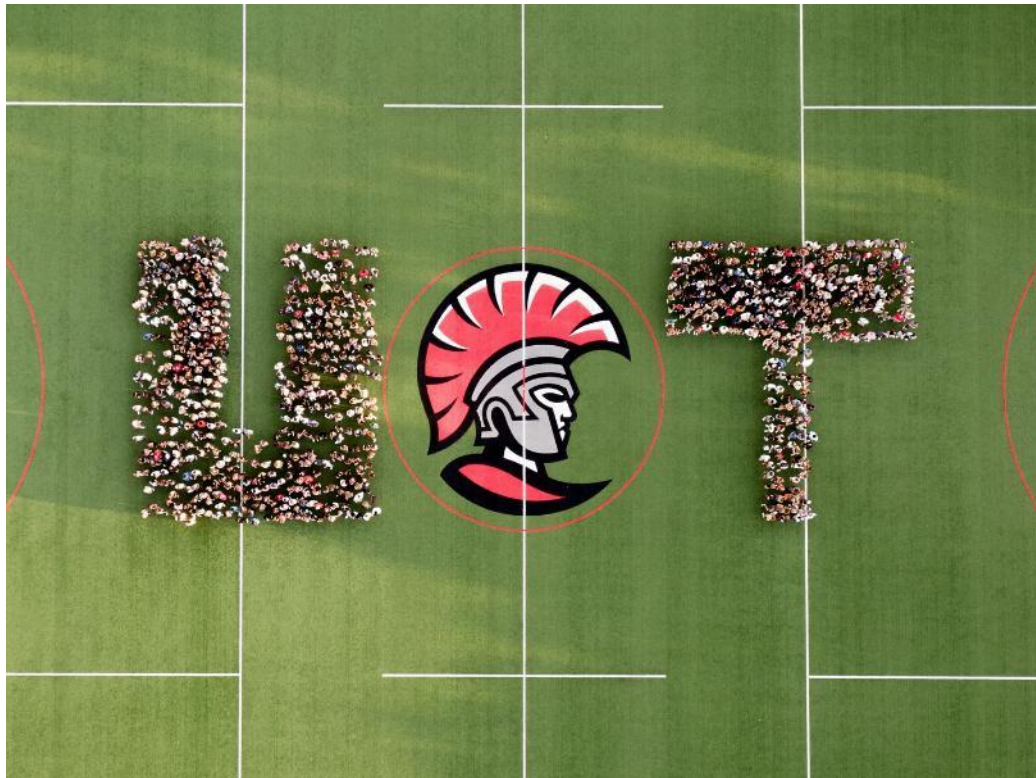
- No more RLAs!
- It's The Law!
- Inception of faculty governance committee
- Planning and building without partnership
- External consultant hired and University legal counsel used by Administration
- Make-up services housed in Testing Center due to history/faculty culture
- Food services contract and inability to post ingredients and allergens



Doing More with Less

- Build strong internal team culture of teamwork, cross-training, and communication
- Celebrate wins and contributions
- Encourage and support professional development opportunities
- Trained non-departmental Staff Assistant with animal background to support ESAs requests
- Restructured to train additional staff to hold caseload of students registered with disabilities
- Trained staff outside Testing Center to proctor exams during peak periods such as final exams
- Fostered campus relationships to utilize others' departmental resources
- Added RSO within Student Affairs and Workforce Recruitment Program with Career Services
- Developed positive reputation with legal counsel and senior administration

Building Positive Student and Faculty Experience



- SOPs and resources
- Added and updated policies
- Advocated for more staffing
- Weekly food services meetings
- Faculty module in Accommodate
- National College Testing Association certification

Currently...

- New building with dedicated space for tutoring and testing services
- Increased exam security measures
- Removed make-up testing from space
- Additional full-time testing staff member, two graduate student workers, and nine undergraduate student proctors
- Additional two full-time Academic Program Specialists to support caseloads
- Faculty committee is now a partner
- Partner for annual training with legal counsel
- Food service improvements
- Advocate from all levels of the middle



Conclusions and Takeaways



- In less than four years we've created significant change impacting student and employee experience by patiently, respectfully, and consistently advocating over and over and over and again
- Team is accountable, diligent and constantly updates and improves upon process and policy to build positive relationships and be good campus partners



Session Evaluation



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Your feedback helps shape future programming.

Thank you for attending!