

# UNIVERSITY of HOUSTON

CENTER FOR STUDENTS WITH DisABILITIES

**STUDENT FEES  
ADVISORY COMMITTEE  
(SFAC)  
FY 2019 REQUEST**



20 9:13 AM

UNIVERSITY of **HOUSTON**

CENTER FOR STUDENTS WITH DisABILITIES

Two blue 3D stick figures are standing on either side of a large tablet, holding it. The tablet displays the mission statement.

# **Mission:** **What We Do**

**CSD equalizes** our students' learning, discovery and engagement by fostering **self-advocacy, inclusion, and success.**

# How This is Accomplished

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Academic  
accommodation  
recommendations,  
**support**,  
education, and  
**advocacy services**  
are provided on  
many levels.



# Who We Serve

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- ❖ Prospective and current students
  - ❖ **Faculty**
  - ❖ Staff
  - ❖ **Parents/family**
  - ❖ Community schools & organizations
  - ❖ **Alumni**
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# Activities



- ✓ Services
- ✓ Outreach
- ✓ Advocacy
- ✓ Education & training
- ✓ Resource & referral
- ✓ Accessibility assistance
- ✓ Consultation

# Unit Successes/Accomplishments Progress

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# Services/Increased Students

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1. **DSAES 1:** Create new opportunities for **student success** through learning, engagement, and discovery.

2. **UH Goal:** Student Success

☐ **CSD 1:** Provide **comprehensive, quality, individualized services** to all students registered with CSD.

☐ **Achieved/Ongoing**

☐ **CSD 6:** The number of students receiving CSD services will **increase by 5%.**

☐ **Partially Achieved**

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# Services/Increased Students, (Cont.)

FY 2017		
Diagnoses	Primary	Secondary
Health	288	123
Hard of Hearing/Deaf	36	7
Learning Disabilities	146	83
Psychiatric Disabilities	704	299
Low Vision/Blind	41	6
Blank/Not reported	116	813
Total CSD students	1331	1331

- ❑ Intake appointment slots reduced from two hours to one hour. This has enabled us to meet with more students in a shorter time period.
- ❑ COMD faculty member- Mentoring students who have ASD.
- ❑ CSD served **1331** active students this year.
- ❑ **214** students graduated in FY 2017. This reflects an 8% increase.
- ❑ New students: **492** students scheduled intake appointments. A 4% decrease from last year (515).
- ❑ Retention rate: 81.3%. An 11% decrease.

# Interpreter/Captioning Services

- ❑ Currently providing interpreter and/or captioning services to **28** students who have hearing impairments
- ❑ This is a **1% decrease** from last year
- ❑ Current semester: **97** unduplicated courses
- ❑ Services were coordinated for 420 "extra" activities this year. This is a **250%** increase over last year
- ❑ Services are also coordinated for occasional faculty and staff needs



# Exam Administration

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Year	Exams Administered
2012-2013	6,130
2013-2014	6,043
2014-2015	6,183
2015-2016	6,194
2016-2017	6,807

- ☐ We administered **6,807** exams this year.
- ☐ This reflects a **10% increase** over last year.

# Strategic Initiatives

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- ❑ **UH:** Student Success.
- ❑ **DSAES 4:** Develop a **culture of innovation and accountability** in the redesign of Division policies, processes, and procedures.
- ❑ **CSD J (added) & CSD 4.** Fully Implement **the new online student accommodation form**, monitor user satisfaction, and modify as appropriate.
- ❑ **Achieved/In Progress**
- ❑ Due to some rollout issues the online accommodation form was implemented at the beginning of the fall, 2017 semester.



# Online Accommodation Form

**Request Details**

Student ID:                      Institution: 00730                      Request ID: 12                      Request Date: 09/14/2015

**Academic Accommodation Form**

**University of Houston  
Center for Student with DisABILITIES  
AAAA Form**

This form is to be used pursuant to the University of Houston System's Student Academic Adjustments/Auxiliary Aids Policy. The information contained on this form is confidential and should not be disclosed to any third party without the written permission of the student. This form substantiates that the student has presented the necessary documentation to the components institution's student disability services center to verify his/her disability. Any questions or concerns regarding this form or the referenced academic adjustment/auxiliary aid may be discussed with the components institution's student disability services center.

