

Assessment Cycle 2020-2021

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 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 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 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

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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 AC 2019 -2020 the target was not met. Due to COVID-19, OADS staff summer programming were impacted tremendously. The student attendance was low. Based on the analysis of the AC 2019-2020 data, the OADS staff were not able to implement any changes for AC 2020-2021 due to COVID-19.

As a result of not being able to make any changes, in AC 2020-2021 the target was not met.

Decision: In AC 2020-2021 the target was not met. Based on the analysis of the AC 2020-2021 data, the OADS staff will implement the following changes in AC 2021-2022 to continue driving the cycle of improvement forward. The staff will include Accessibility and Disability Services handout in recruitment folders given to prospective students at

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recruitment events. The handout outlines disability services and accommodations available for students.

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. Each semester a review of available documentation of new registrants will confirm faculty/staff received accommodation notices within 72 hours of student registration completion. The target is that 95% of students registering will have coordinated services within 72 hours of being approved for services.

Finding: Target met.

Analysis: In AC 2019-2020 the target was not met.

Based on the analysis of the AC 2019-2020, the OADS staff notified and coordinated services with faculty/staff. The approval process for registering and receiving services took up to 14 days. Once students were approved for accommodations, faculty/staff were notified and services coordinated within 72 hours. In AC 2020-2021, the staff created new applications that were specific to the various type of learning disabilities students may register and need accommodations for. Each of the applications were made available on OADS webpage. Applications and students with accommodation letters on designated campuses were shared with NSU campus liaisons. This ensured proper documentation is given to students and allow staff to coordinate services in a timely and efficient manner. Students were emailed an approval email listing their accommodations and received email copies of their accommodation letters along with their instructors.

As a result of these changes, the target was met. 83 new students registered for services accommodations were coordinated within 72 hours after being approved. Of the new 83 students 96% had accommodation letters available within 72 hours. There was a 1% increase from AC 2019-2020 to AC 2020-2021.

Decision: In AC 2020-2021 the target was met. Based on the analysis of the AC 2020-2021 data, the OADS staff will implement the following changes in AC 2021-2022 to continue driving the cycle of improvement forward. The staff will work diligently to have the approval process for registration and approval of services completed within 14 days and coordinated in 72 hours once approved. The staff will work with vendors providing interpreting and captioning services to prevent a delay in accommodations by coordinating with faculty/staff in advance.

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.

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Finding: Target was met.

Analysis: In AC 2019-2020 the target was met. 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 received services in a timely manner.

Based on the analysis of the AC 2019-2020 data, the OADS staff implemented the following change in AC 2020-2021 to drive the cycle of improvement. The staff emailed students 7 weeks prior to the start of classes to request accommodations prior to the start of each semester.

As a result of changes made in AC 2020-2021 the target was met. The data showed student responses on the survey regarding their OADS experience was positive. A total number of 59 online evaluations were completed. The survey was delivered each semester in weeks 14,15, and 16. Responses indicated 95% of students received services in a timely manner.

Decision: In AC 2020-2021 the target was met. Based on the analysis of the AC 2020-2021 data, in addition to emailing the survey in weeks 14, 15, and 16 staff will also administer the survey as students complete their final exams. This change will increase student response rates to promote the cycle of improvement to the satisfaction survey.

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 AC 2019-2020 the target was met. 87% 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 2019-2020 results the staff made the following changes in AC 2020-2021 to drive the cycle of improvement. 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. In AC 2020-2021, 87% of students reported effectiveness of accommodations and services provided which offset the disability and enhance academic success. The data shows the students responses on the survey regarding the ability to offset their disability and enhance academic success were positive.

As a result of these changes, in AC 2020-2021 the target was met.

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Decision: In AC 2020-2021 the target was met. Based on the analysis of the AC 2020-2021 data, the OADS staff will implement the following changes in AC 2021-2022 to continue driving the cycle of improvement forward. The staff will no longer work towards implementing the peer mentoring program with a “students support students” mindset. This will be an option in the future if the office is assigned additional support from an intern or graduate student. The staff created a Continue Services Form that is available on the website and emailed to all students to request accommodations to push the cycle of improvement. OADS staff can now generate reports on Argos to assist with coordinating accommodations in a timely manner. This will allow staff to have all necessary student information to ensure students receive effective accommodations and services to offset the disability and enhance 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 not met.

