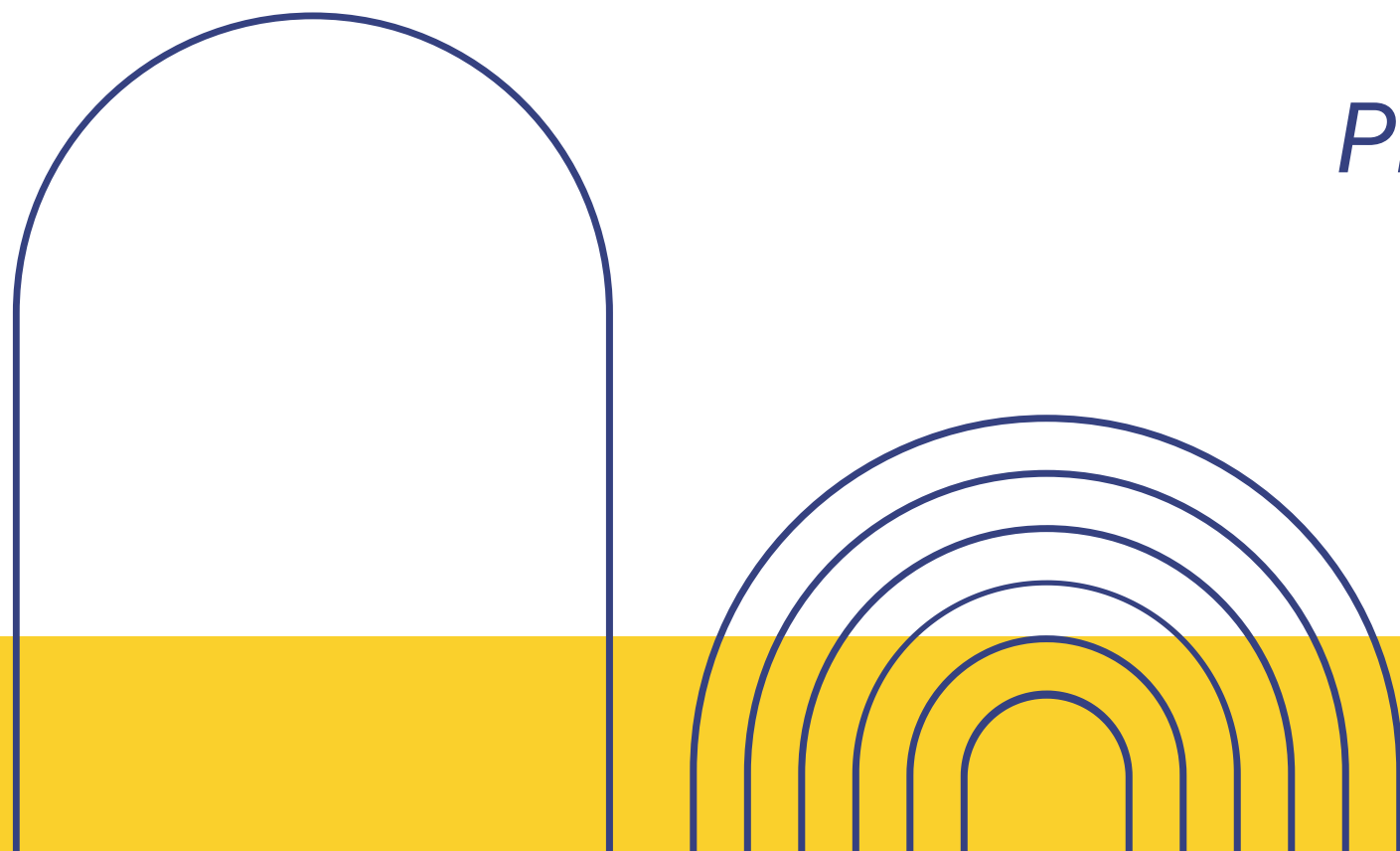# CFA IMPROVEMENTS

Presented by Farah and Nathalie, members of the UBC DUC Advocacy Committee

UBC
DUC

Solutions

Neurodivergent and Disability Awareness training

DUC originating (constantly updated) neurodivergent and Disability Awareness Training to provide to CFA advisors and exam invigilators.

