2014-15 Service Area Program Review

DEPARTMENT/PROGRAM	Disabled Student Program& Services
DESCRIPTION/PURPOSE	The mission of Imperial Valley College Disabled Student Program & Services is to foster success in education by ensuring that students with disabilities have access to all courses, program services and activities by providing services and disability related educational accommodations to assist students with disabilities in achieving their educational and career goals. The function of the DSPS unit is to provide services and accommodations directly related to the disability of students attending classes, regardless of the person's limitations, enabling them to participate in courses and activities offered at Imperial Valley College.
SUBMITTED BY:	Norma Nava
AREA DEAN/DIRECTOR	Ted Ceasar
AREA VICE PRESIDENT	Todd Finnell

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
INSTITUTIONAL MISSION AND EFFECTIVENESS – The College will maintain programs and services that focus on the mission of the College supported by data-driven assessments to measure student learning and student success.	**STUDENT LEARNING PROGRAMS AND SERVICES** – The College will maintain instructional programs and services which support student success and the attainment of student educational goals.	**RESOURCES** – The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment.	**LEADERSHIP AND GOVERNANCE** – The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.
1.1 Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making. **1.2** Develop an institutional score card to assess student learning that drives integrated planning and resource allocation. **1.3** Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness. **1.4** Develop systems that are inclusive, cyclical, and understood by all stakeholders.	**2.1** Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students. **2.2** Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates. **2.3** Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students. **2.4** Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, and annual Program Review. **2.5** Ensure that the Library meets as closely as possible that "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges. **2.6** Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.	**3.1** Develop and implement a resource allocation plan that leads to fiscal stability. **3.2** Implement a robust technological infrastructure and the enterprise software to support the college process. **3.3** Build new facilities and modernize existing ones as prioritized in the facility master plan. **3.4** Design and commit to a long-term professional development plan. 3.5 Raise the health awareness of faculty, staff, and students.	**4.1** Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution. **4.2** Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior. **4.3** Ensure that the Board of Trustees is informed and involved in the accreditation process. **4.4** Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized. **4.5** Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.

II. PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)
List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

1	**PAST PROGRAM GOAL #1**	**INSTITUTIONAL GOAL(S)** (Select one primary goal.)
Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): To hire a full-time DSPS counselor. To meet the needs of DSPS students in terms of access, availability for appointments to complete educational plans, career planning, accommodations, facilitating with community partners (i.e. Department of Rehabilitation), or assist with issues. ☐ Met ☐ Partially Met x☐ Not Met **Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:** **This goal was not met due to funding not being approved. Currently we still have two part time counselors. Their hours have been increased to 23 hours each per week. The 25% increase for one counselor and 30% for the other has allowed for more appointments to be scheduled. The counselors are available four days a week vs. three. The students are able to schedule appointments for the next week at latest during regular working days to see their counselor. This has allowed for changes in services, program of study, referrals to tutorial services address issues.**		☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4 ☐ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 X☐ 2.3 ☐ 2.6 ☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3 ☐ **4 Leadership & Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S) (Select one primary goal.)

Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C):
The program goal was to hire a half time Qualified ASL Interpreter/Coordinator to coordinate services for Deaf and Hard of Hearing students.

☐ Met   x☐ Partially Met   ☐ Not Met

Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:
Currently we have had our full-time ASL instructor on a Stipend to provide mentorship to the interpreters and provide orientation to students requesting service. The student successful completion has increased from last year in successful completion of classes with C or better.

☐ **1 Mission & Effectiveness**
☐ 1.1   ☐ 1.3
☐ 1.2   ☐ 1.4

☐ **2 Student Learning Outcomes**
☐ 2.1   ☐ 2.4
X ☐ 2.2   ☐ 2.5
☐ 2.3   ☐ 2.6

☐ **3 Resources**
☐ 3.1   ☐ 3.4
☐ 3.2   ☐ 3.5
☐ 3.3

☐ **4 Leadership & Governance**
☐ 4.1   ☐ 4.4
☐ 4.2   ☐ 4.5
☐ 4.3

3	**PAST PROGRAM GOAL #3**	**INSTITUTIONAL GOAL(S)** (Select one primary goal.)

Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C):

Provide fair annually on third Friday of February. Include information, presentations and tours to address needs of transitioning high school juniors and seniors in Imperial County on programs, trainings, services at Imperial Valley College and in the community.

x ☐ Met   ☐ Partially Met   ☐ Not Met

Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:

DSPS has had an increase of high school students applying and requesting services prior to the semester starting. After The Transition fair held on February 21, 2014 high school seniors starting requesting intake appointments in March and continued through the start of Fall semester. The larger number registered for their classes with minimal assistance or from home during the priority dates for fall.

