

Unit Assessment Report - Four Column  
 San Mateo CCCD  
 SKY SS - Disability Resource Center

SLOs	Means of Assessment & Success Criteria / Tasks	Results	Action & Follow-Up
<p>SKY SS - Disability Resource Center - Knowledge of DRC Services - Students will be able to demonstrate knowledge of their disabilities, accommodations, and services available to them.</p> <p><b>Start Date:</b> 09/01/2008</p> <p><b>SLO Status:</b> Active</p>	<p><b>Assessment Method:</b> Student survey given to 2nd semester DSPS students</p> <p><b>Assessment Method Category:</b> Survey</p> <p><b>Success Criterion:</b> 60 % of students who complete the survey will achieve 75% correct, or better.</p> <p><b>Related Documents:</b> <a href="#">DSPS Assessment of Knowledge Nov 22-11.docx</a></p>	<p>06/28/2013 - Of the 26 students who completed the Student Knowledge of the Services Provided by DRC questionnaire, 85% of the students achieved 75% correct or better. Only 35% of the students who completed the questionnaire answered the last question correctly which involved putting the steps involved in requesting a test accommodation in the correct order.</p> <p><b>Result Type:</b> Criterion not met</p> <p><b>Reporting Cycle:</b> 2012 - 2013</p> <p><b>Resources Needed to Implement Action Plan:</b> Earlier in Spring 2013, DRC's Coordinator/Counselor submitted a proposal to the Trustees' Fund for Program Improvement to develop an Orientation to DRC for DRC students. As part of the proposal, a video orientation to the services DRC provides, the process for identifying accommodations, requesting textbooks in alternate format, and the steps involved in requesting test accommodations would be developed. DRC received funding for the proposal to develop the DRC Student Orientation during the summer of 2013.</p> <p><b>Related Documents:</b> <a href="#">Results of DRC Knowledge Questionnaire 5-20-13.xlsx</a> <a href="#">Student Knowledge of the Services Provided by DRC.pdf</a></p>	<p>06/28/2013 - Develop an Orientation to DRC in video format with closed captioning for new DRC students to review and existing students to review when they are experiencing difficulty in remembering a specific process to follow (i.e., requesting their test accommodations).</p> <p><b>Action Plan Category:</b> Other</p> <p><b>Action Plan Category:</b> Other</p> <p><b>Action Plan Category:</b> Other</p> <p><b>Action Plan Category:</b> Use New or Revised Teaching methods</p> <p><b>Action Plan Category:</b> Use New or Revised Teaching methods</p> <p><b>Action Plan Category:</b> Use New or Revised Teaching methods</p>
		<p>04/24/2012 - 23 students completed the survey addressing knowledge of DSPS services; 69.6% of these students achieved 75% correct, or better</p>	<p>06/08/2012 - Even though the criterion was met, the sample size is very small and not representative of</p>

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		<p>on this survey. This sample size is not representative of the DSPS student population of 342 students.  <b>Result Type:</b>            Inconclusive  <b>Reporting Cycle:</b>            2011 - 2012  <b>Resources Needed to Implement Action Plan:</b>            Even though the criterion was met, the sample size is very small and not representative of the DSPS student population. Recommend having DSPS students complete this survey again throughout Spring 2013 to obtain a more representative sample.</p>	<p>the DSPS student population. Recommend having DSPS students complete this survey again throughout Spring 2013 to obtain a more representative sample.   <b>Action Plan Category:</b>            Conduct Further Assessment</p>
		<p>09/24/2010 - 2008-09 baseline year:            100 surveys; 147 students in Advocacy classl 153 of 181 successfully completed Kurzweil class  <b>Result Type:</b>            Criterion met  <b>Reporting Cycle:</b>            2009 - 2010</p>	
	<p><b>Assessment Method:</b>            Review of test proctoring forms submitted by students over the course of the semester.  <b>Assessment Method Category:</b>            Use Existing Data  <b>Success Criterion:</b>            In 80% of the test proctor forms students accurately identified their approved accommodations for exams.</p>		
<p>SKY SS - Disability Resource Center - Utilization of DRC services - DRC students will use their accommodations (i.e., test proctoring, textbooks in alternate format, and text-to-speech program such as Kurzweil 3000).</p>	<p><b>Assessment Method:</b>            Number of completed alternate media request forms submitted at least two weeks prior to the beginning of the semester.  <b>Assessment Method Category:</b>            Use Existing Data</p>	<p>04/04/2013 - Spring 2013 - 40/68 students (58.8%) submitted their requests for textbooks in alternate format at least two weeks prior to the beginning of the Spring 2013 semester.   <b>Result Type:</b></p>	<p>04/04/2013 - Conduct mandatory DRC Orientation for all DRC students at the beginning of the Fall 2013 semester. Evaluate in Spring 2014 if this orientation helps to increase students making alternate</p>

