Program SAO Summary Evaluation Form

Division: Student Services

Semester Assessed: Spring 2021

Lead Evaluator: Larry W. Brunson, Jr.

Program: DSPS

Next Assessment: Fall 2021

Participants: M. Crocfer and A. Hallex

Service Area Outcome Statement	**Personal Awareness:** Students served by DSPS will demonstrate an increased awareness of their educational strengths and ability to accommodate disability-related limitations, both of which are associated with retention and academic success. **Personal Responsibility:** Students served by DSPS will demonstrate improved capacity and responsibility for participation in the establishment and implementation of disability-related classroom accommodations while simultaneously demonstrating self-advocacy.
Strategic Initiatives aligned with the SAO.	**X** Access **X** Student Success ☐Facilities **X** Communication, Culture, & Climate ☐Leadership & Professional Development ☐Effective Evaluation and Accountability
SAO Assessment Tool	Program Review Process: The Assessment tool is a six-item survey that addresses six competencies related to the current SAOs. Students are to respond to each item using a 5-point Likert scale. Number of transactions: The survey was given to DSPS students on two separate occasions.
Criteria – What is "good enough"? Rubric	"Good enough" would be if the average response from students for each item is "agree" or higher.
What are the results of the assessment? Are the results satisfactory?	A total of 38 students responded to the survey in the spring of 2021. Online copies of the survey were available in the spring of 2021 due to COVID-19. Surveys were sent to students via their SBVC email. The mean score for all six survey items exceeded 4 on the 5-point Likert scale. Collectively, the results exceed the criterion for "good enough."
Were trends evident in the outcomes? Are there gaps?	While many of the trends are evident in the data, students indicated that because of the services that they have received from DSPS they: - Know their educational strengths and how to apply these strengths to increase their chances of academic success. - Understand their disability-related limitations and how to establish self-advocacy efforts to ensure they receive the accommodations that help them manage their disability-related challenges. - Interact effectively with SBVC faculty and staff about accommodations they need to be successful in their courses. There were no obvious gaps identified at this time, but we are always working to improve supports and services for all DSPS students.
What content, structure, strategies might improve outcomes?	The following content, structures and strategies will help us improve outcomes in some of the lower scoring areas of the survey which will facilitate overall improvement of delivery of services: - Providing webinars to students on how to identify their educational strengths and how to leverage these strategies as they navigate their way through their courses. - Providing monthly communication via their SBVC student emails on information on how to identify accommodations that will assist them in making

	the appropriate adjustments as they pertain to their individual disability.
Will you change evaluation/assessment method or criteria?	Moving forward, in addition to sending students an electronic survey each semester, since students must see a DSPS counselor each semester, counselors will ask students a series of short questions during their appointment. Their responses will be documented, reviewed and analyzed by DSPS staff. This information will allow us to develop and implement services and supports for students that will facilitate our efforts for consistent and continuous improvement.
Evidence of Dialogue (Attach representative samples of evidence)	*Check any that apply* ☐ E-mail Discussion with *FT Faculty *Adjunct Faculty Staff Date(s): *Department Meeting. Date(s): March 3, March 31, April 7, April 21, April 28, May 5, May 19 ☐Division Meetings. Date(s): *Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs) SLO Dialogue focused on: How to increase student and faculty involvement in the evaluation process.
Will you rewrite the SAOs?	No, not at this time.

Response to program outcome evaluation and assessment? How were/are results used for program improvement?	**X** Professional Development **X** Intra-departmental changes □ Curriculum action □Requests for resources and/or services **X** Program Planning /Student Success: The results will be used to continue to improve staff development and professional development activities through webinars, workshops, trainings, conferences and department and division collaboratives.