Wait-time/ Interim Accomodations

Accommodations that are granted during the period that someone is waiting to be diagnosed or receive documentation

Accessible information

Making the UBC CFA website more accessible and transparent with information

Phone line Waiting Queue

Having preople who call in about General inquiries to be placed in a phone queue until someone is available

01 Training

NEURODIVERGENCY AND DISABILITY AWARENESS TRAINING

Neurodivergent students and students with invisible disabilities felt that they needed to advocate more or amplify their issues in order to be validated, heard, and understood by their advisors.

1 Why we need it

After meeting with their advisors, some students felt heightened negative emotions

Exam invigilators display harmful attitutes and behaviours towards neurodivergent and disabled students

Many Neurodiverse students emphasize that they need to advocate more then other students to receive thee same accommodations

Harmful comments

Students felt that CFA advisors would make harmful comments about their disability.

Feelings of invalidation

Some students shared feeling that their struggles and its relation to disability was questioned during the accommodations process

These kind of behaviours add to the stress of having to request accommodations, and stops some students from reaching out to the CFA to receive further support. In some cases, instead of the CFA being a safeguard for disabled and neurodivergent students, it becomes an institution that perpetuates ableist microaggressions that hinders the success of disabled and neurodivergent students

NEXT STEPS

Step 1

Step 2

Step 3

Step 4

DUC's Presentation

This year, DUC presents to the CFA advisors and invigilators an outline of previous issues and general rules/ guidelines to follow.

Feedback and practice

CFA advisors will give us feedback on what they found useful and what they learned. Will take the next steps to practice

Policy design

DUC and CFA meet regularly to design an evolving training procedure

Next year

The Training procedure is put into place and iterated every year as needed.

02 Interim Accommodations

FACTORS INTERFERING WITH STUDENTS' ABILITY TO OBTAIN DIAGNOSIS:

Time-Constraints

- In BC, the watitime for a free ASD assesment is 80.6 weeks
- ADHD assessments can take up to 6 months

Social factors

- The Ontario Human Rights Commission listed social stigma as deterring students from obtaining diagnosis

Economic factors

- ASD assessments can cost up to $2,000
- Translations, especially fast services, cost additional fees

Autonomy over personal information

- Biographic mediation: The institutional documentation of personal information to make decisions about who gets what and why

TIME-CONSTRAINTS

SOCIAL FACTORS

- In BC, the watitime for a free ASD assesment is 80.6 weeks
- ADHD assessments can take up to 6 months
- Translations can take weeks to be completed

- The Ontario Human Rights Commission listed social stigma as a deterrent for students when it comes to obtaining diagnosis
- Students may not have family support, which can delay obtaining medial records

ECONOMIC FACTORS

- ASD assessments can cost up to $3,000
- Translations, especially fast services, cost additional fees

AS A RESULT OF THE LETTER WRITTEN BY THE OHRC:

- Various universities are already implementing interim accommodations and outlining what they consist of

Queen's UNIVERSITY

UNIVERSITY OF WATERLOO

UNIVERSITY OF ALBERTA

IMPACTS ON STUDENTS

"A successful transition during the first year seems critical to the student's ultimate retention and success" (Goodman and Pascarella Citation 2006)