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<p><b>Planning Years:</b> 2010-2011</p> <p><b>Start Date:</b> 11/08/2010</p> <p><b>SLO Status:</b> Active</p>	<p><b>Success Criterion:</b> 60% of returning DRC students with verified print disabilities will submit their alternate media request forms at least two weeks prior to the beginning of the semester.</p>	<p>Criterion not met</p> <p><b>Reporting Cycle:</b> 2012 - 2013</p> <p><b>Resources Needed to Implement Action Plan:</b> Funding to support the implementation of a DRC orientation and the development of resource materials for ongoing orientation of new DRC students to review who become part of the program part of the way through the fall semester or in the spring semester. An application was submitted by DRC for Program Improvement Funds to develop and implement a DRC Orientation and develop resources for this type of orientation.</p> <p><b>Related Documents:</b> <a href="#">Alternate Media Textbook Requests and Tests in Alternate Format Spring 2013 03-25-13.docx</a></p>	<p>media requests at least two weeks prior to the start of the semester.</p> <hr/>
		<p>04/04/2013 - Summer 2012 - 13/14 students (92.8%) submitted their requests for textbooks in alternate format at least two weeks prior to the beginning of the Summer 2012 semester. Fall 2012 - 58/87 students (66.7%) submitted their requests for textbooks in alternate format at least two weeks prior to the beginning of the Fall 2012 semester.</p> <p><b>Result Type:</b> Criterion met</p> <p><b>Reporting Cycle:</b> 2011 - 2012</p> <p><b>Related Documents:</b> <a href="#">Alternate Media Textbook Requests and Tests in Alternate Format Summer 2012.docx</a> <a href="#">Alternate Media Textbook Requests and Tests in Alternate Format Fall 2012.docx</a></p>	

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		<p>04/24/2012 - In Fall 2011, 51.7% of returning DSPS students with verified print disabilities submitted their alternate media request forms at least two weeks prior to the beginning of the semester.</p> <p>In Spring 2012, 50% of returning DSPS students with verified print disabilities submitted their alternate media request forms at least two weeks prior to the beginning of the semester.</p> <p><b>Result Type:</b> Criterion not met</p> <p><b>Reporting Cycle:</b> 2011 - 2012</p> <p><b>Resources Needed to Implement Action Plan:</b> Full-time DSPS Coordinator/Counselor to help plan, organize, and coordinate DSPS staff in providing the DSPS Orientation to students. \$ to cover the cost of food and supplies for students attending DSPS Orientation in Fall 2012</p> <p><b>Related Documents:</b> <a href="#">Alternate Media Textbook Requests and Tests in Alternate Format Fall 2011.docx</a> <a href="#">Alternate Media Textbook Requests and Tests in Alternate Format Spring 2012 4-24-12.docx</a> <a href="#">Alternate Media Textbook Requests and Tests in Alternate Format Spring 2012 Final.docx</a></p>	<p>04/24/2012 - Conduct Mandatory DSPS Orientation for all DSPS students at the beginning of the Fall 2012 semester. Evaluate in Spring 2013 if this orientation helps to increase students making alternate media requests at least two weeks prior to the start of the semester.</p> <p><b>Action Plan Category:</b> Other</p> <hr/>
	<p><b>Assessment Method:</b> Number of students using test accommodations compared between the same semesters in the current and previous year.</p> <p><b>Assessment Method Category:</b> Use Existing Data</p>	<p>04/04/2013 - In Fall 2012, 58.8% of DRC students used their test accommodations as compared to 28.9% of DRC students using their test accommodations with DRC proctoring their tests and exams in Fall 2011.</p> <p><b>Result Type:</b> Criterion met</p>	<p>04/04/2013 - Continue to monitor DRC students use of their test accommodations in Spring 2013 semester as compared to Spring 2012 semester. It will be important to see if the same increase is</p>