Academic Adjustment(s)/Auxiliary Aid(s) to be effective from    09/14/2015                      to                      09/14/2016

**Student Restrictions/Limitations**

Restriction Code: R001	In attention and concentration
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**Student Accommodations**

Accommodation Code: A001	Priority seating in classroom	Status: Consider
Accommodation Code: B002	Breaks as needed	Status: Consider
Accommodation Code: C001	Recording device in classroom	Status: Consider

**Approval Details**

Approval Step	Name	Action Taken	Transaction Date/Time
Submission		Submit	09/14/2015 3:24PM

**Submit/Approve Request**

- ❑ Notifications, invitations to a live webinar, and invitations for departmental training- sent to faculty list serve
- ❑ Training- with EOS- academic departments and Dean's Council
- ❑ Quick Guides for Students and Faculty
- ❑ Live webinar- June 2017
- ❑ Two videos
- ❑ FAQ's
- ❑ All posted on our web page
- ❑ A formal feedback tool is currently being developed

# Benefits & Feedback

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- ❑ Improved efficiency- can review form when it is convenient.
  - ❑ Better organization- can maintain all forms in one location.
  - ❑ Remote access through PeopleSoft.
  - ❑ Paperless- don't have to keep track of numerous confidential papers!
  - ❑ Improved accountability- can track when forms are submitted, approved, etc., along with the specific accommodations requested.
  - ❑ Feedback received to date from both students and faculty has been very positive.
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# Advocacy & Accessibility

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☐ **UH:** Student Success.

☐ **DSAES 2:** Actualize and leverage the fiscal, human, technological, and facility resources that enhance the **student experience.**



☐ **CSD 2:** Advocate for **inclusion, equal opportunities, and improved accessibility** for students who have disabilities.

☐ **Achieved/Ongoing**



# Advocacy & Accessibility

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- ❑ Collaboration with FP&C and other departments to request priority campus accessibility and safety improvements, such as inaccessible sidewalks, non-working door buttons, restrooms that are not wheelchair-accessible, etc.
- ❑ Consultation with IT and instructors regarding accessibility of UH web pages, distance education courses, online courses, etc.



- ❑ Training and consultation-- numerous academic departments regarding accommodations, teaching strategies, processes, and policies. Examples include:
  1. College of Pharmacy
  2. College of Social Work
  3. Math Department
  4. Modern & Classical Languages Department
  5. College of Business
  6. College of Law
  7. College of Nursing
- ❑ Coordinating housing accommodations with RLH.
- ❑ Providing input and revision recommendations to the SAM on service and emotional support animals.

# Education & Diversity

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- ❑ **UH:** Student Success.
  - ❑ **DSAES 3:** Foster the creation of a **global learning community** that actualizes and embraces inclusion while preparing students to become **active citizens**.
  - ❑ **CSD 3:** Increase the knowledge base of **UH students, faculty and staff** about CSD services and disability-related issues.
  - ❑ **Achieved/Ongoing**
  - ❑ **CSD 7:** CSD will serve and increased number of students from a **diverse range of ethnic and cultural** backgrounds.
  - ❑ **Achieved/Ongoing**
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# Education & Diversity, (Cont.)

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## Outreach

- ❑ NSO & Transfer Student Orientations
- ❑ New Faculty Orientations
- ❑ High schools: HISD; Pearland ISD; Alief ISD; Alvin ISD; Briarwood School
- ❑ Community: Metropolitan Multi Service Center ADA Celebration; TIRR patients; White House advocate meeting
- ❑ Coordinate accommodations and exam administration for UHSL Nursing and other CSD students, and provided orientation and training for Nursing students faculty and staff.
- ❑ Collaborative events-- Project Semi-Colon, Healthy Coogs, CDI events, etc.



# Education & Diversity, (Cont.)

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## Online Form & Policy Training

- ☐ Dean's Council
- ☐ Hotel & Restaurant Management
- ☐ College of Social Work
- ☐ Math Department
- ☐ English Department TA's
- ☐ COMD Department
- ☐ College of Education
- ☐ College of Pharmacy students
- ☐ We will continue to send invitations for training through the faculty list serve.



# Ethnic Categories Served

Ethnicity	FY 2017	FY 2016	% Increase/ Decrease
African-American	166	133	24.81% Increase
Asian-American	71	59	20.34% Increase
Caucasian (White, Non- Hispanic)	658	566	16.25% Decrease
Hispanic	170	146	16.44% Increase
Middle Eastern	84	58	44.83% Increase
Native American/Alaska n Native	1	1	0.00%
Other	41	24	70.83% Increase
Blank/Not Reported	140	23	508.70% Increase
Total CSD Students	1331	1010	

- ❑ Collaboration with CDI, Urban Experience Program, Challenger Program, Study Abroad Program, & LCC
- ❑ Facilitated staff meetings with CDI
- ❑ Presentations to International Student Scholars and CDI
- ❑ Connecting with student organizations that focus on diversity, such as Pi Kappa Phi and Adaptive Athletics

# Collaboration & Resources

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- **UH:** Student Success/Community Advancement.
  - **DSAES 3:** Foster the creation of a **global learning community** that actualizes and embraces inclusion while preparing students to become **active citizens**.
  - **CSD 8.** Seek resources and collaborate with appropriate **departments, community organizations, and businesses** to help increase the **retention** and **graduation rates** of our students, and improve and/or expand services.
  - **Achieved/Ongoing**
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# Alignment with Other DSAES Departments



And many other valuable departments travelling together...

