Student Services Annual Program Review Update

I. General Information   Date: 6/22/10

Program/Department: DSP&S - Disability Support Services
Authors of Report: Kevin Glapion, Maria Delas, Esther Halwani

II. Status Since Previous Program Review

What significant changes have occured since the last complete program review? Were those changes based on SSLO assessments? How have these changes affected your program? You may also address how these changes affect the following: resource allocation requests, strategic initialtives, "main areas for improvement", mission statements, or physical/organizational restructuring.

Change:	Effect:
Change:	Effect:
Change:	Effect:
Change:	Effect:

III. SSLO Information

	How many SSLOs have been written?	How many were assessed in 2009-10?	How many are committed to be assessed in 2010-11? **To Be Determined**	How many SSLOAC* were completed in 2009-10?	How many SSLOAC are committed to be completed in 2010-11?
Program/Department:	2	2	TBD	2	TBD

	Total	How many participated in writing SSLO?	How many participated in assessment phase in 2009-10?	How many will participate in assessment phase in 2010-11?	How many participated in Reflection & Enhancement discussions in 2009-10?
Faculty/Staff in Program:		3	3	11	11

*SSLOAC = *a complete **SSLO A**ssessment **C**ycle includes writing an SSLO, assessing the SSLO, reflecting on the results /process, and planning enhancements to improve student learning/acheivement.*

SSLOAC Discussion and Analysis: Summarize the discussions and analyses of your program/departments' SSLOAC results.

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Based upon evidence, what recommendations / actions will the department make or take? What enhancements will be made to improve learning outcomes / services provided?

To Enhance our Program Practices and Procedures:

1) As a team, we will continuously strategize on different modes to educate students how to best contact and communicate with DSS. For example, we hope to encourage students to visit http://www.deanza.edu/dss/ to access our drop-in schedule and other contact information. The website will provide students the necessary information on how to contact DSS staff and faculty via telephone, via e-mail, and will provide our drop-in schedule for an in-person meeting.

To Enhance our SSLO Process:

1) To enhance the clarity of our instrument, in the future we will consider using N/A, when items may not be applicable for all students.

2) "Mark all that apply" will be added to the instrument to promote clarity and allow students to select more than one option.

3) We will consider using pilot project in future to get staff input for enhancement of instrument and refine questions and reassure clarity.

4) To ensure the demographic and background of students is representative of our disability categories in the DSS environment, we will try to establish a more detailed list about specific disabilities to be listed on the assessment.

5) Important input was provided by DSS Senior Secretary, where several students indicated directly to her that certain Multiple Choice questions indicated A&B that they were automatically circled. Students assumed it was the correct answer.

Suggestions for the SSLOAC Discussion & Analysis (above):

DSS students demonstrated that they know how to access our services. By and large, students had demonstrated knowledge of accessing our services.

Patterns that emerge or are confirmed when SSLO data are viewed, either alone or in combination with other data (such as student success or retention rates) at the program level.

What your goals were for any 'benchmark' percentages and whether you achieved those goals. **Our**

Evidence of value derived from the SSLOAC process within your program.

Some of the challenges your staff and faculty continue to face in attempting to hit your program goals with respect to SSLO.

If enhancements/improvements that you have just identified can be implemented within your program or division's currently existing structures and allocated resources, then consider this update form complete and submit to Jim Haynes (haynesjim@deanza.edu).   If ADDITIONAL resources are needed through the Student Services Planning and Budgeting process, then complete Section IV. (below).

IV. Resource Requests: (Use this section ONLY if you have a NEW resource request)

Program/Department: None at this time.

Please submit your top three (or less) choices below in ranked order:

Item Name:	NA - we are not requesting any funds at this time.	Cost estimate 0

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Item Name: | NA - we are not requesting any funds at this time. | 0

Item Name: | NA - we are not requesting any funds at this time. | 0

What SSLO Assessment findings, if any, support and guide the resource request?	NA - we are not requesting any funds at this time.
How will the resource allocation specifically enhance your program's services, activities, processes, etc. to improve student learning and achievement?	NA - we are not requesting any funds at this time.
How will the resource enhance your program with respect to the College mission or Strategic initiatives and/or your program's goals for improvement as stated in your last program review?	NA - we are not requesting any funds at this time.
Other information that may be important to support your request?	NA - we are not requesting any funds at this time.