

DIVISION: Division of the VP Academic and Provost

UNIT: Student Accessibility Services

PLAN ID: 1425

3. From Access to Success

Launch Faculty Portal for Letters of Accommodation (LOA)


Action/Strategy:

Implement new ClockWorks module to allow Students to request letters be sent directly to instructors

Measures/Metrics/Milestones:

- test portal and customize for York use Spring 2021
- Communication to Faculty of change of process in August 2021
- Communication to students about change in process August/Sept
- Pilot with Osgoode and Faculty of Education in August
- Roll out to all students/faculty September 2021
- Evaluate Portal December 2021
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Evaluation Status:

 Completed

Launch Self - Registration Module for Student in CLockWork

Action/Strategy:

Allow students to self-register and upload documentation directly into ClockWork database

Measures/Metrics/Milestones:

- creation of page to allow for upload (July/August)
- prepare website for new process (September)
- pilot with a small number of incoming students (fall term)
- open for standard process in Oct/Nov
- Evaluation developed for students (winter 2022)
- Evaluation Developed for staff (winter 2022)

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:


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 - launch evaluation for faculty
- 2) Creation of eClass site for Accessibility Services

Evaluation Status:

 Progressing

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5. Working in Partnership

Strengthen Indigenous presence on campus


Action/Strategy:

Increase outreach to Indigenous students by addressing current barriers to services

Measures/Metrics/Milestones:

- 1) Survey students to identify barriers to accessing service (summer 2021)
- 2) Develop outreach to on campus indigenous students - have SAS present at CISS events (fall 2021)
- 3) create opportunities for Liaison counsellors between CISS and Accessibility Services (winter 2022)

Evaluation Status:

 On Track

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


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:

 Progressing

6. Living Well Together

Increase capacity to provide trauma-responsive services/instill a trauma responsible culture that serves as a foundation for operations


Action/Strategy:

Professional Development for team

Measures/Metrics/Milestones:

- intensive PD for 2 members of SR Team about the Sanctuary Model (Jan)
- Senior Management Team to read Sanctuary text to see how it can impact processes (Feb)
- overall team PD about what being "trauma informed" means (November)
- needs assessment started in spring 2022

Evaluation Status:

 Progressing

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Explore creation of "choice intakes"

Action/Strategy:

Provide students with the option to NOT meeting with an Accessibility Counsellor and use accommodations that are derived from documentation reviews and student self-reports and have the option to connect back with an Accessibility Counsellor at any time

Measures/Metrics/Milestones:

- development of forms for students to provide more information (fall 2021)
- development of administrative processed to keep track of students who want this option
- develop an evaluation process for students who prefer to connect this way

Evaluation Status:

 Completed