

STUDENT DISABILITY SERVICES

Mission

Student Disability Services enhances student success by providing specialized services, programs and facilities to students with disabilities.

Vision

Student Disability Services will strive to become a model in serving students with disabilities in higher education. We are committed to be a model educational support unit recognized for promoting academic, personal, and professional success.

Core Values

Excellence - We seek excellence in all our endeavors and we are committed to continuous improvement.

Intellectual Freedom - We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Integrity - We are committed to the principles of truth and honesty and we will be equitable, ethical, and professional.

Service - We believe that serving others is a noble and worthy endeavor.

Diversity - We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

Stewardship of Resources - We are dedicated to the efficient and effective use of our resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One. Provide direct assistance to students with disabilities to promote academic success and access to services and programs.

Critical Success Factors:

- Zero ADA/504 violations
- 100% student satisfaction
- 100% faculty satisfaction
- Decrease student complaints by 100%

Objectives:

Objectives 1.1: Provide services and appropriate resources to ensure equal accessibility.

Strategies:

- Assess and evaluate the needs of students with disabilities in order to develop appropriate programs.
- Provide alternate testing that may include extended time, private rooms, reader, scribe, or the use of a word-processor.
- Provide generic, motivating counseling.
- Provide interpreter services.
- Provide assistance with time-management and planning.
- Develop programs and accommodations to best suit individual student needs.
- Provide general tutorial assistance through The Learning Center.

Objective 1.2: Provide students with specific study strategies to compensate for deficits.

Strategies:

- Create and provide handouts reflecting study strategies pertinent to specific deficits.
- Assess preferred student learning style and identify appropriate strategies.
- Incorporate study strategies and learning styles into assessment review procedure.
- Provide assistance in study reading techniques, various note-taking systems and organization skills.
- Encourage the use of the Learning Resources Center to maximize opportunity for academic success.

Objective 1.3: Continue efforts toward ADA compliance both in and out of the classroom.

Strategies:

- Stay abreast of specific policies for special admits/transfers in order to ensure compliance with the law.
- Knowledge of written guidelines concerning medical and other documentation of verified disability.
- Make sure that entrances to main buildings are accessible.
- Provide adequate classroom accommodations.

Objective 1.4: Maximize the use of technology in the delivery of services to students with disabilities.

Strategies:

- Identify appropriate software, hardware, and evaluation tools.
- Maintain a student computer access to be used specifically for disability students.
- Enhance web site.
- Create a standard and evaluation process for web-based information.

Objective 1.5: Provide services to ensure access to all OSU programs.

Strategies:

- Maintain high standard of service delivery through SDS.
- Notify faculty, staff, and others of appropriate accommodations.
- Procure and update equipment as needed.
- Increase use of technology.
- Maintain trained, competent staff.
- Advertise the availability of resources to all students.

Objective 1.6: Assist in the recruitment of students to OSU-Tulsa.

Strategies:

- Participate in new student orientation presentations.
- Meet with prospective students requiring SDS accommodations.
- Visit high schools and area 2-year community colleges about services available at OSU-Tulsa.
- Utilize the MAT test to recruit prospective graduate students.
- Promote correspondence testing as an avenue to pursue students.
- Provide literature to Tulsa Community College's SDS office.

Goal Two. Create an image of OSU as the university of choice in the Tulsa community and surrounding areas.

Critical Success Factors:

- 1% of students choose OSU-Tulsa as first choice due to disability accommodations
- 100% of those interacting with SDS will have a positive perception

Objectives:

Objective 2.1: Establish OSU-Tulsa as the university of choice for students with disabilities in greater Tulsa and surrounding areas.

Strategies:

- Collaborate with marketing and academic areas in an ongoing effort to develop detailed literature that reflects SDS services.
- Promote disability awareness among members of the university community.
- Enhance the web site to ensure the SDS site reflects a detailed, positive image of the OSU.
- Evaluate student needs and respond to them—meet or exceed expectations.
- Publicize data regarding success in providing students beneficial services and accommodations.
- Market services on a continuous basis.

Objective 2.2: Target diverse students through research and marketing efforts that reflects the diversity of our student population.

Strategies:

- Develop a marketing plan designed specifically to reach students requiring special accommodations and services.
- Develop and conduct focus groups to identify effective means of reaching students.
- Identify and attend events that will yield exposure for the special services offered through SDS.
- Provide information about resources for students with various disabilities.
- Partner with marketing and minority support services to develop promotional items and materials that will attract students to take advantage of the services provided through SDS at OSU-Tulsa.

Goal Three. Build and strengthen strategic partnerships and alliances with area institutions, university departments and academic departments.

Critical Success Factors:

- 2 meeting per year with Stillwater's SDS coordinator
- 3% increase in number of students with disabilities coming from TCC
- 2 meetings per year with TCC's Disability services coordinator
- Enhanced communication with area academic institutions
- Improved communication with Langston University to help meet the needs of their students

Objectives:

Objective 3.1: Enhance partnership with Tulsa Community College through collaborative service opportunities.

Strategies:

- Partner with TCC in educating their students on services available at OSU-Tulsa.
- Partner with TCC by leveraging resources on shared equipment, C-print captionists and other related equipment and services.
- Partner with TCC in establishing a bond with the Student Disability Organization.
- Seek new opportunities to strengthen relationships with academic counselors.
- Create opportunities for TCC and OSU-Tulsa students to interact through special events.

Objective 3.2: Establish a stronger partnership with OSU-Stillwater.

Strategies:

- Partner in sharing equipment and resources to better serve students requiring special services or accommodations.
- Partner in utilizing the shared adaptive software to provide students with technology opportunities.
- Partner in staying abreast of issues or concerns affecting students with disabilities.
- Partner in staying abreast of changing procedures with The American Disability Act.
- Collaborate on measuring success.

