



## **HIGHLIGHTS** Student Disability Accommodations Registration Project

The Student Disability Resource Center (SDRC) and Office of Civil Rights and Title IX have partnered to create a more user-friendly and efficient experience for students with disabilities to request and receive academic/classroom accommodations. Their action plan is outlined below. The full report provides more detail.

### **Academic/Classroom Accommodations**

#### **Increase accurate first-time AIM application completions by new student registrants**

- o **Update AIM application** so students can complete the application accurately on the first attempt
- o **Create instructional video tutorials** for SDRC services and programs
- o **Explore integration between AIM and Banner** for application auto-fill enhancement
- o **Pilot SMS messaging feature within AIM** for student notifications

#### **Improve the efficiency of internal SDRC processes for timely academic/classroom accommodations**

- o **Fill open Disability Coordinator positions** for workload and application processing time reduction
- o **Create designated time for focused review** of new accommodation applications
- o **Develop SDRC phone directory** for direct call routing
- o **Research appointment scheduling platforms** for integration with AIM
- o **Conduct post-engagement survey** on accommodation process improvements

#### **Foster stronger partnerships with students, faculty, and staff to enhance support for students with disabilities**

- o **Share information about accessibility services** with student government and other student organizations
- o **Develop New Student Orientation material** explaining the registration process
- o **Present information about SDRC services and programs** at new faculty orientation and select faculty meetings

#### **Expand communication channels to increase awareness of accessibility services**

- o **Create central landing page** to serve as a navigational guide for accessibility services
- o **Create policy** to provide the framework needed for more inclusive policies and procedures to support students with disabilities

### **Graduate Student Workplace Accommodations Hand-Off**

#### **Provide a seamless hand-off to Human Resources (Employee Relations) for graduate student workers with disabilities who request workplace accommodations**

- o **Eliminate** the need for current SDRC registered students to **submit medical documentation twice**
- o Update the **“Release of Information” process and form** with Employee Relations
- o Transfer of existing SDRC student information via **electronic consent and document transfer**

## Time Savings

For the academic/classroom accommodations process, the Student Disability Resource Center is dedicated to implementing the outlined strategies to reduce the amount of staff time spent processing new student accommodation applications by spring 2025.

The chart below shows the hours spent weekly by SDRC staff to move applications through the accommodations registration process.

<b>SDRC Application Processing Times</b>				
<b>It currently takes....</b>			<b>In the future with action plan improvements...</b>	
<b>Administrative Coordinator</b>				
Daily (M-F) monitoring of AIM queue for new applications	Avg 1 hour to flag new applications for missing documentation	5 hours	Avg 30 minutes to flag new applications for missing documentation	2.5 hours
<b>Disability Coordinator</b>				
7 new applications to review per week	Avg 2 hours to review 1 application	14 hours	Avg 1.5 hours per 1 application	10.5 hours
15 new orientations per week	Avg 1 hour to host 1 orientation	15 hours	Avg 1 hour per 1 orientation	15 hours
3 follow-up appointments per week	Avg 30 minutes per 1 appointment	1.5 hours	Avg 30 minutes per 1 appointment	1.5 hours
<b>Avg Total Hours in Application Review and Follow-Up</b>				
	<b>Current</b>	<b>Future</b>	<b>Savings Per Week</b>	
Administrative Coordinator	5 hours	2.5 hours	2.5 hours (50%)	
Disability Coordinator (per person)	30.5 hours	27 hours	3.5 hours (11.5%)	

The Administrative Coordinator will save 2.5 hours per week or approximately 120 hours per year (based on 48 weeks of work per year). Each of the four Disability Coordinators will save 3.5 hours per week or approximately 168 hours per person annually. As a result of this plan, the SDRC can repurpose 792 hours per year currently spent tracking down missing information, following up with students who missed appointments, and other non-value-added activity. This time can be repurposed to advising and guiding students, a truly value-added activity.