The Center for Disability Services
at the University of Utah

Academic Year 2007-2008 Highlights

Center Staffing

- New Director hired
- Employed two Peer Advisors to assist students with disabilities

Students Served

- Provided services to 1,107 students, an increase of 15% from last year
- Students served equals approximately 4% of total student population
- Sponsored 10 students for admission under the 5% Admissions Rule

Scholarships and Grants

- Disbursed $46,900 in scholarships to 12 students
- Awarded $42,100 in scholarships for next academic year
- Received one-time grant of $7,700 from the Dumke Foundation for purchase of additional adaptive software licences

Services Provided

- Delivered 1,065 Exam Accommodations to 261 students
- Fulfilled 260 requests for notetakers
- Provided over 9,700 hours of interpreting services for students who are deaf or hard of hearing
Introduction and Mission

The Center for Disability Services (CDS) is a unit of Student Affairs at The University of Utah. CDS provides accommodations and support for the educational development of students with disabilities. We strive to improve understanding and acceptance of students with disabilities throughout the University community. Our mission is accomplished through:

1. Direct assistance to students to encourage and enhance their independence,
2. Ongoing cooperative efforts to develop and maintain an accessible physical environment, and
3. Educational efforts to create a supportive psychological environment so students can achieve their educational objectives.

A cooperative relationship is maintained with relevant campus departments to ensure the University of Utah complies with federal and state regulations regarding students with disabilities. The Center for Disability Services serves students with disabilities by providing accommodations and services in the classroom and throughout the students’ program of study.

Center Staffing

The Center for Disability Services is staffed by a Director, an Assistant Director, two Disabilities Advisors, a Deaf Services Coordinator, a Technology Specialist, a Program Coordinator, and an Administrative Assistant. In addition, the center maintains 2-3 work study positions, numerous notetakers/reader-scribes, and an in-house interpreting staff for the deaf and hard of hearing. Joe Pete Wilson served as Director until March 2008. He left the University for personal reasons and returned to the East Coast.

Sid Davis continued in his role as Assistant Director, and also served as Interim Director from March 2008 through June 2008. Christian Burningham and Stephanie Piani also continued in their roles as Disabilities Advisors. Heather Jensen coordinated Deaf Services and served as the primary advisor for deaf and hard of hearing students. Heather’s responsibilities included hiring, training, and scheduling of interpreters for students. Geoffrey Skousen, Technology Specialist, oversaw technology in the center and satellite student labs. He provided training to students on the use of adaptive technology. Jack Karapetyan worked as a part-time technology assistant providing technology support to students and staff. Jennifer Wall, Program Coordinator, was responsible for supervising all Exam Accommodations. Suzanne Eastmond continued in her role as Administrative Assistant and Notetaking Coordinator.

During Spring, a search for a new Director was conducted. In May, Scott M. McAward, Ph.D. was hired effective July 1, 2008. Scott was the Assistant Director for Technology and Assessment at the University Counseling Center. For the past four years he also consulted with CDS as a Psychologist during case management meetings.

CDS continued to provide the Peer Advisor program, originally instituted for the 2006-2007. For the 2007-2008, we had two students serving in this capacity. Peer Advisors are U of U students who provide coaching, problem solving, and mentoring to incoming students. They meet with new students to begin the process of connecting with CDS and establishing support for the student’s disability. Peer Advisors work with the team of advisors in CDS and focus on developing a new student’s self advocacy skills.

Students Served

During the 2007-2008 academic year, CDS served 1,107 students, a 15% increase from the previous year and the first year total number of students registered with our office exceeded 1,000 (see Table 1). This is a 25.51% increase over the past five
years. Some students are registered as having more than one disability. Comparing the number of students registered with our office to the total 2007-2008 student enrollment (28,025) indicates we serve approximately 4% of the student population. Psychological disabilities remains the number one disability, followed by learning disabilities and ADD/ADHD. Figure 1 shows disabilities served by percentages.

Through our work with Admissions, we sponsored 10 students for admission to the University under the 5% Admissions Rule and reviewed a total of 48 applications. In 2006-2007, we reviewed 61 applications and admitted 21 students. In 2005-2006, we reviewed 46 applications and admitted 18 students.

