

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.

# Vitals Check: Strong Relationships for Stronger Student Success in Clinical Programs

**Angela Branson &  
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- University of Missouri, or **Mizzou!**
- Columbia, MO
- Land-grant research institution
- 30,000 + students
- 1839-oldest public university west of the Mississippi

# Disability Center at Mizzou

- 3,000 + students
  - Staff of 14
- 6 Access Advisors



# Sinclair School of Nursing



- Competitive program
- 7 high-fidelity simulation rooms and a 14-bed, immersive-learning lab
- Pre-Nursing (977)
- BSN (419)
- MS(N)
- DNP & PhD

# Nursing School “Before Times”

- Accommodations are an unfair advantage
- Distrust on both sides
- Lack of communication & understanding

The tipping point was a student case that went “all the way to the top” ...



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# What program do you think about when you hear...

- “Unfair advantage”
- “We can’t do that”
- “They have to be prepared for the real world”
- “A health care professional has to be able to ...”
- “The hospital won’t allow that”



# What programs need you most?

3 methods to identify programs/academic units that require focused attention

1. Analyze & track student feedback and accommodation requests to spot recurring challenges or patterns.
2. Culture or changes in leadership. Be proactive when you know a shift is coming.
3. Gather faculty input & concerns to understand pain points and areas of resistance. Are you getting negative pushback from faculty, or radio silence?

# Where to Start?

## Start with Communication:

- Sneak in basic education during these communications
- Build rapport
- Follow-up with the faculty/staff
- Be curious



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# Baby Steps to Collaboration



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## Exams & Education:

- Collaboration on exam-related situations
- Conversations about clinical accommodations
- Educating faculty on what IS possible

# Building a Relationship



- Find that 1 person to talk to who will listen
- Consistent check-ins and follow-ups
- Faculty & staff contacts
- Familiarize yourself with policies, handbook, and technical standards

# Presence

- Join meetings
- Go to events
- Graduation
- Ask for a building tour
- Phone calls/Zooms
- Emails
- Wear swag gear



# Transition of New Staff Members

## Introductions are important!

- Transition of staff is a good excuse to get in
- Trainings
- Meet and greets
- Orientations



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Have any of these strategies  
worked for you?

What has not worked for you?

# Create an Action Plan

- Who (leadership or student services)
- When (not on typical semester schedule)
- Open clear communication
- Resources
- Coming to a common ground
- Noble Intent



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# Growth to Now

5 years ago... You would have never believed the growth that has been made!



# Faculty Quotes

- “In a highly hands-on course with required clinical hours, the Disability Center’s partnership was invaluable in helping us develop thoughtful, fair solutions that maintained academic integrity.” NB
- “We greatly appreciate when you make yourself available to meet one on one with faculty when we have questions about a student’s accommodations and how to implement them. This increases our confidence that we're "following the rules" and helps with consistency for the student”. EB
- “Student success is strongest when support services and academic programs work together rather than in silos”. CB



# Faculty Quotes

- “The disability services team creates a supportive and collaborative environment when navigating complex accommodations. Their willingness to work together and recognize the importance of maintaining high educational standards makes them an exceptional resource for both students and faculty”. KO
- “Accommodations are not about lowering standards; they are about creating equitable opportunities for students to demonstrate their abilities”. CB
- “You’re great at defining what faculty should and should not do about accommodations and outlining what the student’s responsibilities are”. EB



# Questions? Comments?

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# Session Evaluation

[tiny.cc/8zu1101](https://tiny.cc/8zu1101)

Thank you for attending!

Your feedback helps shape future programming.

