



## **ANNUAL REPORT**

**2005-06**



---

**OFFICE FOR STUDENTS**

---

**WITH DISABILITIES**

---

**A Department of Student Affairs**

University of California, Los Angeles

P.O. Box 951426

Los Angeles, CA 90095-1426

A-255 Murphy Hall

(310) 825-1501 (voice)

(310) 206-6083 (tty)

(310) 825-9656 (fax)

[www.saonet.ucla.edu/osd/](http://www.saonet.ucla.edu/osd/)

## **The Office for Students with Disabilities**

The Office for Students with Disabilities (OSD) is a campus resource that assists the faculty and the University in meeting the mandates of Federal and State law and University Policy to provide academic support services and programmatic access to students with disabilities. The OSD also provides information to faculty about academic accommodations for students with disabilities.

The philosophy and mission of the office focuses on encouraging independence, assisting students in realizing their academic potential and facilitating the elimination of physical, programmatic and attitudinal barriers.

---

### **Services Provided 2005-06**

The OSD provides a variety of services including registration assistance, disability parking, on-campus van transportation, campus accessibility, assistance with housing appeals, tutorial referrals, adaptive equipment loan and the following:

<b>Service</b>	<b>2004-05</b>	<b>2005-06</b>
Reader hours	2276	1052
Scanner hours	473	448
Notetaker hours	58,553	72,168
Proctoring hours	4,657	4,996
Counseling hours	21,316	24,508
Transcription hours	403.5	59
Interpreting hours	9,923	8,718
Captioning hours	1,227	1,678

---

## Highlights This Year

Through the generosity of Mr. Ron Conway, the OSD was able to remodel new office space for our Learning Disabilities Program (LD). With Mr. Conway's support, our three LD Specialists are together, which benefits our students in many ways. This year, the LD Program served 622 students with learning disabilities, AD/HD, acquired brain injury and psychological disabilities. This is an 11.7% increase over last year. Again, our thanks goes out to Mr. Conway.

---

OSD experienced another growth spurt. In academic year 2004-05, OSD served 989 students. In academic year 2005-06, we served 1,149. This represents an increase of 16.2% in the number of students served. We are extremely pleased to be providing services and accommodations to so many students with disabilities on our campus. For more detailed information on the growth this year, please see the section entitled "Growth & Comparisons Within The Department" found later in this report.

---

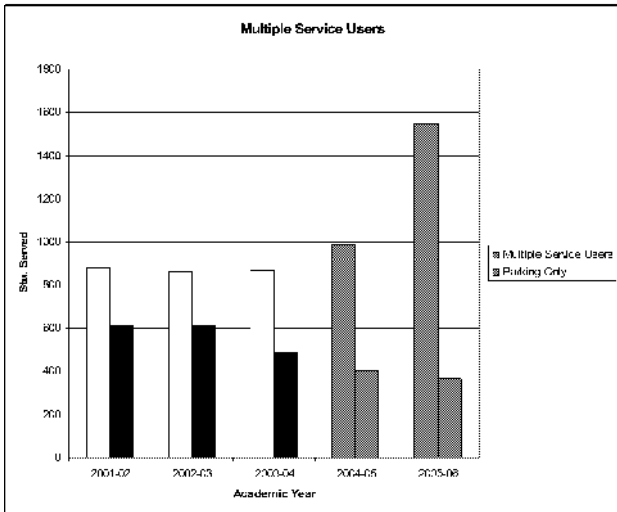
## Disability Demographics

During the 2005-06 academic year, a total of **1,514 students** with documented disabilities received one or more academic support services and/or parking assistance (an increase of approximately 8.5% from last year). Of this number,

**1,149 students** received services other than parking (a significant increase of 16.2%) and were identified in the following categories:

<b>Disability Group</b>	<b>2004-05</b>	<b>2005-06</b>
Learning Disability	165	156
ADD/ADHD	203	263
Psychological Disability	174	185
Deaf	5	7
Other Hearing Impairment	17	15
Visual Impairment	23	27
Mobility Impairment	145	186
Other Functional	242	292
Acquired Brain Injury	15	18
<b>Total</b>	<b>989</b>	<b>1149</b>

A total of **365 students** requested and received only parking assistance. The graph below demonstrates our overall distribution between parking only and academic service users over a five-year period.



---

## **The Learning Disabilities Program**

Support services were provided for students with specific learning disabilities (LD), Attention-Deficit/Hyperactivity Disorder (AD/HD), acquired brain injury (ABI), and students with psychological disabilities.

