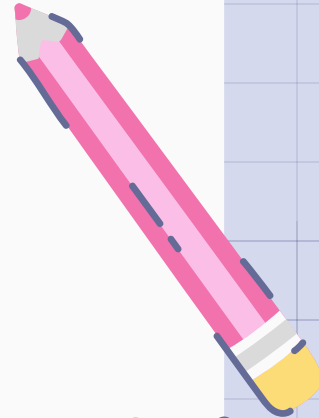




York University Registrar Office



Project B: Unit Specific Learning Materials

Group 7B:



Alexander Karaiskakis, Lakshiga Kesavan, Marlene Ventura and Siqi Lu





Table of contents



01 Our Project

04 Real Life Application

02 Our Learnings

05 Our Take
Away

03 Our Challenges

06 Our My Paths



Our Sponsors



Amanda Sartori

Organizational and Learning
Development Strategist Office
of the University Registrar



Alex Ip Yam

Learning and
Development Coordinator

01

Our Project

As a team, we worked with the York U Registrar to review, revise, and edit unit specific learning materials such as outdated SOPs.





What are Standard Operating Procedures (SOPs)?



Noun

Established or prescribed methods to be followed routinely for the performance of designated operations or in designated situations

→ Also known as *standing operating procedure*

(Merriam-Webster, n.d.).

Have you ever experienced an orientation for a new job?

If so, think about what methods they used to train you for that role.

- Did you watch a *video*?
- Did you have to complete *online modules*?
- Do you follow a *document* that outlines *step-by-step instructions*?

Creating a SOP Resource

(An example of a SOP)



Standard Operating Procedures (SOPs)

CREATION GUIDELINES AND RECOMMENDATIONS

What is a Standard Operating Procedure?

A Standard Operating Procedure (SOP) is a document or module provided to employees: SOPs guide, aid, and instruct in job requirements and responsibilities. SOPs support staff by identifying and outlining important team-specific learning materials for their roles.

Creating an Effective SOP Checklists:

When creating an effective SOP, consider the standards summarized in the checklists. The checklists are divided into 4 key components reflected in an effective SOP.

TABLE OF CONTENTS

- Define sections by outlining what staff can expect to find.
- Provide page numbers with the title of the sections inside the document.

CONTENT / RESOURCES

- Ensure information is up to date that is direct, condensed, and relevant.
- Include helpful additional resources such as hyperlinks and contact information.
- Stay within the margins.
- Organized information in lists, charts, graphs, tables, etc.
- Consider the size of the document – Is it overwhelming? How can the document be more intuitive for staff (e.g., how can they navigate it easily)?

LANGUAGE

- Check for grammar and spelling errors.
- Define acronyms and terminology if necessary.
- Be mindful of tone and writing style - is it inviting? Does the writing make assumptions of the learner's previous knowledge?

VISUAL AID

- Formatting should be on the YorkU template.
- Include any helpful images/screenshots/forms for clarity.
- Ensure images have indications of what/where to click; ensure they're eligible and within the margins.

Accessibility for Ontarians with Disabilities Act

- **AODA** = Accessibility for Ontarians with Disabilities Act 2005
- Sets out **accessibility standards** for organizations in Ontario
- The aim of AODA is to make Ontario more accessible & inclusive for people with disabilities
 - e.g. identify, remove & prevent barriers in workplaces.

(Texthelp, n.d.).

Creating an AODA Resource

AODA Compliant Resource

The Accessibility for Ontarians with Disabilities Act (AODA) is a law that sets out a process for developing and enforcing accessibility standards. Persons with disabilities and industry representatives work together with the government to develop the standards.

More Information can be Found on: <https://aoda.ca/what-are-aoda-standards/>

Some things to understand when learning about AODA Compliance is the five standards, as well as some general requirements, and they include the:

- Customer Service Standard.
- Information and Communication Standard.
- Employment Standard.
- Transportation Standard.
- Design of Public Spaces Standard.

