

Office of Accessibility and Disability Support

Division or Department: Student Affairs

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Northwestern Mission: Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

The Student Experience Mission Statement: The Student Experience provides the University community with programs and services to support the academic mission of creating, disseminating and acquiring knowledge through teaching, research and service while empowering a diverse student population to achieve their highest educational potential. The Student Experience creates a stimulating and inclusive educational environment that is conducive to holistic personal growth. The commitment to students initiates prior to entrance, sustains throughout the college experience and continues beyond graduation. Enrollment Services provide equal access for education to potential students throughout the state and region and promote economic stability and financial access to citizens. Student Affairs enhances student development and broadens intellectual, social, cultural, ethical and occupational growth. The Student Experience works closely with faculty, staff, students, and the community to ensure graduates have the capability to promote economic development and improvements in the region.

Student Affairs Mission: The Division of Student Affairs prepares students to be productive members of society and to improve the quality of life of students. Student Affairs provides support services in career development and placement, advocacy and accountability, academic support, mental and physical health, disability accommodations, student activities and organizations, student union life, and opportunities in leadership, community service, and programs for new students. Through hands on involvement in programs and services, Student Affairs promotes personal development in a student-centered environment, which delivers innovative practices in an environment of respect. Student Affairs encourages integrity, diversity, and collaboration with all members of the university community.

The Office of Accessibility and Disability Support (OADS) is a student-centered division making students with disabilities full participants in the university program, services, and activities through its compliance with section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990. The OADS coordinates services, accommodates students with disabilities, serves as an information center concerning disability-related issues, and provides equal educational opportunities to diverse students. The OADS supports the university's mission through its commitment to provide services that are innovative and surpass the federal guidelines for those with disabilities.

Methodology: The assessment process includes:

Data from the assessment tools (both direct – indirect, quantitative, and qualitative) are collected and returned to the director;

The director will analyze the data to determine whether the applicable outcomes are met:

Results from the assessment will be discussed with the appropriate staff.

Individual meetings will be held with staff as required (show cause).

The director, in consultation with the staff, will determine proposed changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes.

Accessibility and Disability Support Effectiveness

Service Outcomes:

Service Outcome 1: All students seeking registration with the Office of Accessibility and Disability Support will receive specialized and individualized support at Northwestern State University in a timely manner.

Measure 1.1: Students seeking services/accommodation will receive information through OADS staff outreach. Each summer OADS staff will be present summer programming. The target is that 75% of students needing services/accommodation will be identified during summer programming and student outreach thus receiving information about the services available to them.

Finding: Target was not met.

Analysis:

In AC 2021-2022 the target was not met.

The staff emailed students attending outreach events to share information about OADS and the steps to get registered for services. The staff included Accessibility and Disability Support handouts in recruitment folders given to prospective students at recruitment events. The OADS staff attended N-Side View Day to share information about disability services with prospective students. In AC 2021- 2022, 42% of students who attended breakout sessions at Freshman Connection registered with OADS to receive accommodations. These changes allowed there to be an increase in the number of students identified and registered for services during summer programming and outreach.

Based on the analysis of the AC 2021-2022 results, the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. The admission application asked if students have received accommodations. Students selecting yes on this application question information about disability services to help identify students needing to register for disability services.

As a result of these changes, in AC 2022-2023 the target was not met. The Office of Accessibility and Disability Support shifted to new staff members during this assessment cycle

and were not available for summer outreach. Data was not collected for incoming freshmen thus not able to meet this measure. Furthermore, recruitment for OADS is year-round and not just focused on Freshmen.

Decision:

In AC 2022-2023 the target was not met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. Measure 1.1 will shift focus to freshman students and students registered with the Office of Accessibility and Disability Support. The new measure will read, "Students seeking services/accommodations will receive information through OADS staff outreach. The target is that 75% of students will indicate that they received information about OADS through outreach on question 12 of the OADS end of the year survey". Staff will send information to students for several weeks before the start of the Summer, Fall, and Spring semesters. The staff will participate in outreach efforts throughout the term to include but not limited to summer programs, partnered events, and departmental programming. These changes will improve the students' ability to learn about the services offered to register with the Office of Accessibility and Disability Support, continuing to push the cycle of improvement forward.

Measure 1.2: Upon student completion of registration packet/paperwork with OADS, we will review and approve student applicants for disability services. Once approved staff will notify and coordinate services with faculty/staff within 72 hours (about 3 days). The target is that 95% of students registering will have coordinated services within 72 hours (about 3 days) of being approved for services.

Finding: Target was met.

