



Division of Student Affairs

GOALS & OBJECTIVES

2008-2009

Department: Office for Students with Disabilities

1. Department Goal: OSD will be an effective service provider for students seeking disability services.

University Planning Priorities: (I) Provide a high quality educational environment that contributes to student academic achievement, timely graduation and preparation to meet career goals. (II) Provide an enriching university experience for all members of the UTA community. (VIII) Improve the effectiveness and efficiency of University operations.

Student Affairs Goal(s): (V) Provide a student-centered environment and one that advocates for student needs. (VI) Reduce the impediments to learning for students with disabilities and make campus events and activities physically and programmatically accessible. (I) Establish an organization that adheres to best practices and highest professional standards. (III) Partner with University community members to enhance and establish new programs, services and traditions that empower and transform students' lives.

Learning Reconsidered Outcome(s): Knowledge acquisition, integration & application

1.1 Department Objective: Provide comprehensive accommodations to all students who qualify for disability services.

Action Steps to Implement Objective:

- Accommodations provided may include (but are not limited to) sign language interpreting, real time captioning, electronic conversion of written materials, adaptive furniture in classrooms, extended test taking time and alternative test taking arrangements/environment.
- Review documentation supplied by students seeking accommodations. If eligible for services, determine accommodations needed.
- Students will meet with an assigned OSD counselor to review policies & procedures, review an accommodation plan and participate in a disability counseling session.
- Generate accommodation letters each semester for those classes designated by the student and in accordance with their accommodations.
- Students meet with counselor on an as needed basis to address situations as they arise or to update the OSD counselor on various issues related to their disability.

Criteria for Success: OSD will keep records and report on how accommodations are distributed.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

- [Possible types of future plans:]
- [decisions to continue with current practices]

- [decisions to expand upon projects that are doing exceptionally well]
- [decisions to improve a program/project]
- [decisions to continue to assess to gather more information]
- [decisions to change the mission, objectives, or outcomes for the unit]
- [decisions to refine methods]

1.2 Department Objective: Provide quality interpreting and Real Time Captioning services for Deaf and Hard of Hearing students to ensure equal access during the fall of 2008 and spring of 2009.

Action Steps to Implement Objective:

- Create two surveys; one survey for deaf/hard of hearing students using sign language interpreters and CART providers and one survey for those professors who have a sign language interpreter or CART provider in their classroom to evaluate the quality of interpreting and CART services.
- Administer both surveys twice a semester (during the fall and spring); once at mid-term and once after finals.
- Collect both student and professor surveys over the course of the fall and spring semesters.
- Review & evaluate the results of each survey and determine any if any changes are needed.

Criteria for Success: Survey of deaf and hard of hearing students and professors will demonstrate 80% satisfaction rate with their overall interpreter/CART services by August 2009.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

- [Possible types of future plans:]
- [decisions to continue with current practices]
- [decisions to expand upon projects that are doing exceptionally well]
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- [decisions to change the mission, objectives, or outcomes for the unit]
- [decisions to refine methods]

1.3 Department Objective: Provide comprehensive and accessible disability service program information for students with disabilities who qualify for services during their initial meeting with an OSD Counselor during the 2008-2009 academic year.

Action Steps to Implement Objective:

- OSD staff will create a comprehensive handbook that outlines all OSD/ARC policies and procedures as well as students' rights and responsibilities.
- OSD will disseminate this handbook to all students who register for disability services.
- This handbook will be made available to all students on the OSD website in an accessible format.
- After receiving a handbook, each student will be asked to sign an agreement that

indicates that they have received a copy of these policies and procedures.

Criteria for Success: All students will receive a copy of the handbook and will be asked to sign a form acknowledging receipt of handbook by August 2009.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

- [Possible types of future plans:]
- [decisions to continue with current practices]
- [decisions to expand upon projects that are doing exceptionally well]
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- [decisions to refine methods]

1.4 Department Objective: Provide education and training to OSD staff to maintain “best practices” in disability services over the 2008-2009 academic year.