In addition, two new AODA standards are being developed, which are:

- The Health Care Standards
- The Education Standards

Also, keep in mind the AODA compliance has four core principles to consider:

- Dignity
- Independence
- Integration
- Equal Opportunity

AODA Compliance Checklist for Ontarians (A guideline)

More Information can be Found on: <https://www.accessibilitychecker.org/blog/aoda-website-compliance-checklist/>

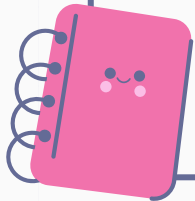
Some ways to consider how to make documentations and websites AODA compliant is to:

1. Make Your Site Compatible with Assistive Technology
 - a. Meaning the software/visuals/ technology should be compatible with the updated technology devices for it to be accessible and recognizable
2. Simplify Forms, Tables, and Charts Using Labels
 - a. Utilizing headers, labels, and organized charts allow readers to comprehend the information faster and easier
3. Apply the Correct Color Contrast Ratios

- a. Black text over white background documentation allows the readers to easily see the text
4. Incorporate Numbered and Bulleted Lists
 - a. Including numbered steps and bullet points allows the reader to see the simplified steps and information needed
5. Think Twice About CAPTCHA
 - a. CAPTCHA codes are generally visual in nature, but since some website visitors might be visually impaired, it's important to have audio alternatives available.
6. Add Alt Text and Captions
 - a. Website visitors need to be able to engage with every element of your website, including images, audio files, and videos. AODA compliance requires you to add alternative text to images and captions to video and audio files. Users should also have the option to stop audio output at any point.
7. Enable the Tab Eye Function on Your Site
 - a. People with mobility conditions and neurocognitive conditions often use eye-tracking devices to engage with online content. By looking at specific parts of a screen, a visitor can use input fields, on-screen keyboards, and any other technology that's enabled for disabled users.
8. Limit or Remove Flashing
 - a. Since flashing content can cause seizures in some users, it's important to either remove that type of content completely or limit it to 3 seconds or less. It doesn't help to provide visitors with the ability to turn the content off either as they might not be able to do it in time.
9. Standardize navigation
 - a. Not only should you aim to keep your menus simple, but they should be standard across all pages. This makes it easy for your visitors to understand and they know exactly what to expect.
10. Zoom Functionality
 - a. If a user has to zoom in on text or any of the elements on your site that it doesn't become distorted to the point of being unusable. Ideally, visitors should be able to zoom in on specific elements.

Task #1: Review & Revise Student Records SOP Document

- Made suggestions based on what was effective vs not effective
 - Ensure information is up to date
 - Consider the size of the document - how many standard operating procedures make a document overwhelming? How can the document be more intuitive for staff
 - Process steps (shows exact steps that you should be following; Step 1, Step 2, etc.)
- Transferred to York U template
- AODA compliant changes



Grades – Mounting a Deferred

Source: Red binder (chpt21)

Deferred Standing requests from departments:

- Paper forms faxed or emailed to the RO
- Email requests sent to yugrades@yorku.ca

Procedures for mounting a Deferred Qualifier:

1. The information i.e. course and due date is on the deferred standing agreement (DSA) form.
2. Search the student on PES. Click the student name on the menu bar. Click "Personal Program" and the program to which the course is tied.
3. Click "Assoc. Details" and select "Enrolment".
4. Double click on the course which is identified on the DSA form or email. The *Course Enrolment* window opens.

Note 1: If the course is not listed, it has either been dropped (may Click on the "Include Dropped Courses" box to review the information), or is associated with another personal Program (may click on the other Program to check) or is a cross-listed course.

