Assessment Cycle 2019 - 2020

Office of Accessibility and Disability Support

Division or Department: The Student Experience

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Northwestern Mission: Northwestern State University is a responsive, student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

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 provides equal access for education to potential students throughout the state and region and promotes 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 Accessibilty 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 innovated and surpass the federal guidelines for those with disabilities.

Methodology: The assessment process includes:

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

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

(3)   Results from the assessment will be discussed with the appropriate staff;

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

(5)   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.

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/accommodations will receive information through OADS staff outreach. Each summer OADS staff will be present for summer programming. The target is that 75% of students needing services/accommodations will be identified during summer programming and thus receive information about the services available to them.

> **Finding:** Target not met.

> **Analysis:** In 2018 -2019 the target was not met. Only 51 of 104 (49%) were identified prior to the first day of classes. The OADS staff did not implement any changes for 2019-2020 from the 2018-2019.

> As a result of changes not being made, in 2019-2020 the target was not met. It is uncertain of the number of students that received services/accommodations prior to the first day of classes for 2019-2020 due to the data and information available after staff changes.

> **Decision:** In 2019-2020 the target was not met. Based on the analysis of the 2019-2020 results the OADS staff will recommend that the NSU online application for admission be modified to assist in improving this measure. The recommendation will be the NSU online admission application provide a field for students to identify as having accommodations in high school and/or transfer university and possibly needing services at NSU to drive continuous improvement.

Measure 1.2: Upon student completion of registration packet/paperwork with OADS, we will notify and coordinate services with faculty/staff within 24 hours. Each semester a review of available documentation of new registrants will confirm faculty/staff received accommodation notices within 24 hours of student registration completion. The target is that 95% of students registering will have coordinated services within 24 hours.

> **Finding:** Target not met.

Analysis: In 2018-2019 the target was not met. All 51 new students who registered in the summer had letters ready by the first day of classes. In 2018-2019 late registrants, those registering after the first day of classes, accounted for 79 additional students. Of those, 83% had letters available within 24 hours of completed registration paperwork. Accommodation letters available does not equate to letters received by instructors. Since the students determine which instructors receive accommodation letters, the OADS staff will continue to encourage communication and early intervention to prevent lapses in accommodations.

There were not any changes made in 2019-2020 to improve this measure. In 2019-2020, there were staff changes and there is uncertainty of the number of students who registered for services accommodations were coordinated within 24 hours.

Decision: In 2019-2020 the target was not met. Based on the analysis 2019-2020 AY, the OADS staff will notify and coordinate services with faculty/staff. The approval process for registering and receiving services may take up to 14 days. Once students are approved for accommodations, faculty/staff will be notified and services coordinated within 72 hours.The target will be that 95% of student accommodation letters will be available within 72 hours of completed registration. These letters notify and coordinate services with faculty staff.

Service Outcome 2: Students registered with OADS are taken care of in a comprehensive and systematic manner in accordance to 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 2018-2019 the target was met. A total number of 87 online evaluations were completed. In the Fall 2018 and Spring 2019 semesters, the survey was delived in week 14 of the semester and a reminder in week 16. Responses indicated 92% of students did receive services in a timely manner.

Based on the analysis of the 2019-2020 results, the OADS staff did not make any changes. As a result of no changes made in 2019-2020 the target was still met. The data shows that the student responses on the survey regarding their OADS experience was positive. A total number of 80 online evaluations were completed. The survey was not delivered in the Fall 2019 semester. It was delivered in week 5 of the Spring 2020 semester for the Fall 2019 semester. The survey was delivered in weeks 15 and 16 for the Spring 2020 semester. Responses indicated 90% of students did receive services in a timely manner.

From 2018-2019 to 2019-2020, there was a decrease of 2% in timeliness of received services. The decrease of timeliness of received services is due to staff changes during the Fall 2019 semester.

Decision: In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the staff will send the survey in week 14 and a reminder in week 16 for both fall and spring semesters. This change will increase student response rates to promote the cycle of improvement.