Analysis:

In AC 2021-2022 the target was not met.

The staff worked diligently to have the approval process for registration and approval of services completed within 14 days and coordinated in 72 hours once approved. Staff notified students once their application and support documentation were received via email. Once notified, within 14 days a virtual intake was conducted, and accommodations were coordinated within 72 hours. Students were emailed an approval email outlining approved accommodation, testing policy, and resources. They also received an email from their instructors with their accommodation letter attached. The staff worked with vendors by providing interpreting and captioning services to prevent a delay in accommodations by coordinating with faculty/staff in advance. 89 new students registered for accommodation services and were coordinated within 72 hours after being approved. Of the new 89 students 93% had accommodation letters available within 72 hours. There was a 3% decrease from AC 2020-2021 to AC 2021-2022.

Based on the analysis of the AC 2021-2022 results, the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. The staff had the approval process for registration

and approval of services completed within 14 days (about 2 weeks) and coordinated in 72 hours (about 3 days) once approved. Students received approval emails outlining their accommodations, testing policy, resources, and an email with their accommodation letter attached. The implementation of Maxient was used for student records and requests while also helping ensure services are approved and coordinated in a timely manner.

As a result of these changes, in AC 2022-2023 the target was not met. The Office of Accessibility and Disability Support shifted to new staff members during this assessment cycle and data for this measure was not collected from the previous staff.

Decision:

In AC 2022-2023 the target was not met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. This measure will shift based on new protocols and processes that were implemented with the new staff. The new measure will read, "Upon submission of OADS registration applications and continued services applications, staff will review and approve the packets and communicate to faculty regarding student accommodations within 14-days during the Fall and Spring Semesters. The target is that 95% of new students registering will have coordinated services within 14-days of being approved for services. These changes will improve the student's ability to timely receive class and testing accommodations thereby continuing to push the cycle of improvement forward.

Service Outcome 2: Students registered with OADS are taken care of in a comprehensive and systematic manner in accordance with their specific needs.

Measure 2.1: Individual support will be seamless. Nine out of ten students will say they received services in a timely manner on an end-of-semester questionnaire.

Finding: Target was met.

Analysis:

In AC 2021-2022 the target was not met.

The staff emailed students 4 - 6 weeks prior to the start of classes to request accommodation prior to the start of each semester. The data showed student responses on the survey regarding their OADS experience was positive. A total number of 85 online evaluations were completed. The survey was delivered in weeks 14 and 15 each semester and during some days of final exams. Responses indicated 88% of students received services in a timely manner. There was a 7% decrease in AC 2020-2021 to AC 2021-2022.

Based on the analysis of the AC 2021-2022 results, the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. The staff emailed the survey in weeks 14 and 15 as well as administered the survey as students complete their final. This change was not

administered on each day final exams were administered due to the office being short staffed. These changes will increase student response rates to promote the cycle of improvement to the satisfaction survey.

As a result of these changes, in AC 2022-2023 the target was met. Question 7 on the end-of-semester questionnaire asked, "Did you receive services in a timely manner?" A response rate of 100% answered "yes."

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. OADS staff will offer 100% timely service. However, this measure is redundant due to Service Outcome 1, Measure 1.2. This measure already evaluates the timeliness of the services provided for all OADS students. Thus, Service Outcome 2, Measure 2.1 will be removed from this assessment. These changes will improve the students' ability to receive services in a timely manner thereby continuing to push the cycle of improvement forward.

Measure 2.2: Students will identify and engage in strategies that effectively offset their disability and enhance academic success. This will be measured by the number of students receiving information about their disability and responding to a Likert-scale inventory question on an end-of-semester questionnaire. Eight out of 10 will report improvement in their ability to offset their disability and enhance academic success.

Finding: Target was met.

Analysis:

In AC 2021-2022 the target was met.

Students were emailed 4 – 6 weeks prior to the first day of classes each semester to request accommodations. There were also follow up emails sent to registered students reminding them to request accommodations if they had not already or if they have had schedule changes. Students were notified of various academic topics, strategies, and events to enhance their academic success. In AC 2021-2022, 100% of students responded stating they received information that helped them to offset their disability and enhance academic success. There were a total of 50 student responses.

Based on the analysis of the AC 2021-2022 results, the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. The staff used the Continue Services Form that was available on the website and emailed all students to request accommodation to push the cycle of improvement. OADS staff generated reports on Argos to assist with coordinating accommodations in a timely manner. The staff continued student engagement through emails, newsletters, social media, and outreach events. Students were surveyed for responses if they were able to identify and engage strategies that effectively offset their disability and enhance

academic success to continue pushing the cycle of improvement forward. This allowed staff to have all necessary student information to ensure students receive effective accommodation and services to offset their disability and enhance academic success.

