

University of Montana – Western
ADA Self-Evaluation and Transition Plan
June 2005

Summary

The University of Montana – Western (UMW) conducted a self-evaluation of their physical facilities and programs from April through June 2005 to determine its compliance with standards set forth by the Americans with Disability Act. This self-evaluation was used to generate a list of action plans to be implemented by the university. This report outlines the results of the self-evaluation and the transition plan.

Campus Development Committee

Eric Murray (Chair)	Dean of Students
Gary Berndt	Student
Susan Briggs	Vice Chancellor, Administration & Finance
Nicole Hazelbaker	Assistant to the Dean, Student Life
Randy Horst	Faculty
Cathi Love	Assistant to the VC, Administration & Finance
Cheri McCarthy	Director, Dining Services
Lee Richardson	Director, Facility Services
Judy Ulrich	Faculty

This committee serves to develop the Self-Evaluation and Transition Plan, make recommendations to the university, and act in response to issues brought forth by Title II directives.

Contact Information

The phone numbers and addresses of the committee are on file with the Student Life Office and all correspondence can be directed to:

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Process

Based on the model used by The University of Montana – Missoula (UMM), UMW surveyed, documented, and provided recommendations in the areas outlined under Contents of Report (next section). Note that some language used in the UMM transition plan is applicable to UMW's plan as the universities are institutions governed by the same body. Hence, some language is taken directly from reports previously compiled by UMM.

These investigations were conducted by sub-committees and then presented to the Campus Development committee as a whole for review. The Campus Development Committee accepted the recommendations provided in this report and forwarded them to the UMW Senior Staff for review and approval.

Contents of Report

- I. Introduction**
 - A. UMW Mission Statement
 - B. UMW Disability Services Mission Statement
 - C. UMW Disability Services Goals
 - D. Title II Compliance
- II. Description of Accommodation Process**
 - A. Disclosure of Process
 - B. Response to Requests
 - C. Accommodation Plans
 - D. Implementation of Services
 - E. Follow-up & Feedback
- III. Description of Grievance Process**
 - A. General Process
 - B. Specific Process
- IV. Survey of Physical Barriers**
 - A. Persons consulted & process used
 - B. Description of services, programs, and policies evaluated
 - 1. Barrier-Free Campus Access
 - 2. Building Compliance with ADA
 - 3. Emergency Evacuation
 - 4. New Construction Practices
 - 5. Off-Campus Facility Access
 - C. Description of recommendations made to comply with ADA
- V. Survey of Program Accessibility**
 - A. Persons consulted & process used
 - B. Description of services, programs, and policies evaluated
 - 1. Programs – Academic
 - 2. Programs – Administrative
 - 3. Programs – Institutional Advancement

4. Programs – Student Life

C. Description of recommendations made to comply with ADA

VI. Conclusion

I. Introduction

A. UMW Mission Statement

The University of Montana - Western provides innovative interdisciplinary education through experiential learning that combines theory and practice. Western serves citizens of all ages with its academic, community-service and lifelong-learning programs. As part of the global community, Western encourages diversity, international awareness, environmental responsibility and mastery of technology as a gateway to the world.

B. UMW Disability Services Mission Statement

The University of Montana - Western is committed to achieving equal educational opportunity and full participation for persons with disabilities. It is Western's policy and the mission of this department within Student Life that no qualified person be excluded from participating in, be denied the benefits of, or otherwise be subjected to discrimination with regard to any University program, activity, internship, practicum, or class.

C. UMW Disability Service Goals

1. To provide the highest quality services possible.
2. To gain feedback regarding our services from students who utilize them.
3. To constantly improve our services.
4. To become technologically proficient.
5. To individually meet the needs of our students requiring services through the implementation of reasonable accommodations.

D. Title II Compliance

Title II requires that several steps be accomplished to achieve compliance with its stated directives. These steps include: designating an individual or committee to oversee compliance, developing a grievance procedure, and developing a transition plan for achieving physical and programmatic access.

UMW has designated the Dean of Students (DOS) as the primary point of contact for Title II compliance. However, the DOS works closely with the Vice Chancellor of Administration & Finance and the Director of Facility Services to assure that physical barriers are addressed. As well, the Campus Development Committee acts as the designated university entity that addresses issues, oversees complaints, and determines direction for the university in addressing Title II issues.

Accommodation and Grievance Procedures are outlined separately in the following two sections, II. & III. The transition plan is outlined in sections IV & V.

