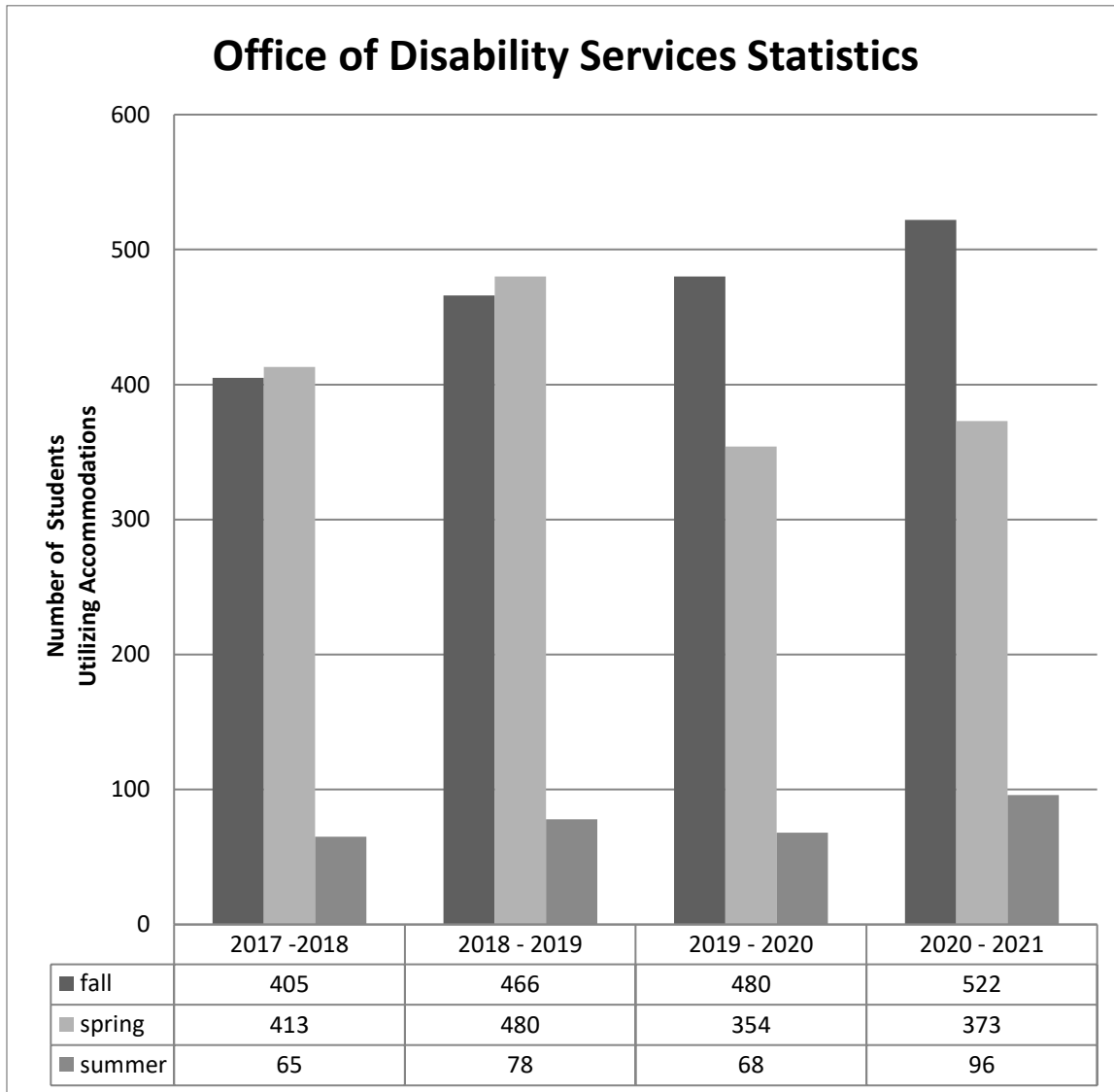


AY 2020 -2021 Annual Report

Due largely to COVID-19 it is been an interesting academic year of challenges, changes, and transitions. The office staff has survived but not without signs of stress. However, we persist and continue to serve our students with kindness and excellence!

