

## SUMMARY REPORT

# **The 2020 Biennial AHEAD Survey: Reporting on Disability Resource Professionals in Higher Education**

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## Acknowledgements

While the field is always indebted to the professionals who take the time to respond to the biennial AHEAD surveys, special thanks is warranted this year. During a fall term that will be remembered as occurring in the throes of the COVID-19 pandemic, over 630 professionals provided valuable information that continues to enhance our understanding of the field of postsecondary disability.

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Special thanks to Dr. Carol Marchetti for her collaboration on an intensive review of the findings of the biennial AHEAD surveys since 2008. A summary of this work can be found in AHEAD's *Journal of Postsecondary Education and Disability*, 33(2). This review played an important role in identifying the refinements and improvements that are reflected in the 2020 iteration of the biennial AHEAD survey.

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## I. SURVEY BACKGROUND

### Purpose

*The 2020 Biennial AHEAD Survey: Reporting on Disability Resource Professionals in Higher Education* continues the tradition of AHEAD's work to provide benchmark data for the field of postsecondary disability. Since 2004 AHEAD has been conducting periodic surveys of disability resource professionals in higher education to better understand the field and the professionals we serve.

The purpose of this benchmarking work is to:

- Collect demographic information about a wide variety of disability resource professionals, including personal statistics (e.g., age, gender, ethnicity), professional backgrounds, and salary information
- Continue to learn about and document the evolving administration and work of disability resource offices, including the structure of services and supports, staffing patterns, students served, and institutional reporting lines; and
- Provide practical information to guide administrators in disability resource offices and at AHEAD, including which types of resources, and professional development opportunities are needed by disability resource professionals.

### What's New in 2020

The biennial AHEAD surveys are designed to provide data about disability resource *professionals* and disability resource *programs* in an alternating schedule of survey administration. The 2020 survey gathered information about disability resource *professionals* including their work, background, experience, and salaries. Data collection in 2022 will focus on disability resource *programs*. Updates and changes to the survey this year focused on revising wording and formatting of selected questions to enhance reliability, validity, and usefulness of research findings over time. The revisions were based on outcomes of an extensive review of all the AHEAD biennial surveys conducted since 2008. A complete description of this review process is available in AHEAD's *Journal of Postsecondary Education and Disability* (Scott & Marchetti, 2021).

In response to interest on the part of the AHEAD Board of Directors to better understand diversity of professionals in the field, the biennial survey questions related to race, ethnicity, gender identity, and sexual orientation were reviewed. In consultation with members of the REDD (Racial and Ethnic Diversity and Disability) and LGBTQA Knowledge and Practice communities, wording was revised and expanded to begin the process of increasing AHEAD's understanding and awareness of these aspects of diversity among disability resource professionals.

## The 2020 Topical Supplement: COVID-19 Transitions

In addition to the core benchmark questions on professionals and programs the biennial survey is used to gather selected information on a current “hot topic” for the field. This year, the topical supplement focused on the experiences of disability resource professionals during the COVID-19 transitions to remote learning and services in fall 2020. The findings of this topical supplement were provided in a separate special report, entitled *COVID-19 Transitions: An Update on Access, Barriers, and Supports Nine Months into the Pandemic* (Scott & Aquino, 2021).

### Methodology

**Survey Instrument.** The questions on the survey were organized in three sections: About You (e.g., personal and professional background); About Your Current Job (e.g., primary job title, employment time allocation, institutional characteristics); and Salary and Benefits. The fourth section of the survey was comprised of new questions devoted to the special topical focus on COVID-19 transition experiences.

**Data Collection.** In November 2020, an e-mail was sent out to all AHEAD members inviting their participation and providing a link to the online survey instrument posted on the Alchemer survey platform. Follow up e-mails were sent to the membership through general e-mail distribution and AHEAD Community Lists. Announcements inviting member participation were included on the AHEAD home page and promoted over a six-week period.

**Response Rate.** In December 2020, AHEAD’s membership roster included 4,377 members. There was a total of 776 hits on the survey with an 85% survey completion rate. After cleaning of the data including removal of partial responses and non-AHEAD members, there were 631 usable responses. This reflects a 14% usable response rate.

### The Structure of This Report

The findings of the 2020 survey are organized into four broad areas: Demographics about the respondents, current employment, professional experience, and earning and compensation. A brief summary of notable findings is provided at the beginning of each section. These *Section Highlights* are followed by related tables and figures to allow readers to view findings in more detail.

### References

Scott, S., & Aquino, K. (2021, February). *COVID-19 Transitions: An Update on Access, Barriers, and Supports Nine Months into the Pandemic*. Huntersville, NC: The Association on Higher Education and Disability.

Scott, S., & Marchetti, C. (2021). A review of the biennial AHEAD surveys: Trends and changes in the demographics and work of disability resource professionals in the U.S. *Journal of Postsecondary Education and Disability*, 34(2), 107-126.

## II. DEMOGRAPHIC DATA ABOUT RESPONDENTS

This section includes information on a variety of demographic variables of survey respondents including gender identity, sexual orientation, ethnicity, age, disability, geographic location, education levels, and professional fields of influence.

### Section Highlights

#### Gender, Sexual Orientation, Race/Ethnicity and Age

- Data on respondents who identify as transgender/trans (.5%) and genderqueer (1.1%) were collected for the first time in 2020 and will provide a baseline for data collection going forward. The large majority of respondents continue to identify as women (79%) and a slight increase was seen in individuals who indicated otherwise identified (1.0%) compared to previous years. (See Table II-1)
- A new demographic characteristic gathered in 2020 related to sexual orientation. Responses indicated 81% of participants identified as straight/heterosexual followed by bisexual/bi (5.5%) and lesbian/gay woman (3.9%). (See Table II-1)
- Racial/Ethnic composition of respondents continued to be largely White (Anglo, European descent) (86%) and similar to rates in previous reporting years. (See Table II-2)
- The age distribution of respondents reflected a slight shift to a younger population. In 2020, 64% of respondents reporting being age 50 or younger compared to 55% of respondents in 2016. (See Table II-3)

#### Disability

- The number of participants who report having a disability has shown a slight increasing trend over time growing from 38.2% in 2012, to 39.5% in 2016, to 43.4% in 2020. (See Table II-4)
- The most prevalent disability experiences of respondents continue to be chronic/other health and psychological /psychiatric. Among participants who identified as disabled (n=270) the prevalence of psychological disability has increased from 31% in 2016 to 45.2% in 2020. (See Table II-5)

#### Geographic Location

- Respondents were almost exclusively from the United States and evenly distributed among all four regions of the U.S. (Southern, 23.4%; Midwestern 29.6%; Northeastern 24.1%; and Western 21.2%). (See Table II-6)
- Respondents from locations outside of the U.S. (1.5% of total participants) were predominantly professionals in Canada.



## Education and Fields of Influence

- The large majority of respondents (75.5%) hold a master's level degree. (See Table II-7)
- Fourteen percent (14%) of respondents are currently pursuing additional education. Of that group, 64% are working on doctoral degrees compared to 53% in 2016. (See Table II-8)
- Respondents continue to identify three top fields of influence as informing their work: Laws and legal compliance (4.2 on a 5-point scale), student services in higher education (4.1) and higher education administration (3.8%). (See Table II-9)
- "Other" fields of influence suggested by multiple respondents included Social Justice, Human Rights, Diversity Education, Student Development, and Teaching and Learning.

