Mission / Purpose
The Office of ADA Services provides qualified persons defined as disabled under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act equal access to participate in all academic and social programs and services of the University. Individualized accommodations, consultations and review of policies and procedures are facilitated through the Office of ADA Services.

III. Student Learning Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

A. Goal: Provide effective administrative services
Provide effective administrative services to support the University's mission.

1. Outcome: Students' demonstration of ability
Students' will demonstrate their ability to advocate and adapt approved accommodations in class in order to succeed and compete with college peers.

a. Measure: Students' demonstration of ability
Students' will demonstrate their ability to advocate and adapt to college academics by self-identification and proactivity in class and via facilitation of reasonable accommodations approved by the Office of ADA Services.

1. Achievement Target:
60% of students’ in caseload will be repetitive in their access of services facilitated by the Office of ADA Services each semester.

2. Findings (2011-2012) - Target: Not Met
ADA Coordinator did not finalize appointment with Coordinator of Planning and Assessment due to scheduling conflicts. Both parties have agreed to use an electronic student evaluation to determine students' target percentage. ADA Coordinator will carry out responsibilities to meet this target.

3. Action Plan:
Student Evaluation
Students' will answer evaluation questions about the effectiveness of services provided by the Office of ADA Services. The Coordinators of Planning and Assessment will assist in the initial development and implement this evaluation. After which the ADA Coordinator will utilize comments and suggestions to generate appropriate questions to determine the percentage of student repetition.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Implementation Description: Schedule date and time to meet with Coordinator of Planning and Assessment. Provide a draft of evaluation questions. Determine the appropriate number and types of questions. Review/edit if necessary and email student evaluations. Review and record results.
Projected Completion Date: 07/15/2013
Responsible Person/Group: Lawanna Walker
Additional Resources Requested: Assistance from Coordinator of Planning and Assessment

II. Goals and Other Outcomes/Objectives, with Related Measures, Targets, Findings, and Action Plans

A. Goals: Provide effective administrative services
Provide effective administrative services to support the University's mission.

1. Objective: Maintain involvement
Maintain involvement in UWA committees and professional organizations.

a. Measure: Maintain involvement in UWA committees
The ADA Services Coordinator is appointed to the ADA Compliance committee.

1. Achievement Target:
Attend scheduled meetings for ADA Compliance committee to aid in the implementation of committee goals.

2. Findings (2011-2012) - Target: Met
Attendance as scheduled by committee.

b. Measure: Maintain involvement in professional organizations
Maintain involvement in professional organizations.

1. Achievement Target:
ADA Services Coordinator holds current membership in AL AHEAD - Alabama Association on Higher Education and Disability and will apply for membership to the National AHEAD association for 2012.

2. Findings (2011-2012) - Target: Not Met
Overlooked/missed deadline for 2012 National AHEAD membership.

3. Related Action Plan:
Meet 2012-2013 Deadline for Membership
Coordinator was awaiting approval of budget and overlooked deadline.
Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: Medium
Implementation Description: 1. Coordinator will input deadline date on Outlook calendar. 2. ADA Coordinator will redo membership application. Then submit application and financial request to Vice President of Student
Affairs. Upon approval, the University will send completed application and fees to the requested address.

**Projected Completion Date:** 12/10/2012  
**Responsible Person/Group:** Lawanna Walker  
**Additional Resources Requested:** Budget approval  
**Budget Amount Requested:** $300.00 (recurring)

2. **Objective:** Provide information  
   Provide information to students and faculty on reasonable accommodations entitled to students with disabilities.

   a. **Measure:** Ensure faculty and students have current information  
      Provide faculty and students with current information. Governance of reasonable accommodations are sanctioned via the following:
      1. Undergraduate/Graduate catalogues  
      2. Welcome packet.  
      3. FERPA - Family Education Right to Privacy Act  
      4. Americans with Disability Act 1990 (ADA)  
      5. Rehabilitation Act of 1973, Section 504  
      In addition, on a case-by-case basis, the ADA Office will provide faculty with supplemental information, websites and/or links related to a specific disability inquiry. The following is a sampling of possible topics:
      1. Faculty syllabi  
      2. Universal Design (UD)  
      3. Confidentiality  
      4. Absences  
      5. Captioning  
      6. BlackBoard

   1. **Achievement Target:**  
      Ensure that 100% of faculty and 80% of students have current information via written correspondence, emails, telephone and/or any other measures deemed necessary by requests.

