

# 2017-2018 Program Review

## DSPS

### WCC - DSPS Program Recommendations

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**Year of Review:** 2017-2018

**Type of Review:** Annual Update

**Program Description :** The Department of Supportive Programs and Services (DSPS) offer eligible students access to a variety of specialized support services. These services are intended to assist college students with disabilities to successfully participate in college programs and activities. The accommodations are available for those students with a verified temporary or permanent disability.

Student's applying for DSPS services are responsible for providing documentation to verify their disability. Each disability group has different eligibility standards. Accommodations are developed on an individual basis and all disability related information is kept strictly confidential.

#### **Executive Summary (Include a list of team members):**

1.) As one of the larger programs on campus, DSPS has historically served up to 400 students a year and consists of four full time employees. Full time staff members include the Program Coordinator, a Learning Disability Specialist , a Program Specialist and a Clerical Assistant. Both the DSPS Coordinator and Learning Disability Specialist meet with students on a regular basis to develop mandated accommodations and provide general assistance to students enrolled in the program. Both also provide support to instructors on campus by helping them identify students eligible for the program as well as facilitating the implementation of accommodations. The Program Coordinator manages the day to day operations of the department, promotes outreach and ensures both state and federal compliance of the program. In addition to student accommodations, the Learning Disability Specialist meets with students to track accommodations and implement student interventions for those students not making satisfactory progress. The LD Specialist is also responsible for department SLOs, conducting learning disability testing and meeting with students on a regular basis to assist them.

The Program Specialist is responsible for office management, oversight of test proctoring services and the implementation of alternative media development such as electronic text and braille. DSPS also employs a FT clerical position who supports the program with data management and various compliance tasks as well as provides test proctoring assistance and helps students with general questions.

2.) DSPS Staff Consists of the following:

- \* Todd Sasano, Coordinator
- \* Mayra Martinez, Program Specialist
- \* Manuela Dragos, Learning Disability Specialist
- \* April Killough, interim Clerical Support

DSPS collaborated with the following personnel when developing this program review:

- \* Sonia Ortiz-Mercado, Dean of Student Services

\* Laney Magney, Counselor EOPs

**Program Mission Statement:** The Department of Supportive Programs and Services (DSPS) is dedicated to providing equal access to educational opportunities for students with verified disabilities.

DSPS staff are committed to providing quality support services to ensure that every qualified student is afforded the opportunity to maximize his/her ability to succeed at Woodland Community College.

**Industry Trends and Program Data Analysis :** The following unduplicated student counts are provided to show the significant growth of the program since the new DSPS Director was hired in July of 2008.

2006-2007: 109 students served

2007-2008: 138 students served

\*\* New Director Hired \*\*

2008-2009: 246 students served

2009-2010: 282 students served

2010-2011: 321 students served

2011-2012: 390 students served

2012-2013: 398 students served

2013-2014: 359 students served

2014-2015: 418 students served

2015-2016: 322 students served

For 2016-2017, Woodland Community College served a total of 372 students.

The Clear Lake campus was added to Woodland Community College in the summer of 2016. The following are unduplicated student counts that were provided by the Clear Lake campus:

2011-2012: 64 students served

2012-2013: 60 students served

2013-2014: 58 students served

2014-2015: 81 students served

2015-2016: 78 students served

2016-2017: 67 students served

Clear Lake DSPS staff consists of .49 PT DSPS specialist.

**SLO Assessment Summary:** DSPS STUDENT LEARNING OUTCOMES

2016-2017

Criterion for success: Scores were recorded using a Likert scale using five options from very dissatisfied to very satisfied. In addition, students were allowed to respond with specific comments at the end of the survey.

Schedule: Surveys were given to students throughout the fall and spring semesters. The majority of surveys were distributed during finals in December and May.

DSPS students were given a two part survey. Section 1 was comprised of 7 questions rating: Access to DSPS services, quality of assistance, satisfaction of the program and if the accommodations created were helpful. In Section 2 of the survey, students were asked to rate specific accommodations they used.

