

Class No.:	Staff
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CLASS SPECIFICATION

ASSISTIVE TECHNOLOGY AND ACCOMMODATED EXAM FACILITATOR

NATURE AND SCOPE OF WORK

The Assistive Technology and Accommodated Exam Facilitator plays a critical role in supporting student equity and access, as well as fostering learning for the Centre for Accessibility Services (CAS), students, and the University community. The Assistive Technology and Accommodated Exam Facilitator collaborates on implementing students' approved academic accommodations, overseeing three core responsibilities: accommodated testing, alternate format, and accessible-assistive technology.

This is a position with a specific functional specialization and which is an integral part of the CAS team. Additionally, the position involves coordination with external partners, including Assistive Technology BC ("ATBC") and the Centre for Accessible Post-Secondary Education ("CAPER-BC").

This position requires effective team coordination, clear communication, adept case management and a comprehensive understanding of a wide range of disabilities and their related impact, especially in relationship to the involvement of accommodated testing, alternate format and accessible-assistive technology. The position's responsibilities require attention to detail and sensitivity for managing risk related to academic integrity standards and legal challenges, specifically those concerning Human Rights complaints against the University.

The Assistive Technology and Accommodated Exam Facilitator receives direction and input from the Coordinator and Advisors, supervision and/or guidance from the Divisional Departmental Assistant, provides guidance and oversight to exam invigilators, and reports to the Associate Vice-President, Student Success.

ILLUSTRATIVE EXAMPLES OF DUTIES

Accommodated Testing

- Coordinates and communicates with instructors, students and Centre staff to provide information about testing procedures and to process testing requests (integrates testing details with entitled accommodations, allocates extended time, books rooms, schedules and

assigns invigilators, sets up testing stations including any accessible and assistive technology, troubleshoots issues, records the receipt and pick-up of exams, maintains records of testing evaluations) all within tight deadlines.

- Communicates and coordinates with advisors and students to confirm specific accommodation needs such as voice input/output, sign language interpretation, specialized equipment or other custom testing environment specifications.
- Converts testing materials into accessible formats based on student's accommodation entitlements and exam conditions.
- Coordinates equipment and software requirements for all campuses, considering the needs of individuals students to ensure appropriate accommodated testing evaluations are available on all campuses.
- Maintains security and integrity involving storage, transmission, and administration of accommodate testing. Reports irregularities.
- During accommodated tests, provides technology support and troubleshooting (e.g. program specific software or web platform, eLearn, specialized software, etc.)
- Provide test invigilation services in the evenings and the occasional weekend, as needed.
- Researches and makes recommendations for the purchase and maintenance of testing invigilation and assistive software.
- Aligns academic accommodation testing evaluation with University policies and procedures.
- Provides input to the development of departmental or institutional testing evaluation policies as they pertain to students with disabilities.
- Provides analysis and detailed reporting on accommodated testing system activities and provides recommendations for changes and improvements for future activity.
- On behalf of the CAS confers with Accessibility Services at other post-secondary to ensure the University's processes are consistent with best practices.

Alternate Format

- Orients and supports the University and its students with disabilities in the use of alternate formats (braille, enlarged font, e-text, accessible pdf, etc.) and the technology to access it.
- Assists students in sourcing and utilizing alternate format materials effectively.
- Coordinates the acquisition of alternate format materials through CAPER-BC.

Accessible and Assistive Technology

- Meets and maintains contact as needed, with individual students with disabilities to review their approved technology. Orient and train students in technology and provide ongoing technological support. This may include Kurzweil or alternative screen readers, Dragon Naturally Speaking or alternative speech recognition, Read&Write text help or alternative work predication, braille displays, etc.
- Designs, develops, and delivers one-on-one or small group presentations on accessible and assistive technology for students registered with CAS.

- Liaises with faculty, Accessibility Services Advisors, and Assistive Technology BC (AT-BC) assisting in implementation of Technology Action Plans.
- Liaises with vendors and sales representatives about assistive technologies for CAS
- Provides consultations, training, and orientation to the CAS Staff, Advisors, and students regarding accessible and assistive technology.
- Aids with departmental database management, maintenance, improvement, and development.
- Maintains and trouble shoots owned and loaned equipment, assistive technology hardware, and software in CAS

Other Duties

- Supports the Centre reception services, matching students with appropriate services, clarifying the CAS' processes and setting up appointments.
- Responds to general inquiries and provides information to students regarding accommodated testing evaluation.
- Recommends changes to the overall operation of the CAS and improvements to existing procedures particularly as they relate to accommodate testing, alternate format, and accessible-assistive technology.
- Maintains confidential filing systems of student files, both electronic and hard copy. Documents student case notes as needed in electronic system.
- Responsible for equipment and data management, maintenance, improvement, and development.
- Assists with workshops, presentations, and campus orientation, as needed.
- Organize, update, and maintain the CAS exam request webpage, digital and paper records, forms and spreadsheets.
- Assists with operational needs of the Centre within the scope of the role during staff absences or periods of limited coverage.
- Collaborates on daily administrative and clerical tasks to support the CAS, including front-line service and promotion, and on occasion this role assumes operational priorities and time sensitive duties as needed.
- Provide parallel support as needed for Counselling Services and Learning Support (in coordination with staff roles in those areas).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge and operational understanding of assistive technologies (hardware and software) available to students with disabilities such as Read and Write, Dragon Naturally speaking, Kurzweil and including current trends.
- Knowledge of accessibility-related issues, statutory obligations, confidentiality and privacy guidelines.
- Excellent organizational skills, the ability to manage time effectively, prioritize, multi-task.

- Able to respond effectively to unique situations with minimal supervision and applying conflict resolution skills where necessary.
- Considerable skill in resourceful problem solving and decision-making regarding issues related to scope of position, including crisis situations.
- Self-motivated, adaptable, and a proven ability to work well both independently and within a team.
- Considerable knowledge of office practices and equipment including experience using electronic appointment booking systems and calendars such as Target X, and Outlook, database, and web management applications.
- Excellent interpersonal and cross-cultural communication skills with fluency in the English language (written and verbal). Capacity to communicate complex concepts in plain language and work with a high degree of empathy.
- Strong ability to maintain confidentiality, apply informed consent expectations and handle sensitive issues with tact and diplomacy.
- Ability to deliver training and presentations to students, staff and university employees on accessible and assistive equipment and software.

REQUIRED TRAINING AND EXPERIENCE

- A bachelor's degree in information technology/computer science, education technology, disability studies, occupational therapy, special education and health & social sciences, or a relevant discipline.
- Three years' experience in delivering technology support or training to individuals and groups, including persons with disabilities, preferably in an educational environment.
- Experience with accessible and assistive technology and software necessary including Kurzweil or alternative screen readers, Dragon Naturally Speaking or alternative speech recognition, Read&Write text help or alternative work predication, Braille displays, etc.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATION

- None