The following chart shows the steady increase in the students we serve:



The chart validates the fact that we continue to experience growth in the number of students we serve, but we realize too that we must continue to promote our services to the WSU community. We plan to implement a marketing campaign in the fall of 2021.

We experienced some staffing changes and challenges this year. This past spring, Kathy Stewart, Assistant Director, exercised an early retirement option after working for ODS for twenty-eight years. One of our in-house interpreters moved on to a position with a program called Purple Mountain. We promoted Jennifer Nicholson from Testing Coordinator to Assistant Director. Jennifer is a powerhouse of energy and has an intense passion advocating for our registered ODS students. We hired Autumn Fitten as our new Intake Specialist. Autumn has experience in working with persons with mental health disabilities. We have documented an increase in the number of students requesting accommodations for disabilities related to mental health, so we are pleased to have Autumn on our staff. Our new Intake Specialist, Gail Allen, just started with ODS on July 26, 2021. We are pleased to have Gail on the ODS team!

We had approximately 600 students utilize accommodations over this past academic year. According to a 2017 report from the Association on Higher Education and Disability (AHEAD), the ratio of 1:150 is a reasonable number of student/caseload for disability resources professionals. Prior to July 2021, we only had two staff members tasked with intaking students and working with them one-on-one. The hiring of Gail Allen as our new Intake specialist will move us closer to the AHEAD-recommended ratio of 1:150. We're also currently searching for an Interpreter/Supervisor, an essential team-member who schedules and supervises our in-house interpreter and temporary interpreter staff. This individual is also responsible for providing support to our students who are Deaf or Hard of Hearing. Currently, we have five students and two faculty members who are Deaf who receive interpreting services from ODS.

Training for Staff

We continue to seek training opportunities to stay current on new assistive technology and new methods to help our students. The entire ODS team has gained knowledge of accessible documents by attending the following free **KSARN** trainings:

- Impairment Awareness
- Accessible Face-to-Face Presentations
- Accessible Online Presentations
- Creating Accessible Digital Documents
- Creating Accessible Video (for Instructors and Staff)
- Accessible Conference Presentations
- Introduction to Web Accessibility
- Assistive Technology Basics
- Remediating Documents for Accessibility
- What is a VPAT?

The Director, Assistant Director, and Intake Specialist recently attended the **AHEAD 2021 Virtual Conference**. The conference explored thirty-four topics of interest to our office. The following is just a sample of topics that are of particular interest to the Director of Disability Services:

- Promoting Self-Determination in Challenging Times
- Trending Tech Tools: What's New, What's Improved & What's on the Horizon for the Assistive Technology & Accessibility Fields
- Cultural Implications and Multicultural Competencies in Working with Latinx Students with Disabilities
- Individualization, the Interactive Process and Fundamental Alteration
- Using a Restorative Framework to Increase Accessibility, Inclusivity, and Equity for Disabled Students in Higher Education
- The Faculty Factor
- OCR Year in Review
- Trauma-Informed Teaching Strategies
- Self-Care for the Helping Professional: How to Hold Boundaries and Avoid Burnout
- Effective Ways to Support Students with Traumatic Brain Injuries: Perspectives from a Provider, Researcher, and Survivor
- Specific Barriers to Success Experienced by Students with Disabilities during the COVID-19 Pandemic
- BIT, SOC, CARE Team, Title IX and Students with Autism
- Service & Assistance Animals in a Changing Landscape
- Framing your Data story for Decision-Making and Advocacy
- What Happens When OCR Comes a Calling?

Fortunately, all of the trainings will continue to be available for a year, thus providing the ODS staff with beneficial training opportunities in best practices.

All staff members have completed **Strengths Training**. We included our student worker in the training this year. Strengths training is an important resource for supervisors and is great tool for the staff to learn about each other's strengths.

All staff members attended **Active Threat Training** and had UPD visit our office to develop an office safety plan.

