Universal Design Audit of a Disability Service Office

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Size, nature and composition of the DS unit surveyed

- 9 staff members:
  - Andy and Debra: Exam Coordinators
  - Brodie and Jeff: Computer Support Technicians
  - Frederic: Director/Access Advisor
  - Heather and Tanja: Access Advisors
  - Mary: Front Desk
  - Patricia: Learning Resources Advisor
Mandate and History

- OSD was created over 20 years ago
- Mandate: to facilitate and support the inclusion of diverse learners
- Paradigm Shift: Medical Model vs. Social of Disability
- From July 2011: proactive UD implementation drive
Mental Health Disorders: 15%
Learning Disability: 1%
Attention Deficit Disorder: 27%
Multiple Impairments: 17%
Motor Impairments: 13%
Visual Impairments: 11%
UDL Implementation Strategy

- 18 months of **strategic lobbying** with campus partners and senior administration Successful: *Joint Senate Board meeting in November 2012*. (completed)

- 18 months of **collaborative networking with faculties** (production of resources, consultancy on curriculum redevelopment, workshops). (in progress)
What is UDL?

- The unit did not adhere to a rigid and narrow definition of the model:

- A sustainable, environment focused framework to manage Disabilities issues

- Central notion: Practices can disable or enable learners

- Focuses on the conception of delivery and evaluation methods rather than on retrofitting.

- Paradigm shift away from the medical model to the social model of Disability.

- Is a progressive exploration and transformation
The conception of the UD audit

1. Not sufficient to advocate for UDL implementation in the pedagogical environment: a ‘barriers analysis’ quickly reveals barriers are not only created by classroom conditions.
2. DS providers create barriers through procedures, routines & service format.
3. The OSD at McGill simultaneously triggered a UD audit of its practices in Sept 2012
4. Barriers tackled included: paper forms, requirement to physically visit the office, documentation requirement and medicalization of first user appointment.
Objectives of the presentation

- To highlight the process of management of change used in this institution
- To analyze facilitators and stressors in this process of change
- To offer a multidisciplinary analysis of the UD implementation process within a DS unit
- To elaborate a transferable model of UD audit in collaboration with participants
Format of the presentation

- Participants are invited to explore multidisciplinary perspectives of this change process
- Each station represents a professional perspective of the UD audit
- Discuss and exchange
- Make sure you spend time at each station
Stations

- Barrier-free interface
- Initial Meeting and new documentation guidelines
- Management of change
- Faculty Resources
- Reaching new fluid & emerging user base
Rules of engagement

O You can spend up to 10 minutes at each station.

O At each station: an OSD staff member will discuss, showcase and describe their experiences of this shift in paradigm.

O Every ten minutes you will hear a segment of a video on UD implementation produced by the students of this institution. Enjoy its content while you switch stations.
Stations to Visit

1. Barrier-free interface
2. Initial meeting and new documentation guidelines
3. Reaching new fluid & emerging user base
4. Faculty Resources
5. Management of change
Closing remarks

- The UD audit is a complex and multi-faceted process which few units attempt as a ‘team’
- Little research and no publications on the process: unchartered land
- Professional perspectives are sometimes contradictory through this process and management of change is crucial to the success of the audit
- The audit can be a very threatening process as it requires all participants to critically re-assess their role
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- Visit our website: www.mcgill.ca (QR code)