

**Unit Strategic Plan****2016 - 2018**

Every two years, during spring semester, programs/departments/service units are asked to develop Unit Strategic Plans. These plans need to be closely aligned with the Institutional Action Priorities, the College's Long Range Goals, and the College's five year strategic plan. The Strategic Plans incorporate and reflect the operation of that unit at all campuses. Each unit's budget needs to reflect the fiscal implications associated with the unit's identified goals and objectives.

**Name of Program/Department:**            **ADA Accommodations Office**

**Mission Statement (for the program or department):**

The purpose of the Jefferson State Community College ADA Office is to ensure equal access to classroom material by providing appropriate and reasonable accommodations to self-identified students with disabilities so they may have equal opportunities to develop and demonstrate their academic skills, while maintaining the academic integrity of the College programs; and to disseminate information concerning ADA /504 compliance and accessibility matters to students, prospective students, faculty, staff, and interested community members.

**Summary of Access, Productivity and Effectiveness (Including, but not limited to, program load, success rate, retention rate, completion rate, employer surveys, student surveys):**

The review of support data primarily derived from Argos reports in Banner quantifies the outcomes of the ADA Accommodations Office. During the 2014-2015 academic year the ADA Office collaborated with Technology Services to develop an electronic based system to effectively track services. The effectiveness in the mission of the ADA Office will be dependent on the analysis of the data. The number of students served in the ADA Accommodations Office for the past three years range from 623 in 2012-2013; 636 in 2013-2014 and 571 in 2014-2015 serving the Jefferson, Shelby-Hoover, St. Clair-Pell City and Chilton-Clanton campuses. During the 2014-2015 academic year the ADA staff has been able to meet all requests for accommodations and services within a reasonable time frame (from the time of the request to delivery of services).

**Internal Conditions:**

**1. Technology**

The rapidly changing world of technology will require the College to maintain current and updated accessible software and assistive technology for use by students with disabilities at all campus locations (Jefferson, Shelby-Hoover, Chilton-Clanton and St. Clair-Pell City).

**Budget**

The current budget for office supplies, annual subscriptions and memberships is sufficient to meet the needs of the unit. Future needs are to purchase a computer and corresponding software for the Jefferson office to address the test proctoring needs of individuals with vision and print-related disabilities. Annual reviews of the unit will determine future budget needs and appropriate requests will be made as needed. The number of requests for Captioning Access in Real Time (CART) providers and sign language interpreters has increased in the past few years and budgeting for these services fluctuates as needed; to help with these costs the college bills the Alabama Department of Rehabilitation Services (ADRS) for fifty percent repayment of ADRS clients who use these services.

**2. Staffing**

An office manager who is housed on the Jefferson campus was hired in January 2013 to assist with the daily operations of the ADA Office. The director can direct more time towards administrative duties and coordinating student services for the ever expanding needs of all four campus locations. Currently the largest student population served is on the Shelby-Hoover campus. Staffing is adequate to meet the needs of the students at present but must be monitored closely with increased enrollment of ADA students on the Shelby-Hoover as well as on the Clanton and Pell City campuses.

**3. Resources**

The ADA Office will need to continue to monitor the accessibility of services provided at the Shelby-Hoover, Chilton-Clanton and St. Clair-Pell City campuses and allocate staffing and other resources accordingly. The Learning Resource Centers assists the unit and the academic departments by providing test proctoring assistance to students with disabilities at the Jefferson and Shelby campuses. Campus Coordinators on the St. Clair-Pell City and Chilton-Clanton campuses collaborate with the ADA Office to provide test proctoring for students with disabilities on their respective campuses.

**4. Enrollment**

The number of students (no duplicates) registered with the ADA Office for the past three years are: 341 in 2012-2013, 346 in 2013-2014 and 320 in 2014-2015. The total number of students served (duplicates) for one or more semesters during the academic year for the past three years are: 623 in 2012-2013, 636 in 2013-2014 and 571 in 2014-2015.

**5. Facilities**

The ADA Office at the Shelby-Hoover Campus relocated from Room 102 of the General Studies Building to Room 106 in order to make room for other departments in Enrollment Services. The move created a need for ADA Office test proctoring space which was not available near the new ADA Office location in Room 106. Currently the test proctoring

computer and the test proctoring function is temporarily housed in the Learning Resource Center on the Shelby-Hoover campus. The Director will continue to meet with the Dean of Enrollment Services for alternative or additional space for test proctoring of ADA students. At this time, office space at the Jefferson Campus remains adequate to meet the needs of the unit by providing administrative as well as test proctoring space for students.

