Connecting with Every Student by Design

Universal Design in Student Services

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Diversity in People
More Diversity in People
Diversity in Postsecondary Education

- Ethnic/cultural
- English as a second language
- Learning styles
- Older students
- Physical abilities
- Education preparation
- Younger students
- Socioeconomic status
- Gender
- Sexual orientation
- Veterans
More Diversity...

- Communication skills
- Marital status
- Ability to attend
- Intelligence
- Values
- Social Skills
- Interests
- Family support
- Religious beliefs
Challenges

- Physical differences
- Sensory differences
- Cognitive/learning differences
- Attention differences
- Communication differences
- Information differences
Student Expectations

- Real Life Experiences
- Multimodal Teaching
- Students as Teachers
- Develop Sense of Community
- Be Yourself
- Show Faith
- Instill a Belief in Oneself
- Go the Extra Mile
- High Expectations
- Set Groundrules
Student Panel

- Everyone together as a team
- Knowledgeable about resources
- Be Encouraging
- Believe in me
- Events
- Push me to do my best
- Pay attention to me
- Have patience with me
- Be understanding
- Point me in the right direction
Historical Perspective:

Exclusion

Accommodation

Universal Design
(NOT) One Size Fits All
Universal Design is...

“the design of products, (curriculum, services) and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.”

Center for Universal Design at North Carolina State University
Physical curb-cut
Electronic curb-cut
Academic curb-cut
Instant Survey

- Who is the number one user of closed captioning?
- Why do you use curb cuts?
- What are the benefits of unisex bathrooms?
Technology is the Great Equalizer
Examples of Technology Solutions:

- Google Goggles
- You Tube with Auto Caption
- Google Translator
- Accessible podcasts, iTunes, iPads, iPhones
- Screen Readers
- Digital Textbooks
- Captioning
- Speech to Text
UD Principles for Products & Environments

- Equitable use
- Flexibility in use
- Simple & intuitive
- Perceptible information
- Tolerance for error
- Low physical effort
- Size & space for approach & use

- Center for Universal Design
https://www.google.com/search?q=guggenheim+museum+los+angeles
Planning for UD

1) Identify the service
2) Define universe
3) Involve consumers
4) Adopt guidelines/ standards/ performance indicators
5) Apply UD guidelines/ standards/ performance indicators
6) Identify possible accommodations
7) Train & support
8) Evaluate and plan
UD of Student Services

- Planning & evaluation
- Facility & environment
- Staff
- Information resources
- Computers & assistive technology
- Events
...assure access to:

- Facilities
- Computers
- Information resources (publications, videos, websites)
- Events
- On-site learning
- Distance learning
- All Services
Think, Pair, Share...

• How would you re-design your work so that it addresses universal design principles?

• Describe areas in your work that cannot be universally designed. State why.
Universal Design minimizes the need for separate services and accommodations.
References & Resources


- Ensuring Access through Collaboration and Technology, Sonoma State University, http://enact.sonoma.edu

- Center for Applied Special Technology (CAST) at http://www.cast.org

- FacultyWare, University of Connecticut, Postsecondary Education Disability Unit at http://www.facultyware.uconn.edu/home


- http://elixr.merlot.org/case-stories/understanding--meeting-students-needs/universal-design-for-learning-udl
More Resources

- Equity and Excellence in Higher Education: Universal Course Design. Institute for Community Inclusion, University of Massachusetts, Boston [www.eeonline.org](http://www.eeonline.org)

- [http://www.udlcenter.org/aboutudl](http://www.udlcenter.org/aboutudl)