II. Accommodation Process

A. Disclosure of Process

UMW makes **students** aware of our policies and procedures through the use of our website:

<http://www.umwestern.edu/studentlife/disabilities>

Additionally, the *Student Handbook* and *General Catalog*, each produced yearly, indicate to students that their first step in receiving accommodations is to report their situation to the Student Life Office. Future publications of the *Viewbook* (beginning Fall 2006) will also include a similar statement.

Fall Orientation each year lets students know verbally about the Disability Services department and about a student's responsibility to make a formal request for accommodation.

Employees are requested to make disabilities and needed accommodations known upon their initial employment orientation with Human Resources. The process applied to employees in terms of requesting accommodations and documenting disabilities is similar to that of students, hence the website provides general guidelines applicable to employees. UMW means to include all persons with disabilities, including students, employees, and community members. Likewise the mission statement does not specify certain constituencies.

Community members utilizing campus services have never been formally informed of our process for making disabilities known or requesting accommodations. As a result of this Self-Evaluation, materials available to community members will disclose how to access such accommodations.

B. Response to Requests

Upon notification that a student or employee has requested accommodations, the Dean of Students initiates an in-take interview with the individual to determine the exact disability and accommodations needed. Community members may make requests known to specific departmental managers, who may consult with the Dean of Students about how to implement such accommodations.

Disabilities are to be documented per the guidelines published on the disability services website. Persons without such documentation or physically obvious disability may not receive accommodations until such is provided.

C. Accommodation Plans

As a result of the in-take interview, a formal accommodation plan is written with both the requestor and UMW administrator signing the plan. The Accommodation Plan, the person's disability documentation, and any supplemental materials are kept in hard copy format in the Student Life Office.

The requestor of such accommodations is required to sign a release allowing UMW to inform the necessary staff of the accommodations needed. As well, specific services may have associated guidelines or service contracts that the requestor is asked to acknowledge and sign.

D. Implementation of Services

Various individuals are responsible for providing services on campus. Ultimately, the Student Life Office (for students) and the Human Resources Office (for employees) maintain responsibility for assuring that accommodations are implemented.

E. Follow-up & Feedback

Persons with disabilities are asked to follow-up with the Student Life Office every semester to assure that services are happening appropriately. This meeting is requested through a letter each semester. Persons not responding to the request for a follow-up meeting are assumed to no longer need the services that were initially provided.

Follow-up meetings are concluded by having the person with disability take home a feedback form that can be returned to the Student Life Office with comments, suggestions, or needs. This form can be anonymous.

III. Grievance Process

A. General Process

Western strives to provide one-on-one attention to the needs of our constituents with disabilities. However, there may be times when a conflict arises and Western hopes that each person feels empowered to ask questions, communicate with the administration, and promote their own rights.

The ADA encourages alternative means of dispute resolution where appropriate and to the extent authorized by law. These methods include settlement negotiations, conciliation, facilitation, mediation, and arbitration. The use of alternative dispute resolution mechanisms is completely voluntary and is intended to supplement, and not to supplant, the other remedies provided by the ADA. No

alternative dispute resolution procedure precludes the affected person from seeking relief under the enforcement provisions of the ADA. Alternative dispute resolution measures are not required to be used prior to the filing of an administrative complaint with the federal government or through existing campus discrimination grievance procedures.

The University personnel policies include a discrimination grievance procedure that satisfies the requirements for written guidelines under the ADA. The procedure provides for both informal resolution and formal appeal of complaints. Grievance procedures are published for employees, faculty, students and the public. The information is available within collective bargaining agreements, student handbooks and University personnel policy manuals.

Should a time arise when a student has a conflict with any staff member, faculty member, or service, the student should make an appointment with the Dean of Students. Western specifically provides guidance in the Student Handbook for resolving issues regarding Faculty or Administration and for resolving policy issues.

Western may also ask for expertise in mediation and conflict resolution from the Disability Services program at the University of Montana - Missoula.

B. Specific Process

A student grievance must be based on a violation or alleged violation of Western or ADA regulations or policies. A grievance may not be based on the student's judgment of an instructor or administrator's competence. A grievance must be initiated within one calendar year following the alleged violation. The procedures outlined below are the primary mechanism for resolution of student grievances.