# Collaboration & Resources, (Cont.)

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- ❑ Healthy Coogs Initiative
  - ❑ Fresh Check
  - ❑ Assessment Committee
  - ❑ Sexual Misconduct Prevention Committee
  - ❑ Diversity Education Consortium
  - ❑ COMD instructor- mentor for ASD
  - ❑ IT College Work Study employees
  - ❑ AHEAD National Conference
  - ❑ Equal Opportunity Services (EOS)
  - ❑ Social Work intern
  - ❑ TIRR- White House Disability Advocate meeting
  - ❑ Other Disability Service Offices, particularly within the UH System
  - ❑ Texas Workforce Commission– DARS Division
  - ❑ Metropolitan Multi Service Center disability advocacy celebration
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# Processes & Procedures

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- ❑ **UH:** Student Success/Community Advancement.
- ❑ **DSAES 4:** Develop a **culture of innovation and accountability** in the redesign of Division policies, processes, and procedures.
- ❑ **CSD 5:** Improve CSD **processes, procedures, student satisfaction surveys, and communication.**
- ❑ **Partially Achieved/In Progress**



# Processes & Procedures, (Cont.)

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- ❑ Exchanging processes, policies, etc. with other UH disability support services offices.
  - ❑ Front desk/lobby area:
    1. Re-organized the reception desk area.
    2. Replaced old exam cabinet with new locked cabinet that holds all exam forms, accommodation forms, and other confidential information.
    3. The front and back desk work areas were rearranged to allow additional work space and better workflow.
    4. Created an information station where students can pick up exam and other forms and resource materials.
    5. Rearranged the lobby seating to a more open layout.
    6. Added cubicles and tables in the lobby study rooms to accommodate more students.
    7. Implemented an electronic sign-in system.
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# Processes & Procedures, (Cont.)

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## Staff Training

1. Customer Service  
Champions- 2
2. National AHEAD Conference
3. Assessment Conference
4. CAPS training
5. CDI meetings
6. Various technology training-  
EXCEL, Power Point, etc.
7. Handling Difficult  
Personalities and Behaviors  
in the Workplace

# Communication/ Relationships

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- ☐ **UH:** Student Success.
- ☐ **DSAES 6:** Create and engage in **strategic partnerships**.
- ☐ **CSD 9:** Improve **communication** and **relationships** with faculty and staff.
- ☐ **Achieved/ongoing**



# Communication/ Relationships

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- ❑ Weekly AAEC meetings- each student accommodation request is presented.
  - ❑ Ongoing consultation and assistance to faculty. Examples include:
    1. Geology Department
    2. College of Technology
    3. Math Department
    4. Several Engineering Departments
    5. Psychology Department
    6. Communication Department
    7. Chemistry Department
    8. Spanish Department
    9. ASL Department
    10. Language & Cultural Center
    11. College of Art
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# Evaluative Data to Demonstrate Success

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## Service Provision

- A. The Student Satisfaction Questionnaire was revised and converted into an online survey through Baseline.**
- B. Students were asked to complete the survey at the time of their visit to CSD on a Laptop computer.**



# Evaluative Data to Demonstrate Success, (Cont.)

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## Some Highlights:

1. "How did you find out about CSD (check all that apply)?"
  - ☐ Orientation 24.53%
  - ☐ Web page 23.53%
  - ☐ Instructor/Department 23.90%
  - ☐ Other (please specify) 22.64%
2. "To what extent did your counselor respond to you in an empathetic fashion?"
  - ☐ A great deal 55.64%
  - ☐ Considerably 32.33%
3. "Was everything explained clearly to you during the intake meeting?"
  - ☐ Yes 88.72%
  - ☐ Somewhat 9.02%
4. "To what extent are the accommodations and services provided by CSD assisting you in your classes?"
  - ☐ A great deal 57.14%
  - ☐ Considerably 30.83%

## Scholarship Feedback:

- ☐ 14 scholarships awarded this year.
- ☐ 100% increase over last year.