## Gender, Sexual Orientation, Race/Ethnicity and Age

**Table II-1**

*Respondents' Gender and Sexual Orientation*

| Characteristic of Survey Respondents         | Frequency | Percent |
|--|-----------|---------|
| <b>Gender*</b> (624 respondents)             |           |         |
| Female                                       | 489       | 78.9    |
| Male   | 107       | 17.3    |
| Transgender/trans                            | 3         | .5      |
| Genderqueer                                  | 7         | 1.1     |
| Otherwise Identified                         | 6         | 1.0     |
| Prefer Not to Say                            | 12        | 1.9     |
|  |           |         |
| <b>Sexual Orientation*</b> (624 respondents) |           |         |
| Straight/heterosexual                        | 505       | 81.6    |
| Lesbian/gay woman                            | 24        | 3.9     |
| Gay man                                      | 16        | 2.6     |
| Bisexual/bi                                  | 34        | 5.5     |
| Otherwise identified                         | 18        | 2.9     |
| Prefer not to say                            | <b>27</b> | 4.4     |

\*NOTE: Respondents could indicate more than one response so the total of percentages may not equal 100%.

**Table II- 2**

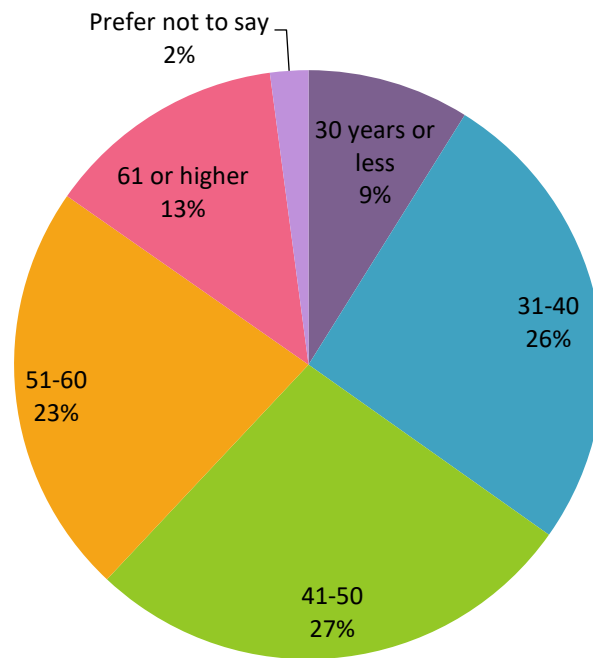
*Respondents' Reported Race/Ethnicity*

| Characteristic of Survey Respondents   | Frequency | Percent |
|--|-----------|---------|
| <b><u>Race/Ethnicity*</u></b> (622 respondents)                                    |           |         |
| White (Anglo, European descent)  | 534       | 86      |
| Black (African-American, African, Atlantic Islander, Indian Islander)              | 31        | 5.0     |
| Hispanic or Latino (Mexican, Puerto Rican, Cuban, other Hispanic or Latin descent) | 28        | 4.5     |
| Biracial or Multi-racial   | 5         | .8      |
| American Indian, Alaska Native, or a member of an indigenous people                | 9         | 1.4     |
| Asian (Asian Indian, Chinese, Filipino, Japanese, other Asian)                     | 17        | 2.7     |
| Prefer not to say  | 20        | 3.2     |
| Middle Eastern   | 1         | .2      |
| Native Hawaiian or Other Pacific Islander  | 1         | .2      |
| I categorize myself differently from those offered above.                          | <b>4</b>  | .6      |

*\*NOTE: Respondents could indicate more than one response so the total of percentages may not equal 100%.*

**Table and Figure II- 3**

*Current Age of Respondents in Years*



| Age in Years<br>(621 respondents) | Frequency | Percent |
|-----------------------------------|-----------|---------|
| 30 or less                        | 55        | 8.9     |
| 31-40                             | 161       | 25.9    |
| 41-50                             | 169       | 27.2    |
| 51-60                             | 141       | 22.7    |
| 61 or higher                      | 82        | 13.2    |
| Prefer not to say                 | 13        | 2.1     |

## Disability

**Table II-4:**

### *Personal Disability Experience*

| Do you consider yourself a person with a disability? | Yes  | Yes, Culturally Deaf | At Times | No, But a Close Family Member Does | No   | Other | Prefer Not to Say | Total |
|--|------|----------------------|----------|------------------------------------|------|-------|-------------------|-------|
| <b>Frequency</b>                                     | 196  | 7                    | 67       | 100                                | 224  | 15    | 13                | 622   |
| <b>Percent</b>                                       | 31.5 | 1.1                  | 10.8     | 16.1                               | 36.0 | 2.4   | 2.1               | 100   |

**Table II-5:**

### *Personal Disability Experience by Disability Type*

| My personal disability experience is related to: *<br>(303 Respondents) | Frequency | Percent of All (477) Experiences of Disability | Percent Among Respondents Reporting a Personal Disability Experience (n=270**) |
|---|-----------|--|--|
| Attention/Hyperactivity   | 52        | 10.9   | 19.3   |
| Chronic/Other health  | 98        | 20.5   | 36.3   |
| Hearing   | 34        | 7.1  | 12.6   |
| Intellectual  | 1         | .2   | 0.0  |
| Learning  | 32        | 6.7  | 11.9   |
| Mobility  | 59        | 12.4   | 21.9   |
| Motor activity  | 13        | 2.7  | 4.8  |
| Psychological/Psychiatric   | 122       | 25.6   | 45.2   |
| Speaking  | 5         | 1.0  | 1.9  |
| Vision  | 24        | 5.0  | 8.9  |
| Other area of life  | 19        | 4.0  | 7.0  |
| Prefer not to say   | 18        | 3.8  | 6.7  |
| Total experiences of disability   | 477       | 99.9   | N/A  |

\* NOTE: Respondents could indicate more than one response so the total of the percentages may not equal 100%

\*\*NOTE: Total "n" represents the number of respondents who reported at least one category for personal experience of disability.

## Geographic Location

**Table II-6:**

*Geographic Location by US Region, Canadian Province, Other*

| US Region (598 Respondents)   | Frequency | Percent |
|---|-----------|---------|
| <u>Southern Region</u><br>(AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX, VA, WV)    | 140       | 23.4    |
| <u>Midwestern Region</u><br>(IA, IL, IN, KS, MI, MN, MO, NE, ND, OH, SD, WI)          | 177       | 29.6    |
| <u>Northeastern Region</u><br>(CT, DE, DC, MA, ME, MD, NH, NJ, NY, PA, RI, VT)        | 144       | 24.1    |
| <u>Western Region</u><br>(AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY)         | 127       | 21.2    |
| <u>Puerto Rico</u>  | 1         | 0.0     |
| <u>Outside US Regions</u>   |           |         |
| <u>Canadian Province</u><br>(Alberta, British Columbia, Nova Scotia, Ontario, Quebec) | 6         | 1.0     |
| <u>Other</u><br>Trinidad and Tobago, Bermuda, Chile                                   | 3         | 1.0     |

## Education and Fields of Influence

**Table II-7:**

*Completed Education by Highest Degree Earned*

| Completed Education                        |           |         |
|--|-----------|---------|
| Degree (630 Respondents)                   | Frequency | Percent |
| High School or Equivalent                  | 1         | .2      |
| Certificate                                | 3         | .5      |
| A.A., A.A.S. or Associate's                | 1         | .2      |
| B.S., B.A., B.I. or other Bachelor's       | 56        | 8.9     |
| M.A., M.S., M.S.W, M.Ed. or other Master's | 475       | 75.5    |
| Ph.D., Ed.D., J.D., MD, or other Doctorate | 90        | 14.3    |
| Other                                      | 3         | .5      |

**Table II-8:**

*Ongoing Education by Type of Degree Sought*

| Currently in School Working Toward a Degree |           |                                  |                |
|---|-----------|----------------------------------|----------------|
| Degree or certificate (622 Respondents)     | Frequency | Percent of those (89) in School* | Percent of All |
| A Trade or Skill Certificate                | 1         | 1.1                              | .2             |
| A.A., A.A.S. or other Associate's           | 1         | 1.1                              | .2             |
| B.S., B.A., B.I. or other Bachelor's        | 0         | 0.0                              | .0             |
| M.A., M.S., M.S.W, M.Ed. or other Master's  | 25        | 28.1                             | 4.0            |
| Ph.D., Ed.D., J.D., MD, or other Doctorate  | 57        | 64.0                             | 9.2            |
| Other                                       | 5         | 5.6                              | .8             |
| Total in School                             | 89        | 99.9                             | 14.4           |
| Not in School                               | 533       | N/A                              | 85.7           |