Results from 192 students surveyed indicated over 90 percent of the students surveyed were very satisfied with access to disability services and found the staff helpful. Furthermore, over 90 percent of DSPS students found the program to be helpful and 99 percent indicated their accommodations contributed to their success at the college. Specific accommodations were rated and the majority of accommodations were rated very high. Test proctoring and note taking accommodations were rated relative lower. Please see attached documentation for specifics including student comments.

DSPS will track SLOs annually.

**Future Goals and Program Direction: \*\* Staffing \*\***

DSPS needs to expand staffing at both the Lake Campus and Woodland campus to effectively serve disabled students and ensure the college remains in compliance with Title V mandates.

The Lake Campus is projected to serve between 60-80 students for the upcoming year. The Lake Campus does not have a dedicated Learning Disability Specialist to develop mandated accommodations for their disabled student population. Last year the Woodland Community College LD Specialist provided accommodation assistance to the Lake Campus via Skype. Currently, Lake is allocating 10 percent time from an EOPs counselor (trained by WCC DSPS) to develop accommodations for Lake DSPS students. Historically, while under Yuba College, the Lake Campus has had a dedicated Learning Disability Specialist to serve the campus one day a week. This would be the recommendation when the Lake budget is resolved by administration.

Despite being one of the larger categorical support programs at Woodland Community College, the DSPS program continues to be understaffed. DSPS needs expanded clerical support to staff the DSPS office and ensure disabled students are provided timely support. Furthermore, because WCC administration has not moved to expand the Lake Campus DSPS staffing needs, staff at Woodland have had to pick up the slack by providing oversight of most of the compliance issues including data management for the Lake Campus.

In addition, the Woodland Community College Program Specialist coordinates all assistive technology and alternative media services.

**\*\* Identify additional test proctoring areas including private rooms \*\***

Veteran Services occupies the former DSPS test proctoring space and as a result, DSPS has lost access to three private testing rooms which have not been replaced. In addition, DSPS continues to have conflicts when sharing the designated test proctoring space in the assessment center with other programs. This has impacted the ability to test proctor on several occasions. Other times, students have complained about noise issues during test proctoring (which was noted in student surveys).

DSPS will work with the Dean of Student Services to identify other test proctoring areas on campus including securing additional private rooms for mandated DSPS test proctoring service. The Dean did identify a swing space which could be used for heavy test proctoring times such as midterms and finals. These rooms will require a proctor due to the inability to monitor the space because of closed doors and the lack of cameras.

Cameras are recommended for these new spaces as well as the private rooms in the assessment center to discourage cheating and help with the facilitation of test proctoring in general.

**\*\* Adding LEARN classes \*\***

DSPS will continue to investigate the development of Learning Assistance (LEARN) classes at the Woodland location. Proposed classes would focus on academic strategies and utilizing campus support services for students.

**\*\* Funding \*\***

DSPS will work with administration to investigate the use of SSSP and other monies to receive additional funding to support disabled students at the Woodland, Colusa and Lake campuses. In addition, at the time of this report, the Lake budget had not been determined.

**\*\* Outreach \*\***

DSPS will continue to promote outreach at local area high schools and county programs emphasizing students with disabilities. They will continue to partner with other student services programs and campus faculty and staff to assist with providing disabled students with access to postsecondary support services. DSPS will increase visibility and grow support services at the Colusa County Outreach Facility and Lake County campus.

**Feedback (Validation Team Use ONLY) :**

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## Recommendation: Identify additional test proctoring areas including private rooms

DSPS will work with the Dean of Student Services to identify other testing areas on campus (in addition to Building 700), including securing additional private rooms for DSPS test proctoring.

Two small swing spaces were identified for use, but rooms would require use of a proctor as there is no way to monitor space during test proctoring.

DSPS will work with the Dean of Student Services and the student services department to identify and prioritize room conflicts with the assistance of a centralized calendar system as well as ongoing communication among student services programs.