### Recipient Letter excerpts:

- ☐ "By awarding me the Eric P. Alexander Memorial Scholarship, you have lightened my financial burden which allows me to focus more on the most important aspect of school, learning. Your generosity has inspired me to help others and give back to the community. I hope that one day I will be able to help students achieve their goals just as you have helped me."
- ☐ "I will use the scholarship towards textbooks and tuition. I will be getting married in May, so every little bit of money towards school helps so much. I cannot thank you enough for helping me make my dreams come true."

# Per Student Cost

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- ❑ Ledger III annual expenditures = **\$372,652**
- ❑ **1,219 students**
- ❑ Per student cost = **\$279.98**
- ❑ **\$355.90 per student cost last year**
- ❑ **Savings of \$75.92/student**



# Response to Issues Identified in Last SFAC Report

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- **Comments:** "We recognize that your unit provides a variety of important services to students not available elsewhere, and are happy to support these efforts. We encourage you to continue your work to educate faculty and students about the services you provide."
- **Response:** "Thank you!"



# Unit Challenges & Needs

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- ❑ The greatest challenge is meeting the needs of students in a timely manner with our large student population.
- ❑ An additional challenge has been the delay in implementing the online student accommodation forms due to:
  - Several form adjustments.
  - Delays in obtaining all needed approvals and feedback.
  - These issues have been resolved, and we began utilizing this form this semester.

- ❑ Benchmark comparisons with other institutions:

## Counselor to Student Ratios:

CSD: 1/444

UHCL 1/100

UH-D: 1/300

UH-Victoria: 1/103

UT-Austin: 1/225

Texas A&M: Varies according to type of caseload

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# Potential Solutions

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1. Updating/revising documentation guidelines and accommodation renewal processes.
2. IT and Social Work Interns.
3. The Secretary II will be completing some of the intake paperwork with each student. This frees up some of the counselor's time with each student.
4. Reducing the time for intake appointments from 2 hours to 1 hour.



# Budget

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## Base Budget Request:

**2018-2019: \$372,652**

**2017-2018: \$372,652**

- ☐ **Adjustments were made to last year's request due to two positions being moved or reclassified, and merit increases.**

## Ledger II

**2016-2017: \$716,228**

**2017-2018 \$716,228**



# Other Funding/Budgets

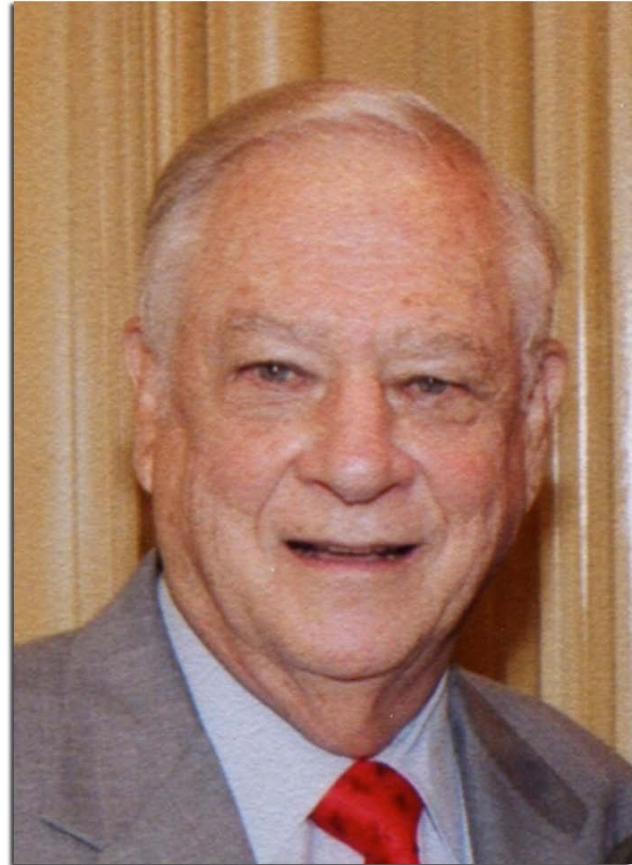
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# Stanford & Joan Alexander Foundation

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- ❑ CSD was awarded a gift of \$75,000 from this Foundation in 2011.
- ❑ To date, these funds have paid for the following:
  - 34 student scholarships (\$34,000)
  - 65 assessments at CAPS (ADD/ADHD, LD or both) (\$23,650)
  - Three MSW intern stipends (\$15,000)



# Additional Funding Sources

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- ❖ **Dr. Frank & Martha Tiller Endowment- \$1,000 year support to Adaptive Athletics**
- ❖ **One Step Closer Scholarships**
  - Ten \$1,000 scholarships have been awarded in FY 15 16, and 17.







**"You have the power.  
Live the Dream."**

