

Chabot DSPS

SAO 1: Ensure excellent and equitable student access to accommodation services, to support student persistence towards equitable educational goal attainment.

SAO 2: Promote student and staff awareness about accommodation services, through multiple modes of outreach and inreach, to increase the number of students that are aware of and utilizing accommodation services

Results of DSPS staff survey on our SAOs, August 2022

SAO 1 , What is DSPS doing well

1. Support students remotely, evidenced by numerous DSPS students transferring and completing degrees during the pandemic
2. Provided access to all applicable accommodations. Evidence via the requests for accommodations requested and provided. Back-up via SARs data, testing scheduling, and alt media requests.
3. DSPS meetings include discussions of challenges and collective problem solving, including discussion for specific student issues. Information about updates (i.e., websites, forms, etc.) are also shared and discussed.
4. Numerous accommodations available, and if a student does not have verification, referrals are made for ways to get verification, such as out LNSK 116 program.
5. Assistance with services and class selection to achieve goals
6. DSPS has been seeing a lot of new students, providing them accommodations, and getting them counseling for class selection.
7. Student academic skills are improving based on test result progress.

SAO 1, Where do we have room for growth

1. Better knowledge of new and emerging smartphone accessibility apps
2. Increased streamlining of process from intake to accommodation request fulfillment
3. Increased consistency of procedures, more remote counseling
4. Improved communication channels
5. Updated technology for better direct service/self-service in the classroom
6. More counseling services over the summer
7. Greater variety of DSPS course offerings, especially those catering to students with cognitive disabilities, which there is an increase of as evidenced in enrollment

SAO 1, How can we have continuous improvement in our services?

1. Continue prompt and friendly service
2. Adopt new tools for efficiency, such as Symplicity
3. Increase remote counseling options
4. Increased responsiveness and growth, especially as relates to adapting to post-pandemic services
5. Continue to provide LD assessments in an affordable manner for the community
6. Increase the spread of counselor coverage over the summer
7. Continue to adapt to meet changing needs of the student population

SAO 2 , What is DSPS doing well

1. The majority of faculty are aware of the accommodation process through DSPS. Very rare to receive basic questions like what an accommodation form is and what their role as instructor with it is.
2. Currently, we have outreach to local high schools, special events such as the DSPS orientation, and Accessibility Awareness Day. Attendance at these is usually pretty good.
3. Developing a learning community for our students that need to improve their college skills.
4. Great effort has been made doing outreach to students, staff, and community
5. DSPS participates in all campus outreach and fairs. DSPS staff participate in and do outreach to local high schools and adult schools. DSPS staff do professional development sessions as well as provide information via email.
6. DSPS helps all students by providing information on all services available
7. DSPS regularly updates their website to make sure the information is clear and easily accessible. Student orientations and flex day presentations educate everyone on the accommodation processes.
8. DSPS is working to offer more non-credit courses to create learning communities for students with disabilities.

SAO 2 , Where do we have room for growth

1. Increase our network of contacts with feeder schools
2. Strengthen our social media channels
3. More outreach to incoming high school students and adult schools
4. Continue making connections across campus, increasing our visibility to students and staff. Also, larger Disability Awareness events. Greater coordination with the Able-Disable Club.
5. Increase campus staff awareness about neurodiversity through more sessions, workshops, and professional development
6. More practical training with readiness for employment as the goal, which some students have requested.

SAO 2 , How can we have continuous improvement in our services?

1. Upcoming FLEX Day focused on DSPS and accommodations will be good to repeat again in the future
2. For the first time ever, DSPS Services/Accessibility will be the focus of a FLEX Day. DSPS should be a part of every Flex Day.
3. Early preparation for fall outreach to high schools
4. Continue performing the efforts we already have been doing, and continually explore new methods as well
5. Continue working with local high schools and adult schools. Increase campus activities that educate about accommodation services
6. Provide more information about DSPS to the public, more classes for students with disabilities, and more adapted PE classes.
7. Continue to do outreach to educate students, faculty, and staff on the accommodation process.
8. Continue to listen to students' needs and adapt to those needs.

Results relevant for SAOs from 2021 DSPS survey

For Faculty

- 71% of faculty surveyed had made referrals to DSPS
- Faculty consulted with DSPS frequently for tech assistance
- 94% of faculty agreed they received timely responses from DSPS
- 60% of faculty had a disability statement in their syllabus

For students

- 95% of students agreed that they understand the rights and responsibilities of students with disabilities
- 92% said accommodation services helped them, reach their educational goals
- 96% said DSPS services were available online, making it easy to request assistance
- 93% were satisfied with the disability complaint process