**Table II-9: Professional Fields by Levels of Influence**

| How much is your work informed by the following fields?<br>For each field, please estimate the level of influence: 1 minimal to 5 very high |       |       |       |       |       |                |                |
|---|-------|-------|-------|-------|-------|----------------|----------------|
|   | 1     | 2     | 3     | 4     | 5     | Total Response | Average Rating |
| <b>Disability Studies</b>   |       |       |       |       |       |                |                |
| Count   | 24    | 35    | 96    | 169   | 293   | 617            | 3.6            |
| Row Percent*  | 3.9%  | 5.7%  | 15.6% | 27.4% | 47.5% | 100.1%         | NA             |
| <b>Higher Education Administration</b>  |       |       |       |       |       |                |                |
| Count   | 34    | 44    | 134   | 207   | 188   | 607            | 3.8            |
| Row Percent   | 5.6%  | 7.2%  | 22.1% | 34.1% | 31.0% | 100.0%         | NA             |
| <b>Interpreting</b>   |       |       |       |       |       |                |                |
| Count   | 223   | 140   | 133   | 58    | 30    | 584            | 2.7            |
| Row Percent   | 38.2% | 24.0% | 22.8% | 9.9%  | 5.1%  | 100.0%         | NA             |
| <b>Laws and Legal Compliance</b>  |       |       |       |       |       |                |                |
| Count   | 12    | 27    | 94    | 181   | 288   | 602            | 4.2            |
| Row Percent   | 5.6%  | 7.2%  | 22.1% | 34.1% | 31.0% | 100.0%         | NA             |
| <b>Psychology (clinical, cognitive, school, educational)</b>  |       |       |       |       |       |                |                |
| Count   | 56    | 80    | 181   | 174   | 103   | 594            | 2.6            |
| Row Percent   | 9.4%  | 13.5% | 30.5% | 29.3% | 17.3% | 100.0%         | NA             |
| <b>Rehabilitation Counseling</b>  |       |       |       |       |       |                |                |
| Count   | 189   | 149   | 136   | 65    | 43    | 582            | 2.4            |
| Row Percent*  | 32.5% | 25.6% | 23.4% | 11.2% | 7.4%  | 100.1%         | NA             |
| <b>Special Education</b>  |       |       |       |       |       |                |                |
| Count   | 164   | 138   | 139   | 87    | 59    | 587            | 2.6            |
| Row Percent   | 27.9% | 23.5% | 23.7% | 14.8% | 10.1% | 100.0%         | NA             |
| <b>Student Services in Higher Education</b>   |       |       |       |       |       |                |                |
| Count   | 19    | 27    | 92    | 195   | 274   | 607            | 4.1            |
| Row Percent*  | 3.1%  | 4.4%  | 15.2% | 32.1% | 45.1% | 99.9%          | NA             |
| <b>Technology (AT, IT)</b>  |       |       |       |       |       |                |                |
| Count   | 28    | 76    | 188   | 202   | 105   | 599            | 3.5            |
| Row Percent   | 4.7%  | 12.7% | 31.4% | 33.7% | 17.5% | 100.0%         | NA             |
| <b>Universal Design (UD, UD-IL)</b>   |       |       |       |       |       |                |                |
| Count   | 31    | 69    | 171   | 196   | 133   | 600            | 3.6            |
| Row Percent*  | 5.2%  | 11.5% | 28.5% | 32.7% | 22.2% | 100.1%         | NA             |



### III. CURRENT POSITION

This section includes information on respondents' current employment and job functions.

#### Section Highlights

##### Primary and Descriptive Job Titles

- New in 2020, participants were asked to identify the job title that most closely aligns with their *primary* role in disability resources. The three most frequently reported job titles were Director (43.8%), Associate Director (14.4%), and Access Coordinator (13.6%). (See Table III-1)
- As in previous surveys, participants were also asked to identify *descriptive* job titles that reflect the functional roles of their work. Large discrepancies exist between primary and descriptive job titles. For example, ADA/504 Coordinator was a primary job title for 4.9% of respondents but a functional role for 28.2%. Assistive/Adaptive Technology Coordinator was a primary role for 1.6% of participants vs. a functional role for 27.9%. (See Table III-2)
- Changes in reported job functions in AHEAD surveys over time reflect shifting professional demands of disability resource work. Growing areas of responsibility include serving as an Assistive/Adaptive Technology Coordinator (reported by 14.3% in 2012, 20.1% in 2016, and 27.9% in 2020); Access Coordinator (35.2% in 2016 vs. 42.5% in 2020); and Academic Coach (15.7% in 2016 vs. 22.4% in 2020). (See Table III-2)

##### Time Allocation

- Eighty-nine percent (89%) of respondents were 12-month employees (See Table III-3) working 35 hours or more per week. (See Table III-4)
- Over half (58%) of respondents reported that 100% of their FTE is allocated to disability resources. (See Table III-5)
- Working with the campus community on disability issues is increasingly recognized as an important part of disability resource work. In 2020, 31% of respondents indicated they allocate 50% or more of their FTE to campus community work; in 2016 only 13.3% reported this level of time allocation. (See Table III-6)

##### Other

- A master's level degree is required for new hires in the large majority (70%) of respondent positions. (See Table III-7)
- In 2020, a slightly greater percentage of respondents (60%) reported being in their current position five years or less compared to 51% of respondents in 2016. (See Table III-8)

- The majority of respondents (62%) currently supervise staff other than students with an average of 10.4 years of supervisory experience overall. (See Table III-9)

## Primary and Descriptive Job Titles

**Table III-1:**

*Job Title That Most Closely Aligns with **Primary Role** in Disability Resources*

| Select the standard job title that most closely aligns with your primary role in disability resources. (609 Respondents) | Frequency | Percent |
|--|-----------|---------|
| Director   | 267       | 43.8    |
| Associate or Assistant Director  | 88        | 14.4    |
| ADA/504 Coordinator  | 30        | 4.9     |
| Access Coordinator   | 83        | 13.6    |
| Specialist (including Resource Specialist, Accessibility Specialist, etc)  | 58        | 9.5     |
| Assistive/Adaptive Technology Coordinator  | 10        | 1.6     |
| Advisor or Academic Counselor  | 11        | 1.8     |
| Academic Coach   | 2         | .3      |
| College Counselor/Psychologist   | 1         | .2      |
| Diagnostician  | 1         | .2      |
| College Professor (asst, assoc, full), Lecturer, Instructor  | 1         | .2      |
| Sign Language Interpreter  | 1         | .2      |
| Specialist for Learning Disabilities   | 2         | .3      |
| Administrative Assistant, Secretary, Receptionist  | 1         | .2      |
| Disability Resources Higher Education Consultant   | 9         | 1.5     |
| Other - Write In   | 38        | 6.2     |
| Not Applicable   | 7         | 1.1     |

**Table III-2:**

*Descriptive Job Titles That Reflect Current Work Roles*

| Descriptive Job Titles* (594 Respondents)                                  | Frequency | Percent |
|--|-----------|---------|
| Director   | 290       | 48.7    |
| Associate or Assistant Director  | 112       | 18.8    |
| ADA/504 Coordinator  | 168       | 28.2    |
| Access Coordinator   | 253       | 42.5    |
| Specialist (including Resource Specialist, Accessibility Specialist, etc.) | 200       | 33.6    |
| Assistive/Adaptive Technology Coordinator/Specialist                       | 166       | 27.9    |
| Advisor or Academic Counselor  | 149       | 25.0    |
| Academic Coach   | 133       | 22.4    |
| College Counselor, Psychologist  | 43        | 7.2     |
| Diagnostician  | 5         | 0.8     |
| College Professor (Asst., Assoc., Full), Lecturer, Instructor              | 59        | 9.9     |
| Sign Language Interpreter  | 18        | 3.0     |
| Specialist for Vision Impairment/Blind                                     | 37        | 6.2     |
| Specialist for Learning Disability   | 84        | 14.1    |
| Administrative Assistant, Secretary, Receptionist                          | 44        | 7.4     |
| Disability Resources Higher Education Consultant                           | 141       | 23.7    |
| Other  | 52        | 8.7     |
| Not Applicable   | 16        | 2.7     |

\* NOTE: Respondents could indicate more than one response so the total of percentages may not equal 100%.

