



Planning and Evaluation Tracking

College Year: 2009-2010

Division of: Student Development

Person Responsible: April Sessler

Department of: disAbility Services

Person Responsible: Brenda Rossnagel

Purpose Statement: _ The purpose of the disability services department is to minimize the physical and academic barriers to students with disabilities by coordinating and providing appropriate and reasonable accommodations. _____

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. (09 10) Students from the department will comply with departmental rules and procedures.	1. (09 10) After students read, discuss, and sign accommodation form over 90% will obtain and return the accommodation form within one week after completion. Disability Services staff will monitor procedure and NOT provide services until forms are returned.	1. (09 10)	1. (09 10)

<p>1. (08 09) Students from the department will comply with departmental rules and procedures.</p>	<p>1. (08 09) After students read, discuss, and sign accommodation form over 90% will obtain and return the accommodation form within one week after completion. Disability Services staff will monitor procedure and NOT provide services until forms are returned.</p>	<p>1. (08 09) Forms Returned N = 150 of 211 71% return rate</p>	<p>1. (08 09) Continue to work with students and faculty to improve return rate of accommodation forms. In Fall '09 the department began scanning accommodation forms to return to instructors. This will not improve initial return rate but allows teachers to have faster access to forms once completed.</p>
<p>1. (07 08) Students from the department will comply with departmental rules and procedures</p>	<p>1. (07 08) After students read, discuss, and sign rules statement from members of the disability services staff, over 85% of students will keep appointments with no more than three "no shows" as evaluated through staff appointment books.</p>	<p>1. (07 08) (Calculated from fall 07) 1% students had less than 3 no shows. (N = 327 of 330)</p>	<p>1. (07 08) The problem with students "no showing" has been alleviated through signatures of contracts. It is now noted that students are delinquent in turning in accommodation forms and this new process for 08-09 will be implemented to encourage return of these forms in a timely manner.</p>
<p>2. (09 10) Students using DisAbility Testing Services will increase their academic accountability.</p>	<p>2. (09 10) 5 students using disAbility testing services will show improvement of at least 10 points between tests taken prior to use of services to those tests taken in DisAbility Services Testing Center.</p>	<p>2. (09 10)</p>	<p>2. (09 10)</p>

<p>2. (08 09) Students using DisAbility Testing Services academic accountability will increase.</p>	<p>2. (08 09) Students with DisAbility Testing Services using testing services will show improvement of at least 10 points between tests taken 'on their own' in their class to those tests taken in the same subject area in the DisAbility Services Testing Center with a response from at least five students per semester.</p>	<p>2. (08 09) Average increase of 20 points on 2 students evaluated in SP '09.</p>	<p>2. (08 09) Continue to evaluate and flag students to validate the impact of disability testing services.</p>
<p>3. (08 09) Increase disability awareness for faculty and staff at Amarillo College.</p>	<p>3. (08 09) After faculty and staff have attended a disability awareness program and answered a five question before and after survey over 50% will indicate better understanding of various disabling conditions.</p>	<p>3. (08 09) No Data</p>	<p>3. (08 09) Held event. Did not use survey. Did not have good attendance at the event from faculty. Will plan other activities to access faculty needs.</p>

<p>4. (09 10) Students receiving services through Disability Services will indicate satisfaction with physical access, tutoring, testing, and advising services.</p>	<p>4. (09 10) After completing a survey each Fall at least 80% of students will indicate an overall satisfaction with disAbility Services: physical access, tutoring, testing, equipment and advising services.</p> <p>4a After completing a survey each Fall at least 80% of students responding will indicate satisfaction with physical access in the following areas: Elevators Restrooms Parking Ramps Outside Doors Inside Doors</p> <p>4b After completing a survey each Fall at least 80% of students responding will indicate satisfaction with the following services: Classroom Equipment Testing Tutoring Advising</p>	<p>4. (09 10)</p>	<p>4. (09 10)</p>
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<p>4. (08 09) Students receiving services through Disability Services will indicate satisfaction with physical access, tutoring, testing, and advising services.</p>	<p>4. (08 09) After completing a survey each Fall at least 80% of students responding will indicate satisfaction with physical access, tutoring, testing, and advising services.</p>	<p>4. (08 09) N = 65 of 72 Satisfied with the overall services from disAbility Services. 90% of students responding indicated overall satisfaction with services.</p>	<p>4. (08 09) Continue to survey each Fall. Send results to Physical Plant to review for possible action.</p>
	<p>4a After completing a survey each Fall at least 80% of students responding will indicate satisfaction with physical access in the following areas: Restrooms Parking Outside Doors Inside Doors Ramps Elevators</p>	<p>4a Restrooms - 47% satisfied Parking - 46% satisfied Outside Doors – no data Inside Doors – no data Ramps - 42% satisfied Elevators - 53% satisfied</p>	<p>Work with Physical Plant to increase satisfaction by improving facility access.</p>
	<p>4b After completing a survey each Fall at least 80% of students responding will indicate satisfaction with the following services: Tutoring Testing Advising</p>	<p>4b Tutoring – 39% satisfied Testing – 78% satisfied Advising – 70% satisfied</p>	<p>Continue to evaluate services offered. Plan to: Conduct department questionnaires on how to improve / increase services.</p>

