ADA Instructional Committee Minutes

September 14, 2023

Members: Ed Lovitt, Holly Dressler, Chantel Braasch, Jean Ann Vickers, Beth Gulley, Diana Rottinghaus, Lori Slavin, Samira Hussein, Tim Brown, Pete, Peterson, Ron Symansky, Rob Grondahl, Masood Syed, Farrell Jenab, Alexa Summers, Mindy Ritter, Christa Haas

Guests: Shelli Allen, Marcelle Cooper

Minutes: Chantel Braasch

1. Committee Updates

a. Introduction of Shelli Allen, VP Student Affairs and Engagement/CSAO, ADA Coordinator
b. Introduction of Members (Welcome Ron Symansky)
c. New Faculty Co-Chair: Jean Ann Vickers
d. New ABC Rep: Beth Gulley
e. Infohub: List of Members and Minutes

2. Vendor Reviews for ICT Purchases

Ed Lovitt: We have been spending lots of time revisiting the review process for software and hardware prior to purchase; we are trying to go through a very thorough process for accessibility and security features and when project requests come through then the requests may take a little longer and more information may be needed from the requestor; Requestors may be asked to obtain additional documentation from the vendor such as VPAT (Voluntary Product Accessibility Template) or a HECVAT (Higher Education Community Vendor Assessment Toolkit); we will sit down with the requestor to determine the level of impact in which the product will be used which will in turn decide whether the review will be done internally or by an external vendor; we have recently secured the services of Quality Logic who will be the vendor who will provide accessibility audit service on high impact software/hardware

Samira Hussein: when Quality Logic is doing an audit, will they look at things like publisher software such as Connect?

Ed: Connect has not shown up on our radar yet but if it did, then they may do a review on it.

3. Testing Services & Accommodated Exams – Marcelle Cooper

a. Process updates
b. Private/small group testing options
c. Other Updates/Questions

Update from Marcelle Cooper:

- Four individual rooms for private testing are now available and a larger room for less distractive environment
- Postings for more test proctors
- Faculty can now submit exams 48 hours before the testing date
- Students are alerted via email when the test is submitted
- Students with accommodated exams who might have a concern as they are scheduling can contact Barb Buchanan (ADA Testing Coordinator) to resolve the issue quickly
- Prior to Fall semester, Attorney from the Office for Civil Rights providing training to Testing Center staff

Holly: Marcelle has done so much work and has hit the ground running since her start with JCCC

Jean Ann: Appreciates the email that notifies students when a test is submitted.

Mindy Ritter—She would like to have clarification on the timelines

Marcelle—Testing Center staff previously used the 56 hours to confirm all pieces of a test were submitted and ready for the student

Mindy Ritter—Can a student get in at the beginning of the semester to schedule all their exams based on the syllabus?

Marcelle—for a student with a disability, they can contact Barb Buchanan to schedule all their tests in advance for the semester

However, the system requires a test to be uploaded in order for the system to allow the student to schedule for each specific test. I would love if students could just come in and schedule all of their tests for the entire semester but not many students know that when they are just in the Center so it is not being done on a regular basis.

Ed: If you are using Canvas with extended test time, the faculty will still need to go into Canvas and add the additional time inside the Canvas quiz

Marcelle: I am going to preach that it is very important and helpful that faculty provide their contact information so that Testing can quickly contact the professor to make quick changes

Holly: It would be good to consider if Marcelle can have the ability to extend the time of a test in Canvas if the accommodation is approved but the time wasn't extended in Canvas, IF the professor isn't reachable and the student is waiting to take the exam.

Ed: Addressed at ETAC and they voted this down because of various concerns. Right now, there are only a few people that have full access to Canvas courses. Testing Center Director does not have the ability to go into Canvas and add extra time.

Lori Slavin: Is it possible to receive notifications when the Testing Center approves the test? Faculty used to receive these notifications and she has not received any this semester.

Marcelle: 99% of the time all pieces of the test were present so it did not seem like it was necessary to delay a student's ability to schedule their exam until the Testing Center staff approved the receipt of the exam. Exams are now approved by default, thereby allowing students to schedule their exams more

quickly. Testing Center staff still have a window of time to follow up with faculty for any missing pieces of the exam

Farrell: This is a different issue than what Ed had referenced. Correct?

Marcelle: Yes. But as an example, there was a situation last Friday that warranted Testing Center staff trying to get ahold of a faculty member for 6 hours due to an issue with a 2 part test. Testing Center staff was willing to stay late to help the student get the test completed and it was such additional stress for the student leading her to tears. It is very frustrating when we are helpless to help the student and cannot get ahold of faculty.

Beth: Our courses are intellectual property and you will have a lot of push back from faculty who do not want people to have the ability to edit their tests. And it sounds like the faculty member did it wrong and needs to be held responsible rather than adding more people into courses.

Marcelle: I agree and in my previous roles, I have had similar conversations. I have had a lot of experience in LMS systems and I would just need to get in to change the time and get out. But she does understand the issues and concern on all sides and it warrants more discussion to be sure we are serving the student.

Lori Slavin: When hard copy tests were dropped off in the past, professors had to fill out contact information. Can Register Blast just have a required field for contact information?

Marcelle: Yes, I think we will make professor contact information required.

Samira: It is not rocket science that if you have tried to reach out to the professor and the student is present and ready to take the test, then it seems feasible that Testing Center staff should have the ability to just change the time on a test.

Ed: I think that perhaps Shelli Allen and Gurbhushan Singh could sit down and discuss this. I assume that it would just be giving Marcelle access and not Testing Center staff.

Marcelle: Yes, it would just be me. I would assume it is about 70% of Canvas test times are entered incorrectly. Ultimately, the student needs to be served in order to minimize their stress level.

Ed: There are other situations that can happen when instructors are not available too. An option that would be available is that my staff have the ability to make such a change with a faculty chair approval but that has not been utilized so far.

Jean Ann: We are approaching the end of time. This has been a great discussion and need further discussion to continue at the next meeting. The items that we have not addressed on this agenda will be bumped up to the forefront for the next meeting.

Remainder of Agenda has been pushed to October meeting due to time constraints:

4. Emergency Evacuation Plans/Medical Issues
    a. Progress on partnership with Emergency Management Office
    b. Communication to Faculty, Students, BEL's

5. Future Topics
   a. Supported Education Programs (CLEAR & CONNECT)
   b. Dear Colleague Letter & Other Legal Updates
6. Updates from Members