Reported Recommendations
What We Have Accomplished
Next Steps
Mission Statement

Recommendations:

- Focus on **student development, outreach, training, campus collaborations**, incorporating language that is specific to disability as a social justice issue, and a commitment to collaborate with the larger campus community in creating equitable social, physical and curricular environments.

Accomplishments

- All staff collectively reviewed the previous CSD mission statement and unanimously revised it to our new mission statement:

  (The mission of CSD is) “To equalize our **student’s learning, discovery, and engagement** by fostering self-advocacy, inclusion and success.”

Next steps:

- Review on an annual basis and update as appropriate.
Program

Recommendations:

- Amend evaluations to include components of the CAS Learning & Development Outcomes.
- Provide avenues for increased training and professional development of CSD staff.
- Develop a communication strategy that can educate the campus as a whole about the role of CSD and the services provided to students with disabilities.
- Create a written policy for each accommodation or service we provide.
- Review using a committee to determine appropriate accommodations to ensure the process is not overly cumbersome for students.
- Review and revise the UHS Policy on Academic Adjustments and Auxiliary Aids.
- Support documentation guidelines and accommodation approval processes as outlined in the AHEAD Guidance on Documentation Practices.
Program, Cont.

Accomplishments:

- A shorter **student survey** was developed -- 10 questions.
- All full-time staff reviewed and revised their **job descriptions and** determined the **training** that would be most helpful for them in their positions.
- All full-time staff participated in **suicide training**.
- Produced a **video**, in conjunction with EOS, faculty, and students that provides information about the new accommodations policy and online accommodation form.
- New **banners** and a tablecloth were purchased for outreach events (SHELL).
- The **web page** has been redesigned and new information has been added.
Human Resources

Recommendations

- Become adequately staffed.
- Review and revise job titles and descriptions.
- Professional development resources should be provided.

Counselor to Student Ratios

- CSD: 1/377
- UHCL: 1/100
- UH-D: 1/300
- UH-Victoria: 1/103
- UT-Austin: 1/225
- Texas A&M: Varies according to type of caseload
Human Resources

Accomplishments:

- Migrating from a self-contained student data/calendar system to SharePoint.
- Changing the definition of “active” students to only those who are currently enrolled.

Next Steps:

- Current staffing and job descriptions will be reviewed again and discussed with administration.
No recommendations were provided or we were already following them!
Diversity, Equity, and Access

Recommendations:

- Initiate partnership opportunities with other offices on campus to educate the campus about disability as an aspect of diversity and equity.
Diversity, Equity, & Access

Accomplishments:

- Recommending **consistent accommodation statements** to campus partners.

- **Examples** include the Provost’s Office, Special Events, and CSI.

- “If you need accommodations for this event, please contact (name) at (e-mail and phone) five business days in advance.” Or

- “If you have questions, need accommodations, or want to RSVP, please contact (name) at (e-mail and phone).”

- Partnering with numerous UH offices to educate the campus community about disability as an **aspect of diversity and equity**. Examples include: CDI; UCS; CAPS; UEP; LCC; and the CRWC.

Next steps:

- More outreach, partnerships, programming, etc.
Institutional & External Relations

Accomplishments:

- Outreach to numerous departments and committees involved in activities that **may impact students who have disabilities** in order to provide guidance and support to our students.
- **Examples:** FP&C; Library; Center for Student Media; COE; Social Work; and Nursing.
- Assisting in the development and revisions of a **new systems policy** on accommodations for students who have disabilities. This policy is posted on several web pages, including CSD, EOS, and the Provost’s.
- Some **involved partners** included: OGC; EOS; VPSAES administration; DSO offices from UHCL, UH-D; and Victoria; faculty; IT, and others.
- This policy was revised several times before it was **approved in December, 2015**.
- Consulting with various IT personnel, OGC, Provost’s Office, various academic departments and others regarding **web accessibility** issues.
Financial Resources

Recommendations:
- Explore possible financial resources.

Accomplishments:
- Exploring potential funding sources for various needs, including technology, student scholarships, operating budget, interpreter & captioning fees, note-taking resource needs, program enhancements, and more.
- Recent contacts have included Spectra Energy and an alumni who is attempting to raise funds to establish a scholarship endowment.

Next Steps:
- We will continue to pursue potential funding opportunities for various needs.
Technology

Recommendations:

- If the new online data management system that is being created does not include avenues to manage and monitor individual accommodation types, we should investigate its inclusion in the system.
- If that is not possible, CSD should develop electronic organizational systems.
- Consider researching low and/or no-cost assistive technologies for students.
- An avenue to manage and monitor individual accommodations was recommended.
Technology

Accomplishments:

- Migrating our self-contained student data and calendar program to **SharePoint**.
- Maintaining a departmental spreadsheet **to track pertinent data** leading up to a student’s intake appointment.
- **Adjusting schedules** as needed in order to meet with students as quickly as possible.

Next steps:

- Continuing to **tweak** the SharePoint system.
- Training another staff member to run the **student data reports** previously run by a staff member who was recently transferred.
- Exploring possible avenues to **link** the online accommodation form to the CSD SharePoint system.
- Posting a variety of **low and/or no-cost** assistive technologies for students on the web page.
Reframing & Redesigning Service Delivery Practices

- Project SHIFT and numerous other resources such as AHEAD, other universities, DOE, HHSC, & various disability-specific resources are researched and utilized as appropriate.
Some Next Steps Not Previously Mentioned

1. Solidifying revised staff job descriptions and submitting these to the appropriate administrators.
2. Attempting to procure additional staff.
3. Securing affordable CPR training for all staff.
4. Updating various marketing materials, to include writing “scripts” for presentations, updating brochure, adding information to the web page, etc.
5. Finalizing accommodation descriptions and posting these on our web page.
6. Consistently reviewing the need for any staff training.
Recommendations That Are not Feasible at This Time

- Creating a different space for the testing center to open additional space.

- Exploring the possibility of expanding our current facility or building a new larger facility.

-- Our facility was designed specifically for students who have disabilities. We opened in January, 2004. We are very grateful to have this facility!

- Reviewing the practice of using a committee to determine appropriate accommodations to ensure the process is not overly cumbersome for students.

-- The Academic Accommodations Evaluation Committee (AAEC) typically meets once/week. This process is included in the systems policy on accommodations.

- The AAEC provides support and oversight to the CSD and doesn’t seem to make the accommodation process overly burdensome.
"You have the power. Live the Dream."