

## **Student Disability Services Strategic Plan 2009-2010**

**Mission:** Student Disability Services promotes each student's learning experience by providing programs and services for students with disabilities and education of the campus community on issues related to students' disabilities.

**Vision:** The Department of Student Disability Services will become a nationally recognized leader by enriching learning and personal development of Texas Tech students with disabilities through engaging activities, state of the art facilities, meaningful programs and quality services.

**Values:**

- Involvement and Leadership
- Critical Thinking and Application
- Collaboration and Partnerships
- Holistic Wellness
- Responsibility and Consequences

In addition, we support the value statements outlined by our professional organizations:

Association on Higher Education And Disability (AHEAD) -  
<http://www.ahead.org/>

National Association of Student Personnel Administrators (NASPA) -  
<http://www.naspa.org/programs/standards.cfm>

College Reading & Learning Association (CRLA) -  
[http://www.crla.net/Guiding\\_Principles.htm](http://www.crla.net/Guiding_Principles.htm)

Registry of Interpreters for the Deaf (RID) -  
<http://www.rid.org/aboutRID/mission/index.cfm>

**Department Learning Outcome 1: Involvement and Leadership**

Student Disability Services will promote involvement and leadership opportunities for TTU students by encouraging participation in departmental programs, facilities, and services.

**Department Learning Outcome 2: Collaboration and Partnerships**

Within the student population, Student Disability Services will promote collaboration and partnerships with students, faculty and staff of TTU with the intention of encouraging students to work collaboratively while developing individual personal strengths.

**Department Learning Outcome 3: Responsibility and Consequences**

Student Disability Services will educate the TTU student population about responsibility and consequences by utilizing SDS programs, facilities, and services that promote involvement and leadership, critical thinking and application, collaboration and partnerships, and holistic wellness.

Goal 1. Access and Diversity: Recruit, retain and graduate a larger, more academically prepared, and diverse student body.

Benchmarks

- Increase cumulative GPA for all SDS freshman by .5 between Fall 2008 and Spring 2010
- Incorporate retention tracking measures to track freshman to sophomore retention rates
- Restructure Student Intake process to ensure current and appropriate information is provided in a cohesive manner
- Develop educational awareness campaign for students relating to their in-class accommodations

Objective 1.1: Review student files each semester

Strategies

- Verify students have had an intake meeting before they receive letters of accommodation
- Check mid-term grades of all first-year students and call all students who are not performing well academically

Objective 1.2: Provide programs and services to increase student grade point average

Strategies

- Implement semester SDS Refresher Sessions
- Conduct mid-semester GPA check on all SDS freshmen and students on academic probation
- Contact all students who request, but do not pickup, Letters of Accommodation
- Hold student workshops
- Provide information session for students receiving interpreting services at the beginning of each semester
- Continue to recruit tutors based on TECHniques Center students' needs

Objective 1.3: Target specific retention strategies based on student need(s) and student's disability area(s)

Strategies

- Maintain current hardware and software programs created for visually impaired students to meet current learning needs
- Integrate remote captioning in the classroom where available and appropriate for deaf and hard of hearing students
- Designate space within the department for the purpose of reduced-distraction studying and testing
- Increase number of books scanned by 5%

Objective 1.4: Analyze current student intake procedure to identify strengths and weaknesses

- Generate feedback from students on the intake process

- Evaluate effectiveness of individual intakes vs. group intakes
- Redesign format and content of information presented

Objective 1.5: Increase use of Social Media to communicate information to students, faculty, staff and parents

Strategies

- Regularly utilize Facebook, Twitter, Youtube, and for announcements and updates
- Encourage all staff members to utilize social media methods to communicate information
- Provide ongoing staff development on all new social media technologies

Objective 1.6: Gather student knowledge and ideas regarding SDS programs and services

Strategies

- Create uniform assessment for use with each seminar
- Create program "One Sheets" for each SDS and TC program/service
- Ensure each program/service to be measured has appropriate assessment strategy
- Send surveys to TECHniques Center students, parents, and tutors

Goal 2. Human Resources and Infrastructure: Increase and use resources to recruit and retain quality faculty and staff to support an optimal work environment.

Benchmarks

- Each full-time staff member participates in at least 2 professional development opportunities annually (on-campus, local, state, regional, or national).
- 100% of interpreting staff meet the appropriate state and national standards by January 2010

Objective 2.1: Increase staff involvement in professional organizations

Strategies

- Contribute to professional publications
- Present at regional and national conferences
- Fund annual attendance at on-campus, local, state, regional, and national conferences or trainings
- Front line staff to participate in at least 4 on campus trainings/workshops per year

Objective 2.2: Fulfill interpreter Continuing Education Unit (CEU) credits each year

### Strategies

- Send entire full-time interpreting staff to state conference
- Enhance video library and other learning tools to develop interpreting staff skills
- Host a 1 to 2 day mini-conference for local and area interpreters

Goal 3. Undergraduate Teaching and Learning: Enhance the undergraduate, graduate and professional student learning experience by implementing nationally recognized standards in all departments, facilities, programs and services.

