

Assessment: Assessment Unit Four Column

Student Services - Disability Support Services

Mission Statement: The Disability Support Services office is dedicated to providing equal access and reasonable accommodations for educational and programmatic opportunities to students with disabilities on campus while promoting self-advocacy and independence. Our mission commits Moreno Valley College to offer opportunities for students to develop their potential while also educating the campus community on disability related matters.

Major developments and changes: New office procedures to improve workflow and removed third appointment of accommodations tutorial.

Temporary office assistant for front counter support.

Hired two adjunct counselors.

Fully functional on Student Accommodation Manager.

Highlights and Accomplishments: Developed DSS Advisory group with K-12 partners. Goals of the advisory group are to build a bridge program for students with disabilities.

Collaborated with Veterans to build a service to support veteran's with disabilities while reducing stigma.

Created a program for students with Autism Spectrum Disorders by offering weekly workshops and peer mentorship.

Collaborated with Student Activities to offer stipends to student mentors and to student note takers.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>SLO 1 - DSS registration and knowledge of DSS procedures and student responsibilities. - Students will receive a timely DSS registration (DSS initial intake) and will demonstrate understanding of DSS procedures and student responsibilities.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017</p> <p>Start Date: 08/18/2014</p> <p>Activity_v4: Students will be able to schedule DSS intake within one week of desired appointment time. Students will also be able to ask any</p>	<p>Directly related to Outcome</p>	<p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>84% of respondents indicated that the DSS intake process was smooth and informative. (06/29/2015)</p> <p>Name and Contact Information : Nicole Smith (51) 571-6317</p> <p>Total # of Students Assessed: 68</p> <p>Notes/Reflections: Of the 338 requested student responses, 68 of the students responded to the survey.</p>	<p>Action Plan: Provide consistent, positive, and informative front counter support for students, parents of students, faculty, and staff. Create scripts for front counter support, self check in screen for reporting, and "resources wall" with school and community resources. Hire admin 1 to assist in front counter support. (06/29/2015)</p> <p>Action Plan Number: 3</p> <hr/> <p>Action Plan: Create/revise DSS Student Handbook (06/29/2015)</p> <p>Action Plan Number: 2</p> <p>Follow-Up: Alex provided Nicole</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>questions regarding DSS or MVC, and disability specialist can refer them to different resources on campus. Additionally all DSS forms will be electronic, including application and student contract.</p>	<p>Directly related to Outcome</p>		<p>with copy of previous handbook, ask Kim to assist in revising it. (06/29/2015)</p>
			<p>Action Plan: All intake forms will be electronic versions to be uploaded into shared drive. This will eliminate the paper and the need for handwritten applications and paperwork. Electronic signature pads will also be needed per state requirements. (06/29/2015) Action Plan Number: 1</p>
	<p>Direct: Institutional Research or Other Data - Check SARS to see how many students met with Disability Specialist for intake for 16/17 academic year Performance Target (Required)*: 50</p>	<p>Semester Assessed: 2016-2017 Performance Target Met?: Yes 243 (06/27/2017) Name and Contact Information : Joe Gonzales, Joe.Gonzales@mvc.edu Total # of Students Assessed: 243 Notes/Reflections: Total number pulled from report was 326, subtracted doubles of students reason code "intake" selected in error</p>	<p>Action Plan: Increase outreach efforts in k-12 partnerships in Valverde and Moreno Valley School Districts. (07/10/2017) Action Plan Number: 1</p>
	<p>Indirect: Survey/Self-Reported Learning - Students demonstrate understanding of rights and responsibilities and restate how to utilize testing space and request accommodations for 16/17 year. Performance Target (Required)*: 90% Notes: This is via survey results</p>		
<p>SLO 2 - Disability management counseling and academic adjustments and auxiliary aides review. - After meeting with a DSS counselor, students will articulate the strengths and limitations in the academic studies that their disabilities present as well as plan their semester schedules effectively.</p>	<p>Direct: Test/Retest - Number of students tested for learning disabilities per SARS report 16/17 AY. Performance Target (Required)*: 5 per semester</p>	<p>Semester Assessed: 2016-2017 Performance Target Met?: Yes 13 students completed the learning disability intake interview and 30 students completed the learning disability assessment battery (07/10/2017) Name and Contact Information : Melody Save x6440 Total # of Students Assessed: 35</p>	
	<p>Direct: Institutional Research or Other Data - SARS report to</p>	<p>Semester Assessed: 2016-2017</p>	