**Table III-3:**

*Current Position by Calendar/Contract Basis*

| <b>Position Schedule (604 Respondents)</b>                   | <b>Frequency</b> | <b>Percent</b> |
|--|------------------|----------------|
| Academic year (with the option of working during the summer) | 35               | 5.8            |
| Academic year (I cannot work during the summer)              | 11               | 1.8            |
| Year-round 12-month position                                 | 536              | 88.7           |
| Temporary position   | 2                | 0.3            |
| Other  | 15               | 2.5            |
| Not Applicable   | 5                | 0.8            |

## Time Allocation

**Table III-4:**

*Current Employment Status by Designated Staffing Hours*

| Employment Status* (631 Respondents)                                       | Frequency | Percent |
|--|-----------|---------|
| Employed Full-time (100%) – 35 hours per week or more                      | 599       | 94.9    |
| Employed Part-time (75%) – approximately 30 hours per week                 | 9         | 1.4     |
| Employed Part-time (50%) – approximately 20 hours per week                 | 12        | 1.9     |
| Employed Less than half time – less than 20 hours per week                 | 3         | 0.5     |
| Self Employed/Consultant Part-time (75%) – approximately 30 hours per week | 1         | 0.2     |
| Self Employed/Consultant Part-time (50%) – approximately 20 hours per week | 2         | 0.3     |
| Self Employed/Consultant Less than half time – less than 20 hours per week | 7         | 1.1     |
| Engaged as a Volunteer or Unpaid Intern                                    | 1         | 0.2     |
| I am a Student Worker at my school   | 4         | 0.6     |
| Retired Fully or Partially   | 6         | 1.0     |
| Other  | 3         | 0.5     |

\*NOTE: Respondents could indicate more than one response so the total of percentages may not equal 100%.

**Table III-5:**

*Proportion of Respondent's FTE Designated for Disability Resources*

| Amount of Time as % of FTE (607 Respondents) | Frequency | Percent |
|--|-----------|---------|
| 100%   | 349       | 57.5    |
| 75%-99%                                      | 137       | 22.6    |
| 50%-74%                                      | 58        | 9.6     |
| Less than 50%                                | 39        | 6.4     |
| Not applicable                               | 24        | 4.0     |

**Table III-6:**

*Proportion of FTE Allocated to Working with the Campus Community on Disability Issues*

| Amount of Time as % of FTE (606 Respondents) | Frequency | Percent |
|--|-----------|---------|
| 75%-100%                                     | 115       | 19.0    |
| 50%-74%                                      | 75        | 12.4    |
| 25%-49%                                      | 145       | 23.9    |
| 1%-24%                                       | 234       | 38.6    |
| 0%   | 12        | 2.0     |
| Not applicable                               | 25        | 4.1     |

## Other

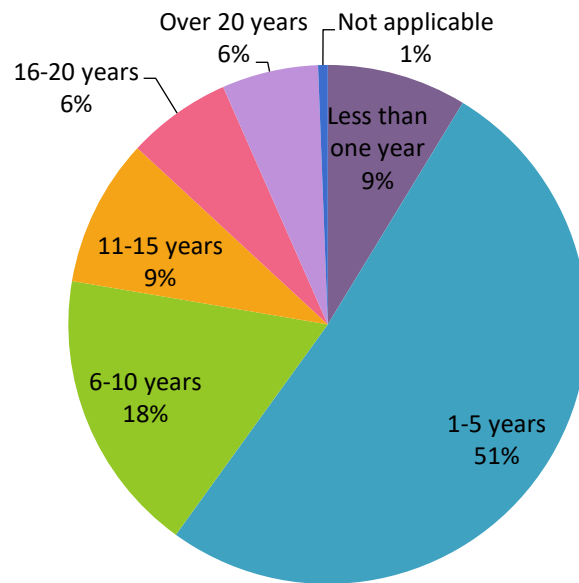
**Table III-7:**

*Minimum Education Level Required for New Hires in Respondent's Current Job*

| Education Level (604 Respondents)  | Frequency | Percent |
|--|-----------|---------|
| High School Diploma, G.E.D. or other certificate for completion of secondary level education | 3         | .5      |
| A.A., A.A.S. or other associate degree   | 5         | .8      |
| B.S., B.A., B.I. or other bachelor's degree  | 152       | 25.2    |
| M.A., M.S., M.S.W, M.Ed. or other master's degree  | 422       | 69.9    |
| Ph.D., Ed.D., J.D. or other doctorate degree   | 15        | 2.5     |
| Other  | 7         | 1.2     |



**Table and Figure III-8:**  
*Number of Years in Current Employment Position*



| Years in Current Position (631 Respondents) | Frequency | Percent |
|---|-----------|---------|
| Less than one year                          | 55        | 8.7     |
| 1-5   | 323       | 51.2    |
| 6-10  | 112       | 17.7    |
| 11-15                                       | 58        | 9.2     |
| 16-20                                       | 41        | 6.5     |
| Over 20 years                               | 38        | 6.0     |
| Not Applicable                              | 4         | 0.6     |

**Table III-9:**

*Experience Supervising Professional Staff*

| Supervisory Experience (621 Respondents) | Frequency | Percent |
|--|-----------|---------|
| Yes, I currently supervise staff.        | 388       | 62.4    |
| Not currently, but I have in the past.   | 143       | 23.0    |
| No, I have never supervised staff.       | 85        | 13.7    |
| Not Applicable                           | 6         | 1.0     |

## IV. PROFESSIONAL EXPERIENCE

This section includes information on respondents' past professional experiences including such areas as length of time in the field, years of experience in higher education, and other relevant work experience.

### Section Highlights

#### Experience in Higher Education

- Respondents reflected a range of years of experience working in disability resources in higher education. The largest single group of respondents (34%) reported between one and five years of experience; 21% reported six to ten years. (See Table IV-1 )
- Similar to previous survey findings, approximately half (49%) of respondents have been AHEAD members for five years or more. Respondents reported an average of 5.3 years of membership. (See Table IV-2)
- When asked about years of experience working in higher education in any capacity, respondents reported a range of experience. The largest single group of respondents (24%) has worked in higher education for over 20 years. However, 22% reported 6-10 years and 1-5 years respectively. (See Table IV-3)

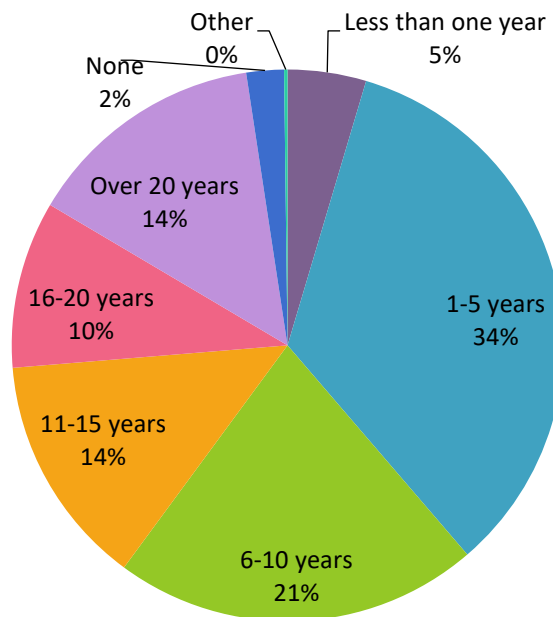
#### Experience in Other Fields

- Respondents bring a variety of work experiences from related fields. Most frequently reported are experience *teaching* (in higher education, 36.6%; in K-12 with disabled students 26.4%), *student or academic affairs* in higher education (34.8%), and *counseling or mental health work* (27.2%). (See Table IV-4)
- Supervisory experience across settings is extensive, with an average of 10.4 years of supervising staff in current and other employment settings. (See Table IV-5)