Action Steps to Implement Objective:

- Supervisors will meet with professional staff on a regular basis to establish clear expectations of quality customer service for students with disabilities.
- Professional staff will receive ongoing training on best practices for disability services through audio conferences, webinars, individual supervision and professional development (e.g. conferences) which might include topics such as changes to federal legislation, assistive technology, and special populations (e.g. veterans, learning disabilities, etc.)

Criteria for Success: OSD staff will have a clear understanding of “best practices” and customer service by referencing professional organizations (i.e. Association of Higher Education & Disability, American Psychological Association, National Association of Social Workers, etc.) as it pertains to delivery of disability services in postsecondary education by successfully performing their job duties and by implementing appropriate improvements during the next academic school year by August 2009.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

- [Possible types of future plans:]
- [decisions to continue with current practices]
- [decisions to expand upon projects that are doing exceptionally well]
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1.5 Department Objective: Provide comprehensive service information to those disabled veterans who identify themselves to “veterans’ services” in the Bursar’s Office and to those who self-identify to OSD.

Action Steps to Implement Objective:

- Interface with other departments providing support services to disabled veterans (e.g. Counseling, Health Services, SOAR, Social Work Community Service Center) and form a Student Veteran Advisory Council.
- Provide handouts and service descriptions to the veterans’ support office in Bursar’s Office.
- Facilitate the creation of a website that outlines those services available to disabled veterans.
- Maintain a tracking system within OSD’s database that identifies whether or not a student is a disabled veteran.
- Give specific information to those veterans who go through an intake meeting (via referrals that were deemed appropriate by a Veteran Checklist).

Criteria for Success: Those veterans who seek out services through the Bursar’s Office, and those who self-identify to OSD will be made aware of additional campus and community support via a “student veteran checklist” by August 2009.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

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- [decisions to continue with current practices]
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Department: Office for Students with Disabilities

2. Department Goal: OSD/ARC will be an effective test proctoring/accommodation provider and adaptive technology center for students with disabilities.

University Planning Priorities: (I) Provide a high quality educational environment that contributes to student academic achievement, timely graduation and preparation to meet career goals. (VIII) Improve the effectiveness and efficiency of university operations.

Student Affairs Goal(s): (VI) Reduce the impediments to learning for students with disabilities and make campus events and activities physically and programmatically accessible. (I) Establish an organization that adheres to best practices and highest professional standards.

Learning Reconsidered Outcome(s): Knowledge acquisition, integration & application

2.1 Department Objective: ARC staff will ensure academic integrity and student safety in the Adaptive Resource Center (ARC).

Action Steps to Implement Objective:

- OSD will use a newly installed camera system to monitor student activities in the individual testing rooms over the 2008-2009 academic year.
- ARC staff will receive training on the correct usage of a camera system.
- Provide continuous monitoring of students while using individual rooms in the ARC to ensure academic integrity.
- Assistant Director of the ARC will maintain an incident report log to track student misconduct and make appropriate referrals to judicial affairs.

Criteria for Success: OSD Director/Asst. Director will review any reports pertaining to student safety and student misconduct each time an incident occurs and forward appropriate referrals/follow up to the proper university authorities (e.g., Judicial Affairs, Campus Police, EH&S) by August 2009.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

- [Possible types of future plans:]
- [decisions to continue with current practices]
- [decisions to expand upon projects that are doing exceptionally well]
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2.2 Department Objective: Students with disabilities who receive services through OSD and are prescribed the ARC will be able to appropriately apply the policies and procedures of the ARC.

Action Steps to Implement Objective:

- OSD/ ARC will create comprehensive policies and procedures for the ARC.
- OSD/ARC will include these policies and procedures in the OSD handbook which is reviewed with all incoming students during the intake process.
- OSD/ARC will also advertise these policies and procedures in an accessible format on the OSD Web site.
- The ARC Assistant Director will monitor each student who schedules testing and/or use of assistive technology and report the percentage of students who comply with the ARC policies and procedures.

Criteria for Success: 85% of students who schedule testing will follow ARC policies and procedures regarding the time frame for scheduling tests by August 2009.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

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- [decisions to refine methods]

2.3 Department Objective: Enhance ARC staff development through the use of an operating procedures handbook over the 2008-2009 academic year.