<table>
<thead>
<tr>
<th>Disability</th>
<th>2003-04</th>
<th>2004-05</th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
<th>% chg last year</th>
<th>% chg five yrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADHD</td>
<td>183</td>
<td>161</td>
<td>180</td>
<td>185</td>
<td>221</td>
<td>+19.46%</td>
<td>+20.77%</td>
</tr>
<tr>
<td>Aspergers Syndrome*</td>
<td>--</td>
<td>5</td>
<td>9</td>
<td>10</td>
<td>14</td>
<td>+40.00%</td>
<td>n/a</td>
</tr>
<tr>
<td>Autism*</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>3</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Deaf / Hard of Hearing</td>
<td>31</td>
<td>30</td>
<td>45</td>
<td>42</td>
<td>55</td>
<td>+30.95%</td>
<td>+77.42%</td>
</tr>
<tr>
<td>Head Injury</td>
<td>23</td>
<td>18</td>
<td>24</td>
<td>25</td>
<td>28</td>
<td>+12.00%</td>
<td>+21.74%</td>
</tr>
<tr>
<td>Learning Disability (ADA)</td>
<td>204</td>
<td>185</td>
<td>171</td>
<td>205</td>
<td>237</td>
<td>+15.61%</td>
<td>+16.18%</td>
</tr>
<tr>
<td>Learning Disability (UEA)**</td>
<td>13</td>
<td>6</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>+33.33%</td>
<td>-69.23%</td>
</tr>
<tr>
<td>Legally Blind</td>
<td>21</td>
<td>17</td>
<td>24</td>
<td>24</td>
<td>33</td>
<td>+37.50%</td>
<td>+57.14%</td>
</tr>
<tr>
<td>Medical (chronic)</td>
<td>143</td>
<td>122</td>
<td>147</td>
<td>164</td>
<td>183</td>
<td>+11.59%</td>
<td>+27.97%</td>
</tr>
<tr>
<td>Obstructive Sleep Apnea***</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>1</td>
<td>1</td>
<td>0%</td>
<td>n/a</td>
</tr>
<tr>
<td>Physical/Mobility</td>
<td>37</td>
<td>34</td>
<td>51</td>
<td>74</td>
<td>44</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Physical/Mobility-Wheelchair****</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>29</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Psychological</td>
<td>244</td>
<td>227</td>
<td>259</td>
<td>282</td>
<td>347</td>
<td>+23.05%</td>
<td>+42.21%</td>
</tr>
<tr>
<td>Total # of disabilities served</td>
<td>919</td>
<td>910</td>
<td>1012</td>
<td>1089</td>
<td>1218</td>
<td>+11.85%</td>
<td>+32.54%</td>
</tr>
<tr>
<td>Total # of students served</td>
<td>882</td>
<td>816</td>
<td>935</td>
<td>961</td>
<td>1107</td>
<td>+15.19%</td>
<td>+25.51%</td>
</tr>
</tbody>
</table>

*Aspergers Syndrome and Autism new category as of 2004-05
**Learning Disability by UEA standards discontinued in 2004
***Obstructive Sleep Apnea new category as of 2006-07
****Physical/Mobility-Wheelchair separated as of 2007-08

| Services Provided |

The Center for Disability Services serves students at The University of Utah in a variety of ways:

Financial Assistance

The Center for Disability Services has been able to continue five scholarship funds for students with disabilities. Over the 2007-2008 academic year, we disbursed scholarships to twelve students for a total of $46,900. We have awarded $42,100 in scholarships to be disbursed to twelve students during the 2008-2009 academic year. The scholarships include:

The Craig H. Neilsen Foundation Scholarship

The Craig H. Neilsen Foundation Scholarship was instituted in 2006. The Foundation was es-
established in 2003 and since then has funded programs supporting spinal cord injury research and rehabilitation, cancer research, and children’s charities. Students with a Spinal Cord Injury who attend or plan to attend the University of Utah as undergraduates or graduates are eligible to apply. Preference is given to students in a business related major or students studying law. Two awards of $7,000 each are available each year and recipients are awarded the scholarship for two years. There is also a contingency fund available for students to apply for at any time. For the 2007-2008 academic year, a total of $28,000 was disbursed to four students. The same amount will be disbursed during the 2008-2009 academic year.

The Sorenson Legacy Foundation Scholarship

The Sorenson Legacy Foundation Scholarship was first offered for the 2007-2008 Academic Year. The Foundation is a non-profit corporation established by the James LeVoy Sorenson family for the exclusive purpose of promoting charitable, religious, educational, literary, and scientific endeavors. Any student with a disability is eligible to apply. Each awardee receives $2,000 for the year. Five students received the scholarship for the 2007-2008 year ($10,000 total awarded) and four students will receive the award for the 2008-2009 academic year.

The Louise J. Snow Scholarship

The Louise J. Snow Scholarship for students with a disability was first established in 1998 and is the longest running scholarship offered through the Center for Disability Services. Typically, two to three students each year are awarded scholarships in the amount of $800. For the 2007-2008 academic year, three students received the scholarship for a total of $2,400. Two students will be receiving $800 each for the 2008-2009 academic year.

The Keaton K. Walker Scholarship

The Keaton K. Walker Scholarship was instituted in 2002 to benefit students who are blind, low vision, or have a physical disability. Preference is given to students who are blind or low vision. One
scholarship is awarded each year. For 2007-2008 academic year, one award of $500 was given. For the 2008-2009 academic year, one student will be receiving $1,000.