1. A student who wishes to pursue a Policy Grievance must first meet with the Dean of Students to determine the exact policy that has been allegedly violated by the faculty member or administrator. The Dean of Students will consult with the President of the Faculty Association and/or the Vice Chancellor for Administration & Finance during this process. Upon determination of the policy, the student may proceed to Step 2.
2. A student may then attempt to resolve the matter in writing with the faculty member or administrator, who shall have ten (10) working days to respond in writing with a decision.
3. If the student deems that the faculty member or administrator's response is unsatisfactory, or if the faculty member or administrator does not respond, the Dean of Students may convene a mediation between the parties to determine if a resolution is possible. A neutral mediator will be designated to hear the case and help the parties communicate. The Dean of Students will provide guidelines for this mediation to all parties.

4. If the appeal is not resolved after Step 3, and the student deems further action is necessary, the student will direct the appeal to the Dean of Students within ten (10) working days of the mediation. The Dean of Students will proceed with organizing a Policy Grievance Committee to hear the case. This Committee shall have twenty (20) working days to make a decision on the grievance.

The Policy Grievance Committee shall review student grievances as necessary. The Policy Grievance Committee shall consist of members from these areas:

- Registrar
- Affirmative Action Committee member
- A Student Services Representative
- Two Arts & Sciences Faculty Members
- Two Education, Business & Technology Faculty Members

A member of ASUMW Student Senate will attend the meeting as a non-voting representative to ensure that the student receives fair consideration by the committee. It is the intent of Western's grievance procedure that informed attempts be made in every instance of conflict to resolve the concerns of the parties involved. In the event that informed discussion or resolution with the Policy Grievance Committee is not successful in resolving a student's concern of fair or equitable treatment, students may appeal to the Western Chancellor, then to The University of Montana President, the Commissioner of Higher Education, and finally the Montana University System Board of Regents.

IV. Survey of Physical Barriers

A. Persons consulted and process used

The University of Montana-Western Facility Services used the *Americans with Disabilities Act and Architectural Barriers Act Accessibility Guidelines for Building and Facilities* (July 23, 2004) as a guide to complete the annual ADA self-evaluation. People consulted in the evaluation include Lee Richardson, Tom Nichols and Rick McLaren. Each building was thoroughly examined by the group and each barrier was recorded on the ADA self-evaluation form.

B. Description of services, programs, and policies evaluated

1. Barrier Free Campus Access

Every qualified individual with a disability has access to a majority of programs, services, and benefits that The University of Montana-Western offers. Western strives to enable individuals with disabilities to interact with non-disabled persons to the fullest extent possible. To increase this

opportunity, UMW has made reasonable modifications when such events take place to avoid any discrimination.

2. Building Compliance with ADA

A majority of the facilities on the UMW campus were ADA upgraded in 1998 including the residence halls and the greater part of the classrooms, with the Rural Tech center built in 2000.

Block Hall (Office Classroom Building) is the complex that needs the most upgrade, including entry doors, specific handicapped seating, correct doorknobs, and accessible drinking fountains. Mathews, Jordan, Centennial, and Davis Halls have been updated in most areas. Some of the problem areas include, but are not limited to, incorrect signage, no visible alarms in Centennial 210 and 214, and no evacuation routes. The major project in the PE Complex is the weight room not being accessible to the handicapped. Participants are able to use the weight set in the cardio room by way of elevator. The public toilet areas are congested and will be redone upon remodeling. The James Short Building has been updated to meet the ADA requirements.

The IT Woods Building needs a few updates, with the highest priority being installing magnetic door closers on 2nd floor north end hallway. Upon remodeling, UMW will install at least one accessible lavatory and will also build a wider doorway into the women's shower. A lift/hoist will be installed in the pool. The campus landscape has sidewalks that need to be repaired and will be when time and funds permit.

Main Hall is the highest priority among the UMW buildings at this time. Lifts will be added for room 402, room 415, and room 301. A ramp will be installed for access to the stage in the Bier Auditorium. A ramp will be build for handicapped persons to enter and exit the ceramics studio.

A complete list of building needs and interim solutions is presented in *Appendix A*.

3. Emergency Evacuation

During an emergency, each building has specific equipment including signage and alarm systems. Areas of rescue assistance are clearly marked in all facilities on campus. All facilities staff have been advised of the equipment to ensure effective use. Staff have been exposed to and trained in the use of the Campus Crisis Manual.

4. New Construction Practices

In the event of construction of a new facility or the alteration of existing facilities, UMW will ensure that each decision conforms to the standards designed under Title II (28 CFR Section 35.150, Section 35.151(d)(2) and Section 35.133).

5. Off-Campus Facility Access

Birch Creek is our only off-campus facility. There are no ramps or lifts located on the facility, and these will be added when time and funds permit. The Bender Center is handicapped accessible, except for handicapped sinks and mirrors. The highest priority at this time is to install panic doors in the upstairs main hall of the Bender Center.