Action Steps to Implement Objective:

- Create and complete the ARC operating procedures handbook.
- Provide a copy for all ARC staff.
- Assistant director will meet and train all ARC Staff to discuss operating procedures outlined in handbook.

Criteria for Success: ARC staff will demonstrate understanding of the ARC procedures through successfully performing their individual job duties as assigned by the Assistant Director of Testing and Adaptive Technology by August 2009.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

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- [decisions to refine methods]

Department: Office for Students with Disabilities

3. Department Goal: OSD will provide education and outreach regarding disability services in higher education to the UT Arlington and DFW community.

University Planning Priorities: (I) Provide a high quality educational environment that contributes to student academic achievement, timely graduation and preparation to meet career goals. (V) Promote The University of Texas at Arlington locally, nationally, and internationally. (VI) Build external collaborations and partnerships that contribute to economic, social and cultural development. (VII) Promote a culturally diverse and inclusive university community.

Student Affairs Goal(s): (V) Provide a student-centered environment and one that advocates for student needs. Assist students in making a smooth transition and connection to University life culminating in active alumni affiliations. (III) Partner with University community members to enhance and establish new programs, services and traditions that empower and transform students' lives. (X) Develop an institutional climate that creates a sense of community and inclusiveness that embraces individuals from various diverse backgrounds.

Learning Reconsidered Outcome(s): Application and Humanitarianism

3.1 Department Objective: OSD will attend multiple transition fairs and educational outreach sessions throughout UT Arlington campus and DFW metroplex as opportunities arise over the 2008-2009 academic year.

Action Steps to Implement Objective:

- OSD Director will attend various transition fairs, preview days, orientation and educational outreach sessions when the opportunity arises.
- When invited, OSD staff will attend various transition fairs and outreach sessions.
- OSD staff will provide written educational handouts and brochures related to transition issues and disability services in higher education.

Criteria for Success: OSD staff will attend 100% of those transition fairs and educational outreach opportunities to which they are invited by August 2009.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

- [Possible types of future plans:]
- [decisions to continue with current practices]
- [decisions to expand upon projects that are doing exceptionally well]
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3.2 Department Objective: OSD will facilitate a disability awareness program that challenges negative disability stereotypes during National Disability Awareness month in October of 2008.

Action Steps to Implement Objective:

- Create a Disability Awareness Committee composed of students and staff in Student Affairs.
- The committee will host various events and programs related to disability awareness such as "disability and dating", crime victim awareness and a wheelchair obstacle course.
- The committee will seek collaboration with other UT Arlington offices/departments.
- Programs and events will take place October of 2008.

Criteria for Success: Create a new Student Affairs tradition for Disability Awareness Month on the UT Arlington campus during the month of October by collaboratively hosting two or more events by August 2009.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

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- [decisions to change the mission, objectives, or outcomes for the unit]
- [decisions to refine methods]

Department: Office for Students with Disabilities

4. Department Goal: OSD will provide career and internship opportunities for registered students with disabilities

University Planning Priorities: (I) Provide a high quality educational environment that contributes to student academic achievement, timely graduation and preparation to meet career goals. (II) Provide an enriching university experience for all members of the UTA community.

Student Affairs Goal(s): Provide a student-centered environment and one that advocates for student needs. Provide students with opportunities for personal development and academic and professional success.

Learning Reconsidered Outcome(s): Application and Humanitarianism

4.1 Department Objective: OSD will assist students with disabilities obtain job seeking skills through participation in EntryPoint and the Workforce Recruitment Program during the fall of 2008 and spring of 2009.

Action Steps to Implement Objective:

- Email qualified students regarding internship programs.
- Disseminate information regarding programs by contacting UT Arlington advisors and utilizing campus resources.
- Collaborate with Career Services to work with students registered with OSD on interview techniques and resume development.
- Work closely with recruiters to schedule appointments with interested OSD students.

Criteria for Success: 100% of participants will self-report an increased knowledge of their overall job seeking skills by August 2009.

Results of Assessment: [Include a brief summary of only the important results. Do not include all your data. Include your interpretation of results. This may be based on your professional experience, literature in your field, etc.]

Future Plans for Objective: Examples include

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