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**Accessibility Services**

**QUESTION 1**

1. What problem(s) have you identified in your Operational Unit that you will work to address?
2. What is the focus of your Operational Unit improvement plan?
3. What is your Operational Unit’s strategic plan for improvement?

The overarching problem in Accessibility Services (AS) is that the specific data we have been collecting doesn’t address the mission of our office.

Step 1: Summer 2017 look at current data collection with potential action plan for Fall 2017

Step 2: Summer 2017 begin student interviews to determine perceived barriers for students with disabilities and whether current accommodations truly remove those barriers. Compare student perceptions with best practices in the field and professional experience. Based on the results an action plan will be developed.

Step 3: Survey faculty and staff to determine if our current activities are actually supporting them in creating an environment that facilitates learning, providing access for students with disabilities. Based on the results an action plan will be developed.

**QUESTION 2**

What data supports the focus of the Operational Unit’s improvement plan?

Step 1 data will be updated by end of Summer 2017.

Step 2 data will be updated by end of Fall 2017.

Step 3 data will be updated by end of Fall 2017.

**QUESTION 3**

By fall 2019, how will you know if your Operational Unit’s improvement plan worked? In other words, what are your indicators of success?

This will be determined as data is collected.