C. Description of changes made to comply with ADA

Changes will take place based on time, funds, and staffing. A complete list of ADA recommendations, long-term solutions and interim remedies is attached in *Appendix A*.

V. Survey of Program Accessibility

A. Persons consulted and process used

Those persons consulted in regard to the Survey of Program Accessibility are included in *Appendix B*. Each person was interviewed following a standardized format included as *Appendix C*.

Responses to the interview are summarized by program in Section B. Recommendations made as a result of the interviews are summarized in Section C.

After reviewing each program, there was consistency among the departments in several areas. Unless otherwise stated, these consistencies included the following:

1. All programs in this section are governed by the policies set forth by the State of Montana, Montana University System, and federal government as appropriate.
2. Most programs did not notify their constituents of the fact that accommodations were available for their programs or how to access those accommodations. Additionally, publications and the UMW website did not include statements about access to materials in alternative formats or availability of accommodations.
3. All staff on the UMW campus need to attend a training seminar as to the campus' responsibility under ADA, how to identify constituents who need

accommodations, and how to access accommodations. This training session should include emergency evacuation procedures.

4. All campus programs have access to and utilize the campus crisis manual that makes provisions for work with individuals with disabilities.
5. Decisions regarding financial burdens are made by the Vice Chancellor of Administration & Finance after consultation with the senior staff.
6. Complaints and grievances are handled the same way for each department, as outlined in section III.

B. Description of services, programs, and policies evaluated

1. Programs – Academic

a. Outreach

The Department of Outreach includes Continuing Education, Birch Creek Educational Center, and Elderhostel as well as the grant programs Educational Opportunity Program (EOP) and Math Science Upward Bound (MSUB). These programs are directed by Dean Annilese Ripley, who ensures their compliance with ADA standards.

EOP also has funds for annual workshops that are about providing services.

Elderhostel is the only program that requires transportation services. Elderhostel primarily uses Tucker Transportation, and will lease accessible equipment when necessary

Instructors in Outreach are contractors. In the future, they will have information in their employment packets regarding ADA requirements

Educational Opportunity Program

EOP (Educational Opportunity Program) is provided to help students with academic issues. Robyn Wingo, is the Director of EOP and ensures compliance with ADA Standards.

No audio-visual presentations, no automated electronic equipment, no transportation, and no contractors are associated with this department.

Upward Bound

Math Science Upward Bound (MSUB) is a grant-supported program at the University of Montana – Western. Brian Pilcher is the Director and ensures compliance of MSUB with ADA standards.

No contractors and no automated electronic equipment are used by MSUB.

Transportation for MSUB will be provided by Tucker Transportation when the need arises.

Summer School

Summer School is provided to help students with academic summer classes. Vicki Lansing, is the Coordinator of Summer School and ensures compliance with ADA standards.

Vicki and Summer School Teachers will need to attend a campus workshop for an orientation about our obligations under ADA.

No audio-visual presentations, no automated electronic equipment, no transportation, and no contractors are associated with this department.

Birch Creek

The Birch Creek Center (BCC) is an auxiliary facility used to support the academic mission and as a source of income through rental to external constituents. Anneliese Ripley oversees this facility with the assistance of a management staff.

BCC has access to a low ropes course as well as hiking trails given that it is located in the Pioneer Mountains. These activities are not suitable for all persons with disabilities, nor is participation mandatory in these activities when at BCC. Alternative activities can be created upon request.

BCC notifies all constituencies of its accessibility and accommodations through several means, including its advertising brochure and its curriculum documents.

Emergency Evacuation procedures are followed as outlined in the Campus Crisis Manual, which makes provisions for individuals with physically limiting disabilities. However, additional procedures are needed because of BCC's remote location and housing operations. A supplement to the Crisis Manual will be developed for BCC that outlines evacuation procedures, areas of rescue assistance, and how to assist persons with disabilities.

No AV presentations, automated electronic equipment, transportation, or contractors are associated with this department.

b. Student Success

Library

The Library is provided to help students with research, technology, and finding resources. Mike Schulz is the Director of the Library and ensures compliance with ADA standards.

The program follows all non-discrimination policies as outlined by Montana Law and the state Board of Regents. There are no other policies governing its operation. There are no other policies that might limit participation. The Library is accessible to students and community members and finds opportunities for access despite disability.

The Library notifies all constituencies of its accessibility and accommodations through several means, including association with the Montana Assistive Technology Consortium and the American Library Association. These two agencies allow patrons to know of the accommodations available in the Library. Additionally, internal handbooks and brochures contain announcements about how to access accommodations.

