BRIDGING THE GAP | The Critical Role of Accommodation Support in Improving Processes & Structure

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TRADITIONAL ROLES

- Access Coordinators, Office Managers, Assistant/Associate Directors, and Directors
  - Access Coordinators focus on student-facing responsibilities such as determining accommodations, ensuring legal compliance, and providing resource referrals—but their scope doesn't include many administrative or process-driven tasks.
  - Leadership roles prioritize strategic oversight, creating a gap in day-to-day operational management and process execution.

WHY IS ACCOMMODATION SUPPORT NEEDED?

- Centralizes and streamlines accommodation processes to ensure timely, consistent implementation and greater workflow efficiency.
- Oversees specialized tools and assistive technologies (e.g., SharePoint, Qualtrics, Glean), enabling smoother operations and service delivery.
- Allows Access Coordinators to prioritize student advising and accommodation determinations by managing logistical and operational tasks.
- Strengthens legal compliance, reduces institutional risk, and supports data-informed decision-making and cross campus collaboration.

CURRENT RESPONSIBILITIES OF OUR ACCOMMODATION SUPPORT COORDINATOR

- Manages accommodations related to Flex Plans, Peer Note-taking, Glean, and Accessible Furniture.
- Serves as secondary support to the Alternate Format Production Program Manager.
- Actively participates in campus committees and serves as an internal liaison across departments.
- Supervises a small team of student employees and cross-trains full-time staff to ensure operational coverage and continuity.

HOW THE ROLE CAN SUPPORT YOUR TEAM/INSTITUTION SUCCESS

- Manage complex accommodations and serves as a liaison for high-need offices/programs.
- Support front office operations, business management, and data tracking.
- Aid in accessibility efforts, including classroom setup, facilities coordination and campus audits.
- Enhances process consistency and reduces human error.
- Alleviates staff burnout through supervision and balanced team responsibilities.
- Strengthens financial decisions by minimizing reliance on temporary/seasonal hires and minimizing vendor complexity.

HOW INSTITUTIONS CAN ADVOCATE

- Leverage Data Tracking
  - Track and share data on caseload volume, types of accommodation requests, and the number of students receiving complex accommodations. This illustrates demand, identifies staffing needs, and supports strategic resource allocation.

- Mitigate Institutional Risk
  - Highlight how dedicated roles ensure compliance with federal disability laws (e.g., ADA, Section 504). These positions help institutions meet legal obligations, reduce liability, and maintain consistent accommodation practices.

- Foster Cross-Campus Collaboration
  - Strengthen relationships with campus partners, streamline interdepartmental communication, and break down silos that often hinder coordinated student support.

