Disability Support Services

ASSESSABLE OUTCOME
Students will receive quality orientation services at the yearly New DSS Student Orientation.

OUTCOME SUPPORTS
☒ University: Goal 1
☒ Division: Goal 5
☐ Department: ______________
☐ Other: ________________

DATA COLLECTION TIMEFRAME
July 1, 2014 – June 30, 2015

OUTCOME TYPE
☒ Performance Outcome
☐ Student Learning Outcome

ASSESSMENT APPROACH
☐ Direct assessment
☒ Indirect assessment
☐ Both direct and indirect assessment

DATA COLLECTION METHODS
Survey

METHODS AND MEASURES
DSS conducts a DSS New Student Orientation prior to the start of the fall semester. At the end of this orientation a survey (DSS New Student Orientation Survey) is administered to new DSS students to determine their satisfaction of the orientation and understanding of how to access DSS services. This survey data will be inputted by DSS into the baseline system.

DSS reviewed the following:
• 1 question regarding the length of the orientation (Too long, appropriate or short)
• 13 questions featuring topics regarding student's experiences with the DSS staff members which include: The DSS Staff Members were… Available (utilizing a Likert scale).

The first 6 questions were analyzed to understand the student’s perceptions of the quality of the orientation. Questions 7-14 will be analyzed to see if students learned how to access DSS services.

CRITERIA OF SUCCESS
80% of students will at least moderately agree to having experienced an overall quality orientation.
80% of students will at least moderately agree to understand how to access DSS services.
DATA COLLECTION AND ANALYSIS
Both Criteria 1 and 2 were met (and exceeded 80% of student's at least moderately agreeing to experiencing an overall quality orientation and understanding how to access DSS services):

• 100% Strongly/Moderately Agreed that the DSS Orientation helped them understand the policies, guidelines and responsibilities when using DSS Services.
• 100% Strongly/Moderately agreed to the following statement: I understand what my responsibilities are as a DSS student in regards to testing procedures and guidelines
• 96% Strongly/Moderately Agreed that the DSS orientation helped them understand the resources available for support services.

IMPROVEMENT ACTIONS
We will utilize the data that we found to do the following:

• Review 2 open ended questions providing information regarding orientation program improvement.
• Create and adjust survey questions for a direct assessment.
• Attend a Disability related Student Learning Outcomes Assessment conference to identify and incorporate this insight and knowledge into this survey and our department.