As a result of these changes, in AC 2022-2023 the target was met. Question 10 from the end-of-semester questionnaire reflected that 100% of the students surveyed received information from OADS promoting awareness of disabilities that is designed to enhance academic success.

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. Although this measure met, this measure is redundant and will be removed from this assessment due to Service Outcome 1, Measure 1.1. The measure already evaluates the information being received through the OADS process which includes services and resources available to OADs students. These changes will improve the students' ability to receive services in a timely manner thereby continuing to push the cycle of improvement forward.

Measure 2.3: The number of students utilizing academic testing accommodations will be proportional to the number of students registered with OADS. This will be measured by comparing total students registered with total students completing course exams under OADS supervision each semester. Success is defined as having 75% of OADS students leveraging this service.

Finding: Target was met.

Analysis:

In AC 2021-2022 the target was met.

The staff emailed all registered students informing them of the testing policies and procedures along with the link to request exams. There were 290 of 310 students eligible for testing accommodations. 29 student responses indicated the utilization of testing accommodations. In AC 2021-2022, 444 exams were requested, proctored, and returned that were administered. 93% of students completing the survey utilized testing accommodations. More exams were administered for AC 2021-2022 with 444 exams completed than AC 2020-2021 with 379 exams completed. The administration and proctoring of exams were conducted by OADS, lock down browsers, and third-party agencies as assigned by instructors. Approximately 80% of students responding to the survey indicated they are using online proctoring services for courses. Students allowed more flexibility with exam proctoring decreased the number of exams OADS staff proctored. However, the number of exams the OADS staff proctors increased by 85% from 2020-2021.

Based on the analysis of the AC 2021-2022 results, the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. The OADs staff informed instructors and students

of the testing policies and procedure as needed throughout the semester to push the cycle of improvement. All were reminded of proctoring availability by OADS staff. These changes improved the student's ability to utilize testing accommodations and increase the numbers of students leveraging this service.

As a result of these changes, in AC 2022-2023 the target was met. There were 180 students eligible for testing accommodations. In AC 2022-2023, 545 exams were requested, proctored, and administered. On the OADS assessment, 21 student responses indicated the utilization of testing accommodations. Approximately 87.5% of students completing the survey indicated utilized testing accommodations. More exams were administered for AC 2022-2023 with 545 exams completed than AC 2021-2022 with 444 exams completed. The administration and proctoring of exams were conducted by OADS, lock down browsers, and third-party agencies as assigned by instructors.

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. This measure is unnecessary due to the OADS office having limited control over the utilization of testing services. OADS students can choose not to test with the office as they may have other service areas or proctors to assist for each exam. Thus, this measure will be changed to focus on the testing process from the faculty perspective. The new measure will state "The OADS staff will promote and educate faculty on the OADS testing process, procedures, and protocols to ensure that students testing needs are met. Success is defined as having 80% of registered faculty members following the OADS testing procedures. These changes will improve the testing process for faculty and students hereby continuing to push the cycle of improvement forward.

Measure 2.4: Satisfactory test completion will be evaluated. Satisfactory test completion includes the following indicators: (1) Student scheduled exam 48 hours in advance. (2) Instructors responded to exam requests. (3) No incidence of cheating. (4) 90% of students report a positive experience as indicated on an end-of-semester questionnaire.

Finding: Target was not met.

Analysis:

In AC 2021-2022 the target was not met.

Staff ensured instructors were notified immediately upon requesting an exam by having an automated email sent to instructors upon students request for exam proctoring online. OADS staff also reached out to instructors to remind them to deliver or email the exam if it had not been received the day before the student's exam request date. Faculty/staff members must sign off on a form indicating they have received students completed exams once they are returned to course instructors for grading. AC 2021-2022 results indicated (1) Approximately, 78% of students did schedule exams 48 hours in advance. (2) Instructors receive an automated email message when

students submit exam requests online. Approximately, 65% of instructors sent the exam before exam time. If exams were delayed OADS staff emailed instructors and if needed department heads to ensure the receiving of exams and encourage/enforce early arrival of exams. (3) Exam security is enforced. This is evidenced by a >1% incidence of cheating. The exam room is monitored by a student worker and full-time staff. (4) 73% of students surveyed reported a positive testing experience with OADS.

