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

OUTCOME SUPPORTS
☑ University: Goal 1
☑ Division: Goal 5
☐ Department:
☐ Other:

OUTCOME TYPE
☑ Performance Outcome
☐ Student Learning Outcome

DATA COLLECTION METHODS
- Survey

ASSESSMENT APPROACH
☑ Direct assessment
☐ Indirect assessment

METHODS AND MEASURES
DSS conducts a DSS New Student Orientation (NSO) 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 staff into the baseline system. DSS will review the data understand the student’s perceptions of the quality of the orientation and to determine if students learned how to access appropriate DSS services.

CRITERIA OF SUCCESS
CRITERIA 1: At least 80% of students will be satisfied with the orientation:
- Strongly agree/agree to having experienced an overall useful orientation.
- Strongly agree/agree to having experienced an overall engaging orientation.
- Strongly agree/agree to having experienced an overall insightful orientation.
- Strongly agree/agree to having their questions were answered during the orientation.

CRITERIA 2: At least 80% of students strongly or moderately agreeing to understanding how to access DSS services:
- Students understand that they must meet with their assigned DSS Counselor to discuss accommodations once every academic year and provide their professors with their letters of accommodation to access academic accommodations.
- Students understand how to access academic accommodation services as reflected in their response to a numerically-ordered question.
- Students understand how to access testing accommodation services as reflected in their response to a numerically-ordered question.
- Students understand the specific CSUF locations that provide accessible technology as reflected in their response to a check box question.
- Students understand all the services that are available at DSS as reflected in their response to a check box question.
DATA COLLECTION AND ANALYSIS

At total of 31 students completed this survey. It was noted that 47 students RSVP’d to this event so perhaps some students were unable to fill out this survey.

CRITERIA 1: Overall, 97% of students at least moderately agreed to having experienced an overall useful, engaging and insightful orientation (goal was 80%).

- 100% of students strongly or moderately agreed to having experienced an overall useful orientation.  
  - It is important to note that in 2016: 91% of students strongly or moderately agreed to having experienced an overall useful orientation. This is an increase of 8% in student’s reporting to have experienced an overall useful orientation was noted.
- 93% of students strongly or moderately agreed to having experienced an overall engaging orientation.  
  - It is important to note that in 2016: 71% of students strongly or moderately agreed to having experienced an overall engaging orientation. This is a significant increase of 22% in student’s reporting to have experienced an overall engaging orientation was noted.
- 93% of students strongly or moderately agreed to having experienced an overall insightful orientation.  
  - It is important to note that in 2016: 85% of students strongly or moderately agreed to having experienced an overall insightful orientation. This is an increase of 8% in student’s reporting to have experienced an overall insightful orientation was noted.
- 100% of students strongly or moderately agreed that their questions were answered during the orientation.  
  - It is important to note that in 2016: 97% of students strongly or moderately agreed that their questions were answered during the orientation. This is an increase of 3% in student’s reporting to having all their questions answered during the orientation was noted.

CRITERIA 2: Overall, 96.8% of students understand how to access DSS services:

- 97% of students understand that they must meet with their assigned DSS Counselor to discuss accommodations once every academic year and provide their professors with their letters of accommodation to access academic accommodations.  
  - It is important to note that in 2016: 85% of students strongly or moderately agreed to understand that they must meet with their assigned DSS Counselor to discuss accommodations once every academic year and provide their professors with their letters of accommodation to access academic accommodations. This is an increase of 12% in student understanding of yearly
- 97% of students strongly or moderately agreed to understand how to access academic accommodation services as reflected in their response to a numerically-ordered question.  
  - It is important to note that in 2016: 91% of students strongly or moderately agreed to understand how to access academic accommodation services as reflected in their response to a numerically-ordered question. This is an increase of 6% in
students understanding of how to access academic accommodation services was noted.

- 93% of students strongly or moderately agreed to understand how to access testing accommodation services as reflected in their response to a numerically-ordered question.
  - It is important to note that in 2016: 91% of students strongly or moderately agreed to understand how to access testing accommodation services as reflected in their response to a numerically-ordered question. This is an increase of 2% in student understanding of how to access testing accommodations was noted.

- 100% of students strongly or moderately agreed to understand the specific CSUF locations that provide accessible technology as reflected in their response to a check box question.
  - It is important to note that in 2016: 98% of students strongly or moderately agreed to understand the specific CSUF locations that provide accessible technology as reflected in their response to a check box question. This is an increase of 2% in student understanding of where specific CSUF accessible technology locations are located was noted.

- 97% of students strongly or moderately agreed to understand all the services that are available at DSS as reflected in their response to a check box question.
- It is important to note that in 2016: 92% of students strongly or moderately agreed to understand all the services that are available at DSS as reflected in their response to a check box question. This is an increase of 5% in student understanding all the services available at DSS was noted.

**IMPROVEMENT ACTIONS**

The DSS NSO feedback was highly positive and favorable as reflected in the report featured above. As revealed in the student surveys, DSS has achieved their goal (proposed in the 2016 assessment report) to make a conscience effort to provide students with a more engaging 2017 DSS NSO experience:

- Created a more engaging and interactive DSS NSO by incorporating the following strategies:
  - Offered the DSS NSO later in the morning to accommodate student’s level of alertness and engagement (as requested by students)
  - Created a resource fair as a means to provide students with options to explore various opportunities throughout the CSUF campus
  - Coordinated and facilitated a Student Panel to provide students with an opportunity to learn from other seasoned DSS students
  - Created and facilitated engaging interactive community building activities to elicit a sense of disability pride, community and inclusivity

As a result of responding to student feedback and transforming the orientation structure, DSS was able to achieve: an increase of 22% in student’s reporting to having experienced an overall engaging orientation. We are utterly proud and ecstatic about these results and can’t wait to plan our 2018 DSS NSO!