Measure 2.2: Students will identify and engage 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 2018-2019 the target was met. 81.6% of students rated "excellent" in the effectiveness of accommodations and services provided which offset the disability and enhance academic success. Based on the analysis of the 2018-2019 results the staff did not make any changes. In 2019-2020 there were a total of 87 responses. 87% of students reported effectiveness of accommodations and services provided which offset the disability and enhance academic success.The data shows the students reponses on the survey regarding the ability to offset their disability and enhance academic success were positive.

   Decision: In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the staff will work towards implementing the peer mentoring program with a "students support students" mindset. This change will be implemented if the office is assigned additional support from an intern or graduate student. Incorporating the peer mentoring program will enhance the students academic success.

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 2018-2019, the target was met. 92% of students completed the survey utilized testing accommodations and 1650 exams were proctored. There were 145 of 302 active students eligible for testing accommodations.

   Based on the analysis of the results from 2018-2019 results, IT generated a list of students in Banner labeled with a disability. The list was used by the OADS staff to generate a list of students receiving accommodations and identify accommodations each student receives on an excel spread sheet.

Due to these changes in 2019-2020 the target was met. There were a total of 317 of 342 active students eligible for testing accommodations. 93 student responses indicated the utilization of testing accommodations. In AY 2019-2020, 968 exams were requested, obtained, proctored, and retuned that were administered both face to face and virtual due to COVID-19. 95% of students completing the survey utilized testing accommodations. The total exams proctored and number of students utilizing testing services does not include those students in an online environment only. 22% of OADS students are online only.

Fewer exams were administered for 2019-2020 with 968 exams completed than 2018-2019 with 1650 exams completed due to COVID-19. All academics courses transitioned online as well as the administration and proctoring of exams. Due to this transition the number of exams the OADS staff proctors decreased by 58% from 2018-2019.

Decision: In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the OADS staff will need more space/room available to provide an improved distraction reduced environment and ability to proctor online students exams. An additional entry-level position within OADS would provide necessary manpower to manage testing accommodations. In addition, this would allow Master degree level staff to utilize their skill set/training for the continued growth, intensity and student demands. These changes will improve the student's ability to utilize testing accommodations and increase the numbers of students leveraging this service.

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) Student reports the positive experience as indicated on an end-of-semester questionnaire.

Finding: Target was met.

Analysis: In 2018 -2019 the target was met. The 2018-2019 results indicated (1) approximately 80% of students did schedule exams 48 hours in advance. (2) Reminder emails were sent to all instructors 24 hours prior to exams. Approximately 90% of instructors sent the exam before exam time. If exams were delayed, it was noted an improvement in instructor response when department heads were included on the 3rd reminder email. (3) Exam security was strictly enforced. This is evidenced by a >1% incidence of cheating. OADS staff take appropriate precautions such as all student belongings (smartphones and watches, bookbags, etc.) are placed in lockers. The exam room is monitored by a student worker at all times and periodic walk-throughs of fulltime OADS staff. (4) 96.7 % of students surveyed reported a positive testing experience with OADS.

Based on the analysis of the results from 2018-2019, the OADS 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. To reduce the incidence of cheating and to create an organized area for students materials, cubby hole storage was built. With these changes implemented in 2019-2020 results indicated (1) Approximately, 80% of students did schedule exams 48 hours in advance. (2) Instructors receive an automated email message when students submit exam requests online. Approximately, 25% 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. OADS staff take appropriate precautions such as all student belongings (smartphones and watches, bookbags, etc.) are placed in cubby hole storage. The exam room is monitored by a student worker and full time staff. (4) 86% of students surveyed reported a positive testing experience with OADS.

Decision: In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the OADS staff will notify instructors of the process of the exam procedures at the beginning of 2020-2021. This change will eliminate the delays of exams to the OADS staff. It is recommended to strengthen off-campus instructional sites faculty/staff training to better support OADS students. In addition, students taking the exams on off-campus instructional sites, need specific instruction on who to contact and where to go for testing.