Our Intake Specialist is currently receiving **Academic Life Coach Training** with CTEDU via Student Success. Academic Life Coach Training is a six-month course that meets weekly for two hours at a set time. The Coach Training provides the participant with the necessary skillset and tools to effectively engage and inspire the young team-members. From examining self-theories to elements of flourishing, coach training rests on a solid foundation of theory and practice developed by positive psychology. We plan to offer this training to the entire ODS staff.

Our Director and Assistant Director have both successful finished their **New Leadership Orientation Training**.

Due to Covid-19, it has been necessary for the ODS staff to attend webinar trainings related to ongoing challenges from the pandemic: Berkeley College's "**COVID Long-Haulers**" and "**COVID-19 and the ADA: Implications for Title II and Post-Secondary Education**".

The COVID 19 Transition of the Office

In response to the COVID-19 pandemic, we instituted new safety standards throughout our office, the student lounge, and study rooms. We are now preparing for the full reopening of the lounge and study rooms for the fall semester.

Moving Accommodated Testing to Testing Services

Relocating the accommodated/proctored testing to Testing Services has freed up valuable time for the ODS staff to more effectively interface with and advocate for our students. This has also facilitated better communication between ODS and professors to ensure ODS mission success.

ODS can now provide more value-added services and resources to our students such as a supplemental academic enhancement program for students with Learning Disabilities, Attention Deficit/Hyperactivity Disorders and Autism. This program provides more one-on-one weekly meetings with our higher retention risk students.

Assistive Technology

Our Administrative Specialist, Vicki Forbes, has been busy organizing our Assistive Technology room and developing an inventory of assisted technology equipment, both old and new. A new check-out form for assisted technology equipment, including the wheelchairs, will be implemented in fall 2021. We purchased a new computer for our student lounge, which replaced a 10-year old antiquated unit. The Echo Smart Pens have been reset and prepared for the fall 2021 term.

ODS applied for SAG funding for further assistive technology for students with learning disabilities. One of the items we look forward to purchasing is Kurzweil 3000, an award-winning educational software designed to provide literacy support. It will be available to all WSU students, not just those registered with ODS. We have received money from SGA to purchase the program! We will be purchasing the program in fall 2021.

Kurzweil 3000 is an easy-to-use software platform that promotes independent learning - on any device. Embedded customizable tools for reading, taking notes, studying, writing, and test taking support the full learning process, enabling students to comprehend and articulate new concepts more effectively.

I had set up a free trial of Kurzweil for one of my students with a learning disability at a previous university and I scheduled an appointment with the student to discuss how the program was working for him. He came in to give me his

report on the Kurzweil program and he started crying. He stated to me that because of Kurzweil he was going to go forward and get his master's degree. I want this same experience of freedom of choice for all students of WSU.

Golf Cart Escort Service or DisGo

Our Administrative Specialist, Vicki Forbes, has also developed a comprehensive plan and policy for the golf cart escort service, DisGo, that we provide to students with mobility related disabilities.

CAS Review

Last summer, a review team met to conduct a self-study using the Disability Resource and Services *Self-Assessment* developed by the Council for the Advancement of Standards in Higher Education (CAS) organization. The CAS self-assessment guide (SAG) was chosen by Dr. Hall as the tool to assess the departments within Student Affairs. The SAG consists of standards and guidelines used to evaluate the strengths and deficiencies of Disability Resource and Services and to plan for improvement opportunities within the Office of Disability Services.

The Director and the Coordinator of Student Programing collected information and data regarding the goals, programs, services, policies and procedures to be evaluated for the assessment process.

The CAS SAG consists of twelve parts that all departments within Student Services world must meet. The CAS Standards and Guidelines used for the review of Disability Resource and Services are as follows:

- Part 1: Mission
- Part 2: Program and Services
- Part 3: Student Learning, Development and Success
- Part 4: Assessment
- Part 5: Access, Equity, Diversity and Inclusion
- Part 6: Leadership, Management and Supervision
- Part 7: Human Resources
- Part 8: Collaboration and Communication
- Part 9: Ethics, Law and Policy
- Part 10: Financial Resources
- Part 11: Technology
- Part 12: Facilities and Infrastructure

In summary, the CAS Review affirmed that we are doing our job by providing accommodations but we just need to put things in writing and update all of our policies. This will take some time since policies and procedures have not been updated in the last ten years.