The Blake Driggs Scholarship for The Deaf

In 2004, The Blake Driggs Scholarship for The Deaf was first offered to students who are deaf. The scholarship has supported up to four students each year with awards of $2,000 each. For the 2007-2008 academic year, three students received the scholarship for a total of $6,000. A lesser amount of $3,500 will be disbursed to three students during the 2008-2009 academic year. Ongoing funding is pending for the continuation of this scholarship beyond next academic year.

Exam Accommodations

Providing exam accommodations is a major undertaking for CDS. During the 2007-2008 academic year, we provided exam accommodations for 261 students, an increase of 6.5%, for a total of 1,065 exams (see Figure 2). However, the total number of exams given by CDS decreased by 5.8% as compared to last academic year. One possible reason for a decrease in number of exams given through CDS is an increasing number of professors choosing to provide the accommodations themselves. This year we began to track how many courses have instructor-provided accommodations and found that 81 courses had such accommodations. We will continue to track this trend to see if there are changes year over year.

One of the most significant challenges faced by CDS is the lack of a dedicated testing space. This is particularly challenging during busy exam times, such as mid terms and finals. We are forced to look for space within the Union, the Dean of Students office, and the Career Services office. Doing so requires hiring hourly proctors. We also work in conjunction with the Testing Center to proctor a percentage of our exams, however there is a cost involved in doing so. This year we utilized the

Figure 2: Exam Accommodations, Academic Year 2007-2008
Testing Center for 13%, or 138, of our exams at a cost of approximately $621. Space in the Union has become increasingly more difficult to obtain, therefore we anticipate the cost of exam accommodations to rise over the next couple of years.

**Notetaking**

A common accommodation provided by CDS is notetakers. These are provided for a variety of disabilities. During the 2007-2008 academic year, we had a total of 421 requests for notetakers (see Figure 3). We were able to fulfill 269, or 64%, of these requests. The total number of requests for notetakers decreased from 468, however the percentage of requests fulfilled increased from 57%. We continued our policy of paying notetakers a stipend of $50/semester for handwritten notes and $75/semester for typed and emailed notes. We employed 197 notetakers at a total cost of $11,335.

**Interpreting Services for the Deaf and Hard of Hearing**

The Center for Disability Services is responsible for providing interpreting services for students who are deaf or hard of hearing. Heather Jensen coordinated these services for the 2007-2008 academic year. The Center maintains an in-house, part-time staff of American Sign Language Interpreters (ASL), Cued Language Transliterators (CLT) Interpreters, and Real-Time Captionists (RTC). Interpreting standards include utilizing a “team” of two interpreters for all interpreting assignments of 50 minutes of more. Since the vast majority of assignments exceed 50 minutes, most interpreting requires a team. Typically, we are unable to fulfill all requests for interpreting through our in-house staff, therefore we also utilize the services of interpreting agencies at an added cost. Departments are also able to request our interpreting services for events outside of the classroom. When an event is not a required component of a registered student's academic coursework, the department is responsible for the cost of the interpreter at $30/hour per interpreter.

The number of students receiving interpreting services for the 2007-2008 academic year varied from 5 students in the Summer to 11 students in the Fall and Spring semesters. Table 2 shows the student demographics and the breakdown between ASL, CLT, and RTC services. Through all three semes-
ners, we provided 9,716.9 hours of interpreting at an estimated cost of $271,626.72, an increase of 46% and 79% respectively. The primary reason for the much higher costs was the increased use of real-time captioning, some of which was done remotely at a much higher cost. In addition, one students receiving services was in Medical School, requiring a higher level of service. Overall, interpreting services averaged approximately $27.96 per hour, per interpreter. Since most assignments were delivered with a team of interpreters, the average cost per class hour was $55.92. Of the total cost of interpreters, approximately 16% were for agency interpreters.

Adaptive Technology

Adaptive technology remains an important resource provided to students by the Center for Disability Services. We provided technology and training for CDS registered students (see Table 3). One of the most utilized technologies available to students is the Kurzweil 3000 computer program. This program provides alternative text accommodations by allowing students to scan their textbooks in order to have their computer read the material to them and/or convert the material to MP3 format for listening on a portable music device. Students with a wide range of disabilities utilize this successful service. In addition, software such as Dragon Naturally Speaking, Zoomtext, and JAWS is also available. Our in-house and satellite computer labs continue to be very well used. In the offices of CDS, we have 2 labs available which contain a total of three computers, two high-speed scanners, printers, and a CCTV. We also have a private lab located in the Marriott Library containing one computer and one high speed scanner. Also in the Multimedia Center at the Marriott Library are three computers, one CCTV, and three flat bed scanners. The Residence Halls lab is available on an as needed basis for students wishing to use one of four computers, a high speed scanner, and a CCTV. We also have computers located in various labs across campus, including the Union Computer Lab, Heritage Center Lab, Milton Benning Hall Lab, Social Work Lab, and the AEB Lab. Four laptops are also available. All CDS provided computers have the full suite of adaptive technology software installed.

