

**DIVISION:** Division of the VP Students  
**UNIT:** Student Accessibility Services  
**PLAN ID:** 1340

## 1. 21st Century Learning

**Providing every student registered with Student Accessibility Services with the appropriate accommodations to engage with an experiential learning opportunity**

**Action/Strategy:**

Develop guidelines for programs to develop BonaFide Occupational Requirements (BFORs) for placements, co-ops, EE, and all WIL opportunities

**Measures/Metrics/Milestones:**

Guidelines for Faculty to support decision making around appropriate accommodations

## 2. Knowledge for the Future

**Ensure practices around accessibility and support for students are consistent between Keele and Markham to ensure seamless access**

**Action/Strategy:**

Staff at Markham site, when hired, are an adjunct to the Keele team and are on-boarded and integrated into staff processes

**Measures/Metrics/Milestones:**

Markham staff hired with same qualifications as at Keele, on boarding and attendance at Keele meetings

## 3. From Access to Success

**Track our progress on improving outcomes and services for all of our students and especially those from underrepresented groups**

**Action/Strategy:**

Accommodated Test and Exam Centre (ATC) joins Student Accessibility Services to better align services with student need. Implementation of upgrades of Student Accessibility Services data management system to expand service delivery options Leverage eClass platform to provide more information to students and to teach them the platform prior to classes starting

**Measures/Metrics/Milestones:**

- 1) With the ATC staff, conduct a review on how to better service students needing accommodated tests/exams
- 2) Increased speed of access to services; expansion of self-serve options such as automated letters to Faculty
- 3) Creation of eClass site for Accessibility Services

## 5. Working in Partnership

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## Strengthen Indigenous presence on campus

### Action/Strategy:

Increase outreach to Indigenous students by addressing current barriers to services - ensure the Educational Counsellors from Bands are aware of services Explore Elder or Indigenous healer to provide validation for services such as academic accommodations

### Measures/Metrics/Milestones:

- 1) Develop outreach to on campus indigenous students
- 2) develop outreach to Band Educational Counsellors
- 3) appoint a Liaison counsellor between CASS and Accessibility Services
- 4) establish relationships with Band and identify what supports they have with respect to providing documentation to students

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## 6. Living Well Together

### Incorporate accessibility fully in planning for both student and staff events

### Action/Strategy:

All events clearly identified in advance as having captioning and/or interpreters available

### Measures/Metrics/Milestones:

Outreach plan to campus and Divisional partners around processes and advertising of events.  
Best practices around accessibility routinely reviewed and present on website