

OFFICE OF DISABILITY SERVICES

Student Affairs Division
Texas State University-San Marcos
2006-2007

Major Accomplishments/Retention Initiatives for 2006-2007

1. Provided feedback and recommended changes related to disability in the McCoy College of Business Administration ASAP Probation Program Academic Success Assessment & Plan
2. In conjunction with Career Services, hosted a recruiter from the Federal Workforce Recruitment Program who interviewed Texas State students with disabilities for summer internships and permanent positions.
3. Forwarded the 2001 ADA Self Evaluation and 2006 update to the Vice President for Student Affairs for endorsement.
4. In conjunction with Residence Life, updated the Procedures for Housing Requests Based on Disability Related Needs.
5. Launched new ODS website.
6. Completed departmental reorganization which resulted in an Assistant Director position for the office.
7. Had successful reclassification of the Administrative Assistant I position to an Administrative Assistant II position and hired a new Administrative Assistant II who began their position on November 1, 2006.
8. Hired new Staff Interpreter who began their position in March 2007. This new hire brings additional diversity to the ODS office.
9. Identified space in the Academic Services Building for use by the Department of Assistive and Rehabilitation Services (DARS) and facilitated the space renovation to meet their needs which enabled the department to begin serving clients from their new office in June 2007.
10. In conjunction with the University Attorney revised an existing DARS contract for telephone services to include the additional use of space by DARS at Texas State.
11. Provided services to 827 active students (an 11% increase over 2005-06) and 382 potential students (Attachment A – Overview of Active Students), (Attachment B – Student Contacts Report), (Attachment C – Overview of Services by Academic Year).
12. Supervised School Psychology graduate intern in fall 2006 and Student Affairs graduate intern in summer 2007.
13. The ODS Liaison Interpreter became advisor to the American Sign Language Club, a registered student organization and assisted with the club's annual Deaf Deaf World activity.

Progress on 2004-2012 Administrative Support Plan

Strategy - Create self service check-in for students.

Fall 2006 - The ODS self services check-in was implemented. A student who is requesting services from the ODS will log in and identify the nature of their visit to the ODS and which staff member they have an appointment with (if applicable). The student will receive a short survey electronically to evaluate their visit to the office that day.

Strategy - Provide on-line Testing Accommodation Form for completion by students and faculty members for submission to the ODS.

Fall 2006 - The ODS on-line exam scheduling system was implemented.

Strategy - Host the Association of Higher Education and Disability (AHEAD) Texas conference in November 2006.

Fall 2006 - The ODS hosted 125 conference attendees at the 2006 AHEAD in Texas state conference November 9th and 10th, 2006.

Strategy - Evaluate the process and procedures currently being used to provide books on tape for students with disabilities. Determine where improvements can be made to meet the growing number of requests for books on tape and in electronic format.

Fall 2006 - The ODS Cognitive Disability Specialist updated the request forms, developed a reader's station within the office, and held a mandatory meeting which all readers attended in order to review all process changes. The ODS Cognitive Disability Specialist was assigned oversight of this service. The ODS increased the RFB&D annual books subscription and acquired 11 CD players. CD players and books on CD were distributed to students. Additional readers were hired to record books not available on CD. These strategies have helped the ODS better meet the demand for books in alternate format.

Strategy - Hire full-time twelve month Student Development Specialist to meet the growth and increasing demand for ODS services.

Spring 2007 - The ODS eliminated the vacant Interpreter II position and created a Student Development Specialist I position which was successfully filled in June 2007.

Strategy - Become a national "Super Site" for Registry of Interpreters for the Deaf (RID) testing.

Fall 2006 - The ODS was awarded status as RID Super Site. Effective December 2006, the ODS will receive a \$5 processing fee for each test administered.

Strategy - Annually acquire adaptive technology including assistive listening devices (ALD's), 4 track tape recorders, audio book cd players and computer software designed to play audio books.

Fall 2006 - With funding assistance from Student Affairs, ODS was able to acquire 5 additional tape cassette recorders, 4 ALD's, and 4 additional books on tape CD players.

Strategy - Purchase and recycle laptop computers to provide "Instant Text" note taking services for hard of hearing students.

Fall 2006 - Purchased a new laptop to replace one of the older captioning computers. The captioning computer has been recycled for ODS to use for testing as student need arises.