Applied Learning and Providing One-on-One Connections with our ODS students:

Our office worked closely with a graduate student from the clinical psychology department. The graduate student was working on completing applied learning hours for his degree. He worked with 10-15 students registered with our office each semester who were experiencing mental health issues. The graduate student helped these students develop better planning and communication skills. He also helped recommend students to CAPS. Below is a list of techniques he used with our students.

- Weekly planners
- Grounding exercises
- Numerous reading materials about anxiety/depression
- Coping skills exercises
- Test anxiety coping skills
- Studying skills

Our office also began a collaboration with Angie Beeler in the School Psychology Graduate Program. Angie was able to develop a course for graduate students who were working toward a certification in working with students with behavioral concerns. The graduate students met weekly with a supervising instructor. There were three graduate students and each had five to seven students they were working with. Most of the students had self-identified as being on the Autism Spectrum. The graduate students worked with these students on soft skills (communication, self-regulation, coping skills). This program will continue in the fall 2021.

Offering Experiential Learning for our Student Employees

The following statements from our student employees is an example of how we offer our student employees the advantage of experiential learning:

My name is Ambrosia Naramore-Winfrey, and I am a junior studying social work. I started working at the Office of Disability Services (ODS) in the fall of my freshman year and I have been working there ever since. Through ODS I have received many opportunities for growth in both administrative skills and real-world experience to prepare for my career as a social worker.

At ODS I learned how to take calls, messages, and complete cold and warm transfers in an office. I also learned how to make copies and scan files. Finally, I've learned how to take inventory of items and I now understand the purpose of a serial number. While these skills may seem small, they are incredibly valuable for my future career opportunities. Many offices expect a fundamental understanding of administrative tasks to be considered for jobs and internships. Thanks to ODS I have gained experience in supporting an office through administrative work.

Additionally, ODS has helped me with my social work major because it has given me vital experience in working with individuals with disabilities. Since working at ODS, I have learned that disabilities are much more common than I previously thought. Many disabilities are not apparent, and people can be registered with ODS for more than one disability. With a breadth of needs for registered students, I make sure to keep an open mind when students walk into the office. I will never automatically know what support a person may need. By entering conversations friendly and without assumption, I can have better interactions with students and make them more comfortable with seeking support. I hope to apply my communication experiences with students in ODS to my career as a social worker. When I begin working as a social worker, I am certain I will have coworkers and clients with disabilities. By having a baseline experience with many disabilities that spans all ages, I am prepared for any area of practice I work in, from an agency office to a client's home.

Below is a statement from our student worker that has been with ODS since 2016:

My name is Andrea Reed and I am a graduate student majoring in Liberal Studies with a focus in Sociology (Aging and Women Studies). It is my hope to also receiving a graduate certificate in Aging Studies along with my master's degree in liberal studies. I have worked for the Office of Disability (ODS) since 2016. ODS has helped me personally and is relates to the degree by helping WSU students that have all types of disabilities. My degree is about supporting and helping the disabled and aging individuals. My studies also focus on the inequalities/abuses of the disabled and aging individuals.

From the first day to the present, I have gained the experience by working and supporting students that have a vision impairment, blind, and are deaf. I ended up taking a semester of sign language that helped me to relate and connect with a students that are deaf that are registered with ODS. I have even been in courses with a few students that are deaf. Working at ODS, I have also helped and supported students that are Autistic, students with anxiety and other learning disabilities. After leaving WSU, I will use my master's degree to help elderly and disabled women/individuals have a better life. I will research and find for them the correct help that they need. I currently volunteer my extra time to elderly and/or disabled women/individuals. My hope is that elderly and/or disabled individuals can get the help they need to remain independent and safe.

Workshops for ODS students:

ODS now provides a virtual workshop for ODS students covering the issue of “Test Anxiety”. We will providing this same workshop and other workshops every semester.