**Recommendation Priority:** 3. High Priority

**Year(s) Requested:** 2014-2015, 2015-2016, 2016-2017, 2017-2018

**Request Date:** 10/11/2017

**Supporting Evidence :** Test proctoring is a federally mandated accommodation for many of the students who participate in the DSPS program. DSPS proctors quizzes, midterms and final exams every semester.

Currently, there are multiple scheduling conflicts with other student services departments which often impact available test proctoring areas. In addition, limited office space has impacted availability of private rooms. Ultimately, it is the college's responsibility to provide test proctoring space to meet state and federal mandates related to disabled students.

**Evaluation Plan:** Currently, DSPS uses 3 private rooms and areas in the Assessment Center and Room 727 for distraction reduced test proctoring. DSPS will look to ensure all students with test proctoring accommodations have conflict free access to distraction reduced test proctoring areas including the use of private rooms.

### Plan of Action

**Facilities -** DSPS will work with the Dean of Student Services to identify other testing areas on campus including securing additional private rooms for DSPS test proctoring. (Active)

**Budgetary Impact:** None

**Timeline/Responsible Party:** On-going/ DSPS Coordinator and Dean of Student Services

**Location:** Woodland Community College - All

**Perkins Eligible:** No

### Status

**Reporting Year:** 2017-2018

10/02/2017

**Recommendation Progress:** Recommendation Needs Improvement/Attention

2 swing spaces were identified for DSPS use during heavy test proctoring times such as midterms and finals. More private rooms need to be identified and these swing spaces require proctors as there is no way to monitor students due to the closed doors and lack of cameras.

**Reporting Year:** 2016-2017

10/14/2016

**Recommendation Progress:** Recommendation Needs Improvement/Attention

on-going. Use data from previous semesters (e.g., testing rooms used, number of tests proctored, number of accommodations designating private rooms, etc), to determine need.

**Reporting Year:** 2015-2016

09/25/2015

**Recommendation Progress:** Recommendation Needs Improvement/Attention

DSPS will continue to work with the Dean of Student Services to identify a long term solution to address mandated test proctoring needs as related to limited space both during the semester and during final exams. Possible suggestions would include moving the department to the WAM or Tutoring Center if those centers are relocated in the future.

**Reporting Year:** 2014-2015

09/17/2014

**Recommendation Progress:** Recommendation Needs Improvement/Attention

DSPS is working with the Dean of Student Services to identify possible locations to facilitate both distraction reduced test proctoring as well as the test proctoring using private rooms.

# WCC - DSPS Program Recommendations

## Related Goals

College - WCC ACCJC

**Standard II B** - Standard II B: Student Support Services

## Recommendation: Provide clerical support for DSPS program.

DSPS needs a second FT clerical position to support the program and ensure compliance with Title V mandates associated with disability laws.

A second DSPS clerical position will provide duties associated with the daily operation of test proctoring which include securing, organizing and returning tests, managing appointments for testing, monitoring students during testing and scribing during tests.

This position will assist with a variety of compliance objectives including scheduling timely accommodations, managing test proctoring forms and assist with recording keeping of DSPS files. They will manage note takers, monitor adaptive equipment and be responsible for implementing preferential seating and ergonomic furniture in the classrooms. In addition, they will provide general support to DSPS students.

Clerical assistance and support will free up time for the Program Specialist to focus on budgeting tasks, assistive technology requests (e.g., Braille, Kurzweil) and other higher level office responsibilities while other the other clerical assistants can focus on data management,, implementation of accommodations and test proctoring responsibilities

**Recommendation Priority:** 3. High Priority

**Year(s) Requested:** 2014-2015, 2015-2016, 2016-2017, 2017-2018

**Request Date:** 10/11/2017

**Inactive Date:** 06/29/2018

**Supporting Evidence :** - The recommendation to hire clerical assistance supports the College's Mission/Goals to provide high quality education that fosters student success by providing the DSPS department with student support including: answering student calls, scheduling and confirming appointments, scheduling and facilitating student test proctoring and creating and maintaining student files. Furthermore, it frees DSPS staff to spend time meeting with students as well as develop assistive technology which is also critical to student success.

