

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area Disability Resource Center (DRC)

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Academic Year: 2015-16

I. Student Services Area Overview

1. Mission Statement

The Norco College Disability Resource Center (DRC) is committed to providing students with disabilities access to academic accommodations and empowering them with resources to support their success in the institution. We also aim to create a rich and inclusive learning environment through promoting awareness and equipping faculty/staff with strategies related to working with diverse student populations. Revised 2015

2. Philosophy Statement

DRC is dedicated to ensuring students with disabilities have the opportunity to engage in all aspects of the campus and achieve their academic and personal aspirations. Thus, we continuously evaluate the quality of

2. The DRC staff attended the update to the Title 5 Regulations for DSPTS at Cerritos College. The changes to the statewide program are significant and will take coordination with the other colleges and the district MIS office.
3. The DRC staff transitioned to move all paper files into the Student Accommodations Management (SAM) system with coordination with Riverside and Moreno Valley Colleges. This effort is also being coordinated with a number of community college disability services programs throughout the system.
4. The CAPED convention in October was attended by the DRC staff in addition to a veterans conference to increase understanding of the disability needs of veterans attending community college.
5. DRC counselor and LD specialist, Kimberly Bell, participated in the academic senate and made meaningful connections with instructional faculty and regularly informed the senators about disability related accommodations updates.
6. One hundred percent of DRC students responded that they were satisfied to very satisfied with the customer (student) service they received from DRC staff and the majority were satisfied with the new office space.

5. Students Served

The DRC office serves a diverse range of students with documented disabilities. Over the years, the number of students who receive academic accommodations facilitated by DRC increased substantially, peaking in 2012. Since then, as a result of demographic shifts and needs, the unduplicated headcount of DRC students has decreased the last two years. Below is a table of the unduplicated headcount of students served from 2006-2015:

Academic Year	Unduplicated Student Headcount Primary Disability	Unduplicated Student Headcount Secondary Disability	Unduplicated Student Headcount Total	Duplicated Student Headcount (Students Served)
2006-07	317	33	317	543

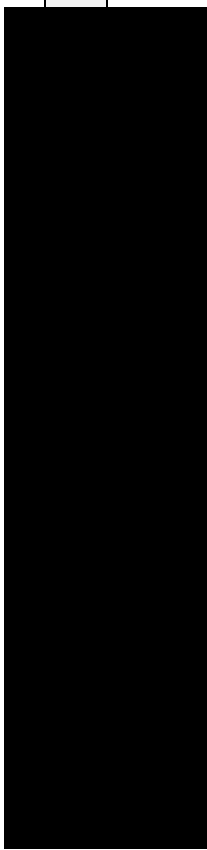
II. Assessing Outcomes

	student population.		to transfer, career and technical education, certificates and degrees.”				services beyond access to accommodations.	
3.	Increase the number of DRC students who develop an educational plan.	(SAO) First time DRC students will complete or update a comprehensive Student Educational Plan (SEP).	Norco College provides “educational opportunities, celebrating diversity, and...foundational skills and pathways to transfer, career and technical education, certificates and degrees.”	70% of first time DRC students will have a completed or updated comprehensive Student Educational Plan (SEP).	Compilation of completed SEP's are kept in the students' case files. SEP completion will be tracked in program database and in OnBase system.	Annual: 188 of 200 first time DRC students developed an SEP during 201415 for a 94% rate. Of these SEPs, 86 of them were developed with the DRC counselor.	The number of DRC student intakes and the rate of SEPs developed by those students exceeded the target rate. Further analysis of the data will be conducted and efforts will be made to encourage more new students to receive academic counseling from DRC.	A) Continuo assess

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II.2.A. 2015-2016 Assessment Plan for Student Services Area Disability Resource Center (DRC)

Objectives:

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Improvement Recommendations

DRC students' success rate for spring and fall 2015 exceeded the target rate. In both terms, DRC students were also equal to or exceeded the success rate of the general students. One of the areas of improvement for this topic for 2016 will be to provide academic success workshops geared towards students with disabilities. The DRC staff and faculty will collaborate to develop strategies that can further improve the academic success rate of DRC students.

SLO #2: DRC students' term-to-term persistence rate will be comparable to that of the general student population.

Findings/Data Analysis

The term-to-term persistence rate of DRC students from fall 2014 to spring 2015 was 76% compared to the general population's 73%. The annual persistence rate from fall 2014 to fall 2015 fell for both groups, but DRC students outperformed students from the general population by 10 percentage points (68% to 58%). The stronger persistence rate for both timeframes is another indicator that DRC students are doing well academically compared to the general student population.