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	<p><b>Success Criterion:</b> 25% of eligible students will use this accommodation</p>	<p><b>Reporting Cycle:</b> 2012 - 2013</p> <p><b>Resources Needed to Implement Action Plan:</b> None needed. Monitor DRC students' use of test accommodations through unduplicated count of DRC students who have DRC proctor their tests and exams. Whenever DRC students schedule to take an test/exam with DRC staff proctoring, students are using at least one or more of their test accommodations.</p>	<p>apparent at the end of the Spring 2013 semester as was seen at the end of Fall 2012 semester.</p> <p><b>Follow-Up:</b> 04/04/2013 - Determine unduplicated student count for test proctoring at the end of Spring 2013 semester and compare to results obtained for Spring 2011.</p>
		<p>06/04/2012 - In Fall 2010, 36.2% of DSPTS students used test proctoring, while 28.9% of students used test proctoring in Fall 2011. In Spring 2011, 40.6% of DSPTS students used test proctoring as one of their accommodations, while 39.2% of students used this accommodation in Spring 2012.</p> <p><b>Result Type:</b> Criterion met</p> <p><b>Reporting Cycle:</b> 2011 - 2012</p> <p><b>Resources Needed to Implement Action Plan:</b> Full-time DSPTS Coordinator to help DSPTS develop and implement DSPTS Orientation for new and returning DSPTS students. Ensure sufficient counselor hours in daytime and evening to meet with all DSPTS students to review and update accommodations. Develop a better space for test proctoring (not in same space as DSPTS' main office) so that staff are not answering phone calls and meeting with students while students are testing; minimize distractions by minimizing traffic in the test proctoring area so there is a separate DSPTS office connected to test proctoring area.</p>	<p>06/08/2012 - Increase criterion for this goal to 40% of DSPTS students using test proctoring as one of their accommodations as extended time is an accommodation for which most DSPTS students are eligible.</p> <p>Monitor Fall 2012 more closely in terms of test proctoring as there was a significant drop in the number of students using test proctoring as an accommodation in Fall 2011 as compared to Fall 2010.</p> <p><b>Action Plan Category:</b> Make staffing changes</p>

