



## ***DO-IT Admin:*** **A Project to Help Postsecondary Student Services Administrators Work Successfully with Students Who Have Disabilities**

This publication describes promising practices and resources funded through the *DO-IT Admin* project. It is expected that, ultimately, efforts such as these will result in greater postsecondary education and career outcomes for individuals with disabilities. Replication is encouraged.

### **Background**

The DO-IT Center at the University of Washington has, since 1992, worked to increase the representation of individuals with disabilities in postsecondary education and employment through direct work with students who have disabilities; professional development for faculty, administrators, teachers, service providers, and employers; and information dissemination. DO-IT stands for Disabilities, Opportunities, Internetworking, and Technology.

The *DO-IT Admin* Model Demonstration Project applied lessons learned by project staff and other researchers and practitioners nationwide to implement a comprehensive professional development program for postsecondary student services administrators. It was initially funded by the U.S. Department of Education, Office of Postsecondary Education (Grant #P333A020044, 2002-2006). *DO-IT Admin* also continued the work of the successful *DO-IT Prof* project, whose primary audience was postsecondary faculty. *DO-IT Prof* was also funded by a grant from the Office of Postsecondary Education (Grant #P333A990042, 1999-2003).

*DO-IT Admin* served to improve the knowledge and skills of postsecondary student service providers in order to better prepare them to fully include students with disabilities in academic programs and student services on their campuses. Student services addressed included admissions, registration, advising, career services, learning centers, libraries, distance learning programs, and computer centers. Responding to the diverse content and scheduling needs of student services administrators, the *DO-IT Admin* team created and delivered six models of professional development, to complement the six developed by the *DO-IT Prof* team.

**Model 1: A 20-30 minute introduction** on legal issues, universal design, accommodation strategies, and campus resources, including distribution of a systemic change checklist.

**Model 2: A 1-2 hour presentation** on legal issues, universal design and accommodations, systemic change checklist, and campus resources.

**Model 3: Tailored workshops** on legal issues, universal design, accommodations, checklists, and resources for specific student service units (e.g., career services, tutoring centers).

**Model 4: Televised instruction** through a series of videos shown online, on site, and on public television. The following videos can be freely viewed at [www.uw.edu/doit/Video/](http://www.uw.edu/doit/Video/): *Equal Access: Student Services*, *Equal Access: Campus Libraries*, *Equal Access: Universal Design of Instruction*, *Real Connections: Making Distance Learning Accessible to Everyone*, and *Equal Access: Universal Design of Computer Labs*. They may be purchased in DVD format by using the order from at [www.uw.edu/doit/Brochures/Order/video.order.html](http://www.uw.edu/doit/Brochures/Order/video.order.html).

**Model 5: A distance learning course** delivered via email and available at [www.uw.edu/doit/Conf/dl\\_index.html](http://www.uw.edu/doit/Conf/dl_index.html).

**Model 6: Self-paced, web-based instruction** with interactive components and downloadable video presentations on the website at [www.uw.edu/doit/Conf/](http://www.uw.edu/doit/Conf/).

The *DO-IT Admin* project team included disabled student services staff, faculty, and administrators at institutions of higher education in twenty-three states. The nationwide recruitment process was highly competitive. Applicants for project team membership were rated by DO-IT's Academic Advisory Board. The Board based its ratings on past efforts in this area, team diversity, and the potential to contribute to project efforts.



Project team members conducted focus groups with student services administrators and students with disabilities to explore the means of increasing accessibility for students with disabilities in student services offices. Team members also participated in annual three-day collaborative meetings in Seattle. At the working meetings, team members discussed student service administrator professional development and technical support issues and strategies, created professional development materials, made data collection plans, and developed project timelines for their home institutions.

Project team members chose institutional partners in their states. If a team member was from a four-year institution, the partner school was a community or technical college; if the team member is from a community or technical college, the partner school was a four-year school. The partner school had demographics (e.g., racial and ethnic diversity, size, location) that are different than those of the project team institution. At the team member campus and partner campus, professional development programs were delivered, materials were disseminated, and strategies for providing additional technical assistance to student service administrators and faculty were explored.

*DO-IT Admin* staff created and disseminated a comprehensive set of multimedia materials that can help campuses create more accessible student services. Titled *Students with Disabilities and Campus Services: Building the Team*, these materials are freely available online at [www.uw.edu/doi/Brochures/Training/](http://www.uw.edu/doi/Brochures/Training/) or purchased using the order from at [www.uw.edu/doi/Brochures/Order/video.order.html](http://www.uw.edu/doi/Brochures/Order/video.order.html). All project materials, including online resources, videos, and printed materials, are offered in formats that are readily accessible by individuals with disabilities. Permission to copy and further distribute project products is granted for noncommercial educational purposes as long as the source is acknowledged. *DO-IT Admin* efforts continued as part of a subsequent project, *AccessCollege* ([www.uw.edu/doi/Brochures/Academics/access\\_college.html](http://www.uw.edu/doi/Brochures/Academics/access_college.html)).

This project made student services more accessible to students with disabilities.

## Postsecondary Website

The *DO-IT Admin* project created two websites to complement *The Faculty Room* created in the *DO-IT Prof* project. The collection, which can be found by selecting *AccessCollege* from [www.uw.edu/doi/](http://www.uw.edu/doi/), includes *The Faculty Room* ([www.uw.edu/doi/Faculty/](http://www.uw.edu/doi/Faculty/)) for faculty and academic administrators, *The Student Services Conference Room* ([www.uw.edu/doi/Conf/](http://www.uw.edu/doi/Conf/)) for campus service administrators, and *The Board Room* ([www.uw.edu/doi/Board/](http://www.uw.edu/doi/Board/)) for high-level administrators.

Within these comprehensive websites are guidelines, checklists, and other information that lead to more accessible postsecondary courses and programs.

## DO-IT Admin Team

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**DO-IT Admin Project Partners**

The following organizations supported *DO-IT Admin*:

- AHEAD (Association on Higher Education and Disability)
- HEATH Resource Center
- The National Center on the Study of Postsecondary Educational Supports.
- WAPED (Washington Association on Postsecondary Education and Disability)

**Model Demonstration Projects to Ensure Students with Disabilities Receive a Quality Higher Education**

*DO-IT Admin* was a Model Demonstration Project funded by the Office of Postsecondary Education of the U.S. Department of Education (Grant #P333A020044, 2002-2006). The purpose of the Model Demonstration Projects is to develop innovative, effective, and efficient teaching methods to enhance the skills and abilities of postsecondary faculty and administrators in working with students

who have disabilities. Links to all of the Model Demonstration Projects can be found at [www.ed.gov/programs/disabilities/awards.html](http://www.ed.gov/programs/disabilities/awards.html).

**About DO-IT**

DO-IT (Disabilities, Opportunities, Internetworking, and Technology) serves to increase the successful participation of individuals with disabilities in challenging academic programs and careers, such as those in science, engineering, mathematics, and technology. Primary funding for DO-IT is provided by the National Science Foundation, the State of Washington, and the U.S. Department of Education.

For further information, to be placed on the DO-IT mailing list, request materials in an alternate format, or to make comments or suggestions about DO-IT publications or web pages, contact:

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