

DSSC WINTER MEETING

Thursday January 31 – Friday February 1, 2019

SOUTH PUGET SOUND COMMUNITY COLLEGE

Day 1:

9:10am – Aimee provides welcome

- Provides thanks SPSCC and Jon R. for hosting.
- General housekeeping and group intros, including new members/first time attendees.

9:15am – Committee Reports

- Jess T. provides CATO report: includes history and context, current issues and call to action. The drafted letter was passed out for membership to review and discuss.
 - Formed in Fall 2016. Provided assistance with implementation and messaging of Policy 188.
 - Second year focused on Access 360 and discussion of coordinated testing of products and software.
 - Current challenge is with structure and influence because CATO is not a part of the current Governance structure. Main question is how to formalize CATO.
- Letter was drafted by a small group of individuals following the Fall 2018 meeting.
 - Membership discussed letter and suggested edits.

9:52am – Membership voted to approve the letter to state board.

- President to send it to the Deputy Directors of Education and IT.
- Dan. E. obtained from voting.

10:00am – Monica provided update on OAAA.

- Members tested the online applications of several schools and provided feedback to Joe H. at the state board. Next steps include contacting the companies with the highest scores. In-house talent at the state board will focus on a list of “quick fixes.”

10:05am – Ruben F. report

- The DSS codes are now protected behind log-in required screens within the SMS legacy system.
- Ruben reported positive collaborations with the state board and is just awaiting final approval from the board to enact changes.
- Ruben shared slides pertaining to the codes from his presentation on the listserv.

10:18am – Membership votes to approve changes to SMS screens.

- Craig C. obtained from voting.

10:20am – Ruben continues report

- Refers to written report provided to membership.
- Legislation is currently in session.
- Top request is regarding budget: COLA plus increase in salaries.

Craig C. request that DSSC write an official memo to college VPs and WSSC about DS office staffing needs.

- Tami J. suggests that our office focuses on showing how are students using numbers. Use data to show retention of DS students, wait-time for intake, turnaround time for implantation of services.
- Bellevue College staff asked for a centralized place for alt-format products to share across colleges, like a warehouse.
- Craig C. offered to lead committee and will send an email to membership to gather people. Conversation will continue at Spring 2019 meeting.

11:05am – Tami J. explains inter-agency agreement.

- Provides history and context of working relationship with DVR.
- Key thing to understand is that DS offices cannot bill until the agreement has been approved by DVR. She encourages everyone read the slides and templates provided by Bree and Tami.
- More training is on the way!
- Action item for Secretary: Make sure DSSC website includes current:

- Agreement
- Forms
- Spreadsheets
- PowerPoint materials

11:30am – Break for lunch and Business Meeting

1-2:30pm – Breakouts

Group 1:

- Some offices take self-report and other offices require additional documentation.
 - Remote areas and income are barriers in obtaining medical documentation.
 - Renton Tech serves homeless students where obtaining documentation is impossible.
 - Bellevue has some advisors on campus qualified to offer diagnosis.
- Question from group: Is requiring a doctor visit a barrier or undue burden?
- Professional observation can include:
 - Perceived barriers, observed body language, communication, representation of disability, history of services, etc.
- Discussed provisional accommodations—services put in place, then documentation is reviewed.
 - Not popular and has been warned against.

AIM and Tech discussion:

- Discussion about which schools have written policies requiring staff to communicate with students only on their school email addresses—some institutions, but not all.
- Highline is in the early process of getting AIM.
- Pierce College is now fully using AIM.
- Bellevue is using AIM and still in transition.
- Whatcom Community College required 9 months and is now fully on AIM.
- Edmonds has about 10k FTE. Serves about 550-600 DS students each quarter.

- Whatcom has about 400k FTE. Serves about 400 each DS students each quarter.
- Highline has about 4k FTE. Serves about 300 DS students each quarter.
- Shoreline has about 8-10k FTE. Serves about 180-200 DS students each quarter.
- Bates serves about 100 DS students each quarter. Codes only upon receipt of documentation.
- Bellevue has about 1,500k FTE. Serves about 600 DS students each quarter. 8 full-time staff.
- N. Seattle has about 6k FTE. Serves about 340 DS students each quarter.

