



Portland State
UNIVERSITY



POSITION PROFILE

Assistant Director for Alternative Access

October 2024





PORTLAND STATE UNIVERSITY

Portland State University (PSU) is Oregon’s largest urban university, located in Portland, Oregon. PSU enrolls over 22,000 students and offers programs for bachelor’s, master’s, and doctoral degrees. PSU is an internationally recognized university known for excellence in student learning, innovative research, and community engagement. PSU contributes to the economic vitality, environmental sustainability, and quality of life in the Portland region and beyond. Employees describe Portland State University as a vibrant, diverse, progressive place to work and an environment that welcomes process improvement and innovation. Portland State’s 50-acre downtown campus is located in the heart of the city; a hub of culture, business, and technology, and just 90 minutes from mountains and the Oregon Coast.

Portland State is composed of 10 constituent schools and colleges, offering undergraduate degrees in 123 fields and postgraduate degrees in 117 fields. Schools at Portland State include: The School of Business, College of Education, School of Social Work, College of Urban and Public Affairs, College of the Arts, College of Liberal Arts and Sciences, Maseeh College of Engineering and Computer Science, the joint OHSU/PSU School of Public Health, the Graduate School, and the Honors College. The athletic teams are known as the [Portland State Vikings](#) and compete at the NCAA Division I Level, primarily in the [Big Sky Conference](#). See www.pdx.edu for additional information about the institution.

Portland State University is committed to providing access and excellent education to students from all backgrounds.

- PSU is a national [College of Distinction](#), a mark of excellence earned for its pioneering University Studies program, a four-year pathway to undergraduate success.
- U.S. News & World Report ranks PSU as the [No. 1 school in Oregon for social mobility](#) due to the institution graduating the highest number of economically disadvantaged students and No. 1 in Oregon for Service Learning.
- PSU was among the first universities in the country to garner the [community engagement classification](#) from the Carnegie Foundation in 2006 and has just been recognized again for its exceptional commitment.
- Portland State has been named by Newsweek as one of [America’s Greatest Workplaces for Diversity for 2024](#).
- For the second year in a row, PSU has received the [Higher Education Excellence in Diversity \(HEED\) Award](#) from INSIGHT Into Diversity magazine.
- In 2022, PSU became an [emerging Hispanic Serving Institution \(HSI\)](#), and in fall 2023 received a [five-year grant under its Asian American Native American Pacific Islander Serving Institution \(AANAPISI\) designation](#).
- PSU recently joined more than 300 institutions nationwide as part of the [College Cost Transparency Initiative](#), making it easier for students and families to navigate the financial aid process.

As President Ann Cudd recently remarked, “PSU is truly an anchor institution: We are a powerhouse for education and the arts in this region. We are woven into the fabric of this city. We are an innovative hub of research, much of it trained on addressing Oregon’s current and future challenges. And our students — our wonderful, creative, and passionate students — will take their education out into the community and make lasting change.”

LEADERSHIP



Dr. Ann E. Cudd

President Ann E. Cudd joined Portland State in August of 2023, bringing with her an immense amount of energy and focus on the mission and values of Oregon’s urban research university. She came to the president’s office as an accomplished academic leader and philosophy scholar whose research explores themes of oppression, economic inequality, capitalism and gender. Cudd came to Portland from western Pennsylvania where she served as Provost and Senior Vice Chancellor of the 34,000-student, five-campus University of Pittsburgh from 2018 to 2023. During her tenure at Pitt, applications increased by 60% and Cudd was instrumental in the university offering enhanced financial aid through the Pitt Success Pell Match, similar to PSU’s Tuition-Free Degree Program. She is a proven champion of racial justice and equity initiatives, including the development of an online course for incoming students on racism in America.

Cudd holds three advanced degrees from the University of Pittsburgh, including a doctorate of philosophy and master’s degrees in philosophy and economics. She also holds a bachelor’s degree in mathematics and philosophy from Swarthmore College. She has held faculty positions at the University of Kansas, Occidental College, Boston University, and the University of Pittsburgh.