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>Goal Status: Active Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017 Start Date: 10/01/2014 Activity_v4: DSS office staff will schedule appointments for students with disabilities to meet with the DSS counselor after they have received initial intake to meet with counselor.</p>	<p>determine how many student appointments the DSS Counselor had for the academic year 16/17. Performance Target (Required)*: 500 Indirect: Survey/Self-Reported Learning - Explain connection between accommodations and disability; know all of their accommodations; accommodations are important to academic success 16/17. Performance Target (Required)*: 90% are able Notes: use survey for the response</p>	<p>Performance Target Met?: Yes DSS Counselor had 660 student appointments attended for the academic year 16/17. (06/22/2017) Name and Contact Information : Christina Arthur Christina.Arthur@mvc.edu 951-571-6138 Total # of Students Assessed: 511 Semester Assessed: 2016-2017 Performance Target Met?: Yes connection between accommodations and disability=96.15% know all of their accommodations=91.66% accommodations are important to academic success=80.77% total=89.5% which rounds up to 90% combined for the three subcategories. (06/26/2017) Name and Contact Information : Jennica Krause jennica.krause@mvc.edu 951-571-6330 Total # of Students Assessed: 26 Notes/Reflections: if we were able to have more students assessed i am confident that our numbers would be consistent with these results, or increase in quality.</p>	<p>Action Plan: Send out survey earlier for a higher response rate and offer incentives. (07/10/2017) Action Plan Number: 2</p>
<p>SLO 3- Requesting academic adjustments and auxiliary aides - Students will identify educational limitations, appropriate respective academic adjustments and auxiliary aides as well as problem solve when changes are needed. Goal Status: Active Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017 Start Date: 08/25/2014 Activity_v4: -Accommodations Orientation with Disability Specialist: Students who have completed the initial intake and met with the DSS counselor will request their</p>	<p>Indirect: Survey/Self-Reported Learning - Describe how to request approved academic adjustments and auxiliary aides, percentage of use for each academic adjustment or auxiliary aide 16/17. Performance Target (Required)*: 90% Notes: A survey will be administered to determine level of understanding regarding rights and responsibilities of students' approved academic adjustments and auxiliary aides. Direct: Institutional Research or Other Data - Report how many requests for accommodations we</p>	<p>Semester Assessed: 2016-2017 Performance Target Met?: Yes Summer 2016:</p>	<p>Action Plan: Provide consistent, positive, and informative front counter support for students,</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
approved academic adjustments and auxiliary aides that are needed for each class in a timely manner each semester.	received each semester 16/17. Performance Target (Required)*: 100	<p>SCRIBE-1 TABLE/DESK-6 CHAIR-4 NOTE TAKER-6 DIGITAL VOICE RECORDER-13 TESTING-22 ETEXT-7 RTC/INTERPRETER-0 SEATING-3 PRIORITY REGISTRATION-7 TOTAL=69 AAs serviced</p> <p>Fall 2016: SCRIBE-12 TABLE/DESK-31 CHAIR-22 NOTE TAKER-82 DIGITAL VOICE RECORDER-84 TESTING-180 ETEXT-43 RTC/INTERPRETER-4 SEATING-58 PRIORITY REGISTRATION-82 TOTAL=598 AAs serviced</p> <p>Winter 2017: SCRIBE-4 TABLE/DESK-10 CHAIR-8 NOTE TAKER-6 DIGITAL VOICE RECORDER-33 TESTING-33 ETEXT-3 RTC/INTERPRETER-0 SEATING 4 PRIORITY REGISTRATION-16 TOTAL=138 AAs serviced</p> <p>Spring 2017: SCRIBE-15 TABLE/DESK-30 CHAIR-22 NOTE TAKER-80 DIGITAL VOICE RECORDER-88 TESTING- 169 ETEXT-38 RTC/INTERPRETER-5 SEATING-57 PRIORITY REGISTRATION-76 TOTAL=580 AAs serviced</p> <p>(06/26/2017) Name and Contact Information : Jennica Krause jennica.krause@mvc.edu 951-571-6330 Total # of Students Assessed: 198 Notes/Reflections: In regards to priority registration, the numbers listed above only reflect the students that actually requested use of that accommodation. when in reality, every student registered with the department is given priority registration whether they ask to utilize it or not, so that number is higher. total number of students assessed may overlap from semester to semester: 457 is total number of RFAs received from 2016-2017. 