Based on the analysis of the AC 2021-2022 results, the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. The OADS staff participated in the new Faculty/Staff Institute in the fall semesters and during Professional Development opportunities to notify instructors of OADS policies and procedures. The staff sent reminder emails to promote student satisfaction and positive experiences with testing accommodation. This change eliminated the delays of exams to the OADS staff. All students taking the exams on all campus instructional sites were notified of contact personnel and testing accommodation information at the beginning of the semester. Faculty were reminded to send exams when requests are received to prevent delays or interruptions for students having exams proctored by OADS staff.

As a result of these changes, in AC 2022-2023 the target was met. Previously, students could request a proctored exam at any time, which caused a challenge for the staff and faculty. The OADS staff developed a new testing link that was date and time protected. This process ensured that students had to request proctored exams at least 48 hour's in advance. This gave enough time for the OADS staff and faculty to prepare the exams for the students. With these changes, 98.5% of students taking the end of year assessment reported a positive experience (satisfied or completely satisfied on question 8 of the end-of-semester questionnaire. There was one incident of cheating.

Decision:

In AC 2022-2023 the target was not met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. Due to this measure evaluating several components, the OADS staff will change this measure to focus on student testing satisfaction based on number 8 of the end of the semester questionnaire. The new measure will read "90% of students report a positive experience as indicated on an end-of-semester questionnaire". These changes will help improve the students' satisfaction regarding the testing process, thereby continuing to push the cycle of improvement forward.

Service Outcome 3: The OADS office will be able to provide crisis planning and intervention to assess and meet the immediate needs of students.

Measure 3.1: Identify NSU and Natchitoches community resources to maximize student independence. 80% of students will self-report a clear understanding of resources available on an end-of-semester questionnaire.

Finding: Target was met.

Analysis:

In AC 2021-2022 the target was met.

The OADS staff utilized this survey and other NSU campus and Natchitoches community resources as needed. The staff worked to ensure students were made aware of resources that are available through emails by sharing information in OADS newsletters via email and student outreach opportunities. These changes helped enhance students' academic experience and support improved student retention rates. In AC 2021-2022, 82% of students rated staff's knowledge of disabilities, accommodations and technology used as positive. Findings indicated a 3% decrease from AC 2020-2021 than AC 2021- 2022 that the OADS staff shares knowledge, students have a clear understanding of the resources available which promotes student independence. The decrease from AC 2020-2021 to AC 2021-2022 was due to the lack of participation in the educational awareness outreach events face to face.

Based on the analysis of the AC 2021-2022 results, the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. The staff shared resources with students through emails, newsletters, and social media platforms. OADS staff partnered with other departments and programs across campus to further outreach engagement. These changes will enhance students' academic experience and will support improving student retention rates.

As a result of these changes, in AC 2022-2023 the target was met. Question 10 from the end-of-semester questionnaire reflected that 100% of the students surveyed received information from OADS promoting awareness of disabilities. The staff shared resources with students through emails, newsletters, and social media platforms. OADS staff partnered with other departments and programs across campus to further outreach engagement.

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. This measure is redundant and will be removed from this assessment due to Service Outcome 1, Measure 1.1. The measure already evaluates the information being received through the OADS process which includes services and resources available to OADs students. These changes will enhance students' academic experience and will support improving student retention rates. These changes will improve the student's ability to actively participate with OADS staff thereby continuing to push the cycle of improvement forward.

Service Outcome 4: The OADS will increase disability awareness within the NSU community. The university community will increase awareness of disability-related issues and share the responsibility for making the NSU experience accessible for all.

Measure 4.1: Monthly awareness campaigns will run on student messenger/messenger, as educational awareness. Eight out of 10 will report “seeing/learning” something new each month on an end-of-semester questionnaire.

Finding: Target was met.

Analysis:

In AC 2021-2022 the target was not met.

The staff promoted 16 awareness campaigns on social media, student messenger, emails, and outreached table events on campus. The staff emailed students monthly newsletters which had an impact on students’ ability to see and learn something new while providing educational awareness. In AC 2021- 2022, 70% of students reported seeing/learning something new through awareness campaigns on social media, student messenger, emails, and outreach table events on campus.

Based on the analysis of the AC 2021-2022 results, the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. The OADS staff prepared monthly campaigns to run on the student messenger/messenger, OADS social media, and via emails as educational awareness. Students were surveyed for responses of seeing/learning something new to continue pushing the cycle of improvement forward. The survey was modified to ask students specifically about receiving awareness campaigns and attending outreach events.

