Program Development Plan

DRAFT

Program: Disability Services (DS) **Department:** Disability Services **Date:** TBD

Strengths: The Disability Services program …

- STRENGTHS
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Recommendations	Strategic Action	Resources needed C = current R = reallocation N = new	Costs	Person(s) Responsible	Date of Review
Shared recommendations					
1. Provide some type of training (including print or video tutorials completed by other students currently receiving accommodations regarding this subject) discussing types of accommodations that may be requested at the initial meeting with students	Continue incorporating a one-on-one meeting as part of the process when enrolling in our services to fully explain the services and allow for questions. Website maintenance, brochures, syllabus statements, and being present around campus in many differing ways will continue to be strategies used to get our name out and promote accommodation.	C	Brochures and printing enrollment application materials	ODS Staff	

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2. Seek to improve the knowledge of faculty as it relates to accessibility and discrimination a. Attend faculty meetings b. Train departmental liaisons c. Target faculty with specific trainings for students in their classes with disabilities d. Have mandated trainings	Due to limited resources and in an effort to work within the time constraints of faculty, online tutorial modules will continue to be used. Making those mandatory viewing would be very helpful	C	None	ODS Staff Provost's Office	
3. Relationships with Dr. Wong need to continue so that any non-compliant faculty can be addressed in the appropriate manner	This has been a productive relationship that will continue	C	None	ODS Staff and Dr. Wong	
4. Provide more intensive, yearly training with front-line admissions officers so that they are more in-tune with Disability Services and the needs of potential students with disabilities.	Contact the Office of Admissions and the Graduate School to arrange more frequent trainings with their staff	C	None	ODS Staff, Graduate School, and the Office of Admissions	

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5. Meet with other staff such as Financial Aid and the Registrar to make sure that students with disabilities who are new to campus FIND the Disability Services office immediately upon arriving on campus.	Other campus services, especially those in Killian Annex like Financial Aid and the Registrar, know of our services and referrals are commonplace. Maintaining those relationships is paramount	C	None	ODS Staff	
6. WCU should actively recruit more students with disabilities by placing statements of welcome on their recruitment materials and by actively recruiting in high schools with high numbers of students with disabilities, such as the School for the Deaf in Morganton, etc.	At different points, ODS staff has gone to high schools to speak, but it is not a major piece and is often left to Admissions. ODS will encourage those who work in that area to promote through their materials and this can take place through the trainings addressed in #4	C	Travel expenses to schools and any changes in advertising materials	Admissions personnel and ODS staff	

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7. Use the LED scrolling closed captioning screens from the museum at graduation or other events that need them (can help to create access at other events).	We appreciate the offer of these screens from the Museum and will try to use these in coordination with captionists when requested for university events	N	Hiring a captionist	ODS Staff and Museum personnell	
8. Bringing in a “big name” person with a disability, but using funds through student activities or others who have a bigger funding pool to pay for this/ collaborate with other units on campus.	We have had several successful collaborations through the years with other offices on campus in putting on events, but never have arranged an outside speaker. This is something we are interested in pursuing, and our previous successful ventures should lay the foundation for collaborating.	C	Paying expenses for the speaker our of related funds	ODS Staff and appropriate partner(s)	

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9. Tie in with other campus events such as Valley Balleyhoo; have something fun going on (Whee Sign) that attracts attention so that people will want to see what is happening and come and talk with you.	This will be suggested to the student organization advised by ODS staff member, Angie Song.	C	Materials for the event	ODS Staff and student group	
10. Use a "big" existing event (Literary Festival?) and see if you can get it to use a disability theme for that year.	This is something we have spoken with the Museum about and are moving in the direction of a disability themed art show. We will contact the organizers of the Literary Festival too.	C	None	ODS Staff and Festival organizers	

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11. Bring in a Visiting Scholar for a lecture. Jennifer Hinton suggested Don Rogers, expert on Universal Design for challenge courses (Associate Professor at Indiana State).	Same as #8				
12. Bring in experts from agencies such as the Office of Civil Rights or Disability Rights North Carolina to provide cutting edge updates on legal issues related to the ADA and disability rights.	This is something we would broach only if that training were made mandatory and endorsed by upper administration	N	Funds to bring someone in	ODS Staff and Upper Administration	

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13. Allocating more time to doing assertiveness and advocacy training, and perhaps collaborating with the recreational therapy program or counseling program to set up role playing situations to promote this.	We will work to offer more group oriented self advocacy events and do it collaboratively with other offices when appropriate	C	Room fees and materials	ODS staff	
14. Reiterating to faculty (and students) in the statement to place in syllabi what the testing proctoring process is to eliminate confusion about the responsibility of the student to turn in requests on time.	The policy is already reiterated in the accommodation letter when testing accommodations are requested. The syllabus statement is meant to be general.				

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15. Identify a space with a central reception area and file storage. a. Office spaces cannot be landscape walls or cubicle due to confidentiality issues	We would welcome an increased allocation of space			Provost's Office	
16. Restructure testing procedures to significantly reduce the number of tests proctored by Disability Services staff.	The online training modules will hopefully create a better understanding for faculty in the best ways to collaboratively work together to provide reasonable accommodations. This could lead to more professor's providing testing accommodations themselves.	C	None	ODS Staff and WCU Faculty	

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17. Insure that effective test accommodations can be provided when necessary by designating test space that the unit controls.	Same as #15				
18. Increase compensation for current staff to achieve equity with peers in the University of North Carolina system.	We would welcome wages more in line with the state and national averages in the profession	N	Wage Increases	Provost's Office	
19. Create a specific line item for accommodation costs in the Disability Services budget.	The Provost's Office used to set aside funds to prepare for any possible accommodation needs. We would be happy knowing that has been reinstituted. We would also welcome control over that budget if warranted.	N	Allocated Funds	Provost's Office	

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20. Hire a qualified, full time administrative assistant for the program—Someone with budget and database experience would be preferable.	One more full time staff person in the office would meet the needs not only currently but in the foreseeable future	N	New Administrative Assistant Position	Provost's Office	