   2. **Findings (2011-2012) - Target:** Met  
      The Office of ADA Services principle responsibility is to ensure accurate and current information regarding disability services to all entities of the University. Whenever an inquiry is made it is the coordinator's responsibility to comply in a timely manner with accurate information. With that, of the fifteen faculty requests, the ADA Coordinator provided current, accurate, and timely resolution and/or answers fifteen times (i.e. 15 out of 15 or 100%). Likewise, twenty student inquiries requiring resolution, intervention, correspondence and/or counseling with 100% provision of accurate information. Filed documentation of each request is available in the ADA Services Office.
III. Analysis Questions and Analysis Answers

A. What specific strengths did your assessments show? (Strengths)
The Office of ADA Services provides efficient, professional and timely services to all University entities. While this office has the responsibility to employ services and/or practices that are often viewed in a unrealistic way, the coordinator infuses communication, pleasant disposition to diffuse the irate customer and calm the apprehensive. Current knowledge and application of rules and regulations provide win resolutions between faculty, committees and students. Annual attendance at professional development workshops and conferences, as well as current affiliations, assists in the coordinators's ability to provide accurate information in ADA situations.

B. What specific weaknesses or challenges did your assessments show? (Weaknesses)
The need to employ a variety of evaluations to determine the effectiveness and efficiency of ADA Services. Evaluations will also give the Office of ADA Services precise percentages regarding student utilization of services.

C. What plans were implemented?
Provision of websites, ADA brochures, campus resources and listing of Alabama Department of Rehabilitation Services offices to students.

D. How will assessment results be used for continuous improvement?
The office will continue to use the most current information and technology to promote academic success and degree completion for the ADA students. Schedule mandatory meetings individually with each student at least once during the semester. Experience proves students are more receptive and become self-sufficient after coordinator/student meetings.

IV. Annual Report Section Responses

A. Public/Community Service
Participated in “Read Across America” at Livingston Junior High School.
### Annual Plan

<table>
<thead>
<tr>
<th>Item</th>
<th>Approved</th>
<th>Remarks</th>
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</thead>
<tbody>
<tr>
<td><strong>Goals</strong></td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Goals are broad statements describing what the unit wants to accomplish. Goals relate to both the unit's mission and the University's mission. The goal(s) is stated as the University goal(s) a unit is attempting to meet.</td>
<td>NO</td>
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<tr>
<td><strong>Outcomes/Objectives</strong></td>
<td>YES</td>
<td></td>
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<tr>
<td>Outcomes and objectives are statements that describe in some detail what the unit plans to accomplish. Outcomes/objectives are associated with all applicable goals, strategic plans, standards, and institutional priorities.</td>
<td>NO</td>
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</tr>
<tr>
<td>Objectives are active-verb descriptions of specific points or tasks the unit will accomplish or reach. Outcomes are active-verb descriptions of a desired end result related to student learning and the unit’s mission.</td>
<td>YES</td>
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<tr>
<td><strong>Measures</strong></td>
<td>YES</td>
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<tr>
<td>Measures are statements to judge success in achieving the stated outcome or objective. Measures contain information on the type of evidence and assessment tool that a unit will use to verify if stated outcome/objective has been met.</td>
<td>NO</td>
<td></td>
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<tr>
<td><strong>Achievement Targets</strong></td>
<td>YES</td>
<td></td>
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<tr>
<td>Achievement targets are the thresholds that the measures must meet for the unit to determine that it has been successful in meeting its specified outcomes/objectives. Achievement targets are measurable statements.</td>
<td>NO</td>
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<tr>
<td>Item</td>
<td>Approved</td>
<td>Remarks</td>
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<td>---------------------------</td>
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<tr>
<td>Findings</td>
<td>YES</td>
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<tr>
<td>Findings are indications whether an outcome/objective was met or not. Findings are put into the system under each achievement target. Findings include an interpretation of results, possible uses of results, reflection on problems encountered, indicated improvements/changes and strengths or weaknesses.</td>
<td>NO</td>
<td></td>
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<tr>
<td>Action Plans</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Action plans are detailed plans created by the unit to meet an outcome/objective that was only partially met or not met or to make improvement to those outcomes/objectives that were met but still need some strengthening. The plan includes a projected completion date, implementation description, responsible person(s)/group, resources required, and budget amount (if applicable).</td>
<td>NO</td>
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</tr>
<tr>
<td>Action plans created in previous cycles have been updated with implementation notes.</td>
<td>YES</td>
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<tr>
<td>Annual Report</td>
<td>YES</td>
<td></td>
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<tr>
<td>The Annual Report section contains information on key achievements, faculty and/or staff achievements, and community/public.</td>
<td>NO</td>
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<tr>
<td>Analysis Report</td>
<td>YES</td>
<td></td>
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<tr>
<td>The unit has reflected on and created narratives for each of the following areas: specific strengths and progress made on outcomes/objectives, specific weaknesses or challenges, plans that were and were not implemented, and how assessment results will be used for continuous improvement.</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

Approved by: [Signature of Dean or Vice President] Date: 7/8/12

Received by OIE: [Signature of Coordinator of Planning and Assessment] Date: 8/7/12