Analysis: In AC 2019-2020, the target was met. 95% of students who completed the survey utilized testing accommodations and 968 exams were proctored. There were 317 of 342 active students eligible for testing accommodations.

Based on the analysis of the AC 2019-2020 data, the staff made the following changes in AC 2020-2021 to drive the cycle of improvement forward. The staff emailed all registered students informing them of the testing policies and procedures along with the link to request exams. Students were also informed of the option to have exams proctored face to face and virtually (online) with our staff.

As a result of these changes, in AC 2020-2021 the target was not met. There were 258 of 270 students eligible for testing accommodations. 57 student responses indicated the utilization of testing accommodations. In AC 2020-2021, 379 exams were requested, proctored, and returned that were administered both face to face and virtual due to COVID-19. 83% of students completing the survey utilized testing accommodations.

Fewer exams were administered for AC 2020-2021 with 379 exams completed than AC 2019-2020 with 968 exams completed due to COVID-19. Academics courses were held face to face, online, and hyflex. The administration and proctoring of exams were conducted by OADS, lockdown browsers, and third party agencies as assigned by instructors. Students were allowed more flexibility to have exams proctored which decreased the number of exams staff proctored. Due to these changes the number of exams the OADS staff proctors decreased by 61% from 2019-2020.

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Decision: In AC 2020-2021 the target was not met. Based on the analysis of the AC 2020-2021 data, the OADS staff will implement the following changes in AC 2021-2022 to continue driving the cycle of improvement forward. The OADS staff will inform instructors and students of the testing policies and procedure throughout the semester to push the cycle of improvement. All will be reminded of proctoring availability by OADS staff. 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 AC 2019-2020 the target was met. The AC 2019-2020 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 25% 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 third 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) 86 % of students surveyed reported a positive testing experience with OADS.

Based on the analysis of the results from AC 2019-2022, the OADS staff implemented the following changes in AC 2020-2021 to drive the cycle of improvement. 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 if they had not received a response to the students exam request to remind them to deliver or email the exam.

As a result of these changes, in AC 2020-2021 the target was met. AC 2020-2021 results indicated (1) Approximately, 85% of students did schedule exams 48 hours in advance. (2) Instructors receive an automated email message when students submit exam requests online. Approximately, 90% 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) 88% of students surveyed reported a positive testing experience with OADS.

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Decision: In AC 2020-2021 the target was met. Based on the analysis of the AC 2020-2021 data, the OADS staff will implement the following changes in AC 2021-2022 to continue driving the cycle of improvement forward. The OADS staff will continue participating in New Faculty/Staff Institute in the fall semesters and will present during the Professional Development week to notify instructors of OADS policies and procedures. This change will eliminate the delays of exams to the OADS staff. All students taking the exams on all campus instructional sites will be notified of contact personnel and testing accommodation information at the beginning of the semester. Microsoft Teams were created with each of the campuses liaisons to share accommodation letters and applications to reduce student lapses in accommodations and promote positive testing experiences. Faculty/staff member sign off on a form indicating they have received students completed exams once they are returned to course instructors for grading.

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 AC 2019-2020 the target was not met. The AC 2019-2020 results indicated 87% of students rated staff's knowledge of disabilities, accommodations and technology used as excellent.

Based on the analysis of the AC 2019-2020 data, the staff implemented the following changes in AC 2020-2021 to drive the cycle of improvement. The staff worked to ensure students are made of aware of resources that are available through emails, campus resources, student messenger, and student outreach opportunities. These changes were made to enhance students academic experience and support improving student retention rates.

As a result of these changes, in AC 2020-2021 the target was met. In AC 2020-2021, 85% of students rated staff's knowledge of disabilities, accommodations and technology used as positive. Findings indicated a decrease of 2% decrease from AC 2019-2020 than AC 2020-2021 that the OADS staff shares knowledge, students have a clear understanding of the resources available which promotes student independence. The decrease from AC 2019-2020 to AC 2020-2021 was due to the effects of COVID -19. Many students did not participate in the educational awareness outreach events face to face or virtually.

Decision: In AC 2020-2021 the target was met. Based on the analysis of the 2020-2021 results the staff will implement the following changes to push the cycle of improvement forward. The OADS staff will utilize this survey and other NSU campus

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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. OADS staff will continue partnering with other departments and programs across campus to further outreach engagement. 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: Monthly 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 not met.

