2021-24 ASSESSMENT PLAN: Disabled Students Programs and Services

DISABLED STUDENTS PROGRAMS & SERVICES: MISSION STATEMENT

The overall mission of DSPS is to provide exemplary instruction, support services and access to students with disabilities. DSPS supports students with disabilities in educationally related activities consistent with the mission and vision of CCSF and in compliance with federal and state laws.

OVERVIEW OF DISABLED STUDENTS PROGRAMS & SERVICES

The DSPS offers a broad range of support services for students with disabilities. Our services include, but are not limited to:
- Counseling
- Accommodations
- Learning Disability Assessment
- Accessible Computer Laboratories
- Strategy Lab
- Educational Assistance Classes (EACs)

GOALS OF DISABLED STUDENTS PROGRAMS & SERVICES

With equal access as its hallmark, the faculty and staff of DSPS are committed to the following goals:

- **Opportunity** - To ensure equal educational opportunities and provide services in a timely manner to encourage retention of students with disabilities who have the potential to achieve academic, vocational and life skills goals consistent with the CCSF mission.
- **Empowerment** - To empower students with disabilities to achieve independence and integration leading to maximum participation in the college and community.
- **Awareness** - To provide information and support to CCSF employees and students in carrying out the institution's responsibilities to students with disabilities.
- **Community** - To serve both as resource to the community and a linkage between students with disabilities and community agencies.

PROGRAM STUDENT SERVICE OUTCOMES (PSSOs)

1. To provide students access to academic accommodations for which they are eligible in a timely and equitable manner so as to ensure equal educational opportunities towards achieving their educational and life goals and to encourage retention of students with disabilities.

2. To provide increased awareness of DSPS programs and services both within the college community and within the greater San Francisco Community.

Disabled Students Programs & Services Assessment Plan

Program Outcomes	Student Service Outcomes (What will be assessed)	Assessment Methods and Procedures (How will it be assessed)	Benchmark/ Criteria for Success
PSSO-1. To provide students access to academic accommodations for which they are eligible in a timely and equitable manner and to ensure equal educational opportunities towards achieving their educational and life goals and to encourage retention of students with disabilities.	1.1 Students who qualify for learning disability (LD) services--following LD Assessment at CCSF will choose to access at least one recommended accommodation within one month of notification.	LD Assessment Expectations Survey (administered along with LD Intake) Tracking the number of students who become eligible for LD services and used at least one recommended accommodation within one month or one semester. (tracked every spring semester for students who went through the LD Assessment in the fall semester.	75% of students who become eligible for accommodations through the LD Assessment Process will report using at least one recommended accommodation within one semester. .
	1.2- The services that DSPS provides to DSPS Students and CCSF Faculty/Staff during the pandemic will be assessed with special attention to remote services. (Note: Revised from 2018-21 Assessment Cycle)	A committee comprised of DSPS faculty and staff will review the results of the Biennial DSPS Survey from the California Community College Chancellor's Office (CCCCO) administered in Spring 2021. Themes on improvement will be reviewed by the committee and recommendations for, and implementation of, improvements will be made to the DSPS Program.	75% of DSPS Students and CCSF Faculty/Staff who submit responses to the survey will choose either options "Strongly Agree" or Somewhat Agree" to the questions with these choice responses.

Disabled Students Programs & Services Assessment Plan (*continued*)			
Program Outcomes	**Student Service Outcomes (What will be assessed)**	**Assessment Methods and Procedures (How will it be assessed)**	**Benchmark/ Criteria for Success**
PSSO-2. To provide increased awareness of DSPS Programs & Services both within the college community and within the greater San Francisco Community.	2.1 The DSPS Counselors and Staff will provide a variety of outreach presentations to various constituent groups at CCSF and within the greater San Francisco area.	Track the number and type of DSPS Outreach Presentations given each semester. e.g. DSPS Orientations, Classroom Presentations, Community Outreach Presentations, Information Booth Tables.	The DSPS Program will set a benchmark of at least 25 Outreach presentations each academic year.
	2.2 Increase the number of new students/community members who are aware of DSPS Services	Track data on how many students the DSPS Office outreaches to and how students hear about DSPS services through surveys, statistics, and data research.	The DSPS Program will set a benchmark of A.) 750 people per academic year who are provided information pertaining to DSPS services and B.) 50% of new DSPS Students will have been made aware of DSPS Services through a DSPS related outreach effort (e.g. DSPS Orientation, DSPS Classroom Presentation, DSPS Brochure/Website, CCSF Instructor/Counselor, CCSF Student Service).

ASSESSMENTS

Out-comes	What will be assessed?	How will it be assessed?	Benchmark/ Criteria for Success	Assessment Schedule S = ea. semester A = annually 3 = every 3 year	CQnet Report Date
1.2	DSPS Survey	(See Above)	(See Above)	3	06/2021
1.1	LD Testing	(See Above)	(See Above)	3	02/2018
2.1/2.2	Awareness	(See Above)	(See Above)	3	12/2019

TIMELINE

SSOs	FA 21	SP 22	FA 22	SP 23	FA 23	SP 24	FA 24
SSO1		1.2				1.1	
SSO2			2.1	2.2			
SSO3							

CLOSING THE LOOP

Directions: Copy and paste the 'Next Steps - What Future Improvements' section from the CurrIQunet assessment reports in the table below, making improvement ideas more readily available for discussions.

Sem.	Yr.	SSO: #2.2	Report Link
FA	19	1. Developing a Google Form for DSPS Staff to use to better track a.) how many DSPS Outreach Presentations are being made, b.) to what audience type, and c.) how many individuals attended the presentations. 2. Revise the student survey to include a field for a.) the name of the instructor/counselor/hs counselor/community agency who referred a new DSPS Student to the DSPS Program, b.) include Academic Counseling, Student Health Center, Veterans Center to the referral options for the CCSF Student Service Offices.	12/2019
SP	18	SSO: #1.1	
		The people who are not using accommodations following LD testing fall into four groups in order of frequency: (1) Student qualified earlier and does not want to use any new accommodation; (2) Student leaves CCSF; (3) Student doesn't need that accommodation at this time;(4) No reason given. Only one group seems amenable to change. I will work with the counselors to encourage students who qualified for services when s/he was younger to try another accommodation that may help at the college level.	02/2018
Sem.	Yr.	SSO: #1.2	
SP	21	We need to continue to work with the CCSF Information Technology and CCSF Research and Planning Departments on how to use technology to help us achieve a higher survey response percentage OR request updated office data management software to help us track and assess how our accommodations are being utilized by students so that we won't have to rely on a survey response from students in order to gain a more accurate assessment of how disability accommodations are being utilized by DSPS Students. What are the resources you will be requesting during the next annual program review cycle? To acquire and implement a more robust Office	06/2021

		Data Management Software system for the Disabled Students Programs and Services Department	