Dr. Cudd, the second woman to serve as PSU’s president in its 76-year history, said her initial priorities include restoring the University’s downtown campus vitality. Dr. Cudd is keen to ensure that the University plays an active role in the city of Portland’s revival, using the example of the city’s current charter reform process and suggesting ways that PSU can act as a convener of citizens and experts to help inform and shape that effort. Getting more students to enroll at Portland State is also high on her list. “There is a national challenge in re-engaging potential students, especially among low-income and first-generation students, with higher education,” she said. “PSU is perfectly positioned to turn that around.”



Dr. Shelly Chabon

Dr. Shelly Chabon was appointed Provost and Vice President of Academic Affairs in August 2023. Dr. Chabon has worked in a university setting for over 35 years and has been at PSU since 2008. She formerly served as Vice Provost for Academic Personnel and Dean of Interdisciplinary General Education, as Associate Dean of Humanities and Social Sciences in the PSU College of Liberal Arts and Sciences, and as Chair and Professor in Speech and Hearing Sciences. As Vice Provost, she directed leadership training, served as a liaison with union representatives, and oversaw general education including University Studies and PSU’s Honors College.

Chabon earned a B.A. degree from Brooklyn College, an M.S. in speech-language pathology from Pennsylvania State University, an M.S. in audiology from Towson State University, a Ph.D. from the University of Pittsburgh, and completed postdoctoral studies at Howard University. She is a Fellow and former President of the American Speech-Language-Hearing Association (ASHA). Her association accolades include the Dorothy Dreyer Award for Volunteerism, the Certificate of Recognition for Outstanding Contributions in Higher Education, and Honors of the Association in 2021.



DISABILITY RESOURCE CENTER

The Disability Resource Center (DRC) at Portland State University provides essential services and accommodations that ensure an accessible learning environment for disabled students. Students can request a variety of resources including adaptable technology, classroom assistance, and accessible housing and furniture.

Mission

Here in the Disability Resource Center, we value intersecting identities and recognize that individuals have both visible and invisible differences that make them unique. We are committed to interrupting ableism, ethnicism, racism, homophobia, transphobia, sexism, ageism, xenophobia, body shaming, and other systems of oppression and marginalization.

We work with students on an equitable future by focusing on building partnerships and infrastructure that incorporate the principles of universal design and disability justice. We find creative solutions by proactively collaborating with students, faculty, and staff to develop an accessible and inclusive environment.

DRC Role

The DRC meets with students to determine if they're eligible for disability-related accommodations and which accommodations are necessary to ensure equal access to learning opportunities.

Sometimes, faculty may need DRC assistance to implement accommodations like American Sign Language (ASL) interpreting, live speech-to-text services, closed captioning, accessible textbooks, and others.

The People

The DRC is comprised of professional and student staff, including the Director, Access Counselor & Consultants (AC&C), Alternative Format Coordinator, Office Manager, Access Services Coordinator, Student Engagement Interns, Notetakers, Classroom Assistants and Alternative Format Technicians.

To learn more, visit: <https://www.pdx.edu/disability-resource-center/>





THE POSITION

Assistant Director for Alternative Access

In this role, successful candidates will perform supervisory and managerial work within the Disability Resource Center (DRC), make independent decisions in alignment with the Professional Code of Ethics from the Association on Higher Education and Disability (AHEAD), the National Association of Student Personnel Administrators (NASPA), and the Council for Advancement of Standards (CAS) while adhering to University and DRC policies and applicable State and Federal Laws including the ADA, Section 504, the Fair Housing Act, and WCAG.

Candidates will implement and enforce plans, policies, procedures, systems, programs, and performance standards. The ADAA will be responsible for managing staff, equipment, and facilities. The ADAA will participate in strategic planning as part of the management team. You will help determine resource needs and priorities and make recommendations to executive management. You will help determine training needs and make appropriate arrangements for provision of training.