The Library depends highly upon technology. Technology in the Library contains several assistive devices for hearing and vision-impaired patrons. As well, the Library is able to

access alternative equipment and document formats through the Montana Assistive Technology Consortium.

Real time video conferencing is available through the Library, but no interpretive or captioning services are readily available. Accommodations for such services would have to be made ahead of time.

No transportation, and no contractors are associated with this department.

Registrar

Jason Karch is the Registrar who ensures compliance of the Registrar's Office with ADA standards.

This department uses voice menus and Student/Faculty Self-Service. Montana Code Annotated (MCA) 53-19-311 is a law that provides for funding and establishment of a TDD operator to relay information to and from individuals requiring TDD access. The Self Service modules of the Student Information System will be checked for accessibility and usability by Information and Telecommunications Services (ITS).

No audio-visual presentations, no contractors, and no transportation is directly associated with this department.

Advising

Advising is an Academic Department at the University of Montana – Western that advises students and assists them to help with the success of their educational experience at Western. David Moore is the Director and ensures compliance of Advising with ADA standards.

No contractors, transportation, and no automated electronic equipment is used by Advising.

c. Accreditation

Accreditation Services are provided to help the institution achieve and maintain its ability to operate under guidelines provided by differing accreditation agencies. Sally Munday coordinates these services.

Publications, from this point forward, will contain information about how to be accessed in alternative formats. These documents usually revolve around publicly available accreditation reports and supporting exhibits.

No emergency evacuation procedures, no other staff, no audio-visual presentations, no transportation, and no contractors are associated with this department.

d. Programs in Arts & Sciences

The College of Arts & Sciences covers a broad array of academic programs as well as field experiences as they relate to Western's Bachelor's of Arts degrees. Karl Ulrich ensures compliance with ADA standards.

The program follows all non-discrimination policies as outlined by Montana Law, the state Board of Regents, and the Office of Public Instruction. As well, the Northwest Commission on Colleges and Universities (NCCU) applies standards to the school. No policies limit participation.

Beyond marketing brochures handled by the Admissions office, this division has no printed materials for public dissemination. Syllabi for individual classes are not required to reference how to access accommodations, although this is suggested for the division.

Audio-visual presentations within the college are made accessible by informing the Student Life Office ahead of time. This usually only occurs as it relates to classroom presentations.

Transportation is sometimes used for field experiences. Accommodations in this area are coordinated through the Student Life Office.

e. Programs in Education, Business, & Technology

The School of Education, Business, & Technology covers a broad array of academic programs as well as field experiences, including student teaching. Rita Moore is the Dean of the school and ensures compliance with ADA standards.

The program follows all non-discrimination policies as outlined by Montana Law, the state Board of Regents, and the Office of Public Instruction. As well, the National Council on Accreditation for Teacher Education (NCATE) and the Northwest Commission on

Colleges and Universities (NCCU) apply standards to the school. No policies limit participation.

Two internal documents, the Student Teaching Handbook and the Education Handbook, reference the availability of assistive services upon documentation and notification of the staff. Syllabi for individual classes are required to reference how to access accommodations.

The School of Education, Business, & Technology relies on schools in the state of Montana as contractors for student teaching opportunities. These schools must abide by the same policies within the ADA and Montana Law as the university.

Audio-visual presentations within the school are made accessible by informing the Student Life Office ahead of time. This usually only occurs as it relates to classroom presentations.

Transportation is sometimes used for field experiences. Accommodations in this area are coordinated through the Student Life Office.

Emergency Evacuation procedures are not relevant to this department.

2. Programs – Administrative

Administration is a major area of The University of Montana - Western that handles most business support functions. Susan Briggs is the Vice-Chancellor for Fiscal Affairs and ensures compliance with ADA standards.

No transportation, and no contractors are directly associated with this department.

Audio-visual presentations are only used in training. Many of these are delivered via the Internet. All training presentations are available in alternate formats. AV training is not generated locally. Western only uses companies which will provide training in alternative formats.

This department uses voice menus and Student/Faculty Self-Service. Montana Code Annotated (MCA) 53-19-311 is a law that provides for funding and establishment of a TDD operator to relay information to and from individuals requiring TDD access. The Self Service modules of the Student Information System will be checked for accessibility and usability by Information and Telecommunications Services (ITS).

a. Bookstore

The Bookstore provides text books and materials to students. Kathy Rebich-Hupp is the manager of the Bookstore and ensures compliance with ADA standards.

