

Assessment Report- 4 Column



Student Services - Disability Support Services

Contact Person(s): Nicole Smith

Program Review report submitted: Spring 2018

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.

Annual Updates

2017 - 2018

Highlights and Accomplishments: : End of Year Highlights

The total number of students served in DSS is 638 this past academic year (2017/18). We had a total of 4538 drop ins for the year as well.

The total number of students that received degrees or certificates this past year is 74.

The number of staff in DSS is 5 and the number of faculty in DSS is 3.

Goals that we have accomplished this past year:

-We solidified the Veteran Academic Support Services collaboration providing academic adjustments to veteran students with disabilities.

-We have increased our number of students by 100 since last year.

-We have created three classes for students with disabilities, GUI 45, 48, and 47. This is a sequence that begins with 45 in summer bridge , fall 48 is offered, and in spring 47 is offered.

-The administrator and faculty member have created a Universal Design for Learning Course that is available to faculty online in Canvas starting fall 2018 for flex credit. This course will discuss various disabilities that students have as well as techniques on teaching in a more accessible way.

-We have updated our website and plan to include a video introducing DSS to new and incoming students. We are also incorporating a faculty webpage that gives information to instructors within the next month or so.

Major Developments and Changes: Administrative Assistant, Disability Specialist, and Student Support Specialist Aide became permanent. We hired on a new adjunct counselor. The other adjunct counselor is working in Veterans to support the veteran students and remind them of DSS services.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
SLO 1 - DSS registration and knowledge of DSS procedures and student responsibilities. - Students will receive a timely DSS registration (DSS initial intake) and will	Direct: Institutional Research or Other Data - Check SARS to see how many students met with Disability Specialist for intake for the academic year	Semester Assessed: 2017-2018 Performance Target Met?: Yes 229 students had an intake in the office and 69 participated in a group intake in their high school. The total number of intakes is 298 (06/27/2018)	Action Plan: Continue outreach with various feeder high schools in the district. Reconnect with ValVerde earlier in the year as well as get information from FYE

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>demonstrate understanding of DSS procedures and student responsibilities.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017, 2017 - 2018</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 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>Performance Target (Required)*: 250</p> <p>Indirect: Survey/Self-Reported Learning - Students demonstrate understanding of rights and responsibilities and restate how to utilize testing space and request accommodations.</p> <p>Performance Target (Required)*: 90%</p> <p>Notes: This is via survey results</p>	<p>Name and Contact Information : Nicole Smith Total # of Students Assessed: 638</p> <hr/> <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>Semester Assessed: 2017-2018 Performance Target Met?: Yes Results via student survey, 77 participants: 73 students answered YES : I know how to request to take my exam in the DSS Testing Center = 94% 48 students "Strongly Agree" and 26 students "agree" : I understand how to request my approved academic adjustments = 96% (06/20/2018) Name and Contact Information : Melody Save melody.save@mvc.edu Total # of Students Assessed: 77</p> <hr/> <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes 84% of respondents indicated that the DSS intake process was smooth and informative. (06/29/2015) Name and Contact Information : Nicole Smith (51) 571-6317 Total # of Students Assessed: 68 Notes/Reflections: Of the 338 requested student responses, 68 of the students responded to the survey.</p>	<p>during fall semester. (06/27/2018) Action Plan Number: 1</p> <hr/> <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> <hr/> <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) Action Plan Number: 3</p> <hr/> <p>Action Plan: Create/revise DSS Student Handbook (06/29/2015) Action Plan Number: 2</p> <hr/> <p>Action Plan: All intake forms will</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
			<p>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>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. Goal Status: Active Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017, 2017 - 2018 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>Direct: Institutional Research or Other Data - Number of students tested for learning disabilities per SARS report. Performance Target (Required)*: 14 per year</p>	<p>Semester Assessed: 2017-2018 Performance Target Met?: Yes 21 students completed an LD intake and 15 students completed the LD test. (06/27/2018) Name and Contact Information : Laura Coronel x 6419 Notes/Reflections: Intakes take two hours and testing takes 4 hours to complete.</p> <hr/> <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 determine how many student appointments the DSS Counselor had for the academic year. Performance Target (Required)*: 500</p>	<p>Semester Assessed: 2017-2018 Performance Target Met?: Yes DSS counselors had 1103 student appointments attended for the academic year 17/18. (06/21/2018) Name and Contact Information : Christina Arthur 951-571-6138</p> <hr/> <p>Semester Assessed: 2016-2017 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</p>	
	<p>Indirect: Survey/Self-Reported</p>	<p>Semester Assessed: 2017-2018</p>	<p>Action Plan: will continue</p>

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	<p>Learning - Explain connection between accommodations and disability; know all of their accommodations; accommodations are important to academic success.</p> <p>Performance Target (Required)*: 90% are able</p> <p>Notes: use survey for the response</p>	<p>Performance Target Met?: Yes</p> <p>Connection between accommodations and disability: 93.51%</p> <p>Know all of their accommodations: 75.68%</p> <p>Accommodations are important: 77.92%</p> <p>(06/28/2018)</p> <p>Name and Contact Information : Laura Coronel x6419</p> <p>Total # of Students Assessed: 77</p> <p>Notes/Reflections: Goal was partially met.</p> <hr/> <p>Semester Assessed: 2016-2017</p> <p>Performance Target Met?: Yes</p> <p>connection between accommodations and disability=96.15%</p> <p>know all of their accommodations=91.66%</p> <p>accommodations are important to academic success=80.77%</p> <p>total=89.5% which rounds up to 90% combined for the three subcategories. (06/26/2017)</p> <p>Name and Contact Information : Jennica Krause jennica.krause@mvc.edu 951-571-6330</p> <p>Total # of Students Assessed: 26</p> <p>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>scheduling student appointments with counselors as follow up to their accommodations as needed. (06/28/2018)</p> <p>Action Plan Number: 2</p> <hr/> <p>Action Plan: Send out survey earlier for a higher response rate and offer incentives. (07/10/2017)</p> <p>Action Plan Number: 2</p>										
<p>SLO 3- Requesting academic adjustments and auxiliary aides -</p> <p>Students will identify educational limitations, appropriate respective academic adjustments and auxiliary aides as well as problem solve when changes are needed.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017, 2017 - 2018</p> <p>Start Date: 08/25/2014</p> <p>Activity_v4: -Accommodations Orientation with Disability Specialist: Students who have completed the</p>	<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.</p> <p>Performance Target (Required)*: 60 in short semesters and 150 in longer semesters</p>	<p>Semester Assessed: 2017-2018</p> <p>Performance Target Met?: Yes</p> <table border="1"> <tr> <td>Number of request for acc./</td> <td>students registered with dss</td> </tr> <tr> <td>17 sum-</td> <td>71 209</td> </tr> <tr> <td>17 fall-</td> <td>227 360</td> </tr> <tr> <td>18 win-</td> <td>62 205</td> </tr> <tr> <td>17 spr-</td> <td>224 350</td> </tr> </table> <p>Total :drop ins 4513///// total number of students unduplicated 638</p> <p>(06/28/2018)</p> <p>Name and Contact Information : Melody Save x6440</p>	Number of request for acc./	students registered with dss	17 sum-	71 209	17 fall-	227 360	18 win-	62 205	17 spr-	224 350	<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. WE would like to see an increase in front counter coverage as using student workers is not sufficient.</p>
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Outcomes	Assessment Methods	Assessment Results	Action Plans												
<p>initial intake and met with the DSS counselor will request their approved academic adjustments and auxiliary aides that are needed for each class in a timely manner each semester.</p>		<p>Total # of Students Assessed: 638</p> <hr/> <p>Semester Assessed: 2016-2017 Performance Target Met?: Yes</p> <p>Drop in report- students registered with dss</p> <table border="0"> <tr> <td>16 sum-</td> <td>515</td> <td>169</td> </tr> <tr> <td>16 fall-</td> <td>1046</td> <td>230</td> </tr> <tr> <td>17 win-</td> <td>353</td> <td>79</td> </tr> <tr> <td>17 spr-</td> <td>1276</td> <td>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>	16 sum-	515	169	16 fall-	1046	230	17 win-	353	79	17 spr-	1276	322	<p>(06/28/2018) Action Plan Number: 3</p> <hr/> <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) Action Plan Number: 6</p>
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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. Goal Status: Active Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017, 2017 - 2018 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. Performance Target (Required)*: 90% satisfaction</p>	<p>Semester Assessed: 2017-2018 Performance Target Met?: No</p> <p>57 students either "Strongly Agree" or "Agree" with the statement: I feel confident discussing my academic adjustments with my professors = 74%</p> <p>56 students either "Strongly Agree" or "Agree" with the statement: I feel the DSS works well with my instructors = 74%</p> <p>(06/20/2018)</p> <p>Name and Contact Information : Melody Save melody.save@mvc.edu Total # of Students Assessed: 77</p> <hr/> <p>Semester Assessed: 2016-2017 Performance Target Met?: No</p> <p>Students felt more comfortable communicating with instructor: 88.46% DSS works well with instructors: 84.62% (06/26/2017) 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</p>	<p>Action Plan: Take more time during contacts with students who are requesting academic adjustments. Confirm they understand which accommodations are being provided for each class. Make sure students can confidently speak to instructors about the accommodations they will receive. (06/20/2018) Action Plan Number: 4</p> <hr/> <p>Action Plan: Contact students to meet with a counselor once a semester. Offer more counseling hours via adjunct counseling. (07/10/2017) Action Plan Number: 5</p>												

