

CHARTER
STUDENT AID AWARENESS IPT
SPECIAL NEEDS ACCESSIBILITY SUB-TEAM

TEAM NAME-

SPECIAL NEEDS ACCESSIBILITY

SHARED AND MEANINGFUL PURPOSE-

PURPOSE-

To build meaningful partnerships with organizations that serve special needs populations to ensure that these populations always have the most current information on financial aid in formats that meet their special needs. This is all to the end of helping to put America through postsecondary school, to insure that applicants will get the right information at the right time to help them make informed decisions on financial aid.

WHY NOW?-

The Report From the Customer Service Task Force Reinventing Service research indicates a need to increase access to information in formats usable for disabled individuals. The specific reference is made in that report as STU038.

VISION OF SUCCESS-

GUIDING PRINCIPLES FOR THE YEAR 2000-

- Must contribute to the fulfillment of the performance of the SFA 5-year performance plan, the modernization plan, and the Customer-Service Task Force recommendations
- Must end in September of 2000 with concrete recommendations for a 2-year follow on IPT with objectives and activities
- Must do a stakeholder analysis, listing key stakeholders and their interests and needs
- Serving America's students
- Building the foundation for the future
- Working cross-functionally and collaboratively between SFA Channels and other ED offices
- Initiating and building partnerships with other organizations that can expand in the future
- Constantly communicating with others and inviting others to communicate with us about new and on-going efforts in the Student Aid Awareness arena.
- Continually enrolling people who are involved in individual efforts
- Looking for opportunities to develop and stretch people—both ourselves and others

SPECIFIC AND CHALLENGING GOALS-

TOPIC	PERFORMANCE INDICATOR	GOALS	FUTURE PURPOSE
	<ul style="list-style-type: none"> • Accessibility of sight and hearing impaired population to student aid information • Number of call centers equipped to provide services to the hearing impaired 	<ul style="list-style-type: none"> • Sight and hearing impaired organizations and professions identified will be advised of availability of student aid information and how to access it for their populations by 9/2000 • All SFA call centers are equipped with TTY's 	<ul style="list-style-type: none"> • To build meaningful partnerships with organizations that serve special needs populations to ensure that these populations always have the most current information on financial aid in formats that meet their special needs

SPECIAL CONDITIONS, CONSTRAINTS, OR REQUIREMENTS-

- Sub-team updates Student Aid Awareness Leadership Team bi-weekly
- All ADA requirements are met
-

CLEAR ROLES-

Sponsor	<ul style="list-style-type: none"> • Linda Hall
Team Leader	<ul style="list-style-type: none"> • Bill Ryan
Core Team Members	<ul style="list-style-type: none"> • Dave Rives • People in the SFA who have signing ability • OSERS—someone from this group or other education groups serving this population, ?Jenni Mecham • A student intern or student association representative—e.g. Gallaudet

Advisory Members	<ul style="list-style-type: none"> • Somebody from OSERS, e.g. Judy Haumann • A major advocacy group • Someone who knows technologies that effect disabled populations
Recorder/Documenter	•
Facilitator	•
DECISION-MAKING-	
• In general	• Consensus with fallback to Linda Hall
• Funding	• Sub-team makes requests of SAA Leadership Team for approval
•	•
<p><u>A COMMON AND COLLABORATIVE APPROACH-</u> AN AGREED UPON PROCESS MAP AND WORK PLAN-</p> <p>OPERATING AGREEMENTS AND PRINCIPLES- how we want to work together-</p> <ul style="list-style-type: none"> • Agree to move on • Work cooperatively • Interject ideas at appropriate time • Team defends a position to sponsor and others–speak with one voice • Open, honest discussions • Reach consensus on decisions, not majority vote • Ask input from all members on each topic • Think outside box • Have fun–enjoy it • Volunteer for assignments • Respect others’ opinions • Be accountable <p>HOW OFTEN THE CORE TEAM WILL MEET AND OTHER KEY AGREEMENTS-</p> <ul style="list-style-type: none"> • Weekly 	
•	
<p><u>OTHER</u></p> <ul style="list-style-type: none"> • • • 	