Institutional Goal(s):

☐ **1 Mission & Effectiveness**
☐ 1.1 ☐ 1.3
☐ 1.2 ☐ 1.4

☐ **2 Student Learning Outcomes**
☐ 2.1 ☐ 2.4
☐ 2.2 ☐ 2.5
x ☐ 2.3 ☐ 2.6

☐ **3 Resources**
☐ 3.1 ☐ 3.4
☐ 3.2 ☐ 3.5
☐ 3.3

☐ **4 Leadership & Governance**
☐ 4.1 ☐ 4.4
☐ 4.2 ☐ 4.5
☐ 4.3

B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data.   Narrative only. ***Attach electronic excel file with graphs or trend data, do not include them in the narrative below***.

   a. **Strengths**
      Discuss what you do well in your program/department.

      DSPS in collaboration with Imperial County Office of Education hold an annual Transition Fair for all high schools, alternative education schools in Imperial County at IVC in February. Presentations and information are provided to students in Special Education about the DSPS, IVC and the Financial Aid process.   The students will have the information on how to apply to college and DSPS including dates, deadlines in order to register, and obtain services and accommodations prior to semester starting.

      Another strength of Disabled Student Programs and Services is team effort and collaboration among the staff to effectively serve the DSPS students. All staff when necessary assists with test proctoring and intakes to make sure services are provided in a timely manner. During registration and late registration, every DSPS member assists with registering and counselors see students on a drop -in basis to efficiently serve the needs of the students.
      We have support classes offered for students through our High Tech Lab which is housed in DSPS to complete assignments, do research, and work on basic skills independently with software programs available. The students also are able to use assistive technology available in the High Tech like JAWS or Kurzweil Firefly where students with print disabilities are assigned a code and they are able to complete their reading assignments.

   b. **Weaknesses**
      Discuss areas in your program/department that need improvement.
      The area that needs improvement would be having a designated reduced distraction test proctoring area. Currently, one office is used to provide reduced distraction however, is a shared space and is not always available The office is shared with a part-time substitute, a Department of Rehabilitation counselor and a mental Health counselor which is limiting the space to be used for students needing reduced distraction testing administration.

The second area of weakness is shared DSPS office space with student health services, and mental health. This has increased traffic immensely and noise level across from our high tech center where student are trying to complete assignments, do research.   This causes additional distraction away from learning setting especially if there is a medical emergency.

c. **Opportunities**

Discuss opportunities for program improvement.

The health services mental services received partial funding which may both services to relocate to a different area. The relocation will open up the office space and we are planning on making this space for test proctoring services. The space could be modified to have two distraction reduced spaces as well as space for students who need extended time on exams/quizzes. We have had some increases to our funding where we were able to update some of our outdated Assistive Technology. For the upcoming year we expecting at least a 5% increase to our current DSPS budget where we plan to continue to update or purchase software to be available as resources assist our students in class assignments, and prepare for exams.

d. **Challenges**

Discuss obstacles/barriers that may influence program improvement.

One obstacle is available funding to implement some of the modifications and changes needed for the program such as reduced distraction rooms, the ability to hire a full time DSPS counselor and a half time Interpreter/coordinator.   Until we are back to the 07-08 funding levels we will continue to have challenges in adequately meeting all the improvements. Getting Approval to increase staff through the staffing committee is another challenge. Another challenge would be if the health center and mental health services are not able to relocate.

e. **Program changes**

What program changes, if any, do you expect to have a positive effect on students?

Having a designated reduced distraction testing room will allow students to take their exams without interruptions should assist in students improving grades. Once the full implementation of starfish is established and teaching faculty that flagging a DSPS student as a concern, the DSPS counselor can meet with the student to discuss the issues and be able to make adjustment to their accommodation or recommend additional services. This should increase the number of DSPS students who successfully complete courses.   Students who use assistive technology like Kurzweil will be more successful in completing assignments, and will be able to complete their courses a C grade or better.

2. Summarize revisions, additions, deletions, and alternate delivery methods to your program based on the last program review.

The largest changes to the program has been providing information to high schools thru transition fair. We have drastically reduced the number of individual presentations to the different high schools. This is mainly due to staff shortages and wanting to have students come and see what IVC and the other community programs have to offer to students in Special Education.

This past spring 350 high school students attended the transition fair. The high schools transported their high school seniors in February to get information on DSPS and other IVC programs like Financial Aid, and department presentations and tours. This change has been a positive one for the students. They were able to see what IVC has to offer in terms of programs and services if they decide to come and attend Imperial Valley College.   Positive feedback was received from the surveys completed by the students at the end of the transitions fair. The program counselors would not have been able to see this many student going out to the individual high schools and continue to be available for the current IVC students.

During 2013-2014, equipment was purchased and some of the assistive technology was upgraded. We purchased Kurzweil Firefly, Upgraded JAWS, two laptops for student to take exams through blackboard, purchased a new embosser and the software needed Duxbury. The program also purchased additional digital recorders which are in high demand. To expedite delivery of last minute furniture requests to different classroom locations a used cart was acquired to deliver furniture and if needed, could also be used to transport students with mobility limitations to their classroom. All of these should expedite the delivery of services to students. We anticipate this will assist the students succeed in their classes and complete their goal.

