Disabled Student Services New Student Orientation

The DSS New Student Orientation is offered once a year before the start of the fall semester. The goal of the DSS New Student Orientation is to inform first-time freshmen and transfer students registered with DSS of the policies and procedures dealing with disability-related accommodations students may need in their classes. Students are introduced to DSS staff, given informational presentations on various campus resources and disability-related services, given a tour of the Disabled Student Services office and adaptive computer labs, and shown informative videos explaining DSS policies and procedures. Additionally, students are asked to rate their satisfaction of services received based on their interaction with DSS staff.

LEARNING DOMAIN:
Self-Management

LEARNING OUTCOMES:
Student Learning Outcome #1- The student will understand the policies, guidelines, and responsibilities when using DSS Services.
Student Learning Outcome #2- The student will understand what their responsibilities are as a DSS Student in regards to testing procedures and guidelines.
Student Learning Outcome #3- The student will know what resources are available for Support Services as a result of the DSS Orientation.
Student Learning Outcome #4- The student will learn about different locations on campus that offer computers with assistive software and other assistive equipment.
Student Learning Outcome #5- The student will understand the process of meeting with their assigned DSS Counselor every fall and spring semester to discuss appropriate accommodations and their responsibility of giving their professors the Letters of Accommodation provided with the DSS Office.
Student Learning Outcome #6- The student will understand the importance of turning in the Testing Information Form a week before their scheduled exam.
Student Learning Outcome #7- The student will know at least one person (DSS Counselor or DSS Staff Member) at CSUF to whom they could go if they have questions or concerns.

PROJECT SAMPLE:
12 Students

DATA COLLECTION TIMEFRAME:
August 2012

DATA COLLECTION METHODS:
Qualitative survey

LIMITATIONS:
Small sample size
SUMMARY OF RESULTS:
The students who attend the DSS New Student Orientation are presented a great deal of information about DSS policies and procedures during a three and a half hour time period. The results of the survey indicated that first time-freshman and transfer students who are registered with DSS gained an understanding of the information presented to them during the DSS New Student Orientation. Most students have a good understanding of what their responsibilities are during their time as a registered student with DSS as well as the responsibilities of the DSS staff. Students indicated a high level of satisfaction when receiving services from DSS staff. During the course of the DSS New Student Orientation, which consists of DSS Staff presentations and informative videos, students are reminded that they can go online to refer to the DSS Handbook for Students and Faculty found on the CSUF website.

KEY FINDINGS:
- 58% of students indicated that the DSS Orientation helped them fully understand polices, guidelines and responsibilities when using DSS Services. 33% of students indicated that the DSS Orientation moderately helped them. 9% neither agreed nor disagreed.
- 58% of students indicated that they fully understood their responsibilities regarding testing procedures. 42% of students indicated that they moderately understood their responsibilities.
- 42% of students strongly agreed that they know what resources are available for Support Services as a result of attending the DSS Orientation. 58% of students moderately agreed.
- 58% of students strongly agreed that they had learned about different locations on campus that offer computers with assistive software and assistive equipment. 42% of students indicated that they moderately agreed.
- 58% of students strongly agreed to understanding the process of meeting with their assigned DSS Counselor every fall and spring semester to discuss appropriate accommodations and their responsibility of giving their professors the Letters of Accommodation provided by the DSS office. 33% of students moderately agreed. 9% neither agreed nor disagreed.
- 83% of students strongly agreed to understanding the important of turning in the Testing Information Form one week prior to the test date. 17% of students moderately agreed.
- 58% of respondents indicated they strongly agreed to know at least one DSS Counselor or staff member at CSUF to whom they could go to if they had questions or concerns. 33% of students indicated that they moderately agreed. 9% neither agreed nor disagreed.

2013-2014 STRATEGIC GOALS:
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 make sure that all student questions are answered during or after the DSS Orientation by setting aside time for questions and providing specific DSS counselor contact information at the end of the Orientation.
2. Due to the positive feedback from students using a group learning format, DSS will continue to offer more groups involving student learning related to their specific academic, career, or disability-related challenges.

The student assessment data from 2009-2010, 2010-2011, 2011-2012, and 2012-2013 have similar results which are favorable within a small sample size in the areas of student learning outcomes.