Collaborations and Partnerships (Internal and External)

Examples of Collaboration and Partnerships	Outcomes and Impacts
Ability Ally Training (live)	Collaboration of MRC, Trio DSS and ODS to provide “Live” Ability Ally Training starting in September
Electrical Engineering & Computer Science Disability Awareness Trainings	Provided awareness about our services and provided information about disability etiquette.
Shocker Experience Fair for W-S-YOU on April 23 and 30	Provided resource materials for in-coming freshman students. Providing information to student helps to ensure that the student/parents are aware of our program.
Passage 2 Success	Provided resources to program about preparing for students who are blind and will be attending Passage 2 Success. Co-Presenter: John Jones MRC
Introductory Meeting/Training with Office of Adult Learning	Provided awareness about our services and provided information about disability etiquette.
Breakthrough Club	Meeting with representative of Breakthrough Club. A Wichita not for profit that help persons that are homeless. Researching about programs outside of WSU that can help our students
Monthly meetings about grants or foundation monies	Meetings with MRC/John Jones and Vanesa Souriya-Mnirajd to find grants/foundation that might fund MRC or ODS
Development of Accommodation Process for Practicums, Clinical and Internships with the Department of Communication Science & Disorders	Providing accommodations for student undergoing Practicums, Clinical and Internships in Communication Science & Disorders. In the past CSD tried to take care of accommodations for their student in clinics on their own. The process now ensures accommodations for their clinical students and clarifies each person’s role which include training for ODS staff on accommodating students in practicum, clinical or internships.
ADA Building Walk-Through with SGA Members (SGA Chief of Staff and Safety & Student Services Chairperson)	Provided awareness to two SGA members about ADA Facilities Compliance Issues. This tour help SGA members to understand ADA Facilities Compliance Issues.
SGA Health and Wellness Advisory Board	Invited by SGA to be part of the Wellness Advisory Board to be a voice for students with disabilities.
Disability Awareness Training for Success Coaches/ Student Success	Provided awareness about our services and provided information about disability etiquette. Increased disability awareness training equals to improved services to students with disabilities.
Disability Awareness Training for One Stop	Provided awareness about our services and provided information about disability etiquette. Increased disability awareness training equals to improved services to students with disabilities.
Monthly Kansas Ahead Meetings	Personnel working with students with disabilities at Kansas postsecondary institutions through: Serving as a mechanism to facilitate the collection, evaluation, and dissemination of information for persons professionally involved in programs for students with disabilities. The meetings are vital in looking at how other college and universities are dealing with the same issues.

Collaborations and Partnerships (Internal and External)

Examples of Collaboration and Partnerships	Outcomes and Impacts
Pregnancy and Parenting Policy Review	ODS, Legal Counsel and Institutional Equity and Compliance reviewed the Pregnancy and Parenting Policy. This policy review will help persons dealing with pregnancy and parenting issues understand the process better.
Disability Awareness Training for Trio SSS/ Tutors	Provided awareness about our services and provided information about disability etiquette to TRIO SSS tutors. Increased disability awareness training equals to improved services to students with disabilities.
Disability Awareness Training for Trio DSS Staff	Provided awareness about our services and provided information about disability etiquette to Trio DSS Staff. Increased disability awareness training equals to improved services to students with disabilities.
Workforce Recruitment Program	The Workforce Recruitment Program (WRP) is a recruitment and referral program that connects federal and private sector employers nationwide with highly motivated college students and recent graduates with disabilities who are eager to demonstrate their abilities in the workplace through summer or permanent jobs. ODS along with Jill Pletcher (Career Counselor) are co-coordinator to help our students with disabilities to be registered with the Workforce Recruitment Program. Last year, five of our students with disabilities registered with the program, which makes them eligible to be part of the program.
Collaboration between MRC and ODS in providing Braille Accommodations.	Monthly meetings between MRC and ODS to track progress of providing accommodations for Braille and accessible programing for our student who are blind.
Deaf Sensitivity Training for UPD	In collaboration with MRC and UPD, Kelly Adams (ODS Lead Interpreter) provided recorded training aimed at Deaf Sensitivity Training. The training will provide an understanding of the Deaf community and their needs.
Accessibility Committee	Weekly meeting with accessibility stakeholders (ODS, MRC, Student Affairs and Academic Affairs) of the campus to insure that our students with disabilities are receiving their accommodations.
Accessible University Advisory Committee ("AUCA")	<p>Meetings with AUCA committee members to address the following ADA areas:</p> <ul style="list-style-type: none"> • Emergency Planning & Preparedness, • Physical Access – Sidewalks and Parking, • Physical Spaces – Buildings Owned/Leased By WSU • Web and Digital-based Accessibility • Athletic Events • On Campus Events/ "Visitability" • Recent/Not-So Recent Improvements • RFP process for an ADA Audit