<p>4. (07 08) Students receiving services through Disability Services will indicate improvement needed in areas of physical access.</p>	<p>4. (07 08) After completing a survey each Spring at least 80% of students responding will indicate appropriate physical access, tutoring, testing, and advising services.</p> <p>4a After completing a survey each Spring at least 80% of students responding will indicate appropriate physical access in the following areas: Restrooms Parking Outside Doors Inside Doors Ramps Elevators</p> <p>4b After completing a survey each Fall at least 80% of students responding will indicate satisfaction with the following services: Tutoring Testing Advising</p>	<p>4. (07 08)</p> <p>4a 25 of 34 equals 77% satisfied with Restrooms 17 of 34 equals 50% satisfied with Parking 21 of 34 equals 62% satisfied with Outside Doors 27 of 34 equals 80% satisfied with Inside Doors 15 of 34 equals 47% satisfied with Ramps 23 of 34 equals 68% satisfied with Elevator</p> <p>4b</p>	<p>4. (07 08) Discuss physical access results with Physical Plant Director to make improvements as appropriate. Evaluate disAbility Services to individual services as needed.</p>
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<p>5. (09 10) Students receiving accommodations will demonstrate an increased retention rate from semester to semester.</p> <p>5a disAbility Service students will demonstrate an increased retention rate from Fall to Spring.</p>	<p>5. (09 10) After providing accommodations for the students requesting them, these students will show a higher retention rate from the Fall to Spring over students not requesting accommodations</p> <p>5a After comparing disAbility Service students to AC-FTIC students, the disAbility Service students will demonstrate an increased retention rate.</p>	<p>5. (09 10)</p>	<p>5. (09 10)</p>
<p>5. (08 09) Students with disabilities receiving accommodations will demonstrate an increased retention rate from semester to semester.</p>	<p>5. (08 09) After comparing those students receiving accommodations with those students registered with the department, but not receiving accommodations an increased retention rate of at least 10% will be noted.</p>	<p>5. (08 09) N = 121 of 146 Those receiving accommodations.</p> <p>N = 230 of 303 Those registered with the department</p>	<p>5. (08 09) Accommodations did have a positive impact in terms of retention. Those receiving accommodations had a retention rate of 83% while those not receiving accommodations but eligible to receive them had a retention rate of 76%.</p> <p>Began looking at institutional retention rate which is as follows: disAbility Students - 78% AC-FTIC - 67% AC Students - 74%</p> <p>Continue to monitor receipt of accommodations and retention rate as well as comparing disAbility Service students to AC student population.</p>

<p>6. (09 10) Students using tutoring services provided by Disability Services academic accountability will increase.</p>	<p>6. (09 10) Students with Disability Services using tutoring services maintain a pass rate of at least 70% in the following areas:</p> <p>6a Math</p> <p>6b Reading/English</p>	<p>6. (09 10)</p> <p>6a Math</p> <p>6b Reading/English</p>	<p>6. (09 10)</p>
<p>6. (08 09) Students using tutoring services provided by Disability Services academic accountability will increase.</p>	<p>6. (08 09) Students with Disability Services using tutoring services maintain a pass rate of at least 70% in the following areas:</p> <p>6a Math</p> <p>6b Reading/English</p>	<p>6. (08 09)</p> <p>6a Math N = (14 of 20) Fall '08 – 70% pass rate</p> <p>6b Reading/English N = (5 of 7) Fall '08 – 71% pass rate</p>	<p>6. (08 09) Continued to monitor number of students tutoring and pass rates.</p>

<p>6. (07 08) Students using disability services academic accountability will increase</p>	<p>6. (07 08) Students with Disability Services using tutoring services maintain a pass rate of at least 70% in the following areas:</p>	<p>6. (07 08) See results below</p>	<p>6. (07 08) Will continue to provide tutoring services and monitor pass rate statistics</p>
	<p>6a Math Tutoring</p>	<p>6a Math Spring '08 19 of 25 equals 76% pass rate Fall '07 14 of 18 equals 78% pass rate</p>	
	<p>6b Reading/English Tutoring</p>	<p>6b Reading/English Fall '07 None Spring '08 3 of 6 equals 50% pass rate</p>	

7. (09 10) Student's graduation rate will be increased through the receipt of appropriate accommodations.	7. (09 10) Students receiving accommodations for at least one semester will have an increased graduation rate.	7. (09 10)	7. (09 10)
7. (08 09) Student's graduation rate will be increased through the receipt of appropriate accommodations.	7. (08 09) Students receiving accommodations for at least one semester will demonstrate an increased graduation rate of at least 10% over disability students not using any accommodations.	7. (08 09) N = (28/141) 28 = Number of disability students receiving accommodations in Fall 2006 who graduated within 3 years. 141 = Total number of disability students receiving accommodations in Fall 2006. 19.9%	7. (08 09) Unexplained increase in percentage rate of students not receiving accommodations to those receiving accommodations. Possible explanation might be that it takes longer for students receiving accommodations to complete coursework needed for graduation.
7a Students graduation rates will be increased through registration with the disAbility Services Dept.	7a Students enrolled in disAbility Services will have an increased graduation rate when compared with AC students.	N = (106/368) 106 = Number of disability students not receiving accommodations in Fall 2006 who graduated within 3 years. 368 = total number of disability students not receiving accommodations in Fall 2006 28.8%	When evaluating graduation rates I began looking at graduation rates for the institution they are as follows: (‘06-‘09) Graduation Rate disAbility Students - 26.3% AC-FTIC - 8.2% Will continue to monitor graduation rates.

8. (09-10) Students enrolled in STSU through disAbility Services will demonstrate an increased retention rate from one semester to the next.	8. (09-10) After comparing those students taking STSU through disAbility Services to those disAbility students not taking the class an increased retention rate will be noted.	8. (09-10)	8. (09-10)
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