- The recommendation to hire a clerical assistance supports the College's Mission/Goals Components by recognizing and serving diverse student populations.

- The recommendation to hire clerical assistance supports the Departments Goals/Plans components to ensure staff are available to serve students. Currently, the Program Specialist, Learning Disability Specialist and Director are actively involved in general office management with several tasks emphasizing filing, answering phones, conducting test proctoring, and monitoring the DSPS lab which in turn takes time away from higher level student needs (accommodations, creation of electronic text, intervention appointments) at both the Woodland and Colusa County campus.

- The recommendation to hire clerical assistance supports the Licensure/Advisory Board components under the umbrella of post secondary disability mandates. The Chancellor's Office mandates the department to house several documents in the DSPS office that need to be tracked and updated throughout the year. In addition, DSPS funding is related to documented student contacts that need to be recorded on an on-going basis.

**Evaluation Plan:** with the clerical assistance position, DSPS will track the following items :

- Number of priority registration reminder calls each semester.
- Assistive technology check out
- Daily student contact logs
- tracking of test proctoring forms

# WCC - DSPS Program Recommendations

- Student satisfaction of Kurzweil demonstrations
- Number of DSPS student intervention appointments each semester.
- Weekly meeting to discuss on-going compliance.

## Plan of Action

**Staffing - Technical/Clerical** - Submit job analysis and categorical budget to administration for approval (Active)

**Budgetary Impact:** \$60,000

**Timeline/Responsible Party:** Fall 2017/DSPS Program Coordinator and Dean of Student Services

**Location:** Woodland Community College - All

**Perkins Eligible:** No

### Status

**Reporting Year:** 2017-2018

10/02/2017

**Recommendation Progress:** Recommendation Needs Improvement/Attention

DSPS is in the process of replacing the primary clerical position since vacated by Mayra Martinez. Additional hours need to be developed for a 2nd DSPS clerical assistant. Currently, the 2nd DSPS clerical assistant works 20 hours a week.

**Reporting Year:** 2016-2017

10/14/2016

**Recommendation Progress:** Recommendation Needs Improvement/Attention

submit work analysis paired with Title V mandates that would be addressed and categorical budget to Dean of Student Services for approval.

## Related Goals

College - WCC ACCJC

**Standard II B** - Standard II B: Student Support Services

## Recommendation: Hire PT academic counselor

Recruit and hire a PT academic counselor to assist with educational plans, monitor academic progress of DSPS students and answer any academic program questions students may have. DSPS students may require specialized education plans and more frequent counselor contact than their non disabled peers.

**Recommendation Priority:** 1. Low Priority

**Year(s) Requested:** 2014-2015

**Request Date:** 09/07/2011

**Inactive Date:** 10/30/2016

**Supporting Evidence** : - The recommendation to hire a PT DSPS Counselor supports the College's Mission/Goals Components by providing disabled students with academic assistance (e.g, specialized education plans) and intervention that fosters student success & lifelong learning.

- The recommendation to hire a PT DSPS Counselor supports the College's Mission/Goals Components by recognizing and serving diverse student populations. DSPS students may have very different needs and issues that may not be addressed by a general counselor.

- The recommendation to hire a PT DSPS Counselor supports the Departments Goals/Plans components to ensure staff are available to serve students. Neither the DSPS Director or Learning Disability Specialist are qualified to develop student educational plans. DSPS students are currently using general counselors when developing education plans who may not have experience with certain disabilities.

- The recommendation to hire a PT counselor supports the Licensure/Advisory Board components under the umbrella of post secondary disability mandates. Many colleges have DSPS counselors to develop education plans unique to students with disabilities.

# WCC - DSPS Program Recommendations

**Evaluation Plan:** Once a PT DSPS Counselor is hired, DSPS will track the following:

- Number of educational plans created.
- Number of intervention appointments with DSPS Counselor.
- Number of general appointments with DSPS Counselor.