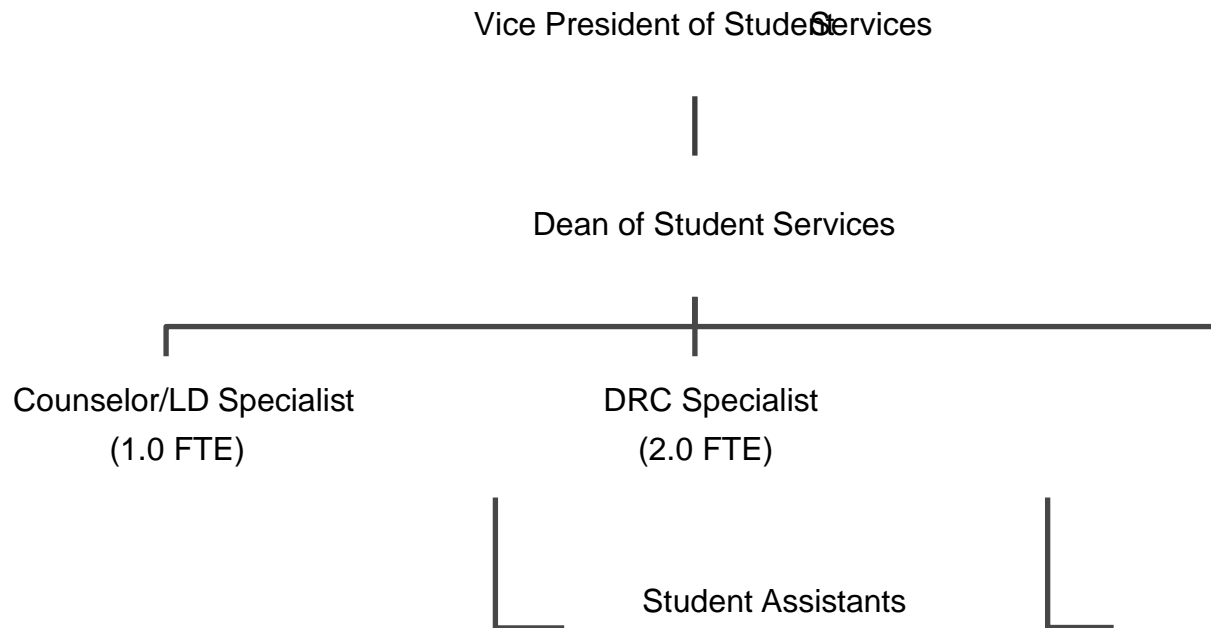
Improvement Recommendations

The 39% SEP development rate for new DRC students is significantly lower than the target and approximately 50 percentage points lower than the 2014

III. Needs Assessment

1. Staffing Level

Disability Resource Center (DRC) Organizational Chart



3. Director (FT)

Reason:

The DRC continues to see increases in the number of students it serves and complexity of issues resulting from their disabilities. For example, Norco College has a growing population of students on the Autism Spectrum Disorder (ASD) and those with psychological disorders. Meeting the accommodation needs of these students requires specialized training of staff, raising awareness among faculty and staff, and working more closely with parents and disability advocates. DSPP as a program is also in the midst of a statewide Title IX DRC Coutio7.e -4 9. (e4 T54 (u)6. (e W0/LBo)14B364 T54 72.48 262.68549

Unit Name: Disability Resource Center (DRC)

5. Equipment (Not including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2016-2017

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area chair for accurate cost estimates.
If equipment needs are linked to a position please be sure to mention that linkage.

Unit Name: Disability Resource Center (DRC)

7. Facilities Needs Not Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2016-2017
(Remodels, Renovations or added new facilities)

8. Professional or Organizational Development Needs Not Covered by Current Budget*

<p>List Professional Development Needs for Academic Year 2016-2017 Reasons might include in response to assessment findings or the need to update skills. Please be as specific and as brief as possible. Some items may not have a cost per se, but reflect a need to spend current staff time differently. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request

1. CAPED Annual Convention

Reason:

The annual California Association for Postsecondary Education and Disability (CAPED) Convention brings together disability service professionals throughout the state to learn and share ideas and practices. Due to the changing

Unit Name: Disability Resource Center (DRC)

9. SAFETY NEEDS not covered by current budget

List Safety Needs for Academic Year 2016-2017
Please list/summarize the needs of your unit (-0-)

Unit Name: Disability Resource Center (DRC)

9. OTHER NEEDS notcovered by current budget

List Other Needs for Academic Year 2016-2017

Please list/summarize the needs of your unit below.

Appendix

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
 - a. By providing educational opportunities
 - b. By celebrating diversity
 - c. By promoting collaboration

2. Provides support and encouragement through
 - a. Innovative approach to learning
 - b. Application of emerging technologies

3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:

- x SLQ Students will learn the services available through WebAdvisor.
- x How it is linked to the Mission Statement – Provides support and encouragement through application of emerging technologies.