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<p>SAO-1 - Deaf and Hard of Hearing students will be able to fully participate in academic classes and campus events and activities; which will allow for equal access and student engagement at Moreno Valley College.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2017 - 2018</p> <p>Start Date: 08/28/2017</p>	<p>Direct: Institutional Research or Other Data - Request for accommodations (RFAs) will be reviewed to account for the number and type of events interpreters or captionists were requested.</p> <p>Performance Target (Required)*: 20% increase of use from 16/17.</p>	<p>students complete the DSS survey, only 26 students participated.</p> <p>Semester Assessed: 2016-2017</p> <p>Performance Target Met?: No</p> <p>Results were not able to be calculated because there was not a full time senior interpreter dedicated to MVC to be able to properly collect data and run reports. (07/10/2017)</p> <p>Name and Contact Information : Jennica Krause- 6330</p> <p>Total # of Students Assessed: 10</p> <p>Notes/Reflections: There are approximately 10 students that are consistently taking courses at MVC that require the use of interpreting or captioning services.</p>	<p>Action Plan: Acquire a full time Senior Interpreter (currently at .60) available to the students of Moreno Valley College during normal business hours. To be able to provide equal access to all aspects of the College via interpreting/captioning. Be able to bridge the gap of the Deaf and the Hearing world and ensure there is cohesive communication within our college. Establish and maintain the outreach with the community and local schools to ensure the information is easily accessible in regards to our services and the DHH population. Ensure inclusion is taking place with other programs across campus like First Year Experience (FYE) and Career & Technical Education (CTE). (07/10/2017)</p> <p>Action Plan Number: 5</p>
<p>SAO- 2 - Incoming students with disabilities will have an appropriate education plan written by a counselor through an interactive meeting by the end of the first academic year.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2017 - 2018</p> <p>Start Date: 08/28/2017</p> <p>Activity_v4: When students are meeting with counselors for approved accommodations, counselors will review ONBASE to ensure there is an education plan by their first academic year.</p>	<p>Direct: Institutional Research or Other Data - Counselors will compare SARS counseling appointments to ONBASE database of education plans.</p> <p>Performance Target (Required)*: 75 percent</p>	<p>Semester Assessed: 2017-2018</p> <p>Performance Target Met?: No</p> <p>111 of the 229 students that had intakes had comprehensive student education plans per on base (06/27/2018)</p> <p>Name and Contact Information : Brian Brautigam/ Vivian Ygloria</p> <p>Total # of Students Assessed: 229</p> <p>Notes/Reflections: 5 of the total number of students had an abbreviated education plan and were not counted in the 111 students that had the comprehensive education plan.</p>	<p>Action Plan: As Onbase is not available to staff members, a student ed plan check box was added to the electronic student file system so staff can reference and assist counselors on following up with students that do not have comprehensive ed plan. Additional counseling hours are needed to follow up with students on completing comprehensive education plans. (06/27/2018)</p> <p>Action Plan Number: 6</p>