JOB RESPONSIBILITIES

Adaptive Technology and Support

- Stay abreast of developments in the legislative environment, especially in Web Content Accessibility Guidelines (WCAG 2.2), in order to advise the Director on potential impacts on compliance and budget.
- Stay abreast of technological developments in a rapidly changing field in order to advise the Director on innovations and potential cost efficiencies.
- Monitor student ebb and flow to assist the Director in budget and operational forecast for assistive technology.
- Develop and provide training for students, DRC staff, faculty, and campus community on the use of adaptive technologies.
- Meet with individual students to evaluate their adaptive technology needs in the context of evolving academic pursuits.
- Collaborate with PSU Office of Information Technology (OIT) to advise and participate in campus deployment of industry-leading adaptive technologies.
- Hire and train assistive tech staff to deliver workshops on adaptive technology for note taking, organization and executive function, reading, and writing.

Committees Liaison

- Stay abreast of relevant regulations, especially WCAG 2.2 and future iterations of WCAG, in order to advise campus partners on crafting disability-related or adjacent policies and procedures and on technology purchases and practices.
- Serve on relevant committees and workgroups like the Accessibility Committee and the Digital Accessibility Workgroup.

- Build relationships and collaborate with campus units, including the Office of Information Technology (OIT), the Office of Academic Innovation (OAI), Global Diversity and Inclusion (GDI), the Registrar's Office (RO), the University Library, the Bookstore, and other departments at PSU to advise on Alternative Access, Universal Design for Learning, and provide compliance and access recommendations.
- Conduct needs assessments for training and develop, maintain, and administer training and support to campus partners.

Supervision and Training

- Hire, schedule, evaluate, supervise, and lead a team of 3-4 full-time professional staff, and up to 15 student workers.
- Assist the Director in hiring, training, and onboarding 3 Access Counselor and Consultants (AC&Cs). Stay abreast of changing regulatory environment in order to assist the Director with triaging accommodation denials and fundamental alteration concerns. Develop and provide related training to internal DRC professional staff.
- Assist the Director with conducting ongoing needs assessment for internal training in assistive technology, universal design for learning, fundamental alteration concerns, accommodation approval and denial, and internal policies and procedures. Assist the Director in developing and administering training.
- Oversee accessible print services; analyze, design and implement workflow plans, and implement changes to improve services. Provide guidance when departure from standard protocol is required to solve complex problems. Train, supervise, and provide guidance to the Alternative Formats Coordinator to ensure regulatory compliance.
- Oversee adaptive technology; research and evaluate new technologies and current best practices for teaching and learning adaptive technology. Hire, train, and supervise adaptive technology intern in order to ensure that auxiliary aids and services are implemented in compliance with related regulations.
- Oversee communication access services; hire, train, and supervise the Interpreting, Captioning, and Note-Taking Coordinator to ensure compliance with relevant federal and state regulations. Oversee contracts and scheduling of third-party vendors. Provide guidance when unusual or complex situations arise.
- Oversee classroom assistant services. Hire, train, and schedule student staff who work to ensure access to classroom content. Consult with students, faculty, and the internal AC&C to address complex or unusual situations.

Program Support

- Serve as the primary liaison to DRC's accommodations management database, Accessible Information Management (AIM). Use AIM to maintain records, produce reports, and assist the Director in analysis of data and trends.
- Compile and analyze information on DRC tools used to manage and administer accommodations including Smartsheet, G-suite, Glean, etc. in order to eliminate redundancies and identify gaps.
- Work to ensure that DRC-created documentation of policies and procedures is current and organized.
- Oversee editing, updating, and maintenance of DRC website using Drupal. Collaborate with internal DRC and campus stakeholders to structure web information in useful, accessible ways.
- Additional duties as needed within the DRC, OAA and PSU.