#### **6. Equipment**

Due to the relocation of the ADA Office from General Studies Building Room 102 to GSB Room 106 the updated computer with accessible equipment shared with the Learning Success Center is no longer available for use by the unit. A new computer for ADA Office test proctoring was purchased to replace the one formerly shared with the Learning Success Center. Because of minimized test proctoring space near Room 106, the newly purchased computer is temporarily housed in the Learning Resource Center. The unit will make appropriate equipment and software requests on an as needed basis.

#### **External Conditions (such as state funding, accrediting agencies, advisory committees, ACCS policy changes):**

The ADA Office follows the guidelines set forth by the ADA Amendment Act, Section 504 of the Rehabilitation Act of 1973 and the National Association on Higher Education and Disabilities (AHEAD).

#### **2013-2014 Accomplishments:**

- The Unit participated in a Post-Secondary OCR Compliance Review and the review team found the Unit to be in compliance in all areas.
- The Unit was found in compliance in all areas by the SACS Accreditation Board
- The Director attended the 2013 AL AHEAD Conference
- The Director attended the ACCSHRMA Diversity Conference
- The Unit received a new desktop computer and double monitors for the ADA Office Manager
- Twenty-seven students registered with the ADA Office received a combined total of thirty-four Certificates, Advanced Certificates or Diplomas during the academic year.

#### **2014-2015 Accomplishments:**

- To provide advanced awareness to prospective students, parents and high school professionals about the unit and the services that it provides the Director was a guest speaker and/or presenter at high school-to-college transition fairs, workshops and orientation sessions:
  1. Four Lakeshore College Prep Transition Programs sponsored by ADRS
  2. One Transition Fair sponsored by Alabama Department of Rehabilitation Services attended by many local high schools with a large student attendance

3. Seven New Student Orientation sessions to welcome and inform new incoming Jefferson State students to the upcoming academic year
  - The unit purchased a new test proctoring computer for the Shelby Campus for use by students with print or vision related disabilities.
  - In collaboration with Technology Services multiple new Argos reports produced from Banner were developed for tracking ADA data electronically
  - ADA brochures, webpage, Student and Faculty Handbooks, and the Catalog received updates in 2015
  - The Director attended the 2014 and 2015 National AHEAD Conventions.
  - Thirty students registered with the ADA Office received Certificates, Advanced Certificates or Diplomas during the 2014-2015 academic year.
  - The ADA Director reached out to administrators, faculty members, department heads and program coordinators in order to collaborate in providing services to students. Due to the initiative the Director intervened in assisting with problem solving of student issues.

Considerations for Development of Unit Strategic Plans:

**1. *What can be done to improve the operation of the unit?***

The college must continue to implement technology improvements to better serve students with disabilities on every campus. Test monitoring for instructors and potentially ADA office space and administrative staff on the Shelby-Hoover campus should be explored for more efficient monitoring of ever increasing student traffic and test proctoring. It is recommended that all faculty/staff be required to complete the online ADA training and test located on JEFFNET on an annual basis to ensure that they are knowledgeable of ADA/504 policies and are able to implement and process those policies effectively and efficiently. The college must also encourage Instructors creating online course offerings to make every effort to ensure that the content is accessible to students with disabilities. It is strongly encouraged that the unit staff continues to attend national, state, and local conferences. These conferences provide the opportunity to network with other colleges and universities and remain updated with current policy and procedure changes.

**2. *What are the desired Student Learning Outcomes/Program Learning Outcomes/Service Unit Outcomes for each unit?***

Students with disabilities will be aware of the services available by the ADA Accommodations Office. Information about academic accommodations will be provided to faculty, staff, students, prospective student's parents and appropriate professionals and outside agencies. Students who have the required documentation will receive reasonable and appropriate accommodations. Accessibility to classroom material will be supported by providing information, assistive equipment, scribes, readers, note takers, sign language interpreters, captionists and test proctoring. Confidential records will be maintained for all self-identified students with disabilities.

**3. *What equipment/resources are needed to accomplish the unit's goals and objectives?***

Equipment and resources needed to accomplish the unit's goals and objectives relate to quality personnel, office space on the Shelby-Hoover campus, accessible technology and assistive equipment. As new technology emerges the unit will request updated versions to meet the needs of the students with disabilities.