Analysis: In AC 2019-2020 the target was not met. There were no changes made to drive the cycle of improvement. This had an impact on students ability to see and learn something new weekly providing educational awareness.

Based on the analysis of the AC 2019-2020, the faculty implemented the following changes in AC 2020-2021 to drive the cycle of improvement. The staff promoted 21 awareness campaigns on social media, student messenger, emails, and outreached table events on campus. This had an impact on students ability to see and learn something new while providing educational awareness.

As a result of these changes, in AC 2020-2021 the target was not met.

Decision: In AC 2020-2021 the target was not met. Based on the analysis of the AC 2020-2021 results the faculty will implement the following changes in 2021-2022 to drive the cycle of improvement forward. The OADS staff will prepare monthly campaigns to run on the student messenger/messenger, OADS social media, and via emails as educational awareness to continue pushing the cycle of improvement forward. The survey will be modified to ask students specifically about receiving awareness campaigns and attending outreach events.

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

SO	Measure	Key Evidence
1	1.1	The Office of Accessibility and Disability Support handout will now be included in the recruiting packets given to prospective students at recruiting events.

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1	1.2	<p>A continued services form was created and posted on our website. Students were also emailed the form to request accommodations for the Spring semester.</p> <p>Students were emailed an approval of accommodations email and a copy of their accommodation letter.</p>
2	2.1	The survey was emailed in weeks 14, 15, and 16.
2	2.2	<p>A continued services form was created and posted on our website. Students were also emailed the form to request accommodations for the Spring semester.</p> <p>OADS staff worked with IT and can now generate reports on Argos to assist with coordinating accommodations in a timely manner.</p>
2	2.3	The OADs staff will inform instructors and students of the testing policies and procedure throughout the semester to push the cycle of improvement. All will be reminded of proctoring availability by OADS staff.
2	2.4	<p>OADS staff will continue participating in New Faculty/Staff institute in the fall semesters and will present during the Professional Development week to notify instructors of OADS policies and procedures to drive the cycle of improvement.</p> <p>Microsoft Teams were created with each of the campus liasions to share accommodation letters and applications to reduce student lapses in accommodations and promote positive testing experiences.</p> <p>Faculty/staff member sign off on a form indicating they have received students completed exams once they are returned to course instructors for grading.</p>
3	3.1	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. OADS staff will continue partnering with other departments and programs across campus to further outreach engagement.
4	4.1	The OADS staff will prepare monthly campaigns and to run on the student messenger/messenger and OADS social media as educational awareness.

Plan of Action Moving Forward:

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SO	Measure	Plan
1	1.1	OADS handouts will be recruiting packets which are given to prospective students. This will inform students early on of accommodations available, encourage early registration for disability services, and promote attendance for disability support presentation at Freshman Connection. Also, OADS staff will attend N-Side View Day for prospective students to promote disability services.
1	1.2	The will continue reviewing all new students applications within 14 days and coordinating services within 72 hours after approval. Students are emailed an approval email outlining approved accommodations, testing policy, and resources. They also receive an email to their instructors with their accommodation letter attached.
2	2.1	In addition to the end of year survey being emailed to students in weeks 14-16 it will also be administered to students at the completion of their final exams to increase student responses.
2	2.2	The staff has created a Continue Services Form that is available on the website and emailed to all students to request accommodations for the Spring 2021 semester to push the cycle of improvement. This will allow staff to have all necessary student information to ensure students receive effective accommodations and services to offset the disability and enhance academic success.
2	2.3	OADS staff worked with IT and can now generate reports on Argos to assist with coordinating accommodations in a timely manner. This will assist in generating various reports to communicate with instructors and ensure accommodations are in place for students.
2	2.4	Follow up emails with instructors will be sent to encourage and enforce OADS staff receiving exams within a timely manner. To strengthen off-campus instructional sites faculty/staff training to better support OADS students meetings will be held at the beginning of the Fall semesters. All students taking the exams at all campus instructional sites, will be notified of contact personnel and testing accommodation information at the beginning of the semester.
3	3.1	Students will be made aware of campus and community resources available through outreach efforts. There will be continued partnership with other departments and programs across campus and within the community.
4	4.1	Students will be made aware and educated on various awareness topics monthly and on as-need basis through emails, student

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		messenger, and social media platforms. The survey will be modified to ask students specifically about receiving awareness campaigns and attending outreach events.
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