Classroom Access Support

Hire, train, and supervise staff in order to oversee Assistive Tech and auxiliary aids and services:

- Supervise Assistive Tech Intern and Note-Taker Coordinator to support timely implementation of auxiliary aids and services including peer note taking and assistive technology such as GLEAN for note-taking support.
- Conduct a needs assessment for training; develop, implement, and maintain related training for students, DRC staff, and campus partners; evaluate achievement of learning outcomes.

Hire, train, and supervise staff in order to oversee Communication Access, as well as:

- Oversee media captioning and audio description coordination through third-party vendor(s).
 - Supervise Office Manager to navigate Request For Proposal processes, vendor contracts, and invoicing.
 - Conduct research into emerging technologies for cost-effectiveness that remains compliant with relevant regulations in order to advise the Director on future directions.
- Monitor D(d)eaaf and hard-of-hearing student ebb and flow to assist the Director in predicting accommodations forecasts.
- Oversee Coordination of ASL interpreters, real-time captioners (CART and TypeWell) through a third-party vendor.
 - Evaluate quality of services.
 - Conduct need and cost assessment for developing in-house communication access programs.
 - Examine potential for the use of intergovernmental agreements to share resources with peer public institutions in the Portland Metro area.
- Oversee Office Manager to manage accessible furniture program.
 - Work with Facilities to maintain inventory of existing furniture.
 - Plan for future needs using a shared, fixed budget.
- Oversee accessible classrooms accommodation implementation.
 - Use Cognos to ensure that classes are assigned to accessible locations in terms of classroom lighting, location, and other considerations.
- Oversee hiring, management and implementation of student staff Classroom Assistants.

Alternative Formats Support

- Manage and develop budget and operational forecasts for program expenses and potential cost-savings.
- Direct and support the Alternative Formats Coordinator in the supervision of a team of alternative format student staff technicians when special situations arise requiring advice and/or joint problem-solving.
- Oversee the Accessible Formats Coordinator in the effective triage of incoming alternative formats requests and subsequent development of accessible electronic and tactile formats for disabled students.
- Support the maintenance of comprehensive technical guides for the conversion of inaccessible standard and STEM materials to accessible electronic and tactile formats.
- Oversees alternative access services such as note taking, media captioning, ASL interpreting, Real-time Captioning, ergonomic furniture, accessible classrooms, Alternative Formats, etc.
- Provides supervision to employees with direct responsibility for these services.
- Develops policies and procedures for providing services.

Consultation and/or Collaboration

- Develop and administer training for faculty and staff on regulatory and compliance issues, assistive technology, Universal Design for Learning, etc.
- Collaborate with third-party vendors and Independent contractors/consultants to implement accommodations.
- Collaborate regularly with the Office of Academic Innovation to collaboratively develop and deliver trainings and resources to faculty on Universal Design for Learning, and the development of accessible content and media resources.
- Collaborate regularly with the Office of Information Technology to collaboratively develop and deliver trainings and resources to students on technological tools and prepare students to leverage universal design for learning initiatives. Collaborate with and advise OIT to ensure that campus computer labs are accessible.
- Collaborate with Commission for the Blind and Vocational Rehab to develop effective resources for blind and low vision students.
- Collaborate with PSU Student Success to train staff on accessible coaching and tutoring practices.

REQUIRED QUALIFICATIONS

- A relevant Bachelor's degree.
- Knowledge of and experience with applying Title II of the Americans with Disabilities Act Amendments Act of 2008 (ADAAA), Section 504 of the Rehabilitation Act of 1973, Web Content Accessibility Guidelines (WCAG 2.2), and Family Educational Right to Privacy Act (FERPA) in higher education.
- 3 years experience providing direct adaptive technology support to disabled students.
- Supervisory experience and demonstrated ability to synthesize complex technical and regulatory concepts or criteria and develop them into concise instructional and support content (i.e. best practice guidelines, project plans and reports, policy frameworks, timelines/roadmaps).
- Experience testing the accessibility of digital resources using industry-leading assistive technologies such as JAWS, NVDA, ZoomText, and Dragon Naturally Speaking.
- Experience training people to convert inaccessible standard and/or STEM media to accessible, electronic (e.g. BRF, DOCX, HTML, MP3, MUSX, PDF, PPT, etc.) or tactile formats.
- Demonstrable experience using and/or teaching others how to use a variety of adaptive technologies, including solutions for note taking, organization, reading, writing, and general access.
- Ability to learn, understand, and become proficient in new technologies quickly.
- Strong oral and written communication, organization, meeting facilitation, and independent decision making skills.