This department uses voice menus. Montana Code Annotated (MCA) 53-19-311 is a law that provides for funding and establishment of a TDD operator to relay information to and from individuals requiring TDD access.

The Bookstore assists Student Life in providing Books-on-Tape for students with documented disabilities, although the responsibility for this services rests with Student Life.

No transportation, no audio-visual presentations and no contractors are directly associated with this program.

b. Business Services

Business Services handles accounts payable, accounts receivable, campus accounting, budgeting, human relations and purchasing for the campus. Virginia Dale is the Director of Business Services and ensures compliance with ADA standards.

No transportation and no contractors are directly associated with this department.

Audio-visual presentations are only used in training. Many of these are delivered via the Internet. All training presentations are available in alternate formats. AV training is not generated locally. Western only uses companies which will provide training in alternative formats.

This department uses voice menus and Student/Faculty Self-Service. Montana Code Annotated (MCA) 53-19-311 is a law that provides for funding and establishment of a TDD operator to relay information to and from individuals requiring TDD access. The Self Service modules of the Student Information System will be checked for accessibility and usability by Information and Telecommunications Services (ITS).

c. Facility Services

Facilities Services is charged with the maintenance of the physical plant. Lee Richardson is the Director of Facilities Services and ensures compliance with ADA standards.

This department generates no publications.

This department uses voice menus. Montana Code Annotated (MCA) 53-19-311 is a law that provides for funding and establishment of a TDD operator to relay information to and from individuals requiring TDD access.

No audio-visual presentations and no contractors are directly associated with this program.

Facilities Services provides transportation for the campus. There are no motor pool vehicles that provide wheelchair access, etc. but Facilities Services will rent or lease vehicles with the appropriate modifications as required.

d. Human Resources

Dorothy Seymour is the Human Resources Officer and ensures compliance with ADA standards.

No audio-visual presentations, no transportation, and no contractors are associated with this program.

The two primary forms of automated electronic equipment utilized on campus are Voice Menus and the Self-Service portions of Banner Web For Employee. Montana Code Annotated (MCA) 53-19-311 that provides for a tax and establishment of a TDD operator to relay information to and from individuals requiring TDD access. There have been no steps taken to determine if the web-based system is accessible to and usable by individuals with disabilities.

e. Information Technology Services

Information and Telecommunications Services is responsible for the management of the campus data network, the central administrative servers and applications for the campus, the campus telephone system, and the campus Web. Jim Efta is the director who insures ADA compliance of the department.

This department generates no publications.

This division uses voice menus. Montana Code Annotated (MCA) 53-19-311 is a law that provides for funding and establishment of a TDD operator to relay information to and from individuals requiring TDD access.

This division supports voice menus and Student/Faculty Self-Service. Montana Code Annotated (MCA) 53-19-311 is a law that provides for funding and establishment of a TDD operator to relay information to and from individuals requiring TDD access. The Self Service modules of the Student Information System will be checked for accessibility and usability by Information and Telecommunications Services (ITS).

3. Programs – Institutional Advancement

a. Enrollment Management

Admissions and Financial Aid are two campus services under the Direction of Arlene Williams, who is the Dean of Enrollment Management and ensures compliance of the departments with ADA standards.

This department uses some contractors that are State and Federal entities such as the Montana Guaranteed Student Loan Program, the Student Assistance Program and the Perkins Loan Program. Because of their State and/or Federal relationships, these contractors are aware of ADA requirements. Other contractors, such as Horst Graphics and CollegeNet (admission applications) need to have a statement added to their contractual agreement.

No transportation is directly associated with this department.

b. Alumni Relations & Foundation

Tom Yahraes, Vice Chancellor of Institutional Advancement, provides supervision to our Dean of Enrollment, Admissions, Financial Aid, Alumni Relations, Athletics, Foundation, and News and Publications. Tom has supervisors who run each of these departments and ensures compliance with ADA standards.

No audio-visual presentations and no automated electronic equipment are associated with this department.

c. Athletics

Pat Yager is our Associate Athletic Director and Director of our PE Complex. Pat ensures compliance with ADA standards. Athletic Training is provided to help our student athletes receive immediate treatment due to injury. Janell Handlos is one of our Athletic Trainer and ensures compliance with ADA standards.

The athletic department follows NAIA, IHSA, and NCRA policies. These policies do not limit participation. In fact, they all refer the athlete back to the Montana Law and Board of Regents.

