

Disability Resources & Educational Services (DRES) Accessible Media Content Delivery

Goal: Reduce the lead time required for delivering text-based accessible media content to students in need, primarily focusing on the materials required at the start of a term.

Approach: Gathered information from students and staff working on the process to produce accessible media and benefiting from the services provided through working sessions, in-person focus group sessions and email. Analyzed current process flow, stakeholder feedback and volume data. Brainstormed potential improvements, the impact and priority of those improvements and then developed implementation plans. Presented a final report to the Director of DRES and developed an ITPC proposal in partnership with Chicago and Springfield campuses.

Key Findings

High Priority Problems

- **Volume of requests highly variable due to delays in class materials being identified.**
- **Heavy workload for small staff, exaggerated by lack of standardization and cross-training.**
- **Training for student workers lacks consistency and completeness.**

Recommendations

Short-term Improvements

- 1. Create a common email account for requests to be processed through** – reduces confusion and duplication of effort, reducing the amount of time required for processing requests.
- 2. Document process for creation of videos** – enables more staff to participate in process.
- 3. Document subject areas and champions** – ensure all aspects of the conversion process have a champion for the inclusion and improvement of the work.
- 4. Identify delivery method for students with a Mac** – enables students to choose the best format choice for them regardless of their preferred operating system.

Long-term Improvements

- 1. Create and publish introduction/training videos for the students on how to use the materials/software packages** – proactively addresses common issues experienced by users.
- 2. Create general, introductory training videos for training student workers** – ensures a consistent message on expectations from day one.
- 3. Standardize the training for student workers** – enables more staff to conduct training.

Outcome: Short-term improvements to the process were implemented and an ITPC proposal was submitted to define technical requirements for an integrated software solution to better track and manage services provided. ITPC proposal was developed in partnership with the Office of Disability Services on both Chicago and Springfield campuses.