Students continued to meet individually with LD Specialists to review specific skill strategies, most often in the areas of reading, writing and time management. Panel discussions on issues related to disclosure in the work place and in medical/law/graduate school applications were extremely well received and will continue to be offered annually. In addition, several workshops were offered in which guest speakers presented on their specific areas of expertise related to a given disability. Finally, OSD offered a weekly support group for students with AD/HD facilitated by an LD Specialist.

There was continued interest from campus departments and offices for presentations about the Learning Disabilities Program. These included presentations to departmental teaching assistants, Academic Advancement Program, athletics, health education, Ashe and other offices around campus.

The Office for Students with Disabilities maintains a **Resource Room** at Powell Library that is used by students for distraction-free testing and for use of special adaptive equipment and devices. There are several computer workstations with adaptive software that are used for scanning, reading, converting materials to Braille and other activities. In addition, there are computer labs throughout the campus available to students who do not need adaptive software. The Office for Students with Disabilities works closely with the Disabilities and Computing Program (DCP, located in MS 4909). The DCP provides adaptive technology and information access training, support, and services for students, faculty and staff with disabilities. Web accessibility evaluations and recommendations along with voice synthesis, Braille print, large print, and voice recognition technologies are available, as are consulting for individuals and departments. Students can contact the DCP directly at 310-206-7133 or be referred by OSD. Also see the DCP web site at [www.dcp.ucla.edu](http://www.dcp.ucla.edu).

---

### **Mobility Assistance**

A total of 480 students with documented disabilities affecting their mobility were issued **disability parking permits**. Placards from the Department of Motor Vehicles and letters from physicians were accepted forms of verification. Permits were issued to 365 students who requested no other services from this office; permits were issued to

an additional 115 students who received other academic accommodations.

A total of **5,768 on-campus van rides** were given to **230 students** with documented mobility impairments. This represents a decrease of 3% in the number of rides although the number of riders increased by 29%.

---

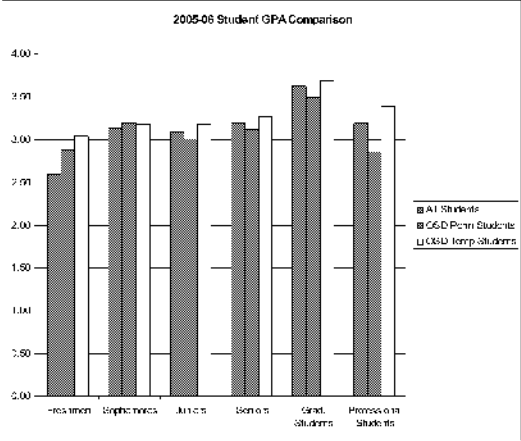
### **Comparisons to Other Students**

The OSD continued to work with the Registrar's Office to compare the academic progress of students who receive services from this office with all other UCLA students. The results indicate more similarities in grade point average (GPA) than differences.

Overall, students with **permanent** disabilities averaged just .05 grade points below all other UCLA students. The most extreme differences were noted at the freshmen level, where OSD students averaged .29 grade points higher than other UCLA freshmen, and at the professional level (medical, dental and law school), where OSD students averaged .33 grade points below other professional level students.

Students with **temporary** disabilities had similar comparisons. The overall average was .03 grade points above all other UCLA students with *all* levels averaging higher than their non-disabled counterparts. The most striking comparison is at the freshman level where students with temporary disabili-

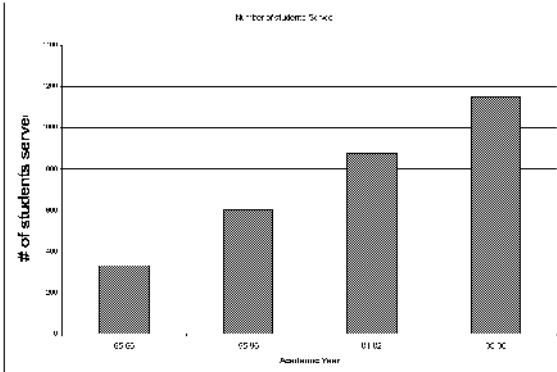
ties averaged .45 grade points higher than other UCLA freshmen.



The Office of the President is currently tracking graduation and retention rates for UC students who have received academic support services at all nine campuses.

**Growth & Comparisons Within The Department**

In 1985-86, OSD served 331 students. In 2005-06, OSD served 1149. This represents a growth of over 247% over the past 20 years. The growth has been over 90% in the past 10 years and 31% over the past five years alone.



## Service Costs

The OSD always tries to mitigate service costs wherever possible by the use of technology and networking with other departments to bring the most appropriate and cost effective service delivery to students with disabilities. A perfect example of our use of technology is illustrated in the chart below.