Wessel et al. (Citation 2009) also found that the dropout rate was highest for students with disabilities during the first weeks of the semester.
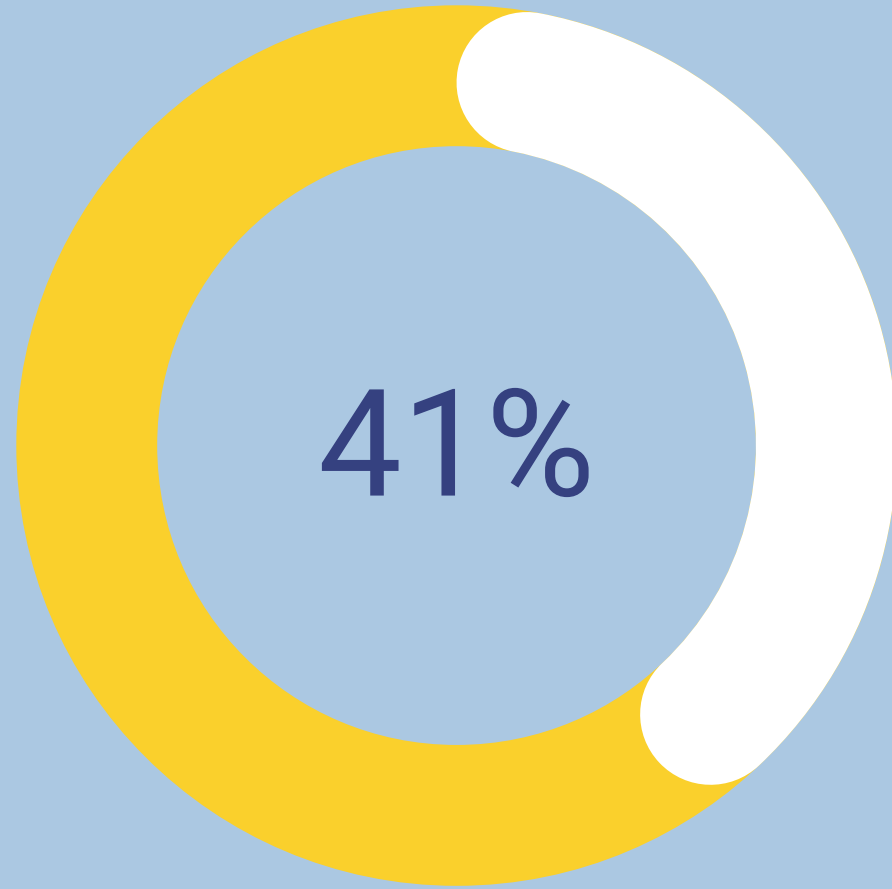