## Experience in Higher Education

**Table and Figure IV-1:**

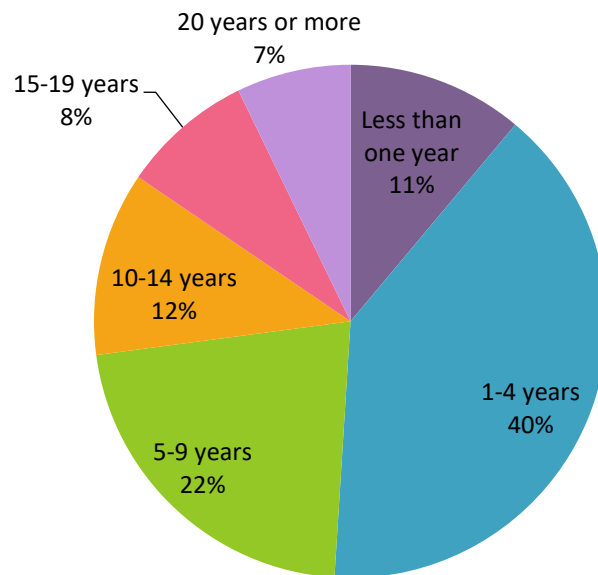
*Years of Experience Working in Disability Resources in a Higher Education Setting*



| Years (631 Respondents) | Frequency | Percent |
|-------------------------|-----------|---------|
| Less than one           | 29        | 4.6     |
| 1-5                     | 215       | 34.1    |
| 6-10                    | 135       | 21.4    |
| 11-15                   | 86        | 13.6    |
| 16-20                   | 62        | 9.8     |
| Over 20                 | 89        | 14.1    |
| None                    | 14        | 2.2     |
| Other                   | 1         | .2      |

**Table IV-2:**

*Number of Years of Membership in AHEAD*



| Years (629 Respondents) | Frequency | Percent |
|-------------------------|-----------|---------|
| Less than one year      | 70        | 11.1    |
| 1-4 years               | 251       | 39.9    |
| 5-9 years               | 138       | 21.9    |
| 10-14 years             | 73        | 11.6    |
| 15-19 years             | 52        | 8.3     |
| 20 years or more        | 45        | 7.2     |

**Table IV-3:***Years of Experience Working in Higher Education in Any Capacity*

| Years in Higher Education<br>(628 Respondents) | Frequency | Percent |
|--|-----------|---------|
| Less than one year                             | 11        | 1.8     |
| 1-5  | 140       | 22.3    |
| 6-10   | 140       | 22.3    |
| 11-15  | 103       | 16.4    |
| 16-20  | 80        | 12.7    |
| Over 20  | 150       | 23.9    |
| None   | 4         | .6      |

## Experience in Other Fields

**Table IV-4:** *Years of Relevant Work Experience by Field of Experience*

| Field of Experience*<br>(613 Respondents)   | Frequency | Percent | Range of Reported<br>Years of<br>Experience |
|---|-----------|---------|---|
| Teaching in higher education  | 229       | 36.6    | .5-50                                       |
| Elementary/primary or secondary<br>(K-12) education related to<br>disability          | 165       | 26.4    | .33-47                                      |
| Elementary/primary or secondary<br>(K-12), NOT related to disability                  | 78        | 12.5    | 1-47  |
| Counseling, psychological<br>services, social work or other<br>mental health services | 170       | 27.2    | 1-47  |
| Student affairs or academic<br>affairs in higher education                            | 218       | 34.8    | 1-46  |
| Business  | 75        | 12.0    | 1-41  |
| Allied health services and medical<br>professions                                     | 30        | 4.8     | 1-25  |
| Vocational or rehabilitation<br>services  | 91        | 14.5    | 1-40  |
| Law or legal services   | 31        | 5.0     | 1-35  |
| Other   | 83        | 13.3    | 1-36  |
| No prior work experience  | 28        | 4.5     | NA  |

\*NOTE: Respondents could indicate more than one response so the total of percentages may not be equal to 100%.

**Table IV-5:**

*Years of Experience Supervising Staff*

| <b>Years of Experience Supervising Staff</b>   | <b>Responses</b> | <b>Minimum</b> | <b>25<sup>th</sup> percentile</b> | <b>Median</b> | <b>75th percentile</b> | <b>Maximum</b> |
|--|------------------|----------------|-----------------------------------|---------------|------------------------|----------------|
| In current position (for those who currently supervise staff)  | 386              | 1              | 2                                 | 5             | 10                     | 41             |
| Total in current position and prior similar employment settings (for those with supervisory experience including similar professional employment settings) | 489              | 1              | 5                                 | 10            | 15                     | 47             |

## V. EARNINGS AND COMPENSATION

This section includes information on funding sources, annual salaries, and other compensation and benefits.

### Section Highlights

#### Funding Sources

- The large majority of respondents (90%) reported their current position is funded with permanent institutional funds. This percentage has increased steadily over time (79% in 2010, 85% in 2012, and 88% in 2016). (See Table V-1)
- Ninety percent (90%) of respondents are paid in the form of regular salaries for their work. (See Table V-2)

#### Annual Compensation

- The 2020 survey contained several modified questions that effect reporting of findings in annual compensation. While this limits direct comparisons to previous survey reports, it also enhances the clarity of findings.
- As a group, full-time employees working 12 months per year earn a wide range of salaries varying from \$10,001 up to \$170,000. The most commonly reported salary range was \$50,001-60,000 (19.7%). (See Table V-3)
- The introduction of a new question pertaining to primary job role title allowed reporting of salaries correlating to job titles.
- Respondents with the title of *Director* reported salaries ranging from \$40,001- \$170,000. Just over half (51%) of Directors reported earning between \$50,001-\$90,000. (See Table V-4)
- *Associate or Assistant Directors* reported salaries ranging from \$30,001-\$110,000. Fifty-four percent (54%) earn between \$50,001-\$70,000. (See Table V-5)
- *ADA/504 Coordinators* reported salaries ranging from \$20,001-\$120,000. The most commonly reported salary range was bimodal: \$30,001-\$40,000 (16%) and \$50,001-\$60,000. (See Table V-6)
- *Access Coordinators* reported earning between \$10,001-\$110,000. The most common salary range was \$40,001-\$50,000 (42%).(See Table V-7)
- *Specialists* reported salaries between \$30,001-\$100,000. Thirty percent (30%) reported annual salary of \$40,001-\$50,000. (See Table V-8)



### Other Forms of Compensation

- Twenty-three percent (23%) of survey participants indicated they conduct outside consulting work or are self-employed. This is over twice the percentage of respondents in 2016 (11%). Earnings ranged from under \$10,000 to \$140,000. The majority (64%) reported annual earnings of \$10,000 or less. (See Table V-9)
- Respondents reported a notable increase in many additional non-salary benefits in 2020. Compared to 2012 and 2016 survey findings, more professionals reported the provision of a greater number of non-salary benefits. Some of the greatest increases were seen in the availability of family leave (64% in 2016 vs. 84% in 2020), medical/dental care for family members (74% in 2016 vs. 89% in 2020), provision of a vision plan (68% in 2012 vs. 88% in 2020), and an optional retirement plan (55% in 2012 vs. 69% in 2020). (See Table V-10)

