

Berkeley City College
STUDENT SERVICES, Student Learning Outcomes (SLO's)
Three Year plan

Programs & Services for Students with Disabilities (PSSD) Plan, 2011-12

Direct Measures	<u>Pre/Post Survey</u> Exam/Project Standardized Test Certification	Embedded Question Portfolio	Performance Assessment Primary Trait Analysis	Capstone Professional
Indirect Measures	Focus Group Transfer/Employment Data	Grad/Employer Survey	Mapping	

Service Unit:	Team Members
Programs & Services for Students with Disabilities (PSSD)	PSSD Counselor/Coordinator Douglas Gorman and PSSD staff, Dean of Student Support Services Brenda Johnson and VP of Student Services May Chen.

Mission of PSSD: To provide services, specialized instruction, and educational accommodations to students with disabilities so that they can participate as fully and benefit as equitably from the college experience as their non-disabled peers.

A. List the SLO's that are presently being assessed. Describe the activities that will be implemented to achieve the SLO's.

Goal of Assessment: Students receiving services with PSSD will increase their self-awareness of their educational strengths, and will gain or strengthen tools for overcoming their own disability-related limitations. Feedback received from these students will be utilized to improve PSSD counseling and other support services that are applied toward this goal while encouraging personal responsibility on the part of students.

Assessment Tool: Pre-Post Survey.

Methodology: PSSD students will complete a short six-question survey measuring their perception of the extent to which PSSD services are helping them to identify their own educational strengths and their capacity to overcome disability-related limitations. The survey format is intended to increase student awareness of the importance of knowing one's own educational strengths and disability-related limitations. The survey results will be reviewed and analyzed, and then the survey will be repeated. Based on the outcomes of that analysis, and the extent to which student perceptions change as the result of the survey process, strategies and resources will be identified with the goal of improving PSSD services to better support and encourage student growth bearing on Core Values of student Self-Awareness and Personal Responsibility, and consequently on student retention and success.

B. What additional SLO's should be considered to demonstrate what your students should know and/or be able to do as a consequence of the set of services provided by your unit?

To best ensure full and equitable participation in the college experience by students who have disabilities, the quality and timeliness of specific services provided by PSSD, and the effectiveness with which students seek and utilize these services, should be assessed: notetaking, test accommodations, learning disability and related services, and alternate media. Additionally, efforts should continue toward reestablishment of some appropriate level of adaptive technology services, and assessment can assist with consideration of the appropriate forms and extent of such services at BCC.

C. Future goals and methods of assessment of the program, including SLO's.

PSSD must address high student appointment no-show and cancellation rates, which impact on the effectiveness and efficiency of services. The rate of success in arranging and sustaining notetaker services also must be addressed. As noted above, PSSD at BCC must address needs of students in area of adaptive technology services. In each case, some combination of research into other campus's successful approaches, surveys of student needs and preferences, and performance review should be utilized. Another area of attention should be the development of electronic models of data collection and management to replace the current system—reliant predominantly on manual paperwork management and hard file storage—the goal being better integration of information systems impacting on efficiency and effectiveness.

Program/Service Area Outcomes (1) Service outcomes reflect how the service contributes to student learning. (2) The outcome should be stated using a measurable verb (Bloom's Taxonomy) with enough detail to clarify the service requirements. (3) The outcome should describe the context for display of the newly learned skill or behavior.	Assessment Methods and Criteria (1) Which outcome(s) will be assessed? (2) Who will be assessed? (3) What is the assessment method and criteria for success? (4) When will the assessment take place? (5) Describe the research design and analysis plans.	Assessment Results (1) Who wrote the report? (2) When was the study conducted? (3) What were the results?	Response Plan (1) Since dialogue is important to the SLO Assessment, list who discussed the assessment results. (2) When did the discussion take place? (3) What changes will be made to the outcome statement(s), the assessment tool or service plans?
1) Personal Awareness: Students who qualify for and have requested PSSD services will demonstrate increased awareness of their educational strengths and ability to overcome disability related limitations, which are associated with retention and academic success.	PSSD encourages the development of six competencies that enhance student success which are incorporated in the following survey: PSSD will administer a six-point survey which will assess, from student perspective, the extent to which PSSD counseling services are assisting them in determining their 1) educational strengths, 2) ability to apply those educational strengths to achievement of academic success, 3) disability related limitations, 4) ability to identify those classroom	1) The PSSD Coordinator will draft the report with input of Dean of Student Support Services for final approval. 2) The pre-survey (first administration) will be administered during the early Spring 2012 semester. SEE SURVEY BELOW. The results of the pre-survey will be compiled, reviewed and analyzed. Counseling and	1) and 2): First and second survey assessment results will be reviewed with staff and Dean of Student Support Services at mid-Spring 2012 and late-Spring 2012. Depending on the outcomes of the first assessment, adjustments to PSSD service provision will be considered in order to strengthen student Personal Awareness relative to educational strengths and

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	<p>accommodations the student requires to mitigate or overcome the student's disability related limitations, 5) capacity to interact effectively with faculty and staff regarding identification and implementation of classroom accommodations, and 6) extent to which student has actually utilized the accommodations in the classroom.</p> <p>Outcomes of this assessment will bear both on student awareness and growth, and on staff effectiveness in encouraging student awareness and growth.</p> <p>A follow up administration of this same survey will enable a comparison of the extent over time to which student awareness of surveyed issues has improved.</p>	<p>administrative staff will consider ways and implement strategies with the intent of improving on first survey results.</p> <p>A post-survey (second administration) will be administered during the second half of the Spring 2012 semester and thereafter in a 3 year cycle, and results of this post-survey will be compiled, reviewed and analyzed with comparison of first and second survey results to determine whether student awareness relative to the issues of educational strengths and disability related limitations has shown improvement. Further consideration of the extent to which students perceive their strengths in the six competencies incorporated within the survey will ensue, which will enable additional consideration of the effectiveness of counselors in guiding and encouraging students toward this self-awareness.</p>	<p>disability related mitigations. This assessment will also follow the second administration. The pre-post results of the two surveys will be compiled, reviewed and analyzed to determine the extent to which mitigations developed following the first administration may have had a positive impact on outcomes, and the extent to which students demonstrate the Personal Awareness we wish to encourage. Results from survey outcomes will be available for report development during Summer 2012.</p>

