



Planning and Evaluation Tracking

College Year: 2006-2007

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 accomodations. _____

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1 (05 06) Students from the department will comply with departmental rules and procedures.	1. (05 06) After students read, discuss, and sign rules statement from members of the disability services staff, over 80% of students will keep appointments with no more than three "no shows" as evaluated through staff appointment books.	1 (05 06) 91% of disability students had less than 3 no shows (N=200 of 220) The total number of students signing forms for testing and tutoring for fall 05 and spring 06 was 220 with 20 students having three no shows for the tutoring and testing programs. Therefore 9% of students signing forms had three no shows.	1. (05 06) PLAN OF ACTION: Continue to require students to sign sheets reflecting their understanding of attending tutoring/testing appointments. Monitor students throughout the semester and contact students who are not regularly attending. Plan to decrease the % of students with three or more no shows from 9% to 5% and change benchmark to 85% in the objective.
(06 07) Students from the department will comply with departmental rules and procedures.	(Added 11 18 16) 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>2. (05 06) The Disability staff will determine if appropriate services are provided to students with disabilities on Amarillo College campuses.</p>	<p>2 (05 06) After the Disability Services department has completed surveys and interviews with a representative sample of three faculty members and ten students from each AC campus, the Disability Services department will assess if at least 80% of student and faculty needs are being met through evaluation of compiled surveys.</p>	<p>2. (05 06) 100% of the faculty/staff responding to the survey indicated that appropriate services were being provided. This was 8 of 8 respondents. 22 faculty/staff were eligible to respond to the survey.</p>	<p>2 (05 06) PLAN OF ACTION: Plan to use these results to continue working with the testing centers and learning centers of both outlying campuses to ensure students are receiving the services needed. Will plan on sending out a survey to faculty/staff and hope to receive responses from 10 or the 22 faculty/staff members eligible to respond.</p>
<p>(06 07) The Disability staff will determine if appropriate services are provided to students with disabilities on Amarillo College campuses.</p>	<p>(Added 12 14 06) After completing a survey 80% of faculty/staff members of Hereford and Moore County Campuses will assess if appropriate services are being provided.</p>		
<p>3. (05 06) The Disability Services department will increase understanding and support for Disability services from faculty and staff</p>	<p>3.(05 06) After Disability Services department hosts a series of brief informational sessions, the faculty and staff will demonstrate a greater understanding and support for these services through an increased number of first time responses to requests, a decreased number of required student/faculty interventions, and a decreased number of student complaints concerning faculty as evaluated through staff</p>	<p>3 (05 06) Informal sessions were held on an individual needs basis rather than on an 'invitation' to the department. Understanding of the department was addressed through emails addressed as Disability Issues to faculty in the Spring of 06 with a total of four being sent to faculty over the semester. Anecdotal records from staff indicate a greater understanding of the department and its mission.</p>	<p>3.(05 06) PLAN OF ACTION: Disability Services staff will continue to report incidents of student and faculty conflicts to the coordinator. Faculty will be given the faculty guide via email at the beginning of each semester and sent information concerning Disability Issues via email at least once each semester. An appreciation of faculty/ staff will be held each semester to promote visibility of the department. Survey of faculty/staff will be conducted in spring concerning</p>

(06 07) The Disability Services department will increase understanding and support for Disability services from faculty and staff	anecdotal. (Added 12 14 06) After the Disability Services department provides Faculty Guides and Disability Issues reports each semester, 80% of the faculty will demonstrate specific knowledge of the department as demonstrated through completion of a five question survey.	No survey was sent to faculty requesting this type of feedback in 05 06. (Added 12 14 06) Work with IE and Advancement Office to create a five question survey to identify learned outcomes for faculty.	department vision/mission/visibility/awareness of need of services.
4. (05 06) Student academic accountability will increase.	4.(05 06) After completion of a baseline survey that identifies areas of student responsibility that need improvement, and consistent reinforcement in these areas by Disability Services staff, students will demonstrate improvement in deficient areas as demonstrated through positive increase on end of semester survey.	4.(05 06) . N = (14 of 15) = 93%. This was the result of the testing survey. No conclusive result from the tutoring survey as it was too cumbersome to administer twice a semester and obtain accurate results.	4.(05 06) PLAN OF ACTION: Evaluate the need for such surveys. Plan to use student grades to evaluate progress. Plan to administer testing satisfaction survey.
(Added 06 07) Students receiving services through Disability Services will indicate areas of improvement needed in physical access.	(Added 06 07) After completing a survey each spring at least 80% of students responding will indicate appropriate physical access services.		

5. (Added 12 14 06) Department will provide increased computer information to students via the Web.	5.(Added 12 14 16) The Disability Services staff will provide two additional articles on the AC Web to enhance Web usage for students as demonstrated through counting the number of hits ,repeat users, and duration with a 10^ increase in usage. the Web.	5.	5.
6.(ADDED 12 14 06) Students in Disability Services will become efficient users of MYAC, Web Advisor/WebCT.	6. (Added 12 14 06) After one session of one on one instruction concerning Web usage 80% of students will be able to access the Web without requesting further one on one instruction from this department as evidenced through staff log in book. .	6.	6.
7.	7.	7.	7.