



Assessment Record

Program: ADA Accommodations Office

Assessment period: 2019-2020

Program or Department Mission:

The purpose of the Jefferson State Community College ADA Accommodations 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.

Service Unit Outcomes & Assessment Plan

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
(1) Students with disabilities will be aware of the services available through the ADA Accommodations Office.	Feedback from incoming students obtained during intake interviews with data collected from ADA registration forms signifying how students became aware of the services of the office.	ADA Accommodations Office brochures, publications, online content, and information about the services offered will be readily available to all interested individuals.	Due to the use of an interactive website, the ADA Accommodations Office application provides an electronic method for evaluating how students discover information on ADA services at Jefferson State. To increase awareness and access to the services of the ADA Accommodations Office, the website allows students to apply for services, request accommodation letters, schedule test proctoring, and to download various forms required for implementing services. The ADA webpage is easily accessed through the JSCC homepage on standard and mobile	The Unit will continue to monitor and maintain an interactive website and monitor the placement of brochures, business cards, posters, and information in catalog and handbook publications, along with social media blasts to keep students informed of services. Additionally, data obtained from electronic student applications are monitored so that information on ADA accommodations and services is

			<p>devices, along with ADA Office locations being indicated on each campus. Along with the placement of colorful ADA Office posters on all JSCC campuses, there are brochures, documentation guides, and business cards placed in high-traffic areas to inform students of services. The unit continues to explore ways to ensure that all students are made aware of accommodations and services available through the ADA Accommodations Office at Jefferson State.</p>	<p>easily obtained by interested individuals.</p> <p>Moreover, ADA Awareness Week was held during the Fall 2019 term with over 118 students participating. Featured speaker for faculty and staff was Sarah Keith with the University of Alabama in Birmingham who presented on the topic, "Autism in the College Classroom".</p>						
<p>(2) Information about academic accommodations will be provided to faculty, staff, students, prospective students, parents, appropriate professionals, and outside agencies.</p>	<p>The evaluation was determined by several telephone and in-office conferences and ADA presentations.</p>	<p>The goal is that %100 of all individuals who request information from the ADA Office will receive information concerning disability accommodations at the college.</p>	<table border="0"> <tr> <td>Telephone Conferences</td> <td>1535</td> </tr> <tr> <td>In-Office Conferences</td> <td>692</td> </tr> <tr> <td>Presentations</td> <td>15</td> </tr> </table> <p>The data represents information requests received by the ADA Accommodations Office through in-person consultations and telephone conferences, as well as presentations made to prospective students, parents, staff, faculty members, community agencies, and professionals providing comprehensive information on ADA accommodations and services to all interested parties.</p> <p>Additionally, the JSCC Faculty Handbook includes a "Checklist for Faculty in Providing Accommodations" readily available to faculty members seeking assistance with providing accommodations for students.</p>	Telephone Conferences	1535	In-Office Conferences	692	Presentations	15	<p>Along with the availability to meet with interested parties by telephone, in-person, and through electronic communication, the Unit provided information about the ADA Accommodations Office and its services to all interested individuals including, but not limited to, local high schools, the Alabama Department of Rehabilitation Services, the AL Association on Higher Education and Disability workshop offerings, along with JSCC Preview Days, the ADA Advisory Committee, New Student Orientations, and faculty and staff presentations.</p> <p>Additionally, with the state-wide change of the community college system to OneACCS, a disability service professionals group serving in higher education held its inaugural meeting on Jefferson State's campus as the ADA director helped implement the initiative.</p>
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				Telephone conferences increased slightly due to the Pandemic which began in the Spring of 2020 and slightly decreased in-office conferences. However, the ADA Office's interactive web presence and students' increased use of emails and other electronic information sources created an alternative means of communication during an unusual time in the academic year.
(3) Students who have the required documentation will receive reasonable and appropriate accommodations.	Comparison of student requests to accommodations and services provided.	100% of students with disabilities who complete the process for eligibility within the ADA Office will receive their approved accommodation.	<p>94% of students requesting ADA services received accommodations with 6% having insufficient or no documentation for services.</p> <p>-New students requesting services during the academic year:</p> <p>231 (10 % increase in new students)</p> <hr/> <p>-New students without appropriate documentation:</p> <p>14 (52% decrease)</p> <hr/> <p>-Number of accommodation letter requests occurring during the academic year (Fall, Spring, Summer)</p> <p>422</p>	<p>For qualified students determined eligible for services, the unit coordinated with students, faculty, staff, and other departments to provide appropriate accommodations. Students with insufficient or no documentation were referred for appropriate, professional documentation evaluations through private or community-based services.</p> <p>Data shows that students requesting accommodation increased slightly from the prior year by 10% and students without appropriate documentation decreased from the prior academic year by 52%.</p>

<p>(4) Accessibility to classroom material will be supported by providing information, assistive equipment, scribes, readers, note-takers, sign language interpreters, captioning, and test proctoring for instructors.</p>	<p>Comparison of requests to the number provided of alternative textbooks, assistive equipment, and accessible services.</p>	<p>The benchmark is to provide support to %100 of qualified students with disabilities requiring accessibility to classroom materials.</p>	<p>During the 2019-2020 academic year the following accommodations were provided:</p> <p># classes w/assistive technology (accessible comp/lab stations, FM Systems, CCTVs, and tables, chairs, and foot-stools) 52</p> <p># of classes w/Interpreters, Captionists, Scribes, and Note Takers Provided 509</p> <p># Tests Proctored 275</p> <p>(Data represents the accommodations provided for %100 of requested classroom accommodations.)</p> <p>Additionally, systems are implemented to ensure that all students in online learning platforms may equally access educational materials.</p>	<p>Classes utilizing accessible comp/lab stations, FM Systems, CCTVs, tables, footstools, and chairs decreased slightly from the prior year while test proctoring for faculty remained primarily the same.</p> <p>Classes utilizing interpreters, Captionists, Scribes, and Note Takers decreased slightly reflecting the changing needs of students with disabilities from year to year.</p> <p>*Blackboard Ally was implemented within Jefferson State's Blackboard LMS to make online content fully accessible. The innovative tool audits course content for accessibility, informs instructors how to improve accessibility, and offers students a host of alternate formats to download according to their needs or preferences.</p>
<p>(5) Confidential records will be maintained for all self-identified students with disabilities.</p>	<p>Internal audit of ADA hard copy office and electronic records.</p>	<p>The goal is to ensure that the ADA records are secure and accessible only to authorized individuals.</p>	<p>While electronic records in Banner are permission-secured, ADA hard-copy files are stored in locked file cabinets on the Shelby-Hoover and Jefferson campuses. According to campus policy, student files are destroyed after five years, which will eventually negate the need for storage of hard copy files due to the implementation of all electronic files. Electronic and hard-copy ADA records are accessible only by authorized individuals.</p>	<p>No unsecured access occurred throughout the academic year and per campus policy, records from five years prior were destroyed. The Information Technology Department will continue to restrict security access to electronic files only to appropriately designated personnel.</p>
<p>Plan submission date: 9-18-2020</p>			<p>Submitted by: Anne Sherman</p>	