Assessment: Assessment Plan

Operational (Student Services) - Disabilities Support and Related Services

GBC Mission: Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

Unit Mission: The Disability Services Office, Student Retention Program, and Related Resources mission is to ensure equal access to all educational programs at Great Basin College and to retain an optimal student body population through retention activities and services.

Outcome: Coordinate reasonable accommodations within the Classroom

Coordinate reasonable accommodations within the Classroom for eligible students with documented disabilities in an effective and concise manner.

Outcome Status: Active
Assessment Year: 2014-2015, 2019-2020
Start Date: 12/01/2015

Assessment Measures

Internal Tracking - The incoming requests for Accommodations will be tracked by date pertaining to when they were received and when the accommodations were approved and students and faculty are notified with the official accommodation memo. (Active)

Criterion: 100% of Student requests for Accommodations will be approved and the Accommodation memo sent to faculty and eligible students one week before the start of each semester (Accommodations applications used in this assessment will need to be received at least 30 days before the start of instruction for the term).

Notes: An excel spread sheet will be created of the students that submitted accommodation request forms and enrolled in classes at least 30 days prior to the start of the term.

If the standard is not met the extent to which it was not met and reasons for not meeting the standard will be explored. A series of policy and process management steps will be initiated to move toward meeting the standard.

Outcome: Respond to Early Alert System notifications of students determined to be at risk

Respond to Early Alert System notifications of students determined to be at risk and provide resources and services that will increase their likelihood of completing their educational goals.

Outcome Status: Active
Assessment Year: 2015-2016, 2020-2021
Start Date: 07/01/2015

Assessment Measures

Internal Tracking - The percent of Early Alert notifications that were assigned to retention staff within 2 working days from the time the alert was first received. (Active)

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Criterion: At least 90% of the Early Alerts will be assigned to retention staff within 2 working days form the date submitted.

Internal Tracking - The percent of Early Alert notifications that were contacted and provided resources and services that could increase retention and completion rates.
The Early Alert notifications were tracked and each contact made in response to the alert was reviewed to see if either an in-person, phone, or
email contact was made and if resources and services were provided in this contact. (Active)

Criterion: At least 90% of the Early Alert notifications received should have been contacted and provided information about resources and services that could increase retention or completion rates.

Internal Tracking - The percent of Early Alert notifications that were responded to within 5 working days of when the Early Alert was first Received. (Active)

Criterion: At least 90% of the Early Alert notifications received will be responded to within 5 working days from the day the alert was submitted by faculty.

Internal Tracking - Track the received Early Alerts and identify the percentage of Alerts that were contacted and provided resources and services that would increase the students' likelihood of completing educational goals. (Active)

Criterion: At least 90% of the Early Alerts received should have been contacted and received information about resources and services that could increase retention and completion rates. The students are considered to have been contacted if they received a telephone call where information was given or if they received an email where information was given.
Notes: • The people soft system is currently set up to record the needed information. The Early Alerts for fall 2020 and spring 2021 will be reviewed and the percentage of students contacted will be identified.
•   As a result of the assessment we will review the process for assigning alerts and contacting alerts to ensure at least 90 % of the Alerts received are contacted and provided information on resources and services.

Internal Tracking - Track the time that elapsed between when the Early Alert was received and when the student received information about services and resources that would increase the likelihood of reaching educational goals. (Active)

Criterion: At least 90% of the early alerts received will be responded to within 5 working days from the day the alert was submitted by faculty.
Notes: The People Soft system indicates what day the early alert was submitted by faculty. At the end of each term a report will be run to determine the number of days that elapsed from the time the alert was submitted to the day when contact with the student was made. Contact will be defined as having talked to the student via phone or sending an email to the student's preferred email address in the People Soft system. If the criterion is not met steps will be taken to reduce the amount of time

Outcome: Student Satisfaction

Students are satisfied or very satisfied with their accommodations and advising.

Outcome Status: Active
Assessment Year: 2016-2017, 2018-2019
Start Date: 07/01/2016

Assessment Measures

Survey - Noel Levitz Student Satisfaction Inventory question 86. Institution's commitment to students with disabilities. (Active)

Criterion: Student satisfaction with this question is maintained or increases compared to the previous survey results.
Notes: Dec 2012 - 5.81
April 2014 - 6.08 -- a statistically significant increase at the .05 level

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Survey - Satisfaction survey for students receiving disabilities services. (Active)
Criterion: 80% of students are satisfied or very satisfied with accommodations and advising **Notes:** Work with IRE to develop a survey to go out to everyone receiving disabilities services in Dec. 2016 and again in May 2017.

Outcome: Documentation Audit

Documentation meets legal requirements and is fully auditable
Outcome Status: Active
Assessment Year: 2017-2018, 2020-2021
Start Date: 07/01/2016

Assessment Measures

Internal Tracking - Randomly select 15% of students receiving accommodation and gather all documentation for review. (Active)
Criterion: 95% of students reviewed receive appropriate evaluations of accommodation.

Outcome: Students are satisfied or very satisfied with services provided through the Disability Resource Center.

Students are satisfied or very satisfied with services provided through the Disability Resource Center.
Outcome Status: Active
Assessment Year: 2016-2017, 2018-2019
Start Date: 07/01/2016

Assessment Measures

Survey - Implement a survey which will measure the student's satisfaction with services from the Disability Resource Center. (Active)
Criterion: At least 80% of Students receiving services through the Disability Resource Center will indicate a favorable satisfaction level. Favorable will be defined as meeting or exceeding the student's expectations. **Notes:** Students receiving accommodations will be identified each term and a satisfaction survey will be emailed to each at the end of each term. The survey will be sent through Google Doc Forms and responses to the survey will be anonymous. The results of the survey will be evaluated and a report compiled after responses are received.

Outcome: Evaluate documentation of students applying for accommodations in a fair and effective manner (Documentation Audit).

Evaluate documentation of students applying for accommodations in a fair and effective manner (Documentation Audit).
Outcome Status: Active
Assessment Year: 2017-2018, 2020-2021
Start Date: 07/03/2017

Assessment Measures

Internal Tracking - New applications for accommodations or requests to update accommodations will be reviewed and the

decisions evaluated. 95% of the reviewed files will receive a positive review for adherence to legal requirements by a superior qualified to make such an evaluation (at this time arrangements have been made for John Albrecht to evaluate the decisions made in response to submitted documentation).   (Active)

Criterion: 95% of the reviewed files will receive a favorable determination.

Notes: The reviews for new and updated requests for accommodations will be tracked using an Excel spreadsheet. The applications will be assigned a number and then 15% of the total applications received for the year will be randomly selected for a detailed audit and determination of adherence to legal requirements.

Internal Tracking - All new documentation from students requesting accommodations will be dated and the time taken to evaluate and determine appropriate accommodations for the applicant will be tracked. (Active)

Criterion: 90% of the students will receive a written response concerning their request for accommodations within 15 calendar days from when the documentation was received in the Disability Resource Center.

Notes: Each time documentation is received for a student, the date will be entered in a log. Subsequently the date when the response, concerning accommodation requests is emailed to the student, will also be logged.