



# California State University, Chico

## Division of Student Affairs Accessibility Resource Center (ARC) Annual Report 2023-2024

### **Departmental Mission Statement:**

The Accessibility Resource Center collaborates with staff, faculty, students, administrators, and community members to ensure that all aspects of campus life— learning, working, and living— are universally accessible. We promote and facilitate awareness and access through accommodations, training, and partnerships.

### **Departmental Accomplishments - A Highlight**

- Continued to successfully manage a significant increase in students with more complex disabilities and associated service delivery (i.e., students with two or more disabilities: 33%).
- Continued to see academic performance improvements via the academic coaching program. Eighty percent of the participating students in AY 2023-2024 met the success criteria, which is indicative of meeting a 2.0 GPA or higher with either maintaining units or increasing units when compared to their prior semester outcomes.
- Continued efforts to improve campus climate via disability awareness workshops, trainings, and outreach. ARC staff increased our efforts by participating in Summer O and several other outreach events, 90 in total.

### **Program Statistics and Assessment for Past Year**

#### **Demographic Reporting – Students:**

- 879 Students Served During Fall 2023
- 1054 Students Served During Spring 2024
- 27 Temporary Students Served During AY 23/24
- 7% of Chico State Students Registered with ARC

#### **Students Reporting the Following Disabilities:**

- 31% Mental Health diagnosis (Up 2% since AY 2022 - 2023)
- 28% Attention Deficit Disorder (Up 1% since AY 2022 - 2023)
- 14% Learning Disabilities (Down 1% since AY 2022 - 2023)
- 12% Chronic Health Conditions (Down 1% since AY 2022 - 2023)
- 5% Autism/Asperger's (Down 1% since AY 2022 - 2023)
- 2% Mobility (Down 1% since AY 2022 - 2023)



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- 1% Traumatic Brain Injury (Down 1% since AY 2022 - 2023)
- 2% Deaf/Hard of Hearing (No change since AY 2022 - 2023)
- 1% Other (Down 1% since AY 2022 - 2023)
- 1% Blind/Visual Impairment (No change since AY 2022 - 2023)

Note: 33% of students report more than one disability.

## **Results from a customer satisfaction survey, students reported:**

- 90% felt they were an active participant in establishing disability related accommodations.
- 80% felt ARC referred them to appropriate resources, responded to emails and phone calls within a day or two, and they felt welcome, respected, and understood.

## **Unit Objectives for AY 2024-25**

### **Proudly Owning Who We Are:**

**University Access:** Advocate responsibly for an accessible learning and working environment by coordinating reasonable accommodations, promoting universal design, and by removing informational, physical, and attitudinal barriers. *(CSU, Chico Strategic Priorities: Equity, Diversity, and Inclusion and Civic and Global Engagement)*

**Outcome:** Conduct five workshops to Colleges introducing ADA, Universal Design, and new Title II regulations.

### **Leveraging Our Strengths in What We Do:**

**Education and Outreach:** Provide leadership to the University community, including students, staff, and faculty, to enhance awareness of the needs and capabilities of students and employees with disabilities. *(CSU, Chico Strategic Priorities: Equity, Diversity, and Inclusion and Civic and Global Engagement)*

**Outcome:** Organize and lead at least three awareness events or workshops about the needs and capabilities of students and employees with disabilities; with at least 80% of participants reporting an increased understanding of disability issues.



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## **Advancing Our Influence by How We Do Our Work:**

**Program Evaluation:** Engage in systematic program assessment strategies designed to support, enhance, and improve services to students and employees with disabilities. *(CSU, Chico Strategic Priorities: Equity, Diversity, and Inclusion and Civic and Global Engagement)*

**Outcome:** Complete an assessment of current disability services by conducting a survey with at least 25 students and employees and use the results to identify and implement at least two specific improvements to the services provided.