### Benchmarks

- Become part of pilot program for electronic book requesting programs such as AccessText
- Establish effective working relationships with 4 text book publishers
- Maintain accreditation by the College Reading and Learning Association (CRLA) Certification for the TECHniques Center
- Implement Action Plans created through the CAS Review Process

Objective 3.1: Create working relationship with textbook publishers

- Identify textbook request procedures for publishers used since 2006
- Staff member coordinating electronic textbook requests will email individual contacts from publishing companies prior to the beginning of each academic year
- Staff member coordinating electronic textbook requests will establish a working relationship with local and campus bookstore directors

Objective 3.2: Be a pilot school to launch electronic book requesting services

- Apply and be accepted for pilot school status
- Learn new processes and benefits to being involved in new electronic request program
- Track rate of delivery through program, numbers of electronic books obtained through this system, and overall production of electronic books

Objective 3.3: Design new tracking method for materials related to CRLA standards

- Verify that all training topics meet CRLA guidelines
- Offer training opportunities during the semester
- Continue contact with on-campus departments in order to continue providing quality speakers

- Create binder with summaries of tutor training and related handouts
- Track the number of hours tutored each semester

Objective 3.4: Identify growth areas as outlined in the SDS CAS Final Report and begin to implement Action Plans

- Create outline for each area of growth
- Identify steps to be taken throughout the next 3 years to implement change
- Begin to implement steps for change prior to end of academic year '09-'10

Goal 4. Engagement: Provide outreach academic/educational opportunities that contribute to student learning, leadership and critical thinking.

Benchmarks

- Increase the number of education sessions for faculty and staff relating to in-class accommodations to at least 5 a year
- Provide ongoing training, outreach, and information to students and departments regarding campus resources
- Develop programming to increase awareness within the campus community

Objective 4.1: Offer educational sessions and trainings

Strategies

- Invite representatives from each College to discuss disability related topics
- Biannually present at new faculty and Teaching Assistant orientations
- Send all faculty and staff members the SDS newsletter each semester
- Continue to post disability tip-of-the-month on TechAnnounce
- Increase the number of hardcopies of SDS information provided to departments
- Contact faculty regarding issues that arise after freshman mid-term grades are reviewed
- Ensure that the Admissions Office understands the programs and services offered by SDS when recruiting students with disabilities
- Host informational breakfast for academic advisors each fall
- Host informational lunch for academic deans and department chairs each fall

Objective 4.2: Refer students to appropriate campus offices for additional assistance

Strategies

- Provide Admissions representatives from Texas Tech with SDS brochures to give to prospective students during recruitment
- Educate students about receiving medication, evaluation, and counseling through the Student Wellness Center

Objective 4.3: Improve campus awareness

Strategies

- Provide information on the purpose and services of the TECHniques Center
- Provide brochure on working with students with a disability to all faculty/staff teaching per semester
- Biannually present at new faculty and TA orientations
- Send all faculty and staff members the SDS newsletter each semester
- Continue to post disability tip-of-the-month on TechAnnounce
- Distribute SDS and TC brochures to all campus departments annually, and upon request
- Market seminar series to faculty members as an option for incorporation into their course
- Continue to host Faculty Friendly Fridays with a designated topic for each meeting

Goal 5. Partnerships: Build strategic partnerships and collaborations with local and campus community.

Benchmarks

- Establish at least 2 partnerships with other campus departments each year
- Develop marketing strategy to promote in-class accommodations provided for students within Graduate & Professional Programs
- Create promotional campaign for the programs and services of Student Disability Services

Objective 5.1: Hold round table discussions with other campus departments

Strategies

- Invite representatives from University Career Services, Center for Campus Life, Advising Center at Texas Tech, etc. to discuss issues relating to student life
- Invite representatives from each College to discuss disability related topics

Objective 5.2: Provide training and support for staff and students of the TTU Law School

Strategies

- Provide training on using in-class accommodations for all new eligible law students

- Include information about SDS services in all law school new student packets
- Host skill building workshops for law students, planned in conjunction with the law school

Objective 5.3: Create partnership with Graduate School

Strategies

- Work with Graduate School to ensure that all new eligible graduate students are provided information about SDS services
- Include SDS brochures in packets created for new accepted graduate students
- Provide Graduate School with copies of all SDS brochures to distribute at the main office
- Host training for all graduate program administrators on how to provide in-class accommodations to students at the graduate level

Objective 5.4: Target promotion of disability programs and services to state high schools

Strategies

- Send department liaison to University nights at local high schools
- Send department representative to specialized high schools in the state to present on our programs and services
- Provide brochures regarding our services to high school counselors within the state
- Provide admissions representatives from Texas Tech with SDS brochures for use in recruitment

Objective 5.5: Create partnerships with other tutoring centers on campus

Strategies

- Meet with representatives from other tutoring centers
- Look at ways to consolidate training with other centers
- Get brochures from other centers to use when referring students to other resources available at TTU

Objective 5.6: Create partnership with Student Wellness Center to educate SDS students about the medical resources available to them

Strategies

- Continue to have the Medical Director of Student Health Services present to students, parents and tutors at various trainings/workshops
- Partner with Student Health to sponsor a speaker during Disability Awareness Week

- Establish 2 annual programs in conjunction with Student Health Services

Objective 5.7: Create partnership with TTU Visitor's Center

- Provide brochures to the TTU Visitor's Center
- Create liaison role for SDS staff member with the TTU Visitor's Center
- Provide information about procedures to assist student's with disabilities during their visit to TTU