Objective 3.3: Collaborate with community agencies and organizations to maximize our students' resources and potential success.

Strategies:

- Collaborate with Vocational Rehabilitation in recruiting students to finish their degree at OSU-Tulsa.
- Partner with Vocational Rehabilitation in providing additional assessment testing for students requesting assistance.
- Collaborate with Oklahoma School for the Blind.
- Engage in projects with external agencies and organization to relay information regarding services provided at OSU-Tulsa.
- Collaborate with 2 agencies that serve the disabled community.

Objective 3.4: Build and maintain partnerships with OSU-Tulsa community.

Strategies:

- Collaborate with facilities department to ensure we meet ADA requirements.
- Collaborate with faculty classroom accommodations and testing arrangements for exams.
- Collaborate with faculty in referring potential disability students to the SDS office.
- Partner with Financial Aid/Scholarships office in providing pertinent information to students.
- Collaborate with Events department to ensure students are accommodated during special events, such as graduation.
- Partner with career services in providing skillful, rewarding internships or employment.

Goal Four. Offer outreach opportunities and outstanding services to the community.

Critical Success Factors:

- Participation in 2 or more community events
- 3% increase in opportunities to learn about special services at OSU-Tulsa
- Capitalize on expertise of TCC and OSU-Stillwater
- 2 success stories publicized

Objectives:

Objective 4.1: Increase the number of students visiting SDS.

Strategies:

- Collaborate with Prospective Student Services to include SDS in tours of facility to prospective students.
- Participate in Welcome Week activities.
- Collaborate with TCC in hosting events on the OSU-Tulsa campus.
- Conduct other on-campus events that will showcase OSU-Tulsa facilities and programs.
- Co-host student disability week.
- Provide and disseminate brochures and literature to area agencies that serve the disabled community.

Objective 4.2: Serve as a resource to the OSU-Tulsa community and the general community.

Strategies:

- Assist students to access other available resources by maintaining liaisons with, and referring students to appropriate local, state, and federal entities that serve students with disabilities.
- Ensure that information on support for students with disabilities and key contacts is disseminated to agencies, academic institutions and the community.
- Develop an information pamphlet for agencies assisting people with disabilities into training and employment.

Objective 4.3: Provide outstanding service.

Strategies:

- Respond to requests in a timely and accurate manner.

- Treat everyone with dignity and respect.
- Cultivate a warm, welcoming environment.
- Promote disability awareness among all members of the university community.
- Provide guidance in achieving academic success.
- Measure success to continuously strive for excellence.

Goal Five. Provide opportunities to enrich lives personally, recreationally, socially and culturally.

Critical Success Factors:

- 5% increase in participation
- Celebrate outstanding achievements
- Increase student contact by 2%
- Decrease by 1% requests for formal accommodations
- 1% increase in formal training

Objectives:

Objectives 5.1: Promote student career, social, physical, and academic development for students with disabilities to maximize success.

Strategies:

- Encourage students to participate in Student Affairs sponsored events.
- Collaborate with Career Services to maximize opportunities in providing and learning effective job search skills.
- Develop a Student Disability student organization.
- Collaborate with Wellness Center in providing physical assistance in developing or enhancing physical lifestyle.
- Collaborate with TCC in providing intramural sport participation for students with physical or mental limitations.
- Develop opportunities for students to participate in social activities with other campus constituencies.
- Collaborate with Career Services in providing opportunities for mock interview to increase confidence in pursuing employment.
- Encourage students with limitations to reach out to other students with similar limitations.

Objective 5.2: Support and encourage student self-efficiency.

Strategies:

- Offer one-on-one counseling in private setting.
- Provide individual or group meetings to address study skills, self-advocacy, adjustment to disability or any other concerns or issues.
- Encourage motivation, responsibility and accountability.
- Encourage students to take advantage of campus resources to maximize opportunities for success.

Objective 5.3: Engage students in evaluation process of services and accommodations.

Strategies:

- Provide student satisfactory survey twice a year to identify areas of improvement.
- Recommend students for public profile pieces.
- Encourage and employ student participation in projects for feedback purposes.
- Develop a Disability Committee to measure success.

Goal Six. Provide an environment that promotes staff retention and personal growth.

Critical Success Factors:

- 90% retention of staff
- 100% of staff participate in disability development programs
- 90% of staff participate in professional conferences
- 90% participate in training OSU system wide
- Annual performance review
- 2 conferences a year

Objectives:

Objectives 6.1: Provide opportunities for staff and faculty to learn about disability issues.

Strategies:

- Provide staff and faculty with a Disability Handbook to stay abreast of ADA laws.
- Allow staff opportunities to attend staff development workshops and individual consultations regarding technology, accommodations, and disability related topics.
- Provide opportunities for staff to attend state, regional, and national conferences to have the opportunity to remain current in the best practices in the field of disability.
- Leverage resources by attending training and/or workshops on the OSU-Stillwater campus.
- Require all staff to attend diversity training.
- Establish a work environment that encourages innovative thinking, creativity and collaboration.
- Provide classroom lectures on the subject of disability services and accommodations.

Objective 6.2: Manage staff to deliver services in a timely and efficient manner.

Strategies:

- Coordinate staffing so that all students may be seen on a walk-in-basis.
- Add staff as needed to support increased number of students requiring services from SDS.
- Refer visible students with disabilities to SDS office.
- Report any inefficiencies in the area of disability accommodations to the SDS office for an assessment.

- Promote and deliver a warm, welcoming environment.