**4. *Are there any goals or objectives that were not completed from previous years that should be included in the new plan?***

The objectives and goals of this unit are defined by the ADA Amendment ACT and Section 504 of the Rehabilitation Act of 1973; specific needs of students who require academic accommodations and/or services are address as needed. The unit would encourage the College to provide a designated accessible computer station with the most current assistive software available in each open computer lab and LRC at the Jefferson and Shelby Campuses for use by students with vision impairments and print disabilities. This is already available at the Clanton and Pell City Campuses.

**5. *Can the performance of the unit be addressed by professional development?***

Attendance at state, regional and national conferences is pertinent to keeping abreast of current case law, regulations, trends and changes within the American with Disabilities Amendment Act and Section 504 of the Rehabilitation Act of 1973.

**Unit Goals (plans for the unit for the next two years):**

- 1. Objectives – the activities through which the goal will be achieved. Each Unit Goal should have at least one objective.**
- 2. Method of Assessment – how the unit will determine if the objective has been met.**
- 3. Additional Funding Requests – provide an estimate of the cost of achieving the objective. Also, include a description of how these funds will be used to accomplish the objective.**

**2015-2016**

**Goal 1: Students with disabilities will be aware of the services available by the ADA Office.**

- 1. Objectives**  
Distribution of ADA Accommodations Office Information: ADA Accommodations Office brochures will be placed in heavy traffic areas around campus such as Enrollment Services, GED and Student Center. Information will also be distributed by the ADA Accommodations Office when representing the college at presentations, workshops, and transition fairs.

Information about the ADA Office is also available on the ADA Webpage and in the Catalog and Student Handbook.

2. Method of Assessment

Review of responses on ADA application student survey question regarding student awareness of the ADA Office and its services.

3. Additional Funding Requests

There is no additional funding needed outside of the current budget.

**Goal 2: Information about academic accommodations will be provided to faculty, staff, students, prospective students, parents and appropriate professionals and outside agencies.**

- Objectives
  - a. Faculty and Staff ADA Awareness: Through memos, JeffNet online training, conferences and workshops, faculty and staff will receive information about disability accommodations and services.
  - b. Community and Student ADA Awareness: Through presentations, conferences and publications and ADA Accommodations Office online content current students, prospective students, parents and appropriate professionals will receive information about disability accommodations and services.
  - c. ADA Staff Professional Development: Keep updated on the changing trends regarding post-secondary disability services and laws pertaining to the ADA Amendment Act and Section 504 of the Rehabilitation Act of 1973.
  
- Method of Assessment
  - a. Number of conferences with faculty and staff and attendance at workshops, conferences and transition fairs.
  - b. Work closely with The Alabama Department of Rehabilitation Services, Lakeshore Rehabilitation, the Alabama AHEAD members and local school counselors, to help students with disabilities facilitate the efficient transition from the K-12 system to the post-secondary arena. By monitoring the number of individuals that come in to the office with the use of a sign in system. Student survey results are used to determine student satisfaction.
  - c. Attending local, state and national conferences relative to the changing laws and trends in post-secondary disability support services and to network with other disability support services to share and learn current information (ie: Alabama AHEAD

and the National AHEAD). Stay current with memberships and subscriptions to disability support related services.

Additional Funding Requests:

- Funding estimated to print brochures and publications for objective 1a = \$2,000.00
- Funding estimated to attend local transition fairs for objective 1b = \$2,000.00
- Funding estimated to attend conferences for objective 1c = \$10,000.00
- Funding estimated for memberships/subscriptions relative to disability support services for objective 1c = \$2,000.00

**Goal 3: Students who have the required documentation will receive reasonable and appropriate accommodations.**

1. Objective  
Students will receive reasonable and appropriate academic accommodations to offset the impact of their disability.
2. Method of Assessment  
Using data compiled during the academic year the unit will compare the number of students with required documentation requesting accommodations to the number of students provided accommodations.
3. Additional Funding Requests  
There is no additional funding needed outside of the current budget.

**Goal 4: Accessibility to classroom material will be supported by providing information, assistive equipment and software, scribes, readers, note takers, sign language interpreters, captionists and test proctoring.**

1. Objectives  
Through supporting services provided by the ADA Office accessibility to classroom material and communication is enhanced.
2. Method of Assessment
  - Number provided of assistive equipment, interpreters/captionists, scribes, note takers, readers, proctored tests, and assistive technology.