Emergency Evacuation procedures are followed as outlined in the Campus Crisis Manual, which makes provisions for individuals

with physically limiting disabilities. Also, an emergency action plan exists which deals with the athletes only.

No audio-visual presentations, no automated electronic equipment, and no contractors are associated with this department.

Tucker Transportation is used by our athletic department. A copy of the contract is available through Susan Brigg's office. Tucker Transportation complies with all ADA regulations.

d. News & Publications

Wally Feldt is our News, Publications, and Sports Information Director and Photographer for Western. He is in charge of distributing all campus news and athletic information to the public.

No audio-visual presentations, no automated electronic equipment, no transportation, and no contractors are associated with this department.

4. Programs – Student Life

a. Auxiliary Facilities

Auxiliary Facilities provides facility maintenance and custodial duties to the non-state buildings on campus. This includes the two residence hall facilities and the Student Union. Neil Snyder is the manager of this department ensures compliance with ADA standards.

No publications, no public meetings or services, no audio-visual presentations, no automated electronic equipment, no transportation, and no contractors are associated with this department.

b. Career Services & Service Learning

Career Services is provided to help students determine career paths and to provide opportunities for Service Learning. Liane Forrester is the Director of Career Services and Service Learning and ensures compliance with ADA standards.

Publications, from this point forward, will contain information about how to be accessed in alternative formats. Career Services not only sends documents and publications to internal constituents, but also makes documents, such as letters of recommendation, available to external constituents.

Career Services depends highly upon web-based services, which can be made available in an alternative format if requested.

No audio-visual presentations, no transportation, and no contractors are associated with this department.

c. Counseling Services

Counseling services is provided to help students with academic and social adjustment issues. Lynn Welztien, L.C.S.W. is the Director of Campus Counseling and ensures compliance with ADA standards.

Publications, from this point forward, will contain information about how to be accessed in alternative formats. Counseling services sends publications about resources to internal campus personnel.

No audio-visual presentations, no automated electronic equipment, no transportation, and no contractors are associated with this department.

d. Conference & Events

Conference & Events provides services to both internal and external constituents on organizing and implementing special events. Kathy Simkins is the Director of Conference & Events and ensures compliance with ADA standards.

As with most campus departments, notification has never included how public meetings or services can be made accessible. As well, the multiple publications from this department have never explicitly indicated how to access services. Suggestions for the improvement of our notification procedures include updating web-based materials, statements on all documents that indicate that accommodations are available, and producing an "Access Map" that shows locations of elevators, ADA parking, ramps, and other accommodations.

No audio-visual presentations, no automated electronic equipment, no transportation, and no contractors are associated with this department.

e. Disability Services

Disability Services are provided to help students with special needs. More so than any other department, Disability Services accommodates students and consults with accommodations for the general public and employees. Ultimately, Disability Services will be the department who designs and implements ADA accommodations for all departments when requested. Eric Murray is the Director of Disability Services and ensures compliance with ADA standards.

As part of the Disability Services website, notification is made available to constituents about making their disability known to the office so that accommodations can be designed and implemented.

Eric Murray and Nicole Hazelbaker are the staff members associated with this department and conduct trainings for other campus departments.

No audio-visual presentations, no automated electronic equipment, no transportation, and no contractors are associated with this department.

f. Dining Services

Dining Services is provided to students so that they have an on-campus eating alternative. Cheri McCarthy is the Director of Dining Services and ensures compliance with ADA standards.

The program follows all non-discrimination policies as outlined by Montana Law and the state Board of Regents. There are no other policies governing its operation. There are no other policies that might limit participation. Dining Services commonly makes accommodations in the area of dining nutrition and meal types.

No audio-visual presentations, no automated electronic equipment, no transportation, and no contractors are associated with this department.

g. Health Services

Health Services are a contracted function for Western. The Community Health Center of Dillon (CHC), located across the street from the campus, provides all health services to campus. Coordination for Health Services happens from the Student Life Office under the supervision of Eric Murray.

The program follows all non-discrimination policies as outlined by Montana Law and the state Board of Regents. Because it is a private, grant funded entity, the CHC follows its own guidelines. None of these guidelines inhibits or limits participation by constituents with disabilities.

Notification to students about services is coordinated through the Student Life Office. Upon request, notification can be made available in alternative formats.

h. Orientation

Orientation is provided to all new students entering the institution to give them information about campus functions and how to succeed academically. The Dean of Students supervises Orientation.