The DSPS services have increased since last program review. There were a total of 750 exams administered. The majority of the exams were received electronically. This number does not reflect the drop in with exams, and those that the instructor delivered personally without using the electronic method. We have had 58 voluntary note takers, 13 different classes with ASL interpreters, 36 readers/scribes, and furniture in 15 different locations.

C. FUTURE – LIST OF "SMART" (Specific Measurable Attainable Relevant Time-limited) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles. Objectives should either: 1. Increase work efficiency; 2. Reduce costs; or 3. Contribute to student enrollment and/or success.		INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
1	**2015-2016 PROGRAM GOAL #1** Budget Priority #1	**INSTITUTIONAL GOAL(S)**
Identify Future Global Goal: To increase the knowledge in use of technology to enable successful completion of student's educational goal.		☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4
Objective: To increase the number of new DSPS students by 20% that are able to use Alt-media and technology such as blackboard independently to access class Information, lecture notes, complete assignments by end of first week of the semester.		☐ **2 Student Learning Outcomes** ☐x 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 ☐ 2.3 ☐ 2.6
RESOURCE PLAN (Check all that apply.)		☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3
Task(s) Provide 5-6 one hour sessions on how to access and use blackboard, Kurzweil firefly, and/or other assistive technology. The sessions will be provided in the High Tech Lab for new DSPS students attending IVC for first time. They will be shown how to login to blackboard, how to access grades review course modules and exams.		

A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

The students will be send a notice via their Gmail about the sessions and can select the date and time that best suits the student and sign for the session. Each session will only have about 12 students. They will have a demonstration and taught how to get on blackboard. They will have time to practice logging in to blackboard and be given handouts showing them examples of checking grades. At the end of the session the student will be able to send an e-mail to the presenter using blackboard.

☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing

☐ **4 Leadership & Governance**
☐ 4.1 ☐ 4.4
☐ 4.2 ☐ 4.5
☐ 4.3

Timeline: End of each primary semester Fall15 / Spring 16

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____0_____

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____0_____

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing

Timeline:			
Expense Type	**Funding Type**	**Budget Request**	
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____	

How will this objective be measured? It will be measured thru attendance sign ups and survey.

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? Students will be able to access their class notes, class modules from the start of the semester which should allow them to complete requirements on time and if needed set up additional services.

Who are the responsible party(ies) and assigned user(s)? Paige Lovitt and Norma Nava and users are DSPS students

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.		**INSTITUTIONAL GOAL(S)** (Select one primary institutional goal)
2	**2015-2016 PROGRAM GOAL #2** Budget Priority #1	**INSTITUTIONAL GOAL(S)**

Identify Future Global Goal: To maintain program services which support student success and attainment of the student's educational goal.	☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4
Objective: To hire a full-time DSPS counselor to meet the needs of DSPS students in terms of access, availability to have interactive process to determine appropriate accommodations, complete student ed. Plans, facilitate with community partners (i.e. Department of Rehabilitation, Imperial County Behavioral Health), or assist with other educational issues.	☐ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 X☐ 2.3 ☐ 2.6
RESOURCE PLAN (Check all that apply.) ☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development x☐ Staffing	☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3
Task(s)	☐ **4 Leadership**

A. Describe task and select the resource committee that will review your enhanced budget request (if applicable) Submit request for hire to HR. After getting approval advertise the position. Have a committee selected to review applications. After selected those to be interviewed set up interviews. ☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development x☐ Staffing	**& Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time x☐ Recurring	x☐ General District x☐ Categorical (Specify)	$__43,000_____ __

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline: Spring 2016

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

How will this objective be measured? Full time DSPS Counselor is hired.

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? DSPS will have a full time counselor who will available five days a week from 8 to 4 to advise, develop abbreviated and comprehensive student Ed plans, monitor student progress, recommend accommodations and services to DSPS students.

Who are the responsible party(ies) and assigned user(s)? Norma Nava, Ted Ceasar, Student Services VP, HR

	FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.	INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
3	**2015-2016 PROGRAM GOAL #3** Budget Priority #1	**INSTITUTIONAL GOAL(S)**

		INSTITUTIONAL GOAL(S)
Identify Future Global Goal:		☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4
Objective:		☐ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 ☐ 2.3 ☐ 2.6
	RESOURCE PLAN (Check all that apply.)	
☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing		
Task(s)		☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3
A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)		
☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing		☐ **4 Leadership & Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3
Timeline:		

Expense Type	Funding Type	Budget Request	
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____	

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

How will this objective be measured?

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success?

Who are the responsible party(ies) and assigned user(s)?