## Funding Sources

**Table V-1:**

*Funding Source for Current Position*

| Funding Source (603 Respondents)           | Frequency | Percent |
|--|-----------|---------|
| Permanent institutionally supplied funding | 542       | 89.9    |
| Grants and/or other limited sources        | 18        | 3.0     |
| A mix of both funding types                | 23        | 3.8     |
| Don't know                                 | 13        | 2.2     |
| Not applicable                             | 7         | 1.2     |

**Table V-2:**

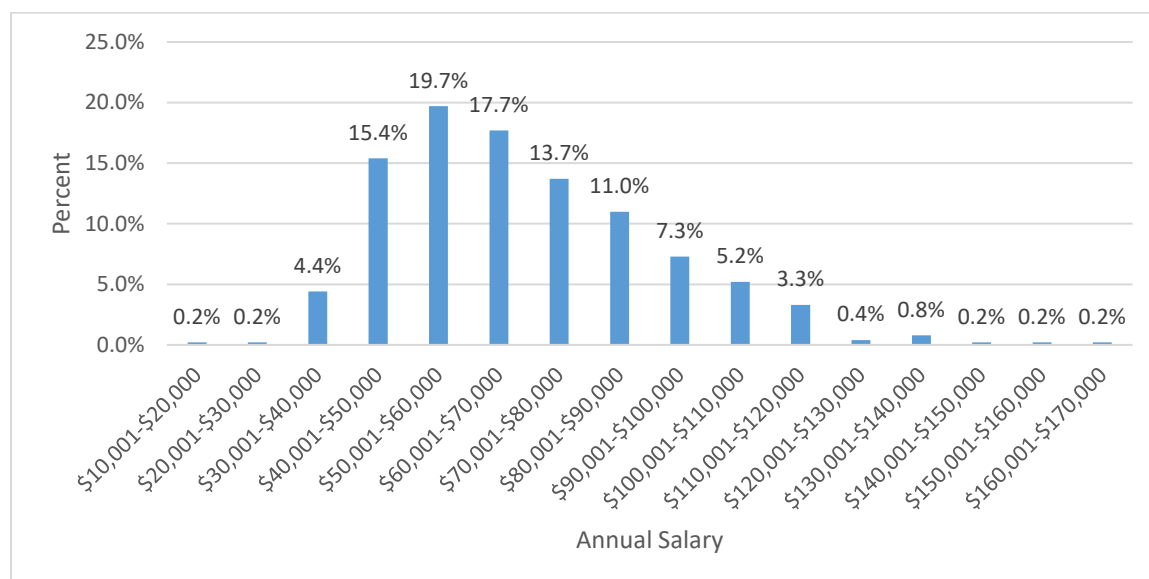
*Remuneration Basis for Current Position*

| Remuneration Basis (602 Respondents)                                | Frequency | Percent |
|---|-----------|---------|
| Salary  | 551       | 91.5    |
| Hourly wage   | 43        | 7.1     |
| Contract/temporary basis (e.g. freelance interpreters, consultants) | 2         | .3      |
| Other   | 2         | .3      |
| Not Applicable  | 4         | .7      |

## Annual Compensation

**Table and Figure V-3:**

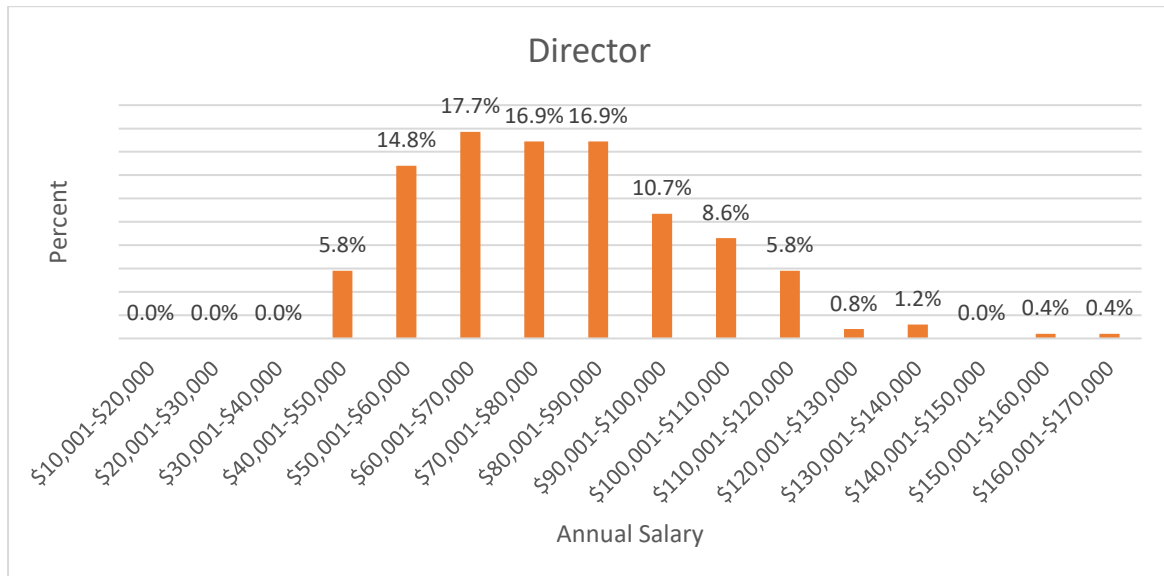
*Annual Earning from Institution/Employer for Full-Time Employees Working 12 Months*



| Annual Salary (518 Respondents) | Frequency | Percent |
|---------------------------------|-----------|---------|
| \$10,001-\$20,000               | 1         | .2      |
| \$20,001-\$30,000               | 1         | .2      |
| \$30,001-\$40,000               | 23        | 4.4     |
| \$40,001-\$50,000               | 80        | 15.4    |
| \$50,001-\$60,000               | 102       | 19.7    |
| \$60,001-\$70,000               | 92        | 17.7    |
| \$70,001-\$80,000               | 71        | 13.7    |
| \$80,001-\$90,000               | 57        | 11.0    |
| \$90,001-\$100,000              | 38        | 7.3     |
| \$100,001-\$110,000             | 27        | 5.2     |
| \$110,001-\$120,000             | 17        | 3.3     |
| \$120,001-\$130,000             | 2         | .4      |
| \$130,001-\$140,000             | 4         | .8      |
| \$140,001-\$150,000             | 1         | .2      |
| \$150,001-\$160,000             | 1         | .2      |
| \$160,001-\$170,000             | 1         | .2      |

**Table and Figure V-4:**

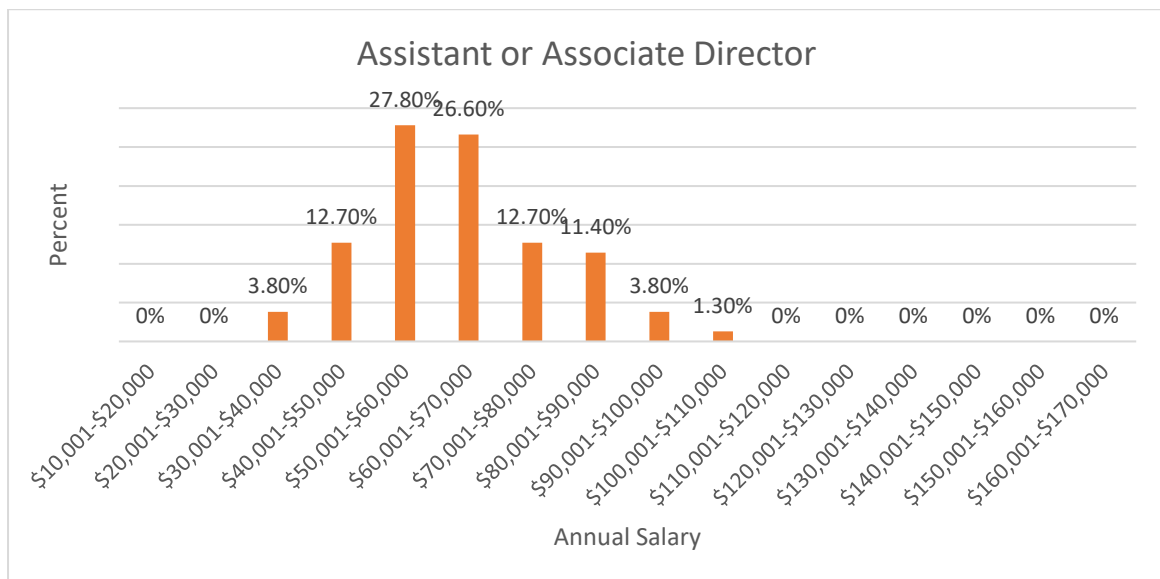
*Annual Earning from Institution/Employer for Full-Time Employees Working 12 Months by Primary Role Job Title: Director*