READER COSTS OVER THE PAST 6 YEARS			
	Cost	# served	Avg. Cost/student
2000-01	\$52,722	30	\$1,757
2001-02	\$48,690	52	\$936
2002-03	\$44,123	51	\$865
2003-04	\$33,253	57	\$583
2004-05	\$25,900	74	\$350
2005-06	\$13,504	62	\$218

A high speed scanner was purchased during the 2001-02 academic year. During that academic year, the number of students availing themselves of the service increased by 73% while the cost actually *decreased* by nearly 8%. Since the purchase was made, the per student cost to provide this service has been reduced by nearly 88%.

---

## Evaluation

An evaluation of services is sent each year to all students who have received academic support services from the OSD and who have addresses in our database. Based on comments received, changes may be made in the way service is delivered. Students who choose to identify themselves on this evaluation can request a follow-up on their comments. A total of 900 evalua-

tions were sent out. Approximately 100 were returned by mail services due to outdated addresses. The survey return rate was approximately 7% (66). This is the second year in a row that the return rate was less than 10%. We did not include last year's results in the annual report because of this. This year's results are compared with the results from 2003-04 when the return rate was 25%.

A 5-point rating scale is used. 5-Excellent, 4-Good, 3-Acceptable, 2-Fair and 1-Poor. With that in mind, the ratings are indicated below:

<b>STUDENT EVALUATION OF SERVICES</b>	<b>2003 -04</b>	<b>2005 -06</b>
	<b>Score</b>	
<b>Administration of Services</b>	1 low 5 high	
Timeliness of Delivery	4.5	4.3
Availability of Service	4.6	4.6
Responsiveness of Staff	4.6	4.4
Staff Knowledge	4.7	4.6
Removal of Architectural Barriers	4.3	3.8
Academic Dept. Effectiveness	4.1	4.0
Cooperation of Instructors	4.2	4.3
<b>Administrative Total:</b>	<b>4.5</b>	<b>4.4</b>
<b>Service Delivery</b>		
Readers*	4.5	4.0
Notetakers	3.9	3.7
Research Assistance*	4.4	4.7
Interpreters/Captionists*	4.8	5.0
Test-taking Assistance by OSD	4.6	4.5
Test-taking Assistance by Professors/Departments	3.9	4.1
Tutorial Referral*	3.9	2.3
Transcription Services*	4.3	4.3
On-campus Transportation	4.3	4.0
Access to Adaptive Equip. & Materials*	4.1	4.0
Equipment Repair'	4.0	NR
Registration Assistance	4.8	4.7

Information and Referral	4.2	4.0
Parking	4.4	4.9
Disability Management Counseling	4.6	4.4
Support Groups*	4.5	5.0
Orientation & Mobility*	4.3	3.2
New Horizons (OSD newsletter)	4.4	3.9
Special Orientation to Programs*	5.0	2.6
<b>Service Delivery Total:</b>	<b>4.6</b>	<b>4.1</b>
<b>Overall Rating (Administrative and Service)</b>	<b>4.6</b>	<b>4.3</b>

\*Indicates fewer than 10 people responded to this item this year.

+No responses were given in this category

The comparison to the results from 2003-04 show some areas significantly different but, upon further examination, almost all areas showing more than a .2 change are also areas with fewer than 10 respondents. Scores are likely to be skewed with such a small sampling. Almost all scores indicate a high degree of satisfaction with OSD services.

---

## **Resources Outside the Classroom**

Programmatic access is provided by campus departments for all campus activities including student organizations, sporting events and extra-curricular activities. Contact the UCLA Access Web at [www.ucla.edu](http://www.ucla.edu).

**The UCLA Libraries** provide many services to students with disabilities. [www.ucla.edu/home/lma.html](http://www.ucla.edu/home/lma.html)

**A Support Group** for students with learning disabilities and another one for students with AD/HD offer opportunities for personal growth. (310) 825-1501.

**Student Psychological Services** and the OSD co-facilitate a support group for students with psychological disabilities. Contact the OSD for more information on this group.

**The Disabled Student Union (DSU)** is an Associated Students special interest group. (310) 794-4109 or [disunion@ucla.edu](mailto:disunion@ucla.edu)

**Chancellor's Advisory Committee on Disability** is made up of students, staff, faculty, alumni and community members. (310) 825-2242.

**The Chancellor's ADA/504 Compliance Office** assists the University in recognizing and acting upon access and compliance issues. (310) 825-2242 or <http://www.saonet.ucla.edu/ada.htm>

**The Career Center** provides career counseling and other services. (310) 825-2981 or [www.saonet.ucla.edu/career/](http://www.saonet.ucla.edu/career/).