Note 2: If the student has the course in a different section, change the course to the right section before applying the grade. AP, FA, HH, SC, LE has given permission for the RO to change the course to the right section and petition is not required. (new – from Sharon)

5. Click on the "Modify" button of the "Final" field.

Here's an example of one of the original SOPs from York's Student Records Standard Operating Procedures

Grades – Mounting a Deferred

PROCEDURES

Source: Red binder (chpt21)

Deferred Standing requests from departments:

- Paper forms faxed or emailed to the RO
- Email requests sent to yugrades@yorku.ca

Procedures for mounting a Deferred Qualifier:

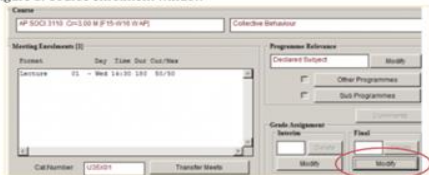
1. The information i.e., course and due date is on the deferred standing agreement (DSA) form.
2. Search the student on PES. Click the student's name on the menu bar. Click "Personal Program" and the program to which the course is tied.
3. Click "Assoc. Details" and select "Enrolment".
4. Double-click on the course which is identified on the DSA form or email. The *Course Enrolment* window opens.

Note 1: If the course is not listed, it has either been dropped (may Click on the "Include Dropped Courses" box to review the information) or is associated with another personal Program (may click on the other Program to check) or is a cross-listed course.

Note 2: If the student has the course in a different section, change the course to the right section before applying the grade. AP, FA, HH, SC, LE has given permission for the RO to change the course to the right section and petition is not required.
(New – from Sharon)

5. Click on the "Modify" button of the "Final" field (Figure 1).

Figure 1: Course enrolment window



Here is an edited version of the SOP we showed you in the previous slide. As we added suggestions, we had to keep in mind how to make this document easy to understand for a new hire while also following AODA regulations



Lakshiga Kesavan

7:03 AM Mar 6

Unclear of where this red binder is located especially for new hires

From imported document



Lakshiga Kesavan

7:04 AM Mar 6

Unclear of who this is

From imported document



Lakshiga Kesavan

7:14 AM Mar 3

Are employees especially new hires aware of where this form can be found?

Task #2: Review & Revise Quali Videos

- Analyzed Quali videos to make sure they are AODA compliant
 - Action that needs to be taken
 - Up to date and efficient
 - Step by step instructions



SB/PUBL 6900 Cr=3.00 EN | Individual Study: Selected Problems in Public Administration

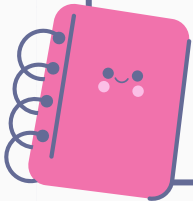
Course Information

Course Type *	Faculty *	Subject Code †	Number †	Course Credits *	Language of Instruction *
<input type="radio"/> Undergraduate Course	SB Schulich School of Business x	SB/PUBL	6900 Cr=3.00 EI	If this is a 0 credit course, please enter '0', even if it is already visible.	English
<input checked="" type="radio"/> Graduate Course				<input type="text"/>	
<input type="radio"/> Non-Degree Course					

Dependencies
The above course is a requirement of the 'dependencies' identified below to proceed with enrollment (pre-requisite). If you are proposing changes to this course, use the course list below to contact those programs that impacts the above course as part of their degree/certificate offering.
There are no dependencies

Graduate Related Program(s)

Responsible Unit *
Unit responsible for the course. Ex: Faculty Departments. The Curriculum Committees of the selected Units will be notified in the proposal workflow.
SB/Schulich School Of Business x



02

Our Learnings





Lakshiga

This project allowed me to gain a better understanding of what a SOP was and what information it contained. I also learned about AODA compliance when it came to incorporating it into documents.



Alexander

Throughout this project we learned how to analyze documents so that they are AODA compliant. Some of the we did this was by giving feedback on ways they can be more beneficial to follow.



Marlene

Education is all around us disguised in different forms such as a SOP. We encounter different forms of education that support us in our daily lives. Also, I learned the importance of ensuring forms of education is AODA compliant.



Siqi

We learned about AODA Compliance, and what makes a document compliant to those standards. Such as making sure if the font is the right size or if the colour of the text is clear for viewers to read.



03

Our Challenges



- Unclear about final project results, and what our responsibilities were.
- Denied access to the schools online system.
- Unable to use and apply real-life school system photos/references for the newly edited SOP records.
- Balancing project work while managing other courses.



