Mission
Disability Services for Students (DSS) assists the University of North Dakota in carrying out its mandated responsibility of equal access to programs and services for students with disabilities. Our focus is on students and working with the entire UND community to ensure students with disabilities are not discriminated against in the academic setting.

Points of Pride
- Program quality is evident in similar achievement of students with disabilities compared to students without disabilities.
- Students and faculty expressed satisfaction with interactions and consuls.
- Students reported successful outcomes and increased competence in managing their disabilities at UND.

Departmental Strategic Plan Goals
- Utilize technology resources to enhance access.
- Provide accessible testing options at UND.
- Facilitate policy and training for students, faculty and staff.

Progress & Accomplishments
- Made e-text accommodations more efficient using UND's learning management system.
- Used scheduling software to increase efficiencies and access for disability accommodated testing.
- Reorganized testing procedures to provide accommodated and universally-designed testing options.
- DSS served as consult in policy updates for captioning, service animals, and housing accommodations.
- ADA compliance working group was formed to plan and advocate for captioning of all university materials.

Program Evaluation Results
- DSS registered approximately 4% of UND students.
- 61% of students registered with DSS achieved a GPA between 2.50 and 3.99 compared to 59% of the general UND population.
- Students reported that working with DSS to request and manage their disability accommodations positively impacted their communication skills and their independent and proactive disability management behaviors.

Use of Results
The results will continue to influence DSS's communications, policies, and procedures with students, faculty, and staff.
**Student Learning Outcomes**

- Students will demonstrate an understanding of how to manage disability.
- Student employees will demonstrate written and verbal communication skills to effectively communicate with DSS staff, the campus community, and the public.

**Assessment Results**

- Each semester students and DSS reviewed accommodations to discuss effectiveness, plan accommodations and produce a verification document.
- Student feedback reflects positive impact on problem-solving skills.
- Evaluation show that student employees progressed to “advanced” in their written and verbal communication skills at the end of the semester.

**Use of Results**

- Increased communication to students and updated verification document and testing accommodation forms and processes.
- Created Student Accommodations Production Leader position to assist DSS with implementing disability accommodations.

**Challenges**

- Accessibility and successful student learning are not the same. We must accomplish access and strive to impact the success of students with disabilities.
- Securing appropriate resources and commitment for access initiatives, such as captioning and accessible testing.

**Priorities for the Future**

- Provide disability accommodations resulting in participation, retention, and success of otherwise qualified students with disabilities.
- Utilize technology resources to enhance accessibility, procedures, and communication.
- Facilitate policy and training for students, faculty, and staff.
- Encourage diversity and retention by promoting Universal Design.
- Support student development and independence in the interactive accommodation process.