Group 2:

- Group agreed that threshold of documentation includes three points of a triangle: self-report, documentation, and professional judgement.
- Denial of accommodations – No office is currently sending out denial letters.
 - Using the interactive process and conversation during intake to determine services. Offers alternative services as needed.
 - Language discussion: “denial” versus “not appropriate”, “not authorized”, and “alternative options.”
- Discussion of faculty pushback and how to handle it.
 - Use of listserv responses—useful to quote colleagues in the system.
 - SPSCC school requires all new hires to meet with DS staff within 3 months.
 - Bates DS staff attends new employee orientation.

Group 3:

- Pierce is live with AIM. Whatcom was a huge support.
- 9-12 month roll-out process for most schools.
- Initial cost is larger upfront. Yearly maintenance after that is based on # of active students.
- Craig K. plans to talk with Jess T. about possible state-wide pricing for AIM.

- REMIND and MONGOOSE are messaging systems that some schools use.
- Some schools use Starfish to schedule student appointments.
- Group discussed if our office should send out consistent appointment reminders or not.
- Group discussed at which points students are coded in ctclink.
- Discussed active numbers of students served in our offices versus total number of students coded.

3:15pm – Conversation regarding reporting continues.

- Membership requests that Mary G. invite AIM staff to one or two of your upcoming meetings for training.
- Marisa H. asks us to consider how we can address our inconsistent reporting and perhaps come to a consensus regarding best practices.
- Staff at Shoreline asks for further conversation regarding the importance of using the Y codes.
- Marisa H. discussed how using codes accurately plus received services is a good way to report staff labor.
- Karen F. provided example of how Olympic College counts provided services.
 - 1 request from a student in 3 classes = 3 requests.
- Aimee E. returned to conversation regarding “denial of accommodations.” Considers denial not necessarily a hard and fast thing, but more of the conversation to explain to students what is possible on a particular campus.
- Marisa H. clarified that idea of “denial letters” came about through the ad hoc committee and recent OCR findings.
- Craig K. mentions the importance of his office following the work of Salome Hayward.
- Jaime H. explains that DS students at Green River sign an acknowledgement statement of approved services at the intake meeting.
- Dan E. shared about Bates paper-based process, which requires students to obtain professor signature and return copy to DS office.
- Craig K. schedules his intake appointments for 1.5 hours to allow for administrative follow-up.

- Aimee E. shared about the PowerPoint DS students watch at the beginning of their intake appointment to help orient them.
 - Aimee asks about whether the current list of codes serves our work well, or if we should code by accommodation category rather than disability?

4:20-4:50pm – Share and Support

- Derek L. asked about ESA in housing and where an ESA is approved: DS office versus Housing staff?
- Karen F. shared about process at Olympic College and confirmed that ESAs are approved through the DS office.
- Cascadia shared about process and also confirmed that ESAs are approved through the DS office.
- Craig K. shared that Edmonds has a written process for determining ESA approval or denial.

DAY 2:

11:15am – Aimee discusses spring meeting

- Membership agrees that we would like to invite Krista G. to provide an AIM demo.
- Mike H. shared that Krista is planning to attend WAPED's spring to discuss accessible Math.
- Craig K. suggests that the board sends Krista a list of AIM questions beforehand.
 - Do we also want to invite a rep from AIM' staff?
- Other ideas for spring meeting include:
 - Data – what are we tracking, how to do it better and make the data tell a story.
- Relationship and models of partnerships with Testing Centers.
 - What are the working relationships like?
 - What is the student responsibility in a Testing Center on campus and how are they told this information?

Friday notes from Derek L. during Monica absence, 9-11AM.

AIM discussion

Each School's Time with AIM

- Keri-,Whatcom – summer, hard launch fall 2018, not in all modules
- Karen, Olympic -soft launch summer 2017
- Bryan, Cascadia, at bid process
- Andrea, Clark – 3 years, testing modules, letters, appointments
- Cindy, Spokane – in process of getting, summer 2019 anticipated soft launch
- Carole, Bellevue – spring 2016, fall hard launch 2016, used it at UW back to 2014; don't use appointments and dhh module- Jeremiah is also very knowledgeable
- Hilary, Highline- lost track of when got AIM, challenges with IT, still building it- had demo from Clark and copied their build- especially like their application part
- Jordan, Pierce – 4 years ago bought, implementing in March
- Josef, North Seattle – 2017 purchased, never implemented, picking it back up
- Derek – wish list
- Craig – Edmonds – want to learn about it when IT staff can come up for air from ctcLink
- Monica, TCC – 50% of way through training process, not implemented yet