BIOGRAPHIC MEDIATION
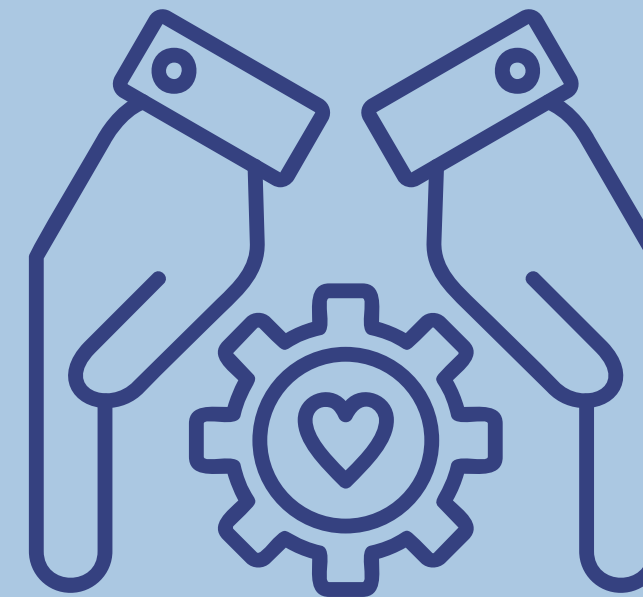
The institutional documentation of personal information to make decisions about who gets what and why