| Annual Salary: Director | Frequency  | Percent    | Percent of All Respondents |
|-------------------------|------------|------------|----------------------------|
| \$10,001-\$20,000       | 0          | .0         | 0                          |
| \$20,001-\$30,000       | 0          | .0         | 0                          |
| \$30,001-\$40,000       | 0          | .0         | 0                          |
| \$40,001-\$50,000       | 14         | 5.8        | 2.7                        |
| \$50,001-\$60,000       | 36         | 14.8       | 6.9                        |
| \$60,001-\$70,000       | 43         | 17.7       | 8.3                        |
| \$70,001-\$80,000       | 41         | 16.9       | 7.9                        |
| \$80,001-\$90,000       | 41         | 16.9       | 7.9                        |
| \$90,001-\$100,000      | 26         | 10.7       | 5                          |
| \$100,001-\$110,000     | 21         | 8.6        | 4.1                        |
| \$110,001-\$120,000     | 14         | 5.8        | 2.7                        |
| \$120,001-\$130,000     | 2          | .8         | .4                         |
| \$130,001-\$140,000     | 3          | 1.2        | .6                         |
| \$140,001-\$150,000     | 0          | .0         | 0                          |
| \$150,001-\$160,000     | 1          | .4         | .2                         |
| \$160,001-\$170,000     | 1          | .4         | .2                         |
| <b>Total</b>            | <b>243</b> | <b>100</b> | <b>46.9</b>                |

**Table and Figure V-5:**

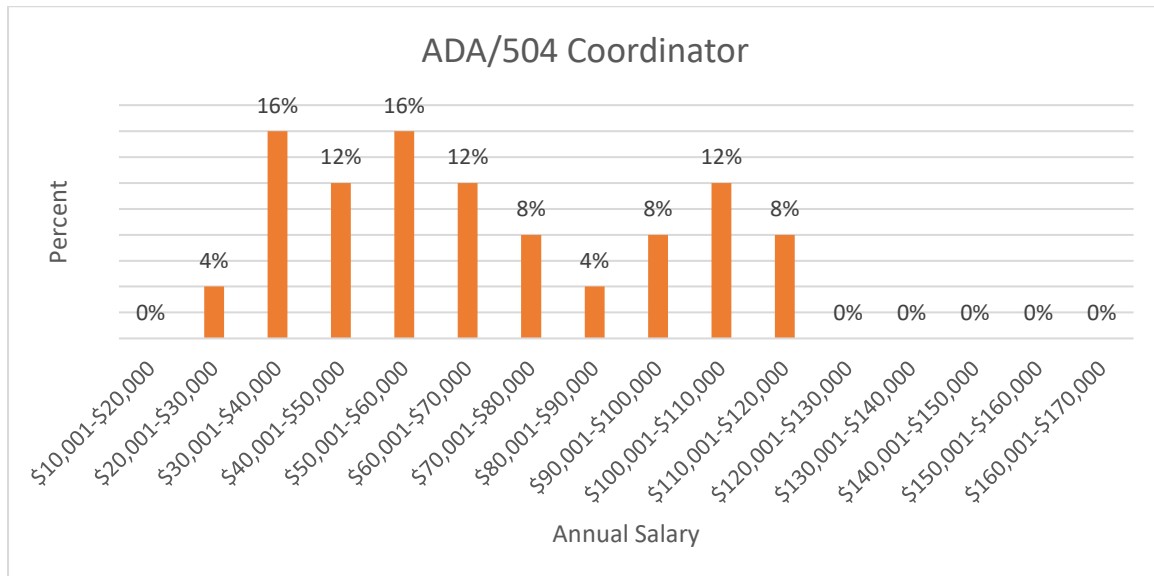
*Annual Earning from Institution/Employer for Full-Time Employees Working 12 Months by Primary Role Job Title: Assistant or Associate Director*



| Annual Salary       | Frequency | Percent    | Percent of All Respondents |
|---------------------|-----------|------------|----------------------------|
| \$10,001-\$20,000   | 0         | 0          | 0                          |
| \$20,001-\$30,000   | 0         | 0          | 0                          |
| \$30,001-\$40,000   | 3         | 3.8        | .6                         |
| \$40,001-\$50,000   | 10        | 12.7       | 1.9                        |
| \$50,001-\$60,000   | 22        | 27.8       | 4.2                        |
| \$60,001-\$70,000   | 21        | 26.6       | 4.1                        |
| \$70,001-\$80,000   | 10        | 12.7       | 1.9                        |
| \$80,001-\$90,000   | 9         | 11.4       | 1.7                        |
| \$90,001-\$100,000  | 3         | 3.8        | .6                         |
| \$100,001-\$110,000 | 1         | 1.3        | .2                         |
| \$110,001-\$120,000 | 0         | 0          | 0                          |
| \$120,001-\$130,000 | 0         | 0          | 0                          |
| \$130,001-\$140,000 | 0         | 0          | 0                          |
| \$140,001-\$150,000 | 0         | 0          | 0                          |
| \$150,001-\$160,000 | 0         | 0          | 0                          |
| \$160,001-\$170,000 | 0         | 0          | 0                          |
| <b>Total</b>        | <b>79</b> | <b>100</b> | <b>15.2</b>                |

**Table and Figure V-6:**

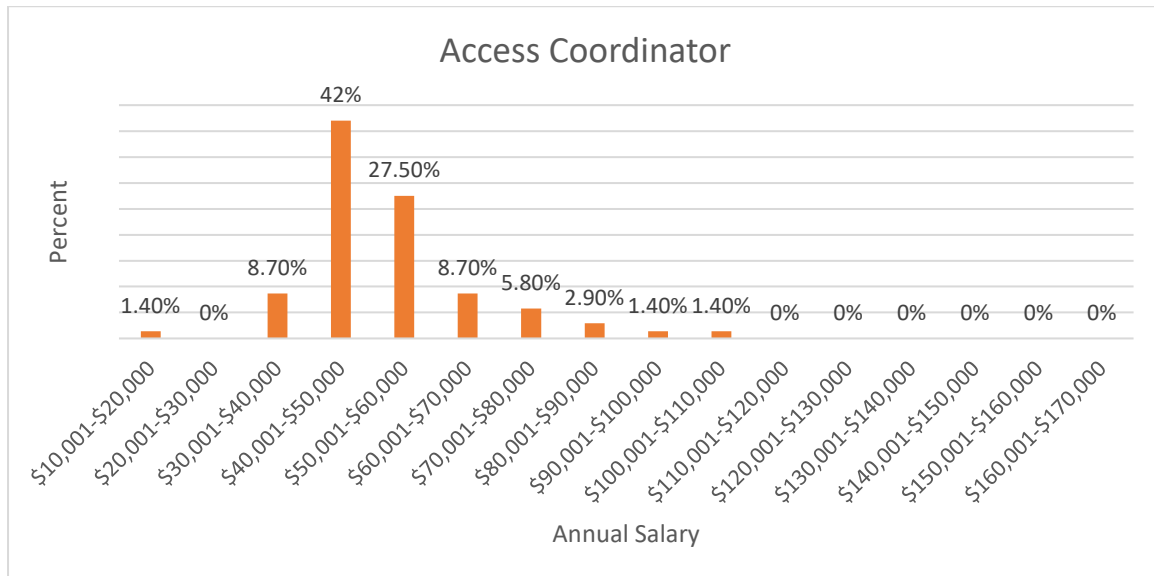
*Annual Earning from Institution/Employer for Full-Time Employees Working 12 Months by Primary Role Job Title: ADA/504 Coordinator*