04

Real Life Application





- SOPs are required in all fields of work
- When an experienced worker leaves the job after years of doing the same thing, a new employee who comes in to replace them will have no idea what the job entails
 - This is where SOPs come in - this documentation provides direction
- SOPs aid in the elimination of risk in organizations
- AODA ensures that everyone has equal access to documentation and training materials



05

Our Takeaway






01

We had the opportunity to conduct research on AODA and incorporate our learnings into the suggestions we made for the Student SOPs.

02

We are proud to be able to make a change to the formatting and visual of the SOP records for new hires to easily read and understand it for references.



03

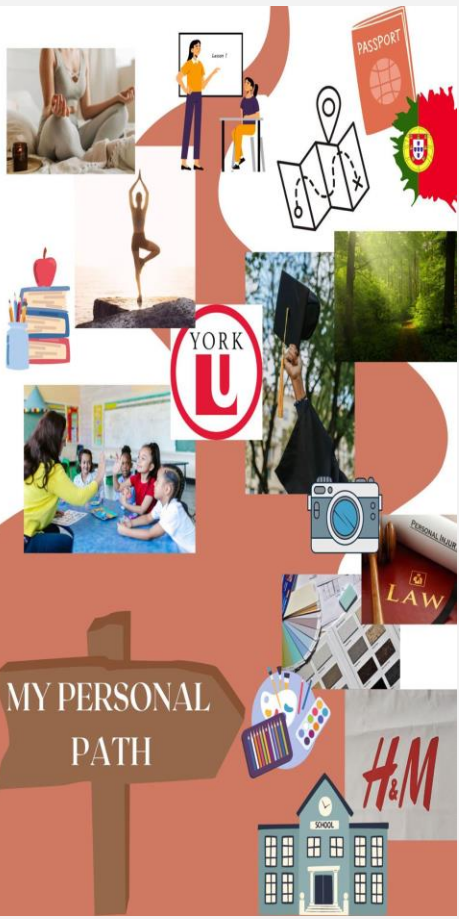
Our takeaway is that creating a SOP record document can be hard, since you have to consider all the elements of how all the points written, and visuals can help guide people through the online system



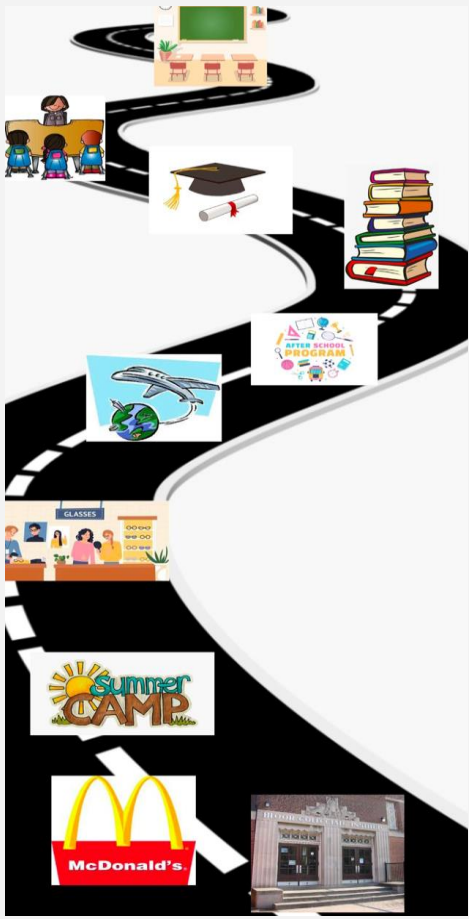
07

Our My Paths





Marlene's My Path



Lakshiga's My Path



Siqi's My Path



Alex's My Path

References

Merriam-Webster. (n.d.). Standard Operating Procedure. In *Merriam-Webster.com dictionary*. Retrieved March 14,

2023, from <https://www.merriam-webster.com/dictionary/standard%20operating%20procedure>

Texthelp. (n.d.). *Understanding AODA - what is AODA?* Retrieved March 14, 2023, from

<https://www.texthelp.com/resources/digital-accessibility-guide/understanding-aoda/>