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	<p><b>Assessment Method:</b> Number of students participating in Kurzweil 3000 Loan Program.</p> <p><b>Assessment Method Category:</b> Use Existing Data</p> <p><b>Success Criterion:</b> 60% of eligible DRC students are using Kurzweil 3000 through either Kurzweil Loan Program or in the Assistive Tech Lab.</p>	<p>06/07/2012 - 60% of DSPS students with verified print disabilities who participated in the Kurzweil 3000 Loan Program in fall 2011 semester participated in the Kurzweil 3000 Loan Program in spring 2012 semester.</p> <p><b>Result Type:</b> Criterion met</p> <p><b>Reporting Cycle:</b> 2011 - 2012</p> <p><b>Resources Needed to Implement Action Plan:</b> Continue to enroll and support DSPS students participating in the Kurzweil 3000 Loan Program.</p>	<p>06/07/2012 - Continue to monitor the usage in fall 2012 and spring 2013 semesters. In spring 2012, DSPS upgraded to Version 13 of Kurzweil 3000 (web-based license). Although students were sent emails and were called by phone, there may have been some students who continued to use Version 11 as it seemed to remain active for students longer than Cambium Learning for Kurzweil 3000 indicated. We need to continue to monitor participation in the Kurzweil 3000 program during the 2012-2013 academic year.</p>
<p>SKY SS - Disability Resource Center - Satisfaction with DRC services - Students will show they are satisfied with the types and availability of services provided by DRC.</p> <p><b>Planning Years:</b> 2011-2012</p> <p><b>Start Date:</b> 05/10/2012</p> <p><b>SLO Status:</b> Active</p>	<p><b>Assessment Method:</b> Satisfaction Survey, Questions #4 and #12.</p> <p><b>Assessment Method Category:</b> Survey</p> <p><b>Success Criterion:</b> 65% of DRC students will show they are satisfied with the services and/or accommodations that they have received through DRC at Skyline College and have found faculty and staff to be helpful in answering their questions.</p> <p><b>Related Documents:</b> <a href="#">DSPS Student Satisfaction Survey Final May 8-12.docx</a> <a href="#">Results of DSPS Satisfaction Survey May-12.docx</a></p>	<p>03/25/2013 - Survey - Fall 2012 - Satisfaction Survey, Questions #4 and #13</p> <p>81 students completed the DRC Satisfaction Survey as compared to 20 students in May 2012. Eighty-five percent of the students who completed the survey in Fall 2012 indicated that they were satisfied with the services and/or accommodations that they have received through DRC at Skyline College. More specifically, 59.3% of the DRC students who completed the survey indicated that they strongly agreed with the statement, "Overall, I am very satisfied with the services and/or accommodations that I have received through DRC at Skyline College." Twenty-five percent of the DRC students who completed the survey indicated that they agreed with this statement. In addition, 85% of the students indicated that they found DRC faculty and staff to be very helpful in answering their questions. These results are in line with what was found with the survey</p>	<p>04/04/2013 - Raise the success criterion to 75% of DRC will show they are satisfied with the services and/or accommodations that they have received through DRC at Skyline College and have found faculty and staff to be helpful in answering their questions.</p> <p><b>Follow-Up:</b> 04/04/2013 - Readminister the DRC Satisfaction Survey in Fall 2014 of the 2014-2015 academic year as indicated in DRC's three-year Assessment Plan.</p>

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		<p>completed in Spring 2012 but with a much smaller sample size.</p> <p>It is important to note that more favorable responses were noted in the Fall 2012's survey related to the distraction-reduced room where DRC students take their tests with accommodations. Forty-eight percent of the students who completed the survey indicated that they were extremely satisfied with the test proctoring room as compared to 30% in Spring 2012. This result supports students' increased satisfaction with DRC's new location such that the test proctoring room is separate from the DRC Program Assistant's office.</p> <p><b>Result Type:</b> Criterion met</p> <p><b>Reporting Cycle:</b> 2012 - 2013</p> <p><b>Related Documents:</b> <a href="#">Results of DRC Satisfaction Survey Fall 2012.docx</a></p>	
		<p>06/07/2012 - 85% of DSPS students who completed the DSPS Satisfaction Survey indicated that when they have visited DSPS, the faculty and staff have been very helpful in answering their questions.</p> <p>In response to question 12, 55% of DSPS students who completed the survey indicated that they strongly agreed with the statement, "Overall, I am very satisfied with the services and/or accommodations that I have received through DSPS at Skyline College. 25% of the DSPS students who completed the survey indicated that they agreed with this statement.</p> <p><b>Result Type:</b> Inconclusive</p> <p><b>Reporting Cycle:</b> 2011 - 2012</p>	<p>06/07/2012 - This DSPS Satisfaction Survey is not truly representative of the DSPS student population given only 20 DSPS students out of a DSPS student population of 342 completed the survey. This represents too small a sample size.</p> <p>It is recommended that the DSPS Satisfaction Survey be readministered in the fall 2012 semester beginning at the time of priority registration. At this time, it will be helpful to see how changes in DSPS including a new coordinator and counselor and a new location for DSPS that is more</p>

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		<p><b>Resources Needed to Implement Action Plan:</b> \$50.00 Bookstore gift card</p> <p><b>Related Documents:</b> <a href="#">Results of DSPS Satisfaction Survey May-12.docx</a></p>	<p>central and easily accessed by students impact students' satisfaction with DSPS. It is also recommended that the order of the response items be consistent as there were at least 6 of the 20 surveys in which students responses were inconsistent (i.e., indicating extremely dissatisfied) with their positive comments or with their final response to question #12.</p> <p><b>Action Plan Category:</b> Conduct Further Assessment</p>