The program notifies the public about its non-discrimination policies through general EEO statements on various publications. Orientation needs to include a statement about how to engage the Accommodation Process in its mailed material, specifically the New Student Information Packet. The UMW website is available at present with this information and provides links on how to access services. A reminder of how to access services and the Accommodation Process will be emailed to the program's staff each year.

The New Student Information Packet is the only public document regarding this program and can be made available in any alternate format upon request and with time allotted for such conversion. It is the institutions policy to provide publications in an alternative format for persons who present a request for such and documentation of a disability requiring such.

Transportation involved with this program is coordinated through Tucker Transportation (Butte, MT) that provides accessible transportation for person with disabilities. Transportation may include field trips or transport to off-site locations.

No audio-visual presentations, no automated electronic equipment, and no contractors are associated with this department.

i. Residence Life & Housing

Residence Life & Housing Administration provide students with residential facilities during the academic year. Mike Piazzola supervises Residence Life and Nicole Hazelbaker supervises Housing Administration. These two managers ensure compliance with ADA standards.

The program follows all non-discrimination policies as outlined by Montana Law and the state Board of Regents. Additionally the Housing Contract provides additional policy guidelines but has no limiting effects on people with disabilities. There are no other policies that might limit participation. In fact, Housing provides ADA accessible rooms that are kept on reserve. Other needs can be met on an individual basis.

Mike and Nicole will need to attend a campus workshop for an orientation about our obligations under ADA. The Resident Assistants who work for Mike and the Office Assistants who work for Nicole have some training on how to deal with people who present themselves with disabilities. Facilities are ADA accessible

and staff are made aware of accommodation plans for their constituents as necessary.

Publications, from this point forward, will contain information about how to be accessed in alternative formats. Residence Life has numerous publications involving applications, contracts, and procedures associated with Housing.

No audio-visual presentations, no automated electronic equipment, no transportation, and no contractors are associated with this department.

j. Student Activities & Senate

Student Activities provides recreational, social, and athletic extra-curricular activities to students. Brooke Erb is the coordinator of Student Activities and Student Senate and ensures compliance with ADA standards.

The program follows all non-discrimination policies as outlined by Montana Law and the state Board of Regents. There are no other policies governing its operation. There are no other policies that might limit participation. Because of the nature of some of the activities, every possible means of allowing inclusion is pursued or alternative participation formats are developed. However, some activities, like intramural sports, may preclude participation of some individuals. The activities program is well-rounded though so that the majority of activities are accessible.

Transportation involved with this program is coordinated through Tucker Transportation (Butte, MT) that provides accessible transportation for person with disabilities. Transportation may include field trips or transport to off-site locations.

To date, audio-visual presentations have never required alternative formats because there has never been a request. However, Student Activities will be investigating how to provide captioning or other accommodations in the event that such a request arises.

Contractors, such as those that provide alternative activities, are asked to provide accommodations.

No automated electronic equipment is associated with this department.

C. Description of Recommendations made to comply with ADA

There were several campus wide and departmental specific recommendations that evolved out of this assessment. They are summarized below.

1. Campus-Wide recommendations.
 - a. The UMW Website should include a statement on access to accommodations.
 - b. All UMW Publications should include the following statement

Upon request, UMW provides accommodations, including written materials in alternative formats, for persons with disabilities. For more information, please contact Student Life at 406-683-7565.
 - c. Provide training sessions for current and new staff as to Western's obligations under ADA, how to identify persons who may need accommodations, how to implement accommodations, and how to respond to emergency situations.
2. Departmental Specific Recommendations
 - a. **Admissions** – as with all other campus publications, the *Viewbook* in particular should include a section on Disability Services and how accommodations are provided at Western.
 - b. **Admissions** – Make sure that outside contractors (Horst Graphics & CollegeNet) follow ADA guidelines and have materials available in alternative formats.
 - c. **Arts & Sciences** – It is recommended that all syllabi be required to have a statement about how to access accommodations through the Student Life Office.
 - d. **Birch Creek** – Develop a supplemental crisis response plan to deal with the specific environment at Birch Creek and persons who may need assistance in an emergency.
 - e. **Human Resources** – Work more closely with Student Life to assure compliance with ADA, offer trainings, and assist employees who may need accommodations.
 - f. **ITS** - The Self Service modules of the Student Information System will be checked for accessibility and usability by Information and Telecommunications Services (ITS).
 - g. **Student Life** – Clarify protocols for emergency evacuation of persons with disabilities.

Appendix A

Building Compliance with ADA and Physical Barrier Summary

Appendix B

Interview Schedule

Appendix C

Self-Evaluation Interview Form