## Plan of Action

**Staffing - Faculty** - TBD (Active)

**Budgetary Impact:** \$10,000

**Timeline/Responsible Party:** TBD/ DSPS Coordinator and Dean of Student Services.

**Location:** WCC Main Campus

**Perkins Eligible:** No

## Status

**Reporting Year:** 2016-2017

10/14/2016

**Recommendation Progress:** Recommendation Inactivated/Discontinued  
place on hold, until other positions addressing mandated compliance issues can be addressed.

## Related Goals

College - WCC ACCJC

**Standard II B** - Standard II B: Student Support Services

## Recommendation: Hire a Full Time Learning Disability Specialist

Recruit and hire a qualified Full Time Learning Disability Specialist to conduct mandated accommodation appointments, assist with assessment of learning disabilities, and conduct ongoing meetings with students to evaluate educational progress. In addition, position will assist with high level compliance mandates as well as assist with program management. A full time Learning Disability Specialist will help the program remain in compliance as well as facilitate student success.

**Recommendation Priority:** 3. High Priority

**Request Date:** 09/18/2010

**Inactive Date:** 08/20/2014

**Supporting Evidence** : - The recommendation to hire a Full Time Learning Disability Specialist supports the College's Mission/Goals Components by providing disabled students with assistance with identification and/or timely accommodations that fosters student success & lifelong learning.

- The recommendation to hire a Full Time Learning Disability Specialist supports the College's Mission/Goals Components by recognizing and serving diverse student populations.

- The recommendation to hire a Full Time Learning Disability Specialist supports the Departments Goals/Plans components to ensure staff are available to serve students. Currently, only the Director can develop student accommodations and facilitate intervention to promote student retention/success. There is a gap between student demand and staff to provide service at both the Woodland Campus and Colusa County Outreach Facility.

- The recommendation to hire a Full Time Learning Disability Specialist supports the Licensure/Advisory Board components under the umbrella of post secondary disability mandates. A full time Learning Disability Specialists helps with the identification of disabled students as well as develop mandated accommodations. Furthermore, they are crucial in the intervention process for those students not making satisfactory progress.

**Evaluation Plan:** Once a FT Learning Disabled Specialist is hired, DSPS will track the following items:

# WCC - DSPS Program Recommendations

- Number of student accommodations conducted each semester.
- Number of DSPS student intervention appointments each semester.
- Number of increased visits to the Colusa Outreach Facility (with the goal of expanding services to CCOF).
- Document the turn around time from when a student submits their DSPS application until the DSPS accommodation appointment is held.
- Document increased amount of student outreach appointments held with local area high schools.

## Plan of Action

**Staffing - Faculty** - Position filled (Active)

**Budgetary Impact:** N/A

**Timeline/Responsible Party:** N/A

**Location:** WCC Main Campus

**Perkins Eligible:** No

### Status

**Reporting Year:** 2016-2017

10/14/2016

**Recommendation Progress:** Recommendation Inactivated/Discontinued  
Filled

## Related Goals

College - WCC ACCJC

**Standard II B** - Standard II B: Student Support Services

## Recommendation: Investigate the development of LEARN classes to support DSPS students.

Investigate the development of LEARN classes to increase awareness and provide ongoing support to students with disabilities and by assisting with the physical and academic adaptation to the community college environment.

**Recommendation Priority:** 1. Low Priority

**Year(s) Requested:** 2015-2016, 2016-2017, 2017-2018

**Request Date:** 10/11/2017

**Supporting Evidence** : - The recommendation to provide LEARN classes supports the College's Mission/Goals Components by providing disabled students with awareness and support services that fosters student success & lifelong learning.

- The recommendation to provide LEARN classes supports the College's Mission/Goals Components by recognizing and serving diverse student populations. DSPS students may have very different needs and issues that may not be addressed by some classes.

- The recommendation to provide LEARN classes supports the Departments Goals/Plans components to ensure staff are available to serve students by increasing awareness and providing support to students with disabilities and by assisting with the physical and academic adaptation to the community college environment.

- The recommendation to provide LEARN classes supports the Licensure/Advisory Board components under the umbrella of post secondary disability mandates. Many colleges offer supplementