

Student Learning Outcome and Service Area Outcome Report: Disability Support Services 2016-2018



Overview of Results

Type	Outcome	Results
SLO (16-17)	Students will understand the accommodation process.	Fall 2016 PGR 70% (4% increase from Fall 2015) and Completion Rate 93% (5% increase from Fall 2015) Out of 41 surveys (DSS Orientation) = 36 Strongly Agree or Agree = 88% that they understand the accommodation process.
SAO (16-17)	Student will contact their instructor prior to the date of their exam in DSS with the help of a reminder card.	Comparison of unscheduled tests before and after the implementation of the card 27 out of 398 in Spring 2016 (7% were unscheduled) 15 out of 277 in Fall 2016 (5% were unscheduled) 23 out of 448 in Spring 2017 (5% were unscheduled)
SLO (17-18)	Students will understand the accommodation process.	Fall 2017 PGR DSS Orientation Non-Attendee 62.8% and DSS Orientation Attendee 74.4% Spring 2018 PGR DSS Orientation Non-Attendee 73% and DSS Orientation Attendee 96.2% Results show increase in PGR for DSS Orientation Attendees compared to Non-Attendees.
SAO (17-18)	Students will understand the definition for reasonable accommodations and the accommodation process.	Intake surveys were collected beginning in the Spring 2018 semester and 32 reported Excellent or Good as understanding the accommodation process. Comments Included: It was very organized and pleasant, process is fair and overall great, process is quick and doesn't take up much of my time, which is very convenient.



Use of Results

- Maintain focus on customer service and have compassion for the few that struggle. Better understand what data is needed in order to create more meaningful surveys.
- Intake surveys provide opportunity for students to ask questions before students leave appointment.
- Attendance at DSS orientation shows an improvement for PGR and Persistence when compared to students who did not attend orientation.

Action Item	Owner	Timeline
Department meetings with all staff to discuss strategies	Cindy Morgan	On-going weekly
Schedule more meetings with students to facilitate learning and navigation of process	Cindy Morgan	On-going as needed
Ask students what they need and encourage questions throughout the process to facilitate learning	Cindy Morgan	On-going as needed
More education at DSS orientation on resources	Cindy Morgan	Every semester



2016-2017 Assessment Plan

Palo Alto College Student Success SLO/SAO Assessment Cycle Template

DEPARTMENT NAME: Disability Support Services

Academic Year: 2016-2017

Department Mission: PAC is committed to ensuring that all programs, services and facilities are accessible to and provide equal Opportunities for education to all students. The DSS office coordinates accommodations for PAC students with permanent or temporary disabilities as defined by the Americans with Disabilities Act (ADA) of 1990.

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
Students will understand the accommodation process.	Strategic Direction 1 ILOs 1,3 & 6	<ul style="list-style-type: none"> Compare DSS Orientation attendee PGR and persistence to non-attendee Post event survey with questions related to knowledge of accommodation process. 	Review PGR in January 2017 and persistence in March 2017 Survey: Review following Orientation	Executive Team Meeting: September 2016 for DSS Orientation Student Success Tactical Meeting: April 2017 for PGR and Persistence
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
Student will contact their instructor prior to the date of their exam in DSS with the help of a reminder card.	Strategic Direction 1 ILOs 1,3 & 6	<ul style="list-style-type: none"> Each completed appointment card will have a checklist on the back with what students should do to schedule their test and remind their instructor. A comparison of unscheduled tests Spring 2016 to Fall 2016 before and after the implementation of the card. Survey at the end of the semester 	Track unscheduled tests and review data every three weeks Survey: Administer during finals week	Student Success Tactical Meeting: January 2017 and May 2017



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Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
1. Students will understand the accommodation process.	Strategic Direction 1 ILOs 1,3 & 6	<ul style="list-style-type: none"> Compare DSS Orientation attendee PGR and persistence to non-attendee Post event survey with questions related to knowledge of accommodation process. 	Review PGR in January 2018 and persistence in March 2018 Survey: Review following Orientation	Student Success Tactical Meeting: September 2018 for DSS Orientation Student Success Tactical Meeting: April 2018 for PGR and Persistence
Learning Outcome	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
1. Students will understand the definition for reasonable accommodations and the accommodation process.	Strategic Direction 1 ILOs 1,3 & 6	<ul style="list-style-type: none"> Compare DSS Student PGR and persistence to non-DSS Survey at the end of each intake appointment with outcomes based questions around the process and accommodations 	Review PGR in May 2018 and Fall 2017 to Fall 2018 persistence in Fall 2018 Survey: Administer after intake session	Student Success Tactical Meeting: January 2018 and May 2018