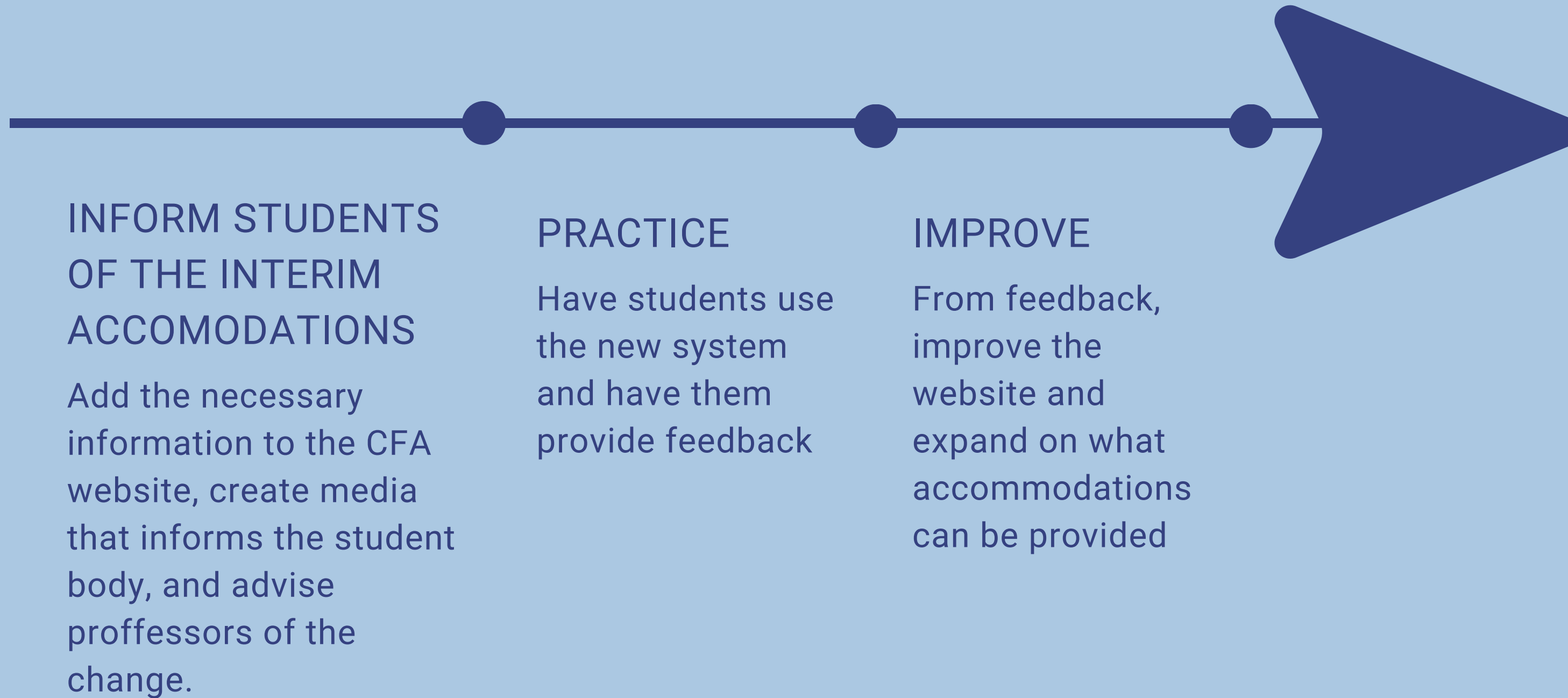
51%
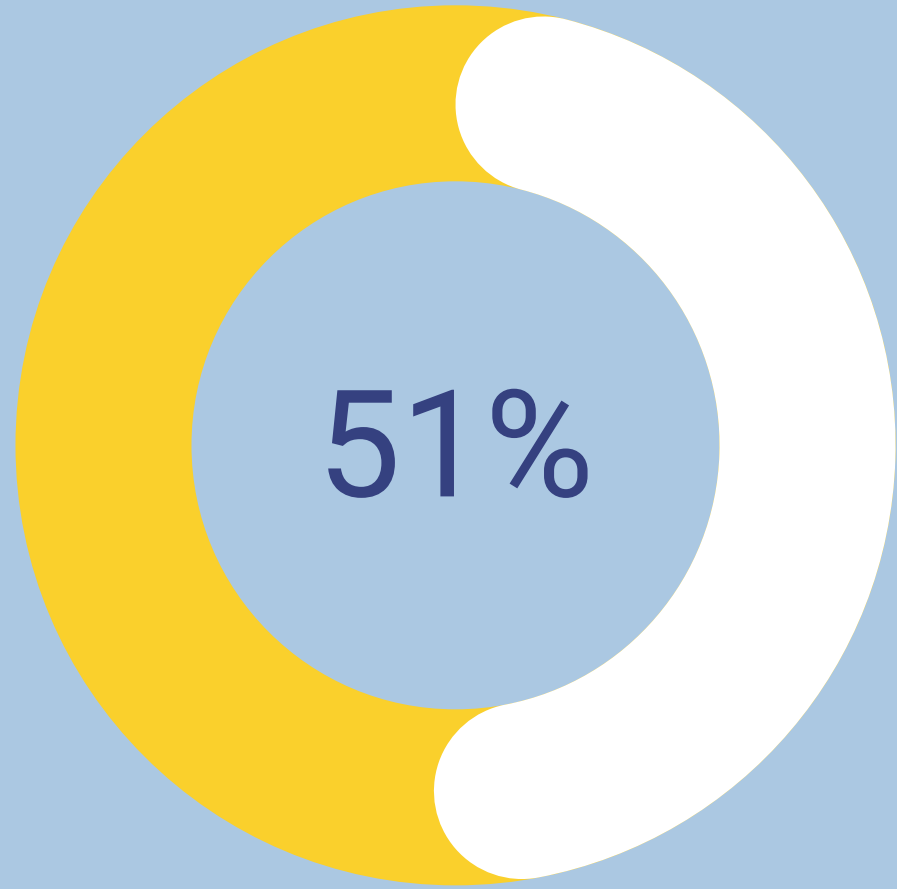
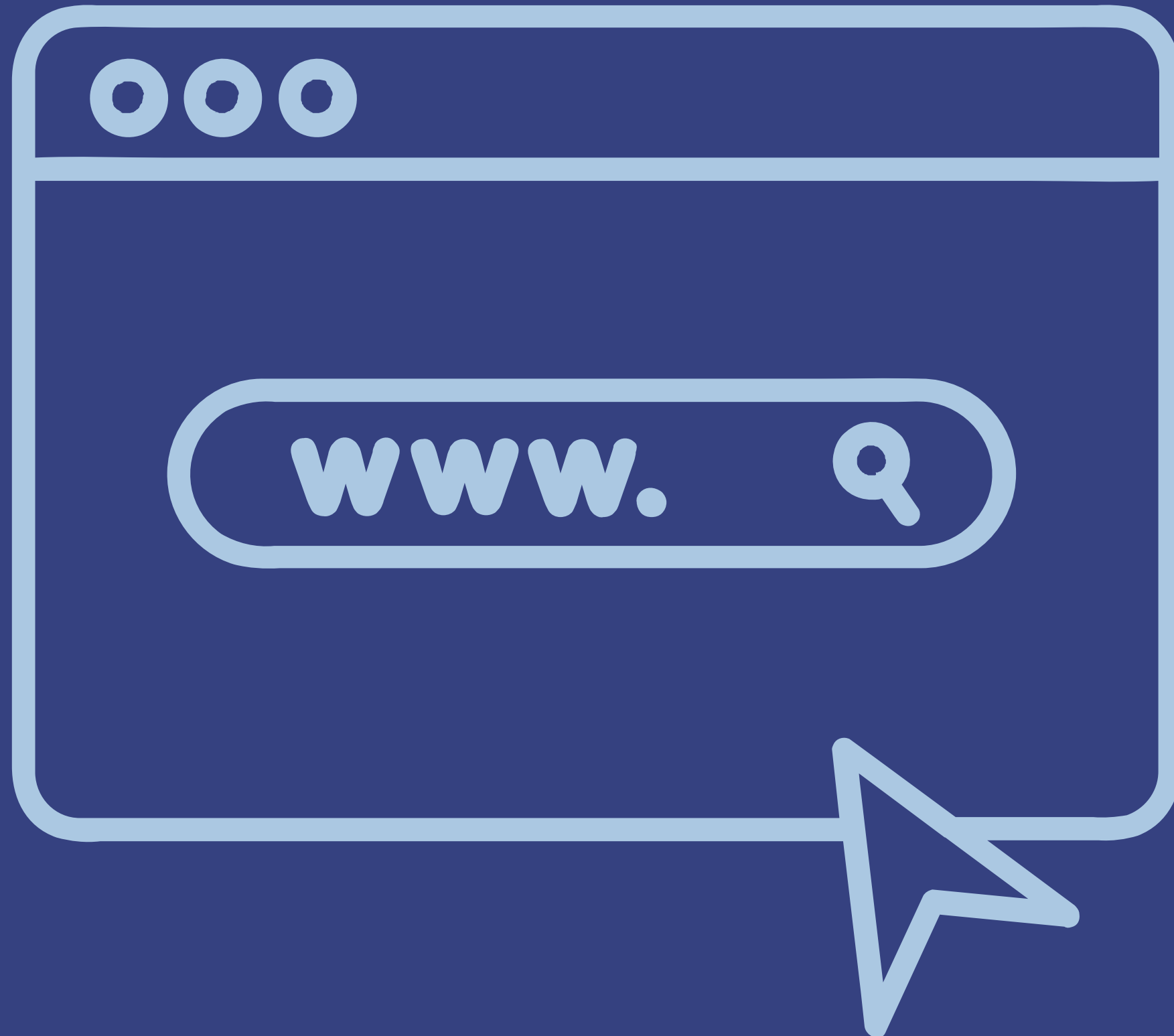**OF NON-DISABLED STUDENTS GRADUATE**

