DEPARTMENT MISSION STATEMENT:
The mission of the Office of Disabled Student Services (DSS) at California State University, Fullerton is to increase access and retention for students with permanent and temporary disabilities by ensuring equitable treatment in all aspects of campus life. The program acts as a catalyst and agent for compliance with federal and state laws and regulations mandating equal opportunity and access for persons with disabilities.Disabled Student Services provides co-curricular and academically related services which empower students with disabilities to achieve academic and personal self-determination.

PROGRAM/SERVICE OVERVIEW:

DSS Networking Group – Satisfaction Survey

DSS Networking Group is a group therapy series offered weekly on a semester-by-semester basis by Disabled Student Services. It is a supportive group counseling atmosphere offered to DSS students in order to share personal goals and challenges related to having a disability. This group had two co-facilitators: one MFT Intern and one MFT Trainee under the supervision of a Licensed MFT in DSS. This group was created based on the requests of DSS students to want to connect and share experiences with other students with disabilities. This group therapy experience is designated as an “open group” meaning that there is the possibility of having new and old participants every week who are referred by DSS. Participants filled out post group questionnaire assessing their satisfaction with the group facilitator. Responses could range from 1 to 5: very much (5), average (3), not at all (1), and not applicable (no score).

TYPE OF ASSESSMENT:

☐ External Reports
☐ Needs Assessment
☐ Program Evaluation
☐ Student Learning Outcomes
☒ Student Satisfaction Assessment
☐ Student Success
☐ Utilization Data

PROJECT SAMPLE:

7 students participated in this assessment.

DATA COLLECTION TIMEFRAME:
Fall 2012

DATA COLLECTION METHODS:
Qualitative survey

LIMITATIONS:
Small sample size

SUMMARY OF RESULTS:

Overall, students indicated a high level of satisfaction with the DSS Networking Group indicating that their counselors listened well and were both competent and professional. The results show that the group members felt supported and encouraged in their therapeutic group process.

KEY FINDINGS:

Participant Scores

- 100% of participants indicated that the counselors listened well.
- 75% of participants indicated that their counselors were very sensitive in the group therapy interaction. 25% of students rated their counselors as being sensitive.
- 75% of participants showed that the group counseling experience was very helpful and productive while 25% indicated that it was both helpful and productive.
- 75% of participants showed that their counselors were very supportive and encouraging while 25% indicated that their counselors were supportive and encouraging.
• 100% of participants indicated that their counselors were very competent and professional.

APPLICATIONS OF FINDINGS:
Disabled Student Services has several strategic goals for the upcoming year based on this assessment which will improve the program and services provided:
1. DSS will continue to offer more psychoeducational therapy groups involving student learning related to their specific academic, career, or disability-related challenges.
2. DSS will offer a DSS Support Group to participants to further their disability management development.