California State University, Chico

Division of Student Affairs
Accessibility Resource Center
Annual Report 2025-2026

I. Mission Statement

Chico State believes in providing access to its diverse student, employee, and community populations. The Accessibility Resource Center (ARC) works 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.

II. Accomplishments – Highlights

- Record Student Support: Ended the year serving 1,599 students, representing 12% of the full-time equivalent student population.
- Expanded Testing Services: Delivered 3,044 exams, marking a 4% increase over AY 2024-2025.
- Robust Outreach Efforts: Conducted 117 outreach activities, including tabling events, presentations to parents and students, and presentations to colleges. ARC partnered with Admissions at six “Yield Events” and connected with incoming students.
- 2,717 cart rides during the Academic Year, marking a 16% increase over AY 2024-2025.
- Worked with Enterprise Applications to create a check-in system to track office usage. ARC had 850 unique visitors and 3,970 check-ins during AY 2025-2026.
- Secured the AIRA Tech accessibility app, which is an on-demand, 24/7 remote video interpreting service for students who are blind or have low vision.

III. Program Statistics and Assessment for Past Year

Demographic Reporting – Students Served

- 1,446 students served during fall 2025
- 1,599 students served during spring 2026
- Temporary Students (AY 2025-2026): Average 18 per semester
- Percentage of Chico State Students Registered with ARC: 12% of FTE

Students Reporting the Following Disabilities: (Five most common)

- 34% Attention Deficit Disorder (up 2% since AY 2025-2026)
- 28% Mental Health Diagnosis (down 2% since AY 2025-2026)
- 14% Learning Disabilities (up 1% since AY 2025-2026)
- 14% Chronic Health Conditions (up 1% since AY 2025-2026)
- 6% Autism/Asperger's (no change since AY 2025-2026)
- Note: 38% of students report more than one disability (up 6% since AY 2025-2026)

ARC Academic Coaching Program AY 2025-2026:

The ARC Academic Coaching Program served 46 students during the fall semester, providing holistic, one-on-one support to address academic and personal challenges through consistent coaching, resource referrals, and strategic interventions. During the spring semester, the program was temporarily suspended while additional funding was secured to support its continuation. During this time, students continued to have access to individualized support and were offered one-on-one coaching with their respective Accessibility Advisors.

Unit Objectives for AY 2025-2026:

- **Proudly Owning Who We Are**
  Outcome: Conduct five targeted workshops across academic colleges and administrative units to introduce ADA updates, Universal Design principles, and new Title II regulations, with attendees indicating increased confidence in applying these principles. *(Chico State Playbook:* Excellence, equitable, inclusive, and rewarding environment, which ensures a welcoming culture)
  Met: Continue AY 2026-2027, update number of trainings

- **Leveraging Our Strengths in What We Do**
  Outcome: Organize and lead at least five awareness events or workshops about disability issues with attendees indicating increased awareness about disability issues. *(Chico State Playbook:* Connection, by building relationships and empathy. Engagement, inclusive, and rewarding environment, which ensures a welcoming culture)
  Met: Continue AY 2026-2027, update number of trainings

- **Advancing Our Influence by How We Do Our Work**
  Outcome: Complete a comprehensive survey with at least thirty students and employees regarding current disability services and implement at least two service improvements based on survey results by the end of AY 2025-2026. *(Chico State Playbook:* Innovation, streamlining processes, and ensures a welcoming culture)
  Unmet: Rework this objective

- **Let's Dance! (Playbook-aligned)**
  Outcome: Launch a quarterly 'ARC Open House' series for students, faculty, and staff, aiming for at least 150 total attendees across all events indicating a sense of welcome and inclusion. *(Chico State Playbook:* Connection and Inspiration, shared commitment to accessibility, promotes ARC as a resource, welcoming inclusive and interactive events)
  Partially met: ARC hosted Open House events; however, the attendance was poor, despite varying days and times.

IV. Integrate Unit Objectives with Strategic Action Plan in AY 2026-2027

- **Proudly Owning Who We Are**
  Outcome: Conduct at least three targeted workshops for academic and administrative units on ADA updates, Universal Design, Title II regulations, and ARC accessibility practices. Continue professional development to stay current on disability services, ADA compliance, and accessibility best practices. (Chico State Playbook: Excellence - supporting an equitable, inclusive, and welcoming environment. // CSU Promise: Adaptive & Responsive Teaching & Learning - supporting inclusive, accessible, and intentional learning environments)

- **Leveraging Our Strengths in What We Do**
  Outcome: Organize or lead at least three disability awareness events, workshops, or presentations**.** Continue building relationships with faculty, campus departments, advisors, and student support programs through outreach, consultation, and collaboration. (Chico State Playbook: Connection and Engagement - building relationships, empathy, and an inclusive campus environment. // CSU Promise: Adaptive & Responsive Teaching & Learning –

strengthening awareness and support for inclusive and accessible learning environments)

- **Advancing Our Influence by How We Do Our Work**
  Outcome**:** Identify and implement at least two service or process improvements based on feedback and staff experience. Improvements may include procedures, resources, workflows, campus systems, or accessibility-related technology that improve ARC services and student support. *(Chico State Playbook: Innovation – improving and streamlining services. // CSU Promise: Personalized Journeys to Success – improving resources and services that respond to individual student needs and support their success)*

- **Let's Dance! (Playbook-aligned)**
  Outcome: Participate in at least six campus engagement opportunities to increase ARC visibility and strengthen connections with students, faculty, staff, and campus partners. Activities may include orientations, outreach events, presentations, committees, Student Affairs initiatives, affinity center events, and other campus programs. *(Chico State Playbook: Connection and Inspiration - promoting ARC as a resource and creating welcoming and inclusive opportunities for engagement. // CSU Promise: Personalized Journeys to Success - connecting students with resources and support; Adaptive & Responsive Teaching & Learning - promoting an inclusive and accessible campus experience)*