Preferred Qualifications

- Master's degree in Assistive Technology, Disability Services, Information Technology, Computer Science, Technical Writing, or related field.
- Experience and ability to carry out multi-phased projects and to modify techniques to solve a wide range of problems.
- Four or more years providing direct adaptive technology support to disabled people.
- Four or more years managing multiple employees.
- Experience navigating complex situations in which there are competing demands and differing perspectives in ways that maintain good working relationships.
- Experience in post-production of captions for audio media.
- Experience audio describing visual media.
- American Sign Language (ASL) Fluency.





INQUIRIES, NOMINATIONS AND APPLICATIONS

Confidential review of applications will begin immediately and continue until the position is filled. **Applications will be reviewed as they come in. Those received by December 1st will be given first consideration.**

To apply, go to: <https://theapplicantmanager.com/jobs?pos=su433>. Applicants must submit a CV/resume, a letter of interest that details their related qualifications and vision for the role, as well as a statement (one page maximum) that describes their commitment to equity, diversity, and inclusion personally and/or professionally.

For more information or to offer recommendations or nominations:

Caitlin Hummel

Senior Consultant
Summit Search Solutions, Inc.
(585) 880-7550
chummel@summitsearchsolutions.com

Lyndi Hewitt, PhD

Senior Consultant
Summit Search Solutions, Inc.
(615) 423-0525
lhewitt@summitsearchsolutions.com

Portland State University is an affirmative action/equal opportunity employer and seeks candidates who are committed to the highest standards of scholarship and professional activities and a campus climate that supports equality, diversity, and inclusion.



Summit Search Solutions, Inc. is a boutique executive search firm dedicated to serving the education and nonprofit sectors nationwide. Summit has a team of experienced recruiting consultants in strategic locations across the country including California, Colorado, Kansas, Maryland, New York, and North Carolina.



ABOUT PORTLAND, OREGON

Big city excitement and small-town charm make Portland one of the most popular cities on the west coast. Situated approximately 70 miles from the Pacific Ocean where the Columbia and Willamette Rivers meet, Portland enjoys a magnificent setting, combining sparkling waterways with lush greenery rarely found in urban settings. The Portland metro area is home to approximately 2.35 million residents. Portland is widely recognized in national surveys and rankings as one of America's most livable cities.

Portland's historic old town, many galleries and museums, Saturday Market, Waterfront Park and an abundance of fine restaurants keep residents and visitors busy and satisfied. The performing arts in the area offer classical music, jazz, and blues as well as theater and dance. Portland is just a short distance from the spectacular Columbia Gorge and Multnomah Falls, windsurfing at Hood River, valley wineries, skiing at Mt. Hood, and the drama of the Oregon coast.

Portland is known for its extensive park system of more than 200 parks. These encompass such areas as the elm-shaded South Park Blocks in the downtown area and Washington Park, home of the International Rose Test Garden and a Japanese Garden. Portland's Forest Park, over 5,000 acres, is the largest park within a city in the U.S. and has nearly 80 miles of walking trails.

Portland's award-winning mass transit system is one of the most extensive and advanced in the U.S. and includes buses and the MAX, an urban light rail line, as well as a downtown transit mall.

To learn more about Portland and surrounding areas:

*Information about Portland, OR: <https://www.travelportland.com/>
Portland Regional Chamber of Commerce: <https://www.portlandregion.com/>
City of Portland, OR: <https://www.portlandoregon.gov/>*