| Annual Salary            | Frequency | Percent    | Percent of All Respondents |
|--------------------------|-----------|------------|----------------------------|
| \$10,001-\$20,000        | 0         | 0          | 0                          |
| \$20,001-\$30,000        | 1         | 4          | .2                         |
| \$30,001-\$40,000        | 4         | 16         | .8                         |
| \$40,001-\$50,000        | 3         | 12         | .6                         |
| \$50,001-\$60,000        | 4         | 16         | .8                         |
| \$60,001-\$70,000        | 3         | 12         | .6                         |
| \$70,001-\$80,000        | 2         | 8          | .4                         |
| \$80,001-\$90,000        | 1         | 4          | .2                         |
| \$90,001-\$100,000       | 2         | 8          | .4                         |
| \$100,001-\$110,000      | 3         | 12         | .6                         |
| \$110,001-\$120,000      | 2         | 8          | .4                         |
| \$120,001-\$130,000      | 0         | 0          | 0                          |
| \$130,001-\$140,000      | 0         | 0          | 0                          |
| \$140,001-\$150,000      | 0         | 0          | 0                          |
| \$150,001-\$160,000      | 0         | 0          | 0                          |
| \$160,001-\$170,000      | 0         | 0          | 0                          |
| <b>Total Respondents</b> | <b>25</b> | <b>100</b> | <b>5</b>                   |

**Table and Figure V-7:**

*Annual Earning from Institution/Employer for Full-Time Employees Working 12 Months by Primary Role Job Title: Access Coordinator*



| Annual Salary       | Frequency | Percent     | Percent of All Respondents |
|---------------------|-----------|-------------|----------------------------|
| \$10,001-\$20,000   | 1         | 1.4         | .2                         |
| \$20,001-\$30,000   | 0         | 0           | 0                          |
| \$30,001-\$40,000   | 6         | 8.7         | 1.2                        |
| \$40,001-\$50,000   | 29        | 42          | 5.6                        |
| \$50,001-\$60,000   | 19        | 27.5        | 3.7                        |
| \$60,001-\$70,000   | 6         | 8.7         | 1.2                        |
| \$70,001-\$80,000   | 4         | 5.8         | .8                         |
| \$80,001-\$90,000   | 2         | 2.9         | .4                         |
| \$90,001-\$100,000  | 1         | 1.4         | .2                         |
| \$100,001-\$110,000 | 1         | 1.4         | .2                         |
| \$110,001-\$120,000 | 0         | 0           | 0                          |
| \$120,001-\$130,000 | 0         | 0           | 0                          |
| \$130,001-\$140,000 | 0         | 0           | 0                          |
| \$140,001-\$150,000 | 0         | 0           | 0                          |
| \$150,001-\$160,000 | 0         | 0           | 0                          |
| \$160,001-\$170,000 | 0         | 0           | 0                          |
| <b>Total</b>        | <b>69</b> | <b>99.8</b> | <b>13.5</b>                |

**Table and Figure V-8: Annual Earning from Institution/Employer for Full-Time Employees Working 12 Months by Primary Role Job Title: Specialist (including Resource Specialist, Accessibility Specialist, etc)**



| Annual Salary       | Frequency | Percent    | Percent of All Respondents |
|---------------------|-----------|------------|----------------------------|
| \$10,001-\$20,000   | 0         | 0          | 0                          |
| \$20,001-\$30,000   | 0         | 0          | 0                          |
| \$30,001-\$40,000   | 6         | 13.6       | 1.2                        |
| \$40,001-\$50,000   | 13        | 29.5       | 2.5                        |
| \$50,001-\$60,000   | 8         | 18.2       | 1.5                        |
| \$60,001-\$70,000   | 9         | 20.5       | 1.7                        |
| \$70,001-\$80,000   | 4         | 9.1        | .8                         |
| \$80,001-\$90,000   | 2         | 4.5        | .4                         |
| \$90,001-\$100,000  | 1         | 2.3        | .2                         |
| \$100,001-\$110,000 | 0         | 0          | 0                          |
| \$110,001-\$120,000 | 0         | 0          | 0                          |
| \$120,001-\$130,000 | 0         | 0          | 0                          |
| \$130,001-\$140,000 | 0         | 0          | 0                          |
| \$140,001-\$150,000 | 0         | 0          | 0                          |
| \$150,001-\$160,000 | 0         | 0          | 0                          |
| \$160,001-\$170,000 | 0         | 0          | 0                          |
| <b>Total</b>        | <b>44</b> | <b>100</b> | <b>8.5</b>                 |



## Other Forms of Compensation

**Table and Figure V-9:**

*Annual Earnings from Consulting or Self-Employment*

|                     | Frequency | Percent |
|---------------------|-----------|---------|
| \$1 - \$10,000      | 86        | 14.7    |
| \$10,001-\$20,000   | 13        | 2.2     |
| \$20,001-\$30,000   | 2         | .3      |
| \$30,001-\$40,000   | 3         | .5      |
| \$40,001-\$50,000   | 7         | 1.2     |
| \$50,001-\$60,000   | 5         | .9      |
| \$60,001-\$70,000   | 8         | 1.4     |
| \$70,001-\$80,000   | 3         | .5      |
| \$80,001-\$90,000   | 1         | .2      |
| \$90,001-\$100,000  | 2         | .3      |
| \$100,001-\$110,000 | 4         | .7      |
| \$130,001-\$140,000 | 1         | .2      |
| Not applicable      | 451       | 77.0    |
| Total Respondents   | 586       | 100.1   |

**Table V-10:***Non-Salary Compensation and Benefits*

| Compensation and Benefits (602 Respondents)   | Frequency | Percent |
|---|-----------|---------|
| Vacation  | 570       | 94.7    |
| Sick leave  | 570       | 94.7    |
| Family leave  | 503       | 83.6    |
| Medical and/or dental insurance for yourself  | 563       | 93.5    |
| Medical and/or dental insurance for family members                                  | 533       | 88.5    |
| Vision plan   | 531       | 88.2    |
| Mandatory retirement plan or pension  | 403       | 66.9    |
| Optional retirement plan  | 416       | 69.1    |
| Professional development funding  | 396       | 65.8    |
| Flexible hours  | 206       | 34.2    |
| Option to work remotely ( not including temporary COVID-19 remote operations)       | 94        | 15.6    |
| Tuition waivers or reduced tuition fees for yourself                                | 490       | 81.4    |
| Tuition waivers or reduced tuition fees for family members, including your children | 404       | 67.1    |
| Reduced or waived transportation or parking expenses                                | 99        | 16.4    |
| Daycare services, reduced rate childcare, or access to on-campus child care         | 86        | 14.3    |
| Short term disability insurance   | 436       | 72.4    |
| Life insurance  | 506       | 84.1    |
| Wellness program or fitness plan  | 337       | 56.0    |
| Time-sharing your job with another staff member                                     | 9         | 1.5     |
| Other   | 16        | 2.7     |
| I am not eligible for benefits or perks   | 5         | .8      |
| Not applicable  | 6         | 1.0     |