University of Minnesota Duluth
Division of Student Life
Disability Resources
2023-2024 Strategic Plan

I. Vision

We envision UMD to be an equitable and inclusive learning environment in which disability is understood to be an aspect of diversity and individuals with disabilities are an integral part of the University community.

II Values

Support, Engagement, Individual Strengths, Equitable Access

III. Mission

The Office of Disability Resources promotes an equitable and inclusive learning environment by facilitating reasonable and appropriate accommodations, empowering students to become self-advocates, and educating the campus community.

IV. Goals

Disability Resources Goals Mapped to the UMD and Student Life Strategic Plans

Disability Resources Goals	Mapping to University Goals	Mapping to Student Life Goals
Goal 1: Develop policies, practices, and support measures that address increased disability-related student needs around wellbeing, self-care, and academic success.	1.2, 1.4, 2.2, 2.3, 2.6, 3.2	1.1, 3.2, 3.3, 4.3
Goal 2: Promote awareness of resources available in DR & advocate for improved access campus-wide through outreach across campus.	1.2, 1.4, 2.2, 2.3, 2.4, 2.6, 3.2	2.2, 4.2, 4.3, 5.2, 5.3
Goal 3: Make strategic changes to processes, systems, and procedures to continue providing high-quality, stakeholder-centered, inclusive service.	1.2, 1.4, 2.2, 2.3, 2.4, 2.6, 3.2	4.1, 4.2, 4.3, 5.2, 5.3

V. Objectives/Outcomes/Assessment

Objective/Outcome	Mapping to Department Goal	Assessment Strategy How will we assess the objective? How will we know when the objective is accomplished?
Continue embedding relationship-first & wellbeing practices into current student services	1	Staff will continue to include at least one relationship-first, wellbeing-related question in each meeting, utilizing updated intake guide & wellbeing queries as guides. Feedback surveys will assess completion.
Add academic success coaching and 1:1 check-ins as non-accommodation support measures offered by DR on a case-by-case basis	1	Disability Support Coordinators will hold drop-in hours, assist with intake follow ups with students, and provide academic coaching and 1:1 check-ins. Feedback surveys will assess completion.
Improve connection and communication with new students by implementing new follow-up procedures after each intake	1	Disability Specialists will implement follow-up check in procedures after each new student intake. Feedback surveys will assess completion.
Hold 1-2 campus events each semester, at which we promote disability awareness/access and educate campus about DR resources	2	1-2 campus events held; Student surveys will assess completion; anecdotal evidence from number of new students, warm handoffs, and other referrals from campus partners
Build relationships with staff/faculty by providing opportunities to connect with DR staff, engage about accessibility on campus, ask questions, and provide the department feedback	2	Offer department and school Q&A sessions. Gather feedback through faculty surveys.
Send quarterly DR newsletters to instructional staff/faculty to improve transparency, awareness, and open communication	2	Send quarterly newsletters. Gather feedback through faculty surveys.
Utilize ACE database to improve stakeholder experiences: anticipate & respond to student & faculty feedback to guide and prioritize improvements	3	Survey feedback and Portal usage will be used to assess completion.
Utilize student feedback to remove barriers to access, including departmental requirements	3	DR will offer students both general and targeted feedback

		surveys throughout the year to use in assessing objectives.
Communicate proactively and strategically: provide students pertinent information & reminders through email blasts, social media posts, and print communication	3	Engagement with communication will be measured through replies, social media use/responses, and survey feedback.
Develop relatable resources that will aid students/faculty regarding DR FAQs & Portal usage	3	Engagement with communication will be measured through replies, social media use/responses, and survey feedback.
Implement regular, randomized mini-surveys to get timely feedback and be positioned to respond	3	Staff will use varied methods to obtain feedback using surveys: QR codes, targeted emails inviting responses, offering feedback links on staff iPads, etc.