Service Outcome 3: The OADS office will be able to provide crisis planning and intervention in order 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 2018-2019 the target was not met. The 2018-2019 results indicated 78.2% of students rated staff's knowledge of disabilities, accommodations and technology used as excellent. Based on the analysis of the 2018-2019 results the staff did not implement any changes due to OADS staff position changes and full-time staff was not hired to assist with student awareness and programming. In 2019-2020, 87% of students rated staff's knowledge of disabilities, accommodations and technology used as positive. Findings indicated an increase of 9% from 2018-2019 than 2019-2020 that the OADS staff shares

knowledge, students have a clear understanding of the resources available which promotes student independence.

Decision: In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the office is in need of full-time, trained staff to assist with awareness and support programming. The OADS staff will utilize this survey and other NSU campus and Natchitoches community resources as needed. The staff will also work to ensure students are made of aware of resources that are available through emails, campus resources, student messenger, and student outreach opportunities. These changes will enhance students academic experience and support will improving student retention rates.

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: Weekly awareness campaigns will run on student messenger/messenger, as educational awareness. Eight out of 10 will report "seeing/learning" something new each week on an end-of-semester questionnaire.

Finding: Target was not met.

Analysis: In 2018-2019 the target was not met. There were not any changes made to drive the cycle of improvement due to limited staff, changes in the OADS staff, and the exponential growth in numbers and acuity of the students registered with the OADS. With the exponential growth in the numbers and acuity of the students registering with OADS, this service outcome was not prioritized. There was also the task of completing a weekly awareness campaign which was not completed. Due to no changes being made the target was not met in 2019-2020. This had an impact on students ability to see and learn something new weekly will providing educational awareness.

Decision: In 2019-2020 the target was not met. Based on the analysis of the 2019-2020 results the OADS staff will modify this service outcome. The OADS student workers will prepare monthly campaigns to run on the student messenger/messenger as educational awareness. The awareness campaigns will also be shared on OADS social media pages to be created prior to 2020-2021.

Comprehensive summary of key evidence of improvements based on analysis of results:

SO	Measure	Key Evidence
1	1.1	No changes were made due to the OADS staff changes.
1	1.2	No changes were made due to the OADS staff changes.
2	2.1	No changes were made due to the OADS staff changes.
2	2.2	No changes were made due to the OADS staff changes.
2	2.3	No changes were made due to the OADS staff changes.
2	2.4	Based on the analysis of the results from 2018-2019, the OADS 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. To reduce the incidence of cheating and to create an organized area for students materials, cubby hole storage was built.
3	3.1	No changes were made due to the OADS staff changes.
4	4.1	No changes were made due to the OADS staff changes and limited staff.

Plan of Action Moving Forward:

SO	Measure	Plan
1	1.1	The OADS staff is working with the Admissions office to determine if the question of students identified as having accommodations in either high school/transfer university on the application for admission.
1	1.2	Students will complete the online accommodation request form prior to the start of each semester for the 2020-2021 AY which will assist in ensuring students accommodation letters are ready by the first day of classes.
2	2.1	The end of year survey will be sent in week 14 with a reminder email to complete the survey in week 16 of each semester to increase student responses.
2	2.2	The OADS staff will implement a peer mentor program with additional support from an intern or graduate student. If additional support is not

		given additional outreach efforts will be made to further enhance students academic success.
2	2.3	Students registering and approved for testing accommodations will be notified of the process prior to the beginning of each semester to encourage the continued utilization of this service. The OADS is currently working through administrative phases to utilize Maxient, which is an electronic software for record management, student analytics to improve services, organizing and planning of tasks, and effective communication with the OADS staff and students. Once the administrative phases are completed the OADS will implement the use of the software with students, staff, and medical professionals.
2	2.4	Follow up emails with instructors will be sent to encourage and enforce OADS staff receiving exams within a timely manner. Department Heads of instructors will be notified as well of continuous delayed exam submitted for students who have requested exams 48 hours in advance. A faculty/staff member will need to sign off on a form indicating they have received students completed exams once they are returned to course instructors for grading. A sign in and out method will be created during the 2020-2021 AY as another measure to prevent the likelihood of cheating due to cameras not being installed.
3	3.1	Upon registering for services students will be made aware of campus and community resources available.
4	4.1	Students will be made aware and educated on various awareness topics monthly and on as-need basis through emails, student messenger, and social media platforms to be created prior to the start of the 2020-2021 AY.