Student Computing Fees Fund is utilized to maintain and update our hardware and software each

<table>
<thead>
<tr>
<th>Students Using Services</th>
<th>Summer 2007</th>
<th>Fall 2007</th>
<th>Spring 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>4</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Graduate</td>
<td>1</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Medical</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>5</td>
<td>11</td>
<td>11</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services Utilized</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ASL Interpretation</td>
<td>3</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>CLT Transliteration</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Real-Time Caption</td>
<td>1</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

| Hrs per semester       | 2427       | 4123      | 3166        |

Total Hours: 9,716
Total Cost: $271,626.73
Average cost per hour: $27.96

<table>
<thead>
<tr>
<th># of students trained</th>
<th>Summer 2007</th>
<th>Fall 2007</th>
<th>Spring 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>20</td>
<td>81</td>
<td>75</td>
</tr>
<tr>
<td># of logged visits</td>
<td>87</td>
<td>165</td>
<td>166</td>
</tr>
</tbody>
</table>

Table 2: Interpreting Services for the Deaf and Hard of Hearing

Table 3: Student Visits to Main CDS Computer Lab

needed. Given the rising costs of in-house and agency provided interpreters, funding for these services will need to be continually evaluated and increased.
year. We also applied for, and received, a one-time grant from the Dumke Foundation of $7,700 to support the purchase of additional Kurzweil licenses. This money will become available during the 2008-2009 academic year.

**Classroom Holds and Changes**

Physical accessibility of classroom buildings and rooms remains a major challenge on this campus. To assist students with mobility needs, Sid Davis works closely with the Scheduling office coordinating all classroom holds and changes. Each semester, classes of students with mobility needs are evaluated to determine the level of accessibility of the assigned classrooms. Classrooms are either held (preventing other departments from moving the locations) or moved. In addition, based on need, either accessible chairs or tables are added to the classroom. For Fall 2007 and Spring 2008 combined, we moved 16 classes and held 126 classrooms. Nine chairs and 15 tables were placed. Sid Davis worked closely with the ACCESS Committee to secure the purchase and placement of 50 additional ADA tables throughout the campus during Summer 2007.

**Staff Involvement**

The staff of CDS remained involved in a variety of activities beyond the immediate operation of the office. Joe Pete Wilson worked closely with Housing and Residential Education to consult on accommodations within the Residence Halls. He also served on the campus-wide ADA Coordinating Committee and the ACCESS Committee. Sid Davis was involved with the TRAILS program housed in the University of Utah Hospital Rehabilitation Center. As part of his involvement, he approached and secured a private donor for a $5,000 donation for additional accessible recreational equipment. He also served on two selection committees: Director, Housing and Residential Education and Director, Center for Disability Services. While Interim Director, he participated on the campus-wide ADA Coordinating Committee and the ACCESS Committee. Stephanie Piani was active on the Student Affairs Sustainability Committee, bringing awareness of sustainability back to the CDS office. She also served as a member of the Wellness Network and the University Academic Advising Committee. Off campus she was involved in the Employment Partnership. Christian Burningham served on the Campus Recreation committee and also sat on the CDS and Housing and Residential Education Director search committees.

**Goals for Upcoming Year**

Goals for the 2008-2009 include the continuing development of scholarships for students with disabilities. The Blake Driggs scholarship funding is in need of renewal. In addition, additional funding sources will be sought to help support services provided, in particular additional technology funds.

CDS has developed many close relationships with other offices in Student Affairs and on campus. However, there remains some distance between CDS and some offices providing services to students. A focus of the next year will be strengthening the relationships with these offices in order to continue to improve our ability to serve students.

In conjunction with the Student Affairs strategic planning scheduled to take place over the next year, CDS will also be participating in an assessment and evaluation of our mission, goals, and strategic plan. This will occur at a mid-year planning retreat with the core advising staff. As a piece of this project, we will work closely with Stacy Ackerman, Director of Assessment, Evaluation, and Research for Student Affairs to conduct focused assessment on the needs of students with disabilities. We hope to use this data to drive our discussion of our mission and strategic plan.

With the departure of Joe Pete Wilson, CDS will begin the next academic year with a new Director. In addition to a new Director, we will also be adding a new staff member as a replacement for Heather Jensen, Deaf Services Coordinator. This search will be concluded in August. Entering this position close to the start of an academic year will be a challenge. Fortunately, Katie Hoover will be serving as Interim Deaf Services Coordinator and will be able to provide training for the new staff member.