Collaborations and Partnerships (Internal and External)

Examples of Collaboration and Partnerships	Outcomes and Impacts
Monthly Meetings Jennifer Stanyer/ WSUtech	Meeting with the Director of the Disability Office of WSU Tech. The monthly meeting helps with possible collaboration and collegiality
Member of Bias Incident Response Group (BIRG)	The Director of ODS is now a member of the Bias Incident Response Group (BIRG). It is important that representation of disability services is part of the group.
Research Collaboration with Communications Science and Disorders (CSD)	CSD contacted ODS to find students that self-identified as being on the Autism Spectrum and that were willing to either complete a survey or participate in a focus group. Once a student responded to the ODS email, the student filled a release form giving us permission to give CSD their email contact information. The student also had to sign a release form to participate in the study.
Envision	We work in collaboration with Envision to provide services to WSU students that are blind. The mission of Envision is to improve the quality of life and provide inspiration and opportunity for people who are blind or visually impaired through employment, outreach, rehabilitation, education and research. We collaborate to ensure that the student has been orientated to the campus.
Wichita State University Consortium for Autism and Related Disabilities (CARD)	The purpose of the WSU CARD is threefold. The first being to provide a sense of place and well-being for adults with autism spectrum disorder and/or other related disabilities and their families. The second is to facilitate efforts within the WSU and local community to understand and support those individuals. Finally, the center will serve as a one-stop destination with a “no wrong door” philosophy for families and individuals with ASD and other related disabilities seeking resources and support. ODS is part of the mission lending our expertise to the mission.
Shockers After Dark	We have participated in the Shockers After Dark activities. It is wonderful to connect with the students at these activities. It is also wonderful to connect with other programs on the WSU campus.
Health and Safety Committee	Invited to provide input on some of the issue brought up in the WSU Health and Safety Committee. Help with addressing some of the covid-19 related issues and the intersection of ADA issues.
CARE Team	The CARE Team provides a proactive and supportive multidisciplinary team approach to prevention, assessment and intervention for situations that may interfere with students or employees functioning to their full potential. We participate in the Care Team meetings, which helps the team to provide “care” to our students.

Future

We have many goals for the next year but we’re most excited about our possible new office space. We were advised that ODS will move into Clinton Hall in a few years. We are looking forward to the move. The greatest benefit about the move to Clinton Hall is that ODS, Testing Services and Trio DSS will all be on the same floor. One of our student actually did a video for the Foundation in order to help raise funds for the remodeling of Clinton Hall.

We will be moving to a program called Accessibility Information Management or AIM. AIM is a comprehensive accommodation, appointment, and case management software. We hope that this program will help streamline the process for our student and make it easier for our staff to do their jobs. The AIM program will also help with the collection of vital statistics.

ODS will be active participants in the 2021 Discover Wichita State events. These evening receptions take Wichita State to different cities throughout Kansas, Missouri and Oklahoma to help prospective students and their families get a glimpse of what life is like as a Shocker. We were active participants prior to Covid-19. This is part of the Strategic Enrollment Management Plan and it is an honor to be part of the program. It is essential that students with disabilities are aware that they will receive accommodations at WSU.

Another way that ODS is meeting some of the Strategic Enrollment Management goals is the fact that the Director of Disability Services will participate in the development of goals/strategies around WSU achieving a Hispanic Serving Institution HSI Designation. The first meeting of the HSI task force is July 30, 2021.

In conclusion, with the uncertainty of life in the era of COVID-19, perhaps it is best to end this report with a quote from Emily Dickinson, "Hope is the thing with feathers that perches in the soul and sings the tune without the words and never stops at all."