

Counseling SLO or SSO Assessment: DSPS Counseling Services (CS) To provide students access to academic accommodations for which they are eligible in a timely and equitable manner to ensure equal educational opportunities towards achieving their educational and life goals and to encourage retention of students with disabilities.

Main

Assessment Information

Originator Chuck, Terence

Non-Instructional Unit Type Non-instructional Counseling Services (CS)

Unit DSPS Counseling Services (CS)

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

Legacy submission date (read-only)

Assessment and Analysis

What assessment methods were used?

In order to track students who are eligible for DSPS Accommodations for Academic Year 2020-21 we used a sample of 297 students who received their official DSPS Accommodation Letters from July 1st, 2020 to September 15th, 2020 and were eligible for Extra Testing Time and Alternate Media Accommodations for their verifiable disability. In order to complete the assessment sample of 297 students (of which 49 who were eligible for both Alternate Media Accommodations AND Extra Testing Time Accommodations were assessed in the Fall 2021 semester) we surveyed the remaining 248 students for the Spring 2021 semester and who were eligible for just Extra Testing Time Accommodations to see if they had used this one accommodation at least once during the 2020-21 Academic Year.

What criteria were used to determine whether or not this outcome was met?

Similar to the 49 students we assessed in Fall 2020, we used the percentage of students who responded positively to the emailed Microsoft Survey and compared that to our Student Service Outcome Benchmark for Success percentage of 75%.

What improvements, if any, were made since your last assessment?

(If none or not applicable, please state so.)

To implement the survey the committee decided to use a Microsoft Form rather than the Google Form Survey we used last semester as the Microsoft Form was more compatible with our emailing system and therefore we could merge the DSPS News email list with Microsoft Forms.

Summarize your data, analysis, and discussion.

(Include discussion of how your current assessment data compare to earlier assessment data and the impacts of any changes made since previous assessment; include website links to any data reports you would like to include.)

297 DSPS Accommodation Letters for AY2020-21 were provided to DSPS Students between July 1st, 2020 and September 15th, 2020. For the Fall 2020 semester the DSPS SSO Committee decided to focus on just 49 of the 297 students who were eligible for both Testing Accommodations (Extra Time on Exams) AND Alternate Media Accommodations. Due to the Covid-19 Pandemic and the closure of the college campus and in-person classes these 2 specific accommodations were the ones primarily being used by DSPS Students for their remotely taught courses. Of the 49 students who were emailed Google Surveys for Fall 2020, 30 students (61%) responded to the survey. 24 of 30 students (80%) were using their testing accommodations. 16 of the 30 students (53%) were using their alternate media accommodations. 19 out of the 49 students (39%) of those that were sent surveys did not respond.

For the Spring 2021 Semester the DSPS SSO Committee focused on the remaining 248 students who were eligible for just Testing Accommodations (Extra Time on Exams) for AY2020-21. Of the 247 students who were emailed Microsoft Surveys, 95 students (38%) responded to the survey. Of those 95 students who responded, 75 students (79%) were using their testing accommodations. 62% of those that were surveyed in Spring 2021 did not respond.

So for AY2020-21, a total of 296 students were surveyed about using their Testing Accommodations. 125 students (42%) responded to the survey. 99 of those 125 students (79%) said that they were using or accessed their testing accommodations at least once during the academic year. This exceeds our benchmark of 75% for this Student Service Outcome. 171 students out of the total 296 students surveyed (58%) did not provide a response when surveyed.

Next Steps

What future improvements, if applicable, do you plan to implement based on your assessment data, when are you planning to implement these changes, and how will you tell these are successful?

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.

Future Improvements require resources that will be requested during the next annual program review cycle Yes

What are the resources you will be requesting?

To acquire and implement a more robust Office Data Management Software system for the Disabled Students Programs and Services Department.

Share your Highlights

Share highlights for how this outcome assessment positively affected you, your students, your department, or the college as a whole. (We periodically review these to highlight examples from across the College.)

This last year's assessment of DSPS Student Service Outcome #1, which was accomplished in a positive and collaborative way with other CCSF and DSPS Staff and Faculty, helped us gain a better appreciation for what we do as a department. It also confirmed that, despite the challenges of remote learning, DSPS Students were still needing and utilizing their disability accommodations which supported their success in their academic pursuits.