

A Tale of Three Students

Improving Campus Collaboration for Housing Accommodations

Toni Nogalski & Chelsea Quinlivan | Baylor University Office of Access and Learning Accommodation

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Introductions

- Office of Access and Learning Accommodation (OALA)
- Toni
 - Student Affairs background (Counseling Center Outreach Apprenticeship)
 - OALA Testing Center Coordinator 2018-2020
 - Accommodation Specialist since December 2020
- Chelsea
 - Accommodation Specialist since June 2022
 - Elementary Music Teacher 2021-2022
 - Elementary Special Education Teacher 2016-2021



Agenda

1. Review Disability Service's role in providing accessible housing
2. Evaluate responses and subsequent course of action to each student case
3. Create a list of housing policies/procedures
4. Conclusion

Relevant Legislation

Americans with Disabilities Act/Section 504

- "Prohibits disability discrimination in programs receiving HUD funds or financial assistance"
- "Persons with disabilities may not be denied the opportunity to participate in a program or activity because of their disability"
- "May not be required to accept a separate or lesser program or service than what is provided to others without disabilities"

History and Context from Jane Jarrow

What is access in housing?

- Safety
- Convenience
- Dignity
- Meal service (possibly)
- Communal Living
- Options
- Access to campus facilities and activities

TL;DR same opportunities



History and Context from Jane Jarrow, cont.



Lack of space or convenience are not valid reasons to deny housing accommodations.

Set and Setting

- Baylor University
 - Private Baptist University
 - Roughly 15,000 Undergraduates
 - First Year Residency Requirement
 - Typical housing accommodations and fall deadline
- Recently designated R1 Research Institution
 - Opening new revenue streams
 - More emphasis on research and growing graduate programs
- Recovering from COVID
 - Large entering classes
 - Unique space solutions

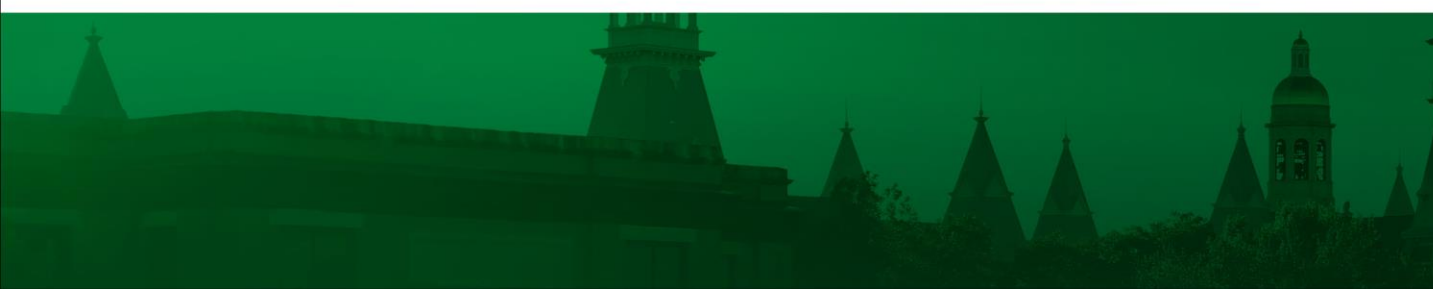
Our Three Characters

Student Similarities

- Case study ranges from December 2021-present
- All Spring admittees
- Each use a wheelchair due to mobility limitations
- Each would be utilizing a live-in Personal Care Attendant (PCA)
- Recommended accommodations
 - Main campus, private room, bathroom, room for PCA
- All navigating this process for the first time!

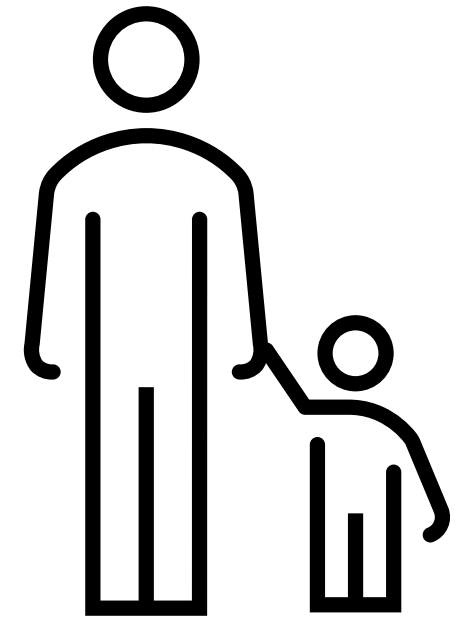
Student 1

- First live-in PCA request at Baylor in roughly 20 years
- Requested accommodations for Spring move-in December 2021
- Communication from OALA to Housing
- Housing's Solution
- Solution Implementation
- What did Baylor/OALA learn?



Student 2

- Requested accessible centralized housing for Spring move-in in November, 2022
- PCA policies in place
- Collaboration with OGC and Housing Office
- Gendered PCA considerations
- Housing's decision
- Last minute student surprise
- What did Baylor/OALA learn?



Student 3

- Accepted to Baylor for the fall '22 semester
- Deferred until spring – given advice to wait until 1 month before classes to contact OALA
- Sent in accommodation application early December – looking for both housing and classroom accommodations for spring
- Housing office determined timeline was too short (current students leaving for winter break) to provide housing accommodations
- What did Baylor/OALA learn?

Anita Archer Wisdom

Everything I know I learned
in (teaching) kindergarten –
expect the unexpected
and precorrect it. Write a
policy and procedure
for EVERYTHING



Let's Do It

We are going to create a list of everything you may possibly need a policy/procedure for related to housing accommodations (communication, student responsibilities, housing vs. disability services responsibilities, etc.)

Policy and Procedure List

- Chain of communication
- PCA
- Student responsibilities
- Housing responsibilities
- Disability service office responsibilities
- Application deadlines
- Preference vs. Accommodation
- Roommate selection
- Fees

Outcomes

- We looked at exemplar websites
 - [UConn's Webpage on Personal Assistants for SWDs](#)
 - [University of Illinois Urbana-Champaign's Accommodations and Assignments Considerations](#)
- Our updated website
 - [Baylor's Updated Housing Website](#)
- Met with a local care agency to learn about the process of hiring a PCA
- Rebuilding relationships with offices on campus

Surprise Ending

One of the students we discussed earlier is currently living on the Baylor campus. Which one do you think it is?



Conclusion

- Policies and Procedures Matter
- Explicitly Instruct Whenever Possible
- Progress is Rarely (If Ever) Linear

“PROGRESS IS NOT LINEAR.”

–MARIA MONTESSORI



Montessori Education

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Resources

- Jarrow, J., Ph.D (2023). *Housing Accommodations for Students with Disabilities* [A Primer for Disability Service Providers].
- Young, S. (2022, July 18-22). *Disability Services and Housing Services: A Powerful Team*. [Conference Presentation]. AHEAD 2022 Convention, Cleveland, OH, United States.
- U.S. Department of Housing and Urban Development regulations