

VALENCIA COMMUNITY COLLEGE
Student Affairs Department Action Plan
WEAVE Online Form

Active Cycle (academic year): **2011-2012**

Area (Department/Program): **Office for Students with Disabilities**

Person Responsible: **Debbie Larew, Director, Students with Disabilities**

	Plan
1. Goal -principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	To conduct a systematic assessment of the processes of the Office for Students with Disabilities (OSD), including the registration and advising process, the Alternative (Alt) Format process, and the Department website and student handbook. This assessment is necessary to ascertain more effective ways to provide services to students with disabilities. By determining any possible unintended barriers, students will have increased access and thus potentially better opportunities for success.
2. Objectives -what will be accomplished and measured	<ol style="list-style-type: none"> 1. Create a <u>student survey</u> to assess registration and advising as well as the effectiveness of the Alt Format process. 2. Complete a <u>collaborative review of the website and student handbook</u>. 3. Conduct a <u>process map</u> regarding the Alt Format process. 4. Conduct a process map of the registration and advising process.
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	<ol style="list-style-type: none"> 1. The student survey will be created in Fall 2011 and submitted to the Institutional Review Board. The approved survey will be sent to students in the spring of 2012; its results will be compiled and reported during Summer 2012. 2. The Director will review and revise the website including the student handbook. The reviewed handbook will be distributed to key OSD staff who will be asked for feedback and review. The newly revised student handbook will be published to the OSD website. 3. OSD will conduct an analysis of our processes. This mapping will be used to identify any areas where the processes could be conducted more efficiently and thus serve students better. The objective will be completed when the mapping project has been completed and a final report with recommendations has been submitted by Deb Larew to Dr. Sonya Joseph, Assistant Vice President, Student Affairs.
4. Action Plan – what is the implementation plan?	<ol style="list-style-type: none"> 1. a. The staff will assist in the creation of survey questions by December 2011. This will be added to their PDP goals for 2011-2012. b. Once the survey is created, the Director will run the survey through Valencia's IRB process. c. The survey will be delivered to students via their ATLAS email account in early February 2012. The results will be tabulated and a report will be delivered to both OSD staff and Dr. Joseph. 2. After review and revision of the student handbook, the Director will submit revisions to the OSD staff for their feedback. The final revised student handbook will be posted to the OSD website by May 2012. 3. I will arrange for the facilitation of two process mappings, one for advisors and coordinators and one with the Alt Format delivery process. The results of these process mappings and any subsequent recommendations will be compiled into a report in Spring 2012.

<p>5. Achievement Summary/Analysis- What was learned from the assessment results? What changes will you make in your initiative for the year to come?</p>	<p>1. The student survey ended on April 27th. (Survey results – Appendix A) There was a 16% response rate. Overall, students responding to the survey indicated that the services at the OSD met or exceeded expectation (98%). However this survey revealed some areas where we can improve our services. Specifically our note-taker system was reportedly problematic for some students. In addition, students reported that the OSD should increase communication with professors and make them more aware of the needs of students with disabilities. So these will be two projects for next year’s focus in the Unit Plans and PDP objectives. In addition, the survey revealed that over 60% of our students are coming directly from the high schools. We need to focus on better communication to our incoming students as well. Therefore we will participate in more Open House type of workshops in collaboration with other campus departments (College Night, etc.) and research the feasibility of hosting our own optional OSD orientations for parents and students.</p> <p>2. The student handbook and the website were updated through a collaborative review by all Coordinators and the Assistant Director; it is now posted on line and is available to students, faculty, and staff. These will need to be reviewed annually but major changes will not be necessary for the foreseeable future.</p> <p>3. The process mapping resulted in a streamlined process and more clear communication regarding the Alt Format process. Staff reported a more seamless response to the process. 80% of students responding to the Alt Format survey questions reported that they had no problem with the delivery of their books in electronic format. However, the Alt Format request system is still not efficient. Therefore it will again be a focus of next year’s PDP objectives and Unit Plan. The OSD needs to identify a more effective way to systematically order the electronic texts for students.</p>
<p>6. General Education Learning Outcome</p>	<p>Ethical Responsibility: Demonstrate awareness of personal responsibility in one's civic, social, and academic life.</p>
<p>7. Strategic Plan Outcome</p>	<p>Building Pathways, Transition and Persistence</p>

#6 and # 7 Under Outcomes in WEAVE, you can select “General Education Learning” and/or “Strategic Plan Outcome” from the drop down list in WEAVE. You can select all that you believe relates to your Goal and Objective.