198 is the total from fall 17, the same</p>	<p>parents of students, faculty, and staff. Create scripts for front counter support, self check in screen for reporting, and "resources wall" with school and community resources. Hire admin 2 full time to assist in front counter support (currently .475) (07/10/2017) Action Plan Number: 3</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans										
	<p>Direct: Institutional Research or Other Data - Check SARS to see how many students were met with for requesting approved academic adjustments and auxiliary aides each semester 16/17.</p> <p>Performance Target (Required)*: 100</p>	<p>students submitted requests in at least one other semester in the 2016-2017 academic year.</p> <p>Semester Assessed: 2016-2017 Performance Target Met?: Yes</p> <table border="0"> <tr> <td colspan="2">Drop in report- students registered with dss</td> </tr> <tr> <td>16 sum-</td> <td>515 169</td> </tr> <tr> <td>16 fall-</td> <td>1046 230</td> </tr> <tr> <td>17 win-</td> <td>353 79</td> </tr> <tr> <td>17 spr-</td> <td>1276 322</td> </tr> </table> <p>Total :drop ins 3190 total unduplicated 517</p> <p>(07/10/2017)</p> <p>Name and Contact Information : Melody Save 6440 Total # of Students Assessed: 517</p>	Drop in report- students registered with dss		16 sum-	515 169	16 fall-	1046 230	17 win-	353 79	17 spr-	1276 322	<p>Action Plan: Currently, DSS acquired a part time permanent Administrative Assistant serving students at the front counter at .475 hours per week. We would like to increase that due to the increase in students being served each semester and for the incoming student population in order to serve students in a more timely fashion. (07/10/2017)</p> <p>Action Plan Number: 6</p>
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16 sum-	515 169												
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<p>SLO 4- Facilitation of timely accommodations - Students will demonstrate self advocacy by discussing academic adjustments and auxiliary aides effectively with instructors and will seek assistance of the DSS office if there are concerns.</p> <p>Goal Status: Active Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017 Start Date: 09/19/2014 Activity_v4: Informative workshops will be administered to faculty, staff, and students in regards to DSS practices, disabilities, accommodations, and universal design for learning. DSS staff will be available for any support needed in-class with faculty.</p>	<p>Indirect: Survey/Self-Reported Learning - Students felt more comfortable communicating with instructors. DSS works well with instructors.</p> <p>16/17 Performance Target (Required)*: 90% satisfaction</p>	<p>Semester Assessed: 2016-2017 Performance Target Met?: No Students felt more comfortable communicating with instructor: 88.46% DSS works well with instructors: 84.62% (06/26/2017)</p> <p>Name and Contact Information : Melody Save melody.save@mvc.edu 951-571-6440 Total # of Students Assessed: 26 Notes/Reflections: After numerous attempts to have students complete the DSS survey, only 26 students participated.</p>	<p>Action Plan: Contact students to meet with a counselor once a semester. Offer more counseling hours via adjunct counseling. (07/10/2017)</p> <p>Action Plan Number: 5</p>
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