Universal Design in Student Services

• **Create welcoming spaces**
  o Office accessibility
  o Advertising accessibility
  o Using signage
  o Decoration of office

• **Develop, implement, and evaluate pathways for communication among students, staff, and faculty; promote interaction among students and staff**
  o Create opportunities for all students to be involved.
  o Provide vehicles for students to share their stories with others.
  o Listen to students.
  o Do assessments that specifically focus on experiences of students with impairments.

• **Ensure that each student and staff member has an equal opportunity to learn and grow**
  o Focus on out-of-class experience as well as in-class.
  o Provide work-study and internship experiences for all students.
  o Be advocates for students with faculty – educate about UD.

• **Communicate clear expectations to students, supervisees, and other professional colleagues using multiple formats and taking into consideration diverse learning and communication styles**
  o Make sure materials such as handouts are always available in various formats.
  o Use captioned videos, real time captioning, or interpreters for all events.
  o Make sure all events are accessible to mobility impaired individuals.

• **Use methods and strategies that consider diverse learning styles, abilities, ways of knowing, and previous experience and background knowledge**
  o Focus on outcomes and allow people to use various ways of accomplishing those outcomes.

• **Provide natural supports for learning and working to enhance opportunities for all students and staff**
  o Build supports into every activity.

• **Ensure confidentiality**
  o All students have a right to privacy. Staff and faculty do not need to know what is “wrong” with an individual to work effectively with that person.

• **Define service quality, establish benchmarks for best practices, and collaborate regularly to evaluate services**
  o Evaluate and enhance services on a regular basis.
  o Ask students with impairments for suggestions and feedback.

(Higbee, 2008)