As a result of these changes, in AC 2022-2023 the target was met. Question 11 from the end-of-semester questionnaire reflected that 9 out of 10 or 90% of the students reported “seeing/leaning” something new from OADS via email, Student Messenger, social media, or outreach events. Staff made weekly postings on social media relevant to current focus trends. The department scheduled monthly events that partner with other programs on campus.

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. This measure is redundant and will be removed from this assessment due to Service Outcome 1, Measure 1.1. The measure already evaluates the information being received through the OADS process which includes services and resources available to OADs students. These changes will improve the student's ability to learn more about the mission of the office, thereby continuing to push the cycle of improvement forward.

Assessment Cycle 2022-2023

Comprehensive summary of key evidence of improvements based on analysis of results.: The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2022-2023. These changes are based on the knowledge gained through the AC 2021-2022 results analysis.

SO	Measure	Key Evidence
1	1.1	The admission application asked if students have received accommodations. Students selecting yes on this application question information about disability services to help identify students needing to register for disability services.
1	1.2	The staff had the approval process for registration and approval of services completed within 14 days (about 2 weeks) and coordinated in 72 hours (about 3 days) once approved. Students received approval emails outlining their accommodations, testing policy, resources, and an email with their accommodation letter attached. The implementation of Maxient was used for student records and requests while also helping ensure services are approved and coordinated in a timely manner.
2	2.1	The staff emailed the survey in weeks 14 and 15 as well as administered the survey as students complete their final.
2	2.2	The staff used the Continue Services Form that was available on the website and emailed all students to request accommodation to push the cycle of improvement. OADS staff generated reports on Argos to assist with coordinating accommodations in a timely manner. The staff continued student engagement through emails, newsletters, social media, and outreach events.
2	2.3	The OADS staff informed instructors and students of the testing policies and procedure as needed throughout the semester to push the cycle of improvement. All were reminded of proctoring availability by OADS staff.
2	2.4	The OADS staff participated in the new Faculty/Staff Institute in the fall semesters and during Professional Development opportunities to notify instructors of OADS policies and procedures. The staff sent reminder emails to promote student satisfaction and positive experiences with testing accommodation. This change eliminated the delays of exams to the OADS staff. All students taking the exams on all campus instructional sites were notified of contact personnel and testing accommodation information at the beginning of the semester. Faculty were reminded to send exams when requests are received to prevent delays or interruptions for students having exams proctored by OADS staff.

Assessment Cycle 2022-2023

3	3.1	The staff shared resources with students through emails, newsletters, and social media platforms. OADS staff partnered with other departments and programs across campus to further outreach engagement.
4	4.1	The OADS staff prepared monthly campaigns to run on the student messenger/messenger, OADS social media, and via emails as educational awareness. Students were surveyed for responses of seeing/learning something new to continue pushing the cycle of improvement forward.

Plan of Action Moving Forward:

SO	Measure	Plan
1	1.1	Staff will send information to students for several weeks before the start of the Summer, Fall, and Spring semesters. The staff will participate in outreach efforts throughout the term to include but not limited to summer programs, partnered events, and departmental programming.
1	1.2	This measure will shift based on new protocols and processes that were implemented with the new staff. The new measure will read, "Upon submission of OADS registration applications and continued services applications, staff will review and approve the packets and communicate to faculty regarding student accommodations within 14-days during the Fall and Spring Semesters.
2	2.1	This measure is redundant due to Service Outcome 1, Measure 1.2. This measure already evaluates the timeliness of the services provided for all OADS students. Thus, Service Outcome 2, Measure 2.1 will be removed from this assessment.
2	2.2	This measure is redundant and will be removed from this assessment due to Service Outcome 1, Measure 1.1. The measure already evaluates the information being received through the OADS process which includes services and resources available to OADs students.
2	2.3	This measure is unnecessary due to the OADS office having limited control over the utilization of testing services. OADS students can choose not to test with the office as they may have other service areas or proctors to assist for each exam. Thus, this measure will be changed to focus on the testing process from the faculty perspective.

Assessment Cycle 2022-2023

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2	2.4	Due to this measure evaluating several components, the OADS staff will change this measure to focus on student testing satisfaction based on number 8 of the end of the semester questionnaire. The new measure will read "90% of students report a positive experience as indicated on an end-of-semester questionnaire".
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Assessment Cycle 2022-2023

3	3.1	This measure is redundant and will be removed from this assessment due to Service Outcome 1, Measure 1.1. The measure already evaluates the information being received through the OADS process which includes services and resources available to OADs students.
4	4.1	This measure is redundant and will be removed from this assessment due to Service Outcome 1, Measure 1.1. The measure already evaluates the information being received through the OADS process which includes services and resources available to OADs students.