Western Washington U also uses it, Jon provided Keri screen shots

Pierce got UW's and clunky in translation from 4 year operation to 2 year operation

If you import another school's, it may come with already programmed emails that go out with its logo

Get fake student account from IT department

Create fake classes to schedule testing appointments – need to turn off sync function- can be done per class and make yourself the accommodations- manage accommodations, list classes, add classes

How do you bring Testing Center on board; can't be beyond SAS students, due to cost
Olympic gave them access, and TC staff can see accommodations

Student profile has "notes for testing center" – student, edit profile, scroll to bottom – text box- prints in bold on cover sheet and shows on screen

Clark uses interpreter side and Pierce- email from student request, staff create interpreter file; interpreters are supposed to be able to put in requests for subs

You can set all accommodations to receive explicit approval; you can have emails sent for work flow processing- through settings

Recommend separating furniture from equipment; some campuses just use an excel spreadsheet; people like equipment checkout module

People have descriptions or pictures of chairs; at Bellevue, Whatcom and Edmonds, facilities move chairs

FERPA notes – scan into student file at bottom of profile, files uploaded; would be nice to have FERPA banner or ROI

On Profile, there's a Confidential icon

There's a preferred name in User profile in AIM -only shows up at student overview and on test proctor form – but doesn't show up in letter of accommodation- can't modify letter in sending- all reminders to student use their given, not preferred name – would like AIM to modify configuration to allow preferred name to push in all student communications

Issues with Pending Changes – Krista advised Karen to ignore those, because it activates additional emails to instructor(s)- you can

ignore, approve, or cancel pending changes; only approve if student has in fact dropped the classes

Syncing is usually overnight

Some of the HP info does move to ctcLink for AIM users – Rachel and Eric in Everett CC might be knowledgeable about this transition
What is transition from HP / AIM to ctcLink / AIM; ctcLink and AIM play together functionally

Have to manually update AIM to reflect quarter change

Krista Greer will do a presentation at Leavenworth – works as consultant for AIM and works for Blackboard

The Public Records function in user profile doesn't do full report; need to also print out student and user profile

Student application student's self-report doesn't transfer over to student profile – if it's entered in an open text box

For searching documents of scanned older files, Pierce has been using student number in title of all saved documents; Olympic is paperless for all new students; for current, active students, scanned into AIM and shredded file

Bellevue is archiving if haven't been seen in 2 quarters- pull graduates annually; when to archive vs. make inactive?

Need to purge electronic files after your retention period, just like paper files- seven years since last contact with office (not enrollment)

Last Gathering

Deb Casey will not be able to join us remotely today

Conversation about spring gathering agenda

Krista will be at WAPED to talk about math and disabilities

Q and A open forum and visual examples, tips and tricks for use of AIM by Krista would be helpful at spring DSSC/WAPED; perhaps individuals could send a list of questions to board to forward to Krista
Ask Krista about availability / what's appropriate role for her participation wise -she and Zach Latin will be co presenting on follow up to keynote speaker's address

Suggestion for conversation about DATA tracking, reports we've shared with deans

Relationship between SAS and Testing Centers at each school

How is AIM info scheduled for those who may not be interested in participating

Question of whether DSSC can pay for speakers?

Is WAPED available via video conferencing? No

Advice regarding accreditation visits and how SAS office should be prepared?

- John shared that he pulled statistics about students served, but no one asked for them; just be prepared to answer questions if asked
- Karen echoed comments, disappointing that they don't visit offices or ask questions about students with disabilities; pulled retention information for them

The group engaged in some celebration / peer recognition

Craig Kerr called Tim Sell, re denial letters

- Best practice is if student asks for specific accommodations and you determine they are not reasonable, you need to put that in writing to the student. If you would like to appeal this, you can provide further medical documentation and make an additional appointment with me. If it's time sensitive, like within a week of a test, you need to accelerate the process of notification to the student.

- RE RS, the request you ask does fall under IDEA for K12, but per the ADA and Section 504 falls outside appropriate accommodations for higher education.
- If conversation moves from all student's notes to use of a memory aid, that struck participants as not a denial but the interactive process to determine an accommodation
- Marisa will see if Bree's denial letter can be shared before the planned release at WAPED.

Meeting Minutes submitted to membership and Board respectfully by Secretary.