Service Area Outcomes (SAOs)

Program Outcomes Assessment Report – Phase I (form in progress Oct 2009)

"Department Mission Statement or Program Description & Identification of Outcome(s)"

Date:	**November 1, 2011**
The Department Name:	**Disabled Student Program & Services**

Contact Person & Others Involved in Process:	**Lead: Norma Nava Others: Raquel Garcia, Paige Lovitt, Maria Neely and Lorena Campas**
Mission Statement or Description of the Department or Program:	**The mission of Imperial Valley College Disabled Student Program & Services is to foster success in education by ensuring that students with disabilities have access to all courses, programs services and activities by providing services and disability related educational accommodations to assist students with disabilities in achieving their educational and career goals.**

Institutional

____**ISLO1** = communication skills; ____**ISLO2** = critical thinking skills; _X___**ISLO3** = personal responsibility;

____**ISLO4** = information literacy; ____**ISLO5** = global awareness

Program-level Outcomes and ways to assess: (Please choose 1-3)

Please identify at least one outcome and assessment method, and estimated date for the completion of Section II. Please keep in mind the Comprehensive Program Review Schedule.

<u>Service Areas</u> (Student Services, Financial Aid, Student Affairs, etc.): Please analyze at least one Outcome per year.

1. Outcome #1: **Students will demonstrate self advocacy by initiating and keeping three appointments or contacts with DSPS counselors each semester.**

Est. Completion Date: May 25, 2012 Way(s) to assess: Review of SAR notes/student history

2. Outcome #2: Students will demonstrate timely self- advocacy by initiating requests for appropriate services and / or educational accommodations.

Est. Completion Date: May 25, 2012 Way(s) to assess: Review of student records.

3. Outcome #3: Students utilize will identify and appropriate campus and community resources.

Est. Completion Date: May 25, 2012 Way(s) to assess: Review of student records.

Once Section I is completed, please send e-copy & mail hard copy to SLO Coordinator. Then at the end of the data collection/assessment period, please analyze data with co-workers and other members of the IVC community, and complete Section II.

Service Area Outcomes

Program Outcomes Assessment Report – Phase II

"Assessment of Program-level Learning Outcomes"

In this section, please re-state each outcome and indicate the method(s) of assessment, provide a summary of the results, and tell how your program will use this information to improve student learning. Each Goal should have at least one Method of Assessment. To encourage collaboration and the sharing of ideas, you are encouraged to share your outcomes, assessment data, and findings with all available members of your department or program. Please list the names of all faculty, staff, and students who were involved in summarizing or evaluating the data. The names may differ from those on Section I.

Date:	**August 31, 2012**

Contact Person/Others Involved in Process:	**Lead: Norma Nava** **Others: Raquel Garcia, Paige Lovitt**

<u>Outcome #1</u> : Students will demonstrate self advocacy by initiating and keeping three appointments or contacts with DSPS counselors each semester.

1. **First Method of Assessment:**
    a. How did you assess Outcome #1? It was assessed by reviewing random sample of 105 students SAR notes/Student history.
    b. Provide a summary of results: Out of the 105 samples, 103 had appointments with counselors. Nine students or 9% had more than three appointments each semester, 31 students or 30% had three appointments each semester, 34 students or 32% had two appointments, 29 students or 28% had one appointment each semester, 2 students or 2% had no contact with a counselor. Of this sampling couple of things were noticed, many students had more contacts in one semester than in the other (i.e. 3 in fall and 1 in spring or visa-versa sometimes more than three and up to 5 or more).
    c. How will your program use this information to improve student learning or services? Continue efforts to remind students through outlook and phone calls. Unfortunately, due to Budget cuts continuing in DSPS, which means now having only two part-time counselors instead of one full-time and 1 part-time, less time is available for scheduling appointments.
    d. What is your Timeline for Program Modifications or Response to Data? There is no set counselor appointment requirement for DSPS. However, students show a greater level of success when they meet with their counselor to modify services or accommodations during the semester. Therefore, we will continue advocating for three contacts a semester commencing the beginning of August 2012.
2. **Second Method of Assessment**:
    a. How did you assess Outcome #1?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services? What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
    a. How did you assess Outcome #1?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services?
    d. What is your Timeline for Program Modifications or Response to Data?

<u>Outcome # 2</u> : Students will demonstrate timely self- advocacy by initiating requests for appropriate services and / or educational accommodations.

1. **First Method of Assessment**:
    a. How did you assess Outcome # 2? By reviewing requests submitted.
    b. Provide a summary of results: For Fall 2011 a total of 250 requests came in by Sept 4, 2011 (end of late registration) for note takers, readers, scribes, interpreters, furniture, and tutors. An additional 84 requests came in after the second week of registration for a total of 334 requests. In Spring 2012 we had 182 requests for the above mentioned services by the end of late registration. An additional 87 requests came in after late registration for a total of 269 requests. We had a total of 603 requests for services and accommodations for fall and spring combined.
    c. How will your program use this information to improve student learning or services? We will continue to encourage use of technology (i.e. e-mail, website) in addition to drop-ins, and phone requests.
    d. What is your Timeline for Program Modifications or Response to Data? Commencing August 2012.
2. **Second Method of Assessment**:
    a. How did you assess Outcome # 2?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services?
    d. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
    a. How did you assess Outcome # 2?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services?
    d. What is your Timeline for Program Modifications or Response to Data?

Outcome # 3 (please repeat here):

1. **First Method of Assessment**:
    a. How did you assess Outcome # 3?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services?
    d. What is your Timeline for Program Modifications or Response to Data?
2. **Second Method of Assessment**:
    a. How did you assess Outcome # 3?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services?
    d. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
    a. How did you assess Outcome # 3?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services
    d. What is your Timeline for Program Modifications or Response to Data?

Once Section II is completed, please send e-copy & mail hard copy to SLO Coordinator. Thank you very much for taking part in outcomes and assessments.