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<p>SAO - 4 - Increase participation/response rate in DSS survey which measures the knowledge and use of DSS services. (faculty/students) Goal Status: Active Assessment Cycle: 2017 - 2018 Start Date: 08/28/2017</p>	<p>Indirect: Survey/Self-Reported Learning - Physically printing out the survey, handing it to each student, and assisting them with the process. Compare response rate from previous years that were electronically done to measure whether adding a physically printed survey for students that come in to the office increases the response rate overall. Performance Target (Required)*: 75% increase compared to last year.</p>	<p>Semester Assessed: 2017-2018 Performance Target Met?: Yes DSS student survey had 97 responses in 2018 compared to 27 in 2017. This was the first year that a Faculty survey was put out and there were 60 responses. (06/21/2018) Name and Contact Information : Christina Arthur 951-571-6138 Total # of Students Assessed: 350 Notes/Reflections: The DSS office attempted to make a shorter version of the survey and had 20 in addition to the 77 respondents with the online survey. However, we could not use the results from the 20 written surveys because they did not match the online version.</p>	<p>Action Plan: Print out surveys that match online survey so that they can be counted in the end total. Increase response rate overall by adding incentives via opportunity drawing. (06/21/2018) Action Plan Number: 7 Follow-Up: To ensure that the printed out survey is the exact same as the online survey. (06/21/2018)</p>
<p>SAO -5 - DSS/HTC Provide training to new students with approved e-reader academic adjustments ensuring student understanding of the E-Reader software in a training session. Goal Status: Active Assessment Cycle: 2017 - 2018 Start Date: 04/09/2018 Activity_v4: DSS office staff will schedule appointments for approved Alt. Media to meet with the DSS specialist. Training will include basic/advanced understanding of program(s)</p>	<p>Direct: Institutional Research or Other Data - Review E-text list of student request and compare SARS report for HTC Training and tally the reason code. Performance Target (Required)*: 80 trainings per academic year</p>	<p>Semester Assessed: 2017-2018 Performance Target Met?: Yes 1 Dragon Training 3 Sonocent Trainings 50 Smart Pen Trainings 52 K3000 Trainings 104 Students Received Training (06/28/2018) Name and Contact Information : Joe Gonzales x6385 Total # of Students Assessed: 638</p>	<p>Action Plan: Capture walk in appointments in SARS so they can be counted. Become familiar with Learning Ally and train students on learning ally. (06/28/2018) Action Plan Number: 9</p>
<p>SAO 3 - Ensure students with disabilities are receiving approved accommodations in a timely manner. Accommodations requests will be filled within 24 hours from the time requested. Goal Status: Active Assessment Cycle: 2017 - 2018 Start Date: 08/28/2017</p>	<p>Direct: Statistical Data (Institutional Research) - Students requesting a scribe will complete a "Request for Accommodations" form. DSS specialist(s) are required to fill request by the next business day. Performance Target (Required)*: 100% Notes: DSS specialists gain work schedules from student workers and assign them to scribe for students that make the request based on</p>	<p>Semester Assessed: 2017-2018 Performance Target Met?: Yes 73 scribe assignments for 2017 - 2018. 59 scribe assignments were filled by the next business day. (06/30/2018) Name and Contact Information : Melody Save melody.save@mvc.edu Total # of Students Assessed: 18 Notes/Reflections: DSS uses student workers to fill scribe assignments. DSS was only able to fill 80% of scribe requests by the next business day due to limit on federal work study hours per school year. DSS had to request</p>	<p>Action Plan: Request additional funding in the amount of \$15,000 for student workers so that: -students can have the same scribe for the entire semester -student workers with skill set for scribing can be devoted to scribing duties -we can hire enough student workers to cover all scribe assignments, especially late requests for scribes</p>

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	<p>their availability.</p> <p>Direct: Institutional Research or Other Data - DSS will receive exams/quizzes from instructional faculty prior to test appointments.</p> <p>Performance Target (Required)*: 90%</p> <p>Notes: "Test Log In" sheet and email correspondence to instructors are used to measure performance.</p>	<p>additional funds for student workers to provide more availability to cover scribe requests mid-year.</p> <p>Semester Assessed: 2017-2018</p> <p>Performance Target Met?: Yes</p> <p>DSS received more than 90% of Exams/Quizzes prior to test appointment</p> <p>87 exams were not delivered prior to test appointment</p> <p>74 out of 934 appointments - not attended</p> <p>25 out of 934 appointments - cancelled</p> <p>(06/30/2018)</p> <p>Name and Contact Information : Laura Coronel Laura.Coronel@mvc.edu (951)571-6419</p> <p>Total # of Students Assessed: 204</p> <p>Notes/Reflections: 87 exams were not delivered to the DSS office due to lack of faculty response or student requesting the test appointment last minute.</p>	<p>(06/21/2018)</p> <p>Action Plan Number: 9</p>