

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

Evaluation Status:

 On Track

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

Evaluation Status:

 Completed

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

Evaluation Status:

 On Track

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

Evaluation Status:

 On Track

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

Evaluation Status:

 On Track