- Assessment/Inventory of assistive equipment and technology.
3. Additional Funding Requests
    - Funding estimated for sign language interpreters, scribes/readers and captionists = \$50,000.00
    - Funding estimated to purchase Learning Ally Audio Textbook membership = \$1,000.00
    - Funding estimated to purchase a test proctoring computer for the Jefferson ADA Office and software for the Jefferson, Pell City, Clanton and Shelby campuses = \$10,000.00

**Goal 5: Confidential records will be maintained for all self-identified students with disabilities.**

1. Objective  
Records will be accessible only by authorized individuals with no records lost or viewed by unauthorized individuals.
2. Method of Assessment  
Records will be secured in the ADA Office with an annual internal audit of ADA records.
3. Additional Funding Requested  
No additional funding is needed for this goal

**2016-2017**

**Goal 1: Continue to provide information at all campus locations to maximize awareness of the services available by the ADA Office.**

1. Objectives

Continue to provide information:

1a. Maintain and monitor the supply of ADA brochures in heavy traffic areas at all campuses such as Enrollment Services, GED and Student Center and update the ADA website and Catalog and Student Handbook as needed.

1b. Due to dually enrolled students we will continue to research and reach out to the local high schools to ensure that they are aware of ADA services for their students.

2. Method of Assessment

2a. Continue to monitor and review responses on ADA application regarding student awareness of the ADA Office and its services.

2b. Monitor the requests from high school guidance counselors, parents and students to maintain awareness of the ADA Office and the services available.

3. Additional Funding Requests

There is no additional funding needed outside of the current budget.

**Goal 2: Information about academic accommodations will be provided to faculty, staff, students, prospective students, parents and appropriate professionals and outside agencies.**

1. Objectives

- a. Expand Faculty and Staff ADA Awareness: Continue to provide information about disability accommodations and services through memos, conferences and workshops.
- b. Research new approaches to community outreach: Explore new ways to reach the local community, professionals and high schools about our services.
- c. Explore new methods of achieving Professional Development: Keep updated on the changing trends regarding post-secondary disability services and laws pertaining to the ADA Amendment Act and Section 504 of the Rehabilitation Act by participating in national list serves specifically designated for post- secondary disability support providers and continue to attend relative professional development opportunities.

2. Methods of Assessment

- a. Continue to provide conferences with faculty and staff; attendance at workshops; surveys regarding quality and appropriateness of workshops.
- b. Continue to work closely with The Alabama Department of Rehabilitation Services, Lakeshore Rehabilitation, the Alabama Association on Higher Education and Disability (AL AHEAD) members and local school counselors to effectively transition students from the K-12 system to the post-secondary arena. Annually review office procedures to seek more effective methods of providing information to prospective students with disabilities and their families.
- c. Renew membership to the list serve forum where disability support providers network regarding changes in laws, accessibility, and post- secondary service trends. Staff will attend the annual Alabama AHEAD and National AHEAD Conventions. Continue memberships and subscription to disability support related services.

3. Additional Funding Requests

- Funding estimated to attend local transition fairs for objective 1b = \$2,500.00
- Funding estimated to attend conferences for objective 1c = \$12,000.00
- Funding estimated for memberships/subscriptions relative to disability support services for 1c = \$4,000.00

**Goal 3: Students who have the required documentation will receive reasonable and appropriate accommodations.**

1. Objective  
Continue to provide reasonable accommodations/services in a timely manner.
2. Method of Assessment  
Comparison of students with appropriate documentation requesting accommodations and services with the number of students provided accommodations.
3. Additional Funding Requests  
There is no additional funding needed outside of the current budget.

**Goal 4: Accessibility to classroom material will be supported by providing information, assistive equipment and software, scribes, readers, note takers, sign language interpreters, captionists and test proctoring.**

1. Objectives  
Continue to support accessibility technology and software in the classroom and provide enhanced communication methods.
2. Method of Assessment
  - Numbers provided of assistive equipment, interpreters/captionists, scribes, note takers, readers, proctored tests and assistive technology.
  - Assessment/Inventory of assistive equipment and technology.
3. Additional Funding Requests
  - Funding estimated for sign language interpreters and captionists = \$60,000.00
  - Funding Estimated to purchase Learning Ally Audio Textbook membership = \$1,500.00

**Goal 5: Continue to maintain confidential records for all self-identified students with disabilities.**

1. Objective  
Review record keeping methods implemented to insure that records will continue to be accessible only by authorized individuals with no records lost or viewed by unauthorized individuals.
2. Method of Assessment  
Evaluate security of records by conducting an annual internal audit of ADA records.
3. Additional Funding Requested

No additional funding is needed for this goal.