- Enhance the Student Experience
  - Centralized oversight and improved workflows result in timely, consistent accommodations and a more accessible, equitable educational environment.
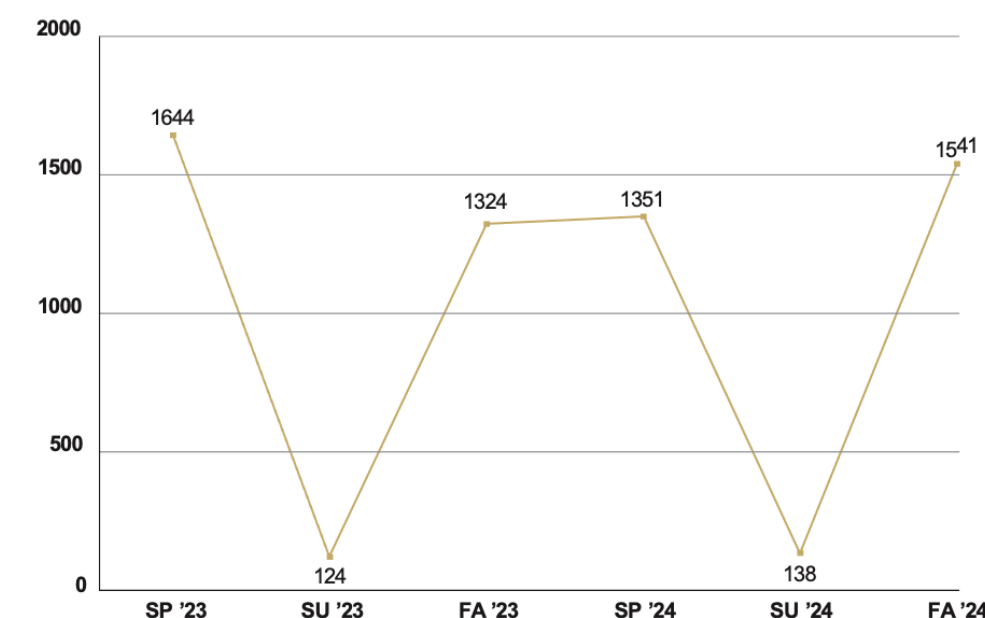
STUDENTS REGISTERED WITH CENTER FOR DISABILITY & ACCESS
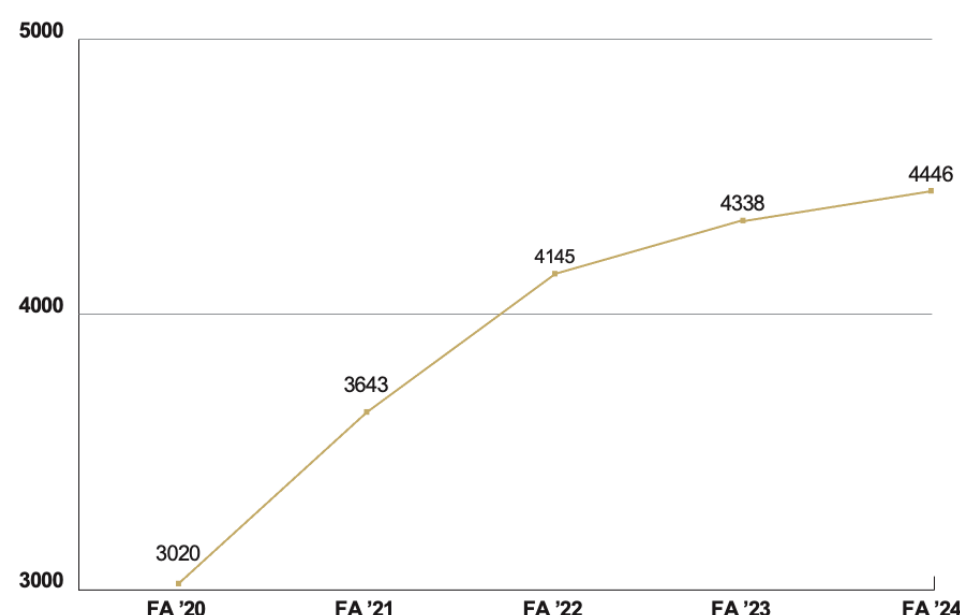
GLEAN, PEER NOTE-TAKING, ACCESSIBLE FURNITURE
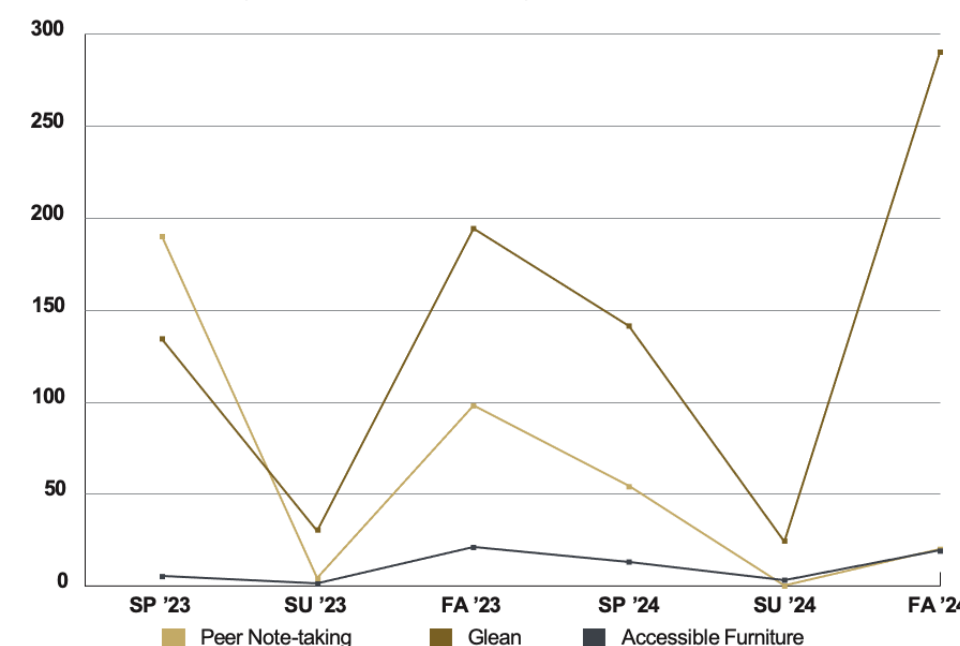
FLEX PLAN

colorado.edu/disabilityservices

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