Strategy - Identify additional space for the administration of academic exams.

Spring 2007 - The ODS created three testing rooms within 5-1.16 in the LBJ Student Center. This additional space allows the ODS to administer exams to seven additional students.

Strategy - Relocate ODS file room door in order to maintain the security and confidentiality of student files.

Spring 2007 - The ODS file room is adjacent to the primary path of travel between staff offices and the front office. Students and visitors have walked into the file room uninvited on numerous occasions.

The file room includes file cabinets with confidential student files. The relocation of the door reduced the violation of space by non-ODS staff and employees.

Strategy - Cosponsor campus visit by comedian Josh Blue.

Fall 2006- Cosponsored with SACA a performance by comedian Josh Blue; approximately 800 members of the Texas State and local community attended.

Strategy - Cosponsor a campus visit by a hard of hearing transgender college student.

Spring 2007 - The ODS cosponsored with the Counseling Center a campus visit by Raci Ignacio a transgender student who is hearing impaired and featured in the Sundance series "Transgeneration."

Strategy - Develop guidelines for students who have a temporary disability and need accommodations and services.

Spring 2007 - Guidelines for Temporary Disability Accommodation were developed.

Strategy - Develop guidelines for students with developmental disabilities.

Fall 2006 - Developed guidelines for students with developmental disorders.

Strategy - Develop and maintain ODS books on tape inventory, to allow for immediate search capabilities and a better tracking system.

Spring 2007 - Microsoft Access database was created by Cognitive Disability Specialist. Data entered all prior recordings that are currently inventory in storage.

Strategy - Collaborate with technology services to provide a list of rooms that require CC equipment every semester.

Fall 2006 - This process was successfully initiated this semester and will continue to be updated as needed in order to maintain a current inventory.

Assessments for 2006-2007

ODS student check-in – All students who visited the office (the system went live (8-23-06) were asked to use the web based check-in system. Each student was emailed a short survey following that day's visit which offered an opportunity to provide feedback on services received that day. In 2007, 2216 surveys were sent with 302 responses for a 13.6% return rate. Responses to three questions included: 1) Did you receive the assistance you need? (93% responded yes); 2) Was the ODS Staff helpful? (94% responded yes); 3) Was the ODS Staff courteous? (95.7% responded yes).

Feedback on the administration of academic exams – The ODS included a "Faculty Feedback of Exam Administration" form with every completed exam after it was administered by the ODS. Fifty seven forms were returned; the majority of faculty provided very positive feedback. Recommendations included 1) add the option of "conditional approval" to the on-line request for Testing Accommodations (this recommendation was immediately implemented), and 2) enforce the forty eight hour rule for scheduling exams (this has been implemented).

Student evaluations of alternate format services – In spring 2007 surveys were sent to all students who received information in alternate format that semester. Overall satisfaction was rate above

average. The survey return rate was low therefore the ODS will reassess the survey process used for fall 2007.

Student evaluations of interpreting services – In fall 2006 and spring 2007 surveys were sent to all deaf students using interpreters. Overall satisfaction was rated above average.

Student evaluations of captioning services – In fall 2006 and spring 2007 surveys were sent to all hard of hearing students currently using captionists. Overall satisfaction was rated above average.

Services Quality Survey – In the April 2007 survey, 70% of students rated ‘Strongly Agree’ or ‘Agree’ categories in regards to their satisfaction overall. Recommendations included: 1) recording textbooks not available on CD from RFB&D in MP3 format; 2) revise process the ODS uses for students to pick up academic accommodation letters at the beginning of each semester.

Faculty/Staff Survey – In April 2007 survey, 87.8% of faculty and staff members rated ODS as ‘Very Good’ or ‘Good’ in regards to their satisfaction overall. Recommendations included: 1) provide NA option for responses to the survey instrument; 2) expand types of scantron forms available for testing; 3) provide the ability to print an individual student’s on-line testing form after it is submitted to ODS.

Educational Outreach/Presentations by Dept. Staff to Institutions and Communities for 2006-2007

1. Provided overview of the Americans with Disabilities Act, ODS services, and accommodations for students with disabilities to tutors at the Second Annual Student Academic Support Providers training conference.
2. The ODS liaison at the RRHEC provided information on ODS services to attendees of the “Teen Transition Expo.” The Expo was designed to help students achieve their higher education goals.
3. Provided information on ODS services to parents and students who attended the Round Rock ISD Special Education College Fair (ODS liaison at the RRHEC).
4. Provided overview of ODS services and discussed collaboration of services with Counseling Center practicum students.
5. Presented overview of ODS services for students with learning and cognitive disorders with the Counseling Center doctoral interns.
6. Provided overview of ODS services and gave suggestions on assisting students with disabilities as part of the Orientation Leader training.
7. Provided two workshops on “Effective Study Habits for Students with Disabilities” and four workshops on “Disability 101” for students participating in the PASS program.
8. Provided two sessions for Professional Development “EEO Training for Supervisors.”
9. Staffed table and provided information on ODS services at: Paws Preview, Bobcat Day (October, November, February, and April).
10. Provided information on ODS services at the Round Rock ISD Special Education College Fair (RRHEC Service Specialist).
11. Provided overview of ODS services, and accommodations for students with disabilities to faculty participants in the Program for Excellence in Teaching and Learning.
12. Presented information on Texas State services for deaf and hard of hearing students at the Texas School for the Deaf College Day.

13. Participated in round table discussion and presented information on the ODS office and collaboration efforts with the university community to Dr. James Studer's Counseling 5390 class.
14. Presented Demystifying Disabilities: Working with Students with Psychological Disabilities to Dr. James Studer's graduate class in Student Affairs.
15. Presented information on the ODS office and collaboration efforts with the university community for Dr. Russ Hodges graduate class.
16. Provided overview of ODS services and offered strategies for working with students with disabilities to Graduate Instructional Assistants in the Department of Mathematics.
17. Presented overview of ODS services to Bastrop High School 504 students and their guidance counselors.
18. Presented information related to the differences between accommodations for students with disabilities in high school versus higher educations and services offered by Texas State to Dr. Carrie George's School Psychology graduate class.
19. Staffed table and provided information about ODS services as part of the "Guidance Counselors Summer Retreat" hosted by Undergraduate Admissions.
20. Served as volunteers for Commencement (fall, spring, summer).
21. Assisted in calling new freshman as part of the Welcome Bobcat program.
22. Served as Welcome Wagon volunteers in fall for move-in and first class day directions.
23. Served as volunteers for Bobcat Build.
24. Staffed table and provided information on services for deaf and hard of hearing students and interpreting opportunities at the San Antonio College Interpreter Training Program Open House.
25. Consulted with and provided information to the new Interpreter Coordinator at Lamar University on effective policies and procedures and strategies for coordinating and scheduling interpreters, and service provision for deaf and hard of hearing students.
26. Provided introductory American Sign Language (ASL) classes through Professional Development for faculty and staff.
27. Served as part of the meet and greet at the "Emerging Stars" kick off barbeque.

Special Recognitions for Department and/or Staff

1. Hosted annual ODS Recognition Luncheon.
2. ODS director served as guest coach for the first 2006-07 Texas State home football game.
3. Maggie Sherrerd the ODS Liaison Interpreter received an additional level of interpreter certification; the Certificate of Transliteration.
4. ODS staff had 100% participation in the University Fund Drive for the 3rd year in a row.
5. The ODS director presented at the national Association of Higher Education and Disability conference "Designing Opportunities for Students to Meet the Mathematics Requirement."
6. The "Disability Compliance Guide for Higher Education" featured an overview of the presentation "Designing Opportunities for Students to Meet the Mathematics Requirement" in the October 2006 issue.
7. Bruce Coonce was selected by his ODS peers to receive the 2007 Student Affairs Champion of Student Success Award.

Major Objectives/Retention Initiatives for 2007-2008

1. Conduct focus groups with student users to solicit feedback on their service provision.

2. Revise and update "Students with Disabilities, a Faculty Resource Guide."
3. Revise handout provided for New Faculty Orientation.
4. Offer "same day" initial consultation appointments to currently enrolled students. This process will enable students to see a specialist more quickly, reduce "no-shows", and facilitate retention efforts.

Major Trends/Obstacles for 2007-2008

The ODS continues to serve an increasing number of students referred by faculty members, academic advisors and staff members. These referrals account for many of the screenings provided by ODS staff this year. This free screening is a service which is not offered elsewhere on campus. Therefore the ODS is committed to allocating staff time towards this significant retention effort for the university.