41%

OF DISABLED STUDENTS GRADUATE

Students with disabilities had lower persistence and graduation rates than students without disabilities. Fifty-three percent of students 41% of students with disabilities had graduated compared with 51% of students without disabilities.

Next Steps:

INFORM STUDENTS OF THE INTERIM ACCOMODATIONS

Add the necessary information to the CFA website, create media that informs the student body, and advise proffessors of the change.

PRACTICE

Have students use the new system and have them provide feedback

IMPROVE

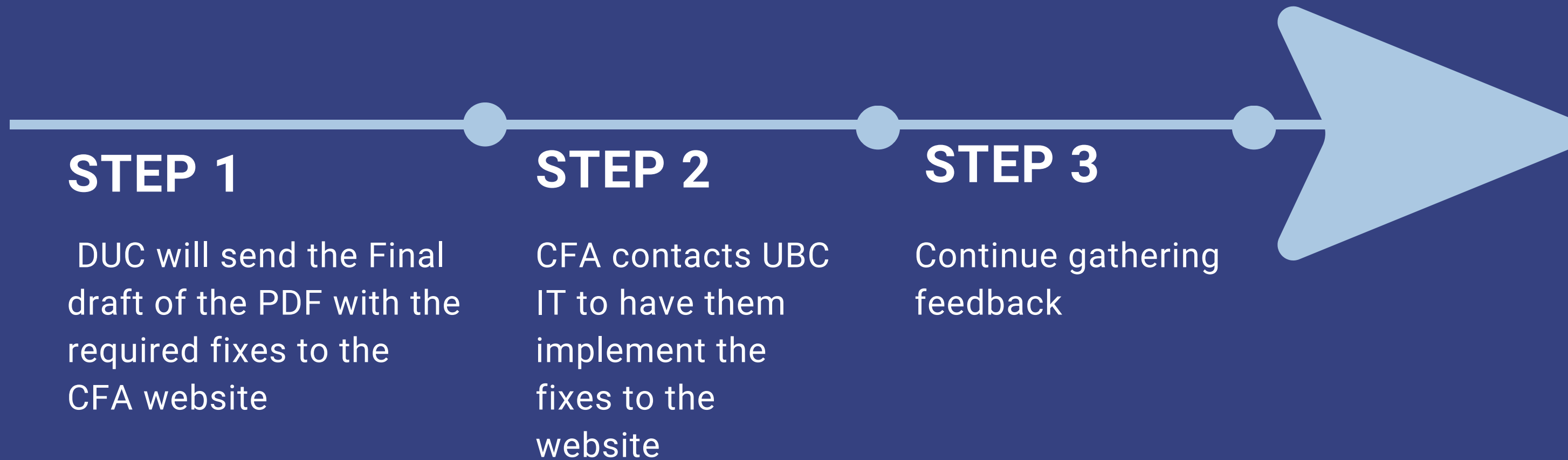From feedback, improve the website and expand on what accommodations can be provided

03 The CFA Website

Main suggestions:

- Changing the wording to make the procedures and accommodations available clearer
- Add a Calendly link or ask students to list availability
- Changing the colours and layout to make it easier to navigate and read

Next Steps:

STEP 1

 DUC will send the Final draft of the PDF with the required fixes to the CFA website

STEP 2

CFA contacts UBC IT to have them implement the fixes to the website

STEP 3

Continue gathering feedback

04 Phone Queue Line

Phone Call System

Current system

IF THE LINE IS OCCUPIED, PEOPLE HAVE TO CALLBACK

- When people call the CFA and staff is unable to answer, it automatically hangs up.

- Time consuming and tiring

AFTER CHANGES

Proposed system

PHONE QUEUE LINE AND CALLBACK SYSTEM

- SHS and UBC IT have this system in place

IMPROVEMENTS

- Less time consuming and tiring
- Allows students to work on other projects while waiting for their turn

Next Steps:

1. Contact UBC IT Call center and request they add a contact center queue service, listed as a service option in our conversations with them.
2. Train CFA employees on the new system.
3. Put the system in practice and receive feedback from students and staff on the service

THANK YOU :D