



Webinar Registration Form

Front-Line Customer Service: Supporting Students With Disabilities

Thursday, September 12 ~ 1:00-2:00pm (Eastern)

Once the live date has passed, this training will be available on demand.

Overview

Students and other customers with a disability face unique challenges in navigating our campuses and processes. Front-line staff who provide direct service to these students also have unique challenges when it comes to delivering excellent customer service while affirming and supporting independence and inclusion. There are actions we can take to prepare for various scenarios and there are methods we can employ based on a deeper knowledge of the type of challenges a person may live with and ways that we can modify or enhance our methods and materials to allow for easier access. This webinar will first explore some of the basics of working with students with a disability such as the use of people first language and the etiquette of discussing a student's accommodation needs. It will also identify some introductory strategies to support people with physical, neurological, cognitive, and/or psychological disabilities. Finally, we will look at ways to prepare for predictable needs and ways to respond in the moment, especially when dealing with a student who is upset or angry.

Part two of the series will examine, in depth, the types of communication challenges people may present and how staff can specifically support the students. This will include supporting and communicating with students on the Autism Spectrum, students who are non-verbal communicators, and students who have neurological or cognitive issues that require next level support for excellent communication.

Objectives:

- Learn about disability etiquette and some of the ways we inadvertently limit inclusion
- Discuss strategies for modifying materials and practices to increase inclusion for all
- Define the major categories of disability: physical, neurological, cognitive, and psychological and discuss customer support strategies specific to each of these
- Demonstrate some of the ways we can quickly and effectively work with customers who are angry or upset or who need the next level of support in moving through a difficult situation

Who Should Attend?

- Faculty
- Student Services/Affairs
- Any educator interested in learning more about working with students with disabilities



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Speaker(s)



The development of practices that provide universal access to all students, regardless of ability, should be a goal for ALL entities that provide services to people with disabilities. But it is more important, in my opinion, that colleges and universities do their best to foster a deep understanding of inclusion to both support students and to help to define the culture of the world our students will live and work in after graduation.

Bitsy Cohn is the past Director of Credit for Prior Learning, for the Colorado Community College System. Prior to this, she worked for 22 years at Front Range Community College in Fort Collins Colorado as the Director of Learning Opportunity Center Services. She holds a BA in English and an MS in Organizational Leadership with a specialization in Online Teaching and Learning. Over the course of a 29-year career, she has gained expertise in community college student affairs, customer service, conflict management, post-secondary disability services, at-risk retention strategies and credit for prior learning assessment. Since retiring from the Colorado Community College System, Bitsy has been working as a higher education consultant through her business Cohn Solutions Group, LLC.

Newsletter



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Registration Information

Print Name		Job Title	
Institution/Organization			
Address			
City	State/Province	Zip/Postal Code	Country
Telephone	Fax	Email	
Innovative Educators Password (Choose a password for our records and future registrations)		Assistant's email (For registration confirmations & pre-conference communication)	
How did you hear about this event? (email, listserv, colleague, conference, other) _____			

Payment Method

You can call us at 303.955.0415 or fax the completed form to 1.866.508.0860. If you would like to mail in the registration form and/or check, please send it to: Innovative Educators, 3277 Carbon Place, Boulder, CO 80301.

Paying by: (select one) Credit Card Check Purchase Order (if applicable) P.O.#: _____
 (If you select PO as your payment method, a PO number is required.)

Credit Card



Name on card		Account Number	
Billing Address	Billing City	Billing State	Billing Zip/Postal Code
Exp. Date	Security Code (last 3 digits on the back of Visa and MC)		

Packages & Pricing

Select your webinar package:

\$425 - 1 webinar (Unlimited connections at your institution and recording for one year)
 \$900 - 3 webinars (Save \$375)

\$1500 - 6 webinars (Save \$1050)
 \$3995 - Purchase Go2Knowledge to receive unlimited access to webinars & recordings for one year (Best Deal!)



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Login Directions

The login directions provide the following information:

- A link and a password for the event.
- A link to test webinar access. Please test your computer prior to the event.
- The date and time of the webinar. Please be sure to reference the time zone converter on the login directions to confirm your event time.
- Audio instructions: You can stream the audio over your computer speakers, but you may want to have a phone available for backup purposes.

You will receive the login directions twice via email. The process is as follows:

- 1 week prior to the live event: You will receive login instructions.
- 1-2 days prior to the event: You will receive a link to the presentation and any additional handouts. Copies can be made for attendees if desired.
- The day of the event: Participants can login to the IE Webinar 30 minutes prior to the start time. Once logged in, participants can see the PowerPoint slides, ask questions, and make comments via the chat feature.
- Participants are encouraged to save and print the login directions to refer to on the day of the webinar.

Site Connections

The basic registration fee allows you to access the webinar from one computer only. If you need multiple site connections, please register for the unlimited site connection price.

Recording Information

The Monday following the live event you will receive a link to the recording, it can be forwarded to all faculty and staff for viewing anytime, anywhere.

Recording Benefits:

- Share the presentation with other staff members
- Pause presentation for convenient viewing
- Review the presentation after the live event
- Train new hires throughout the year
- Show during an in-service training

Technical Details

Innovative Educators uses WebEx as its web conferencing provider. If you have not previously attended a WebEx event, please click here to make sure your computer is compatible with WebEx. Be sure to complete this test prior to the live conference. See system requirements for more information.

What equipment is required?

An Internet connection, computer speakers, and LCD projector are required if a large group is viewing the presentation. Participants can call in via phone if they are having trouble retrieving the audio over the computer. Please be sure to reserve a meeting room prior to the live event that can accommodate these requirements as well as your attendees. You should reserve the room 30 minutes prior to the webinar start time and allow at least 15-30 minutes after the webinar for discussion.

Cancellation Policy

- 30 days prior: Full refund
- 14 days prior: \$100 processing fee
- Less than 14 days: Credit towards another IE event

Satisfaction Guaranteed

We want you to be satisfied with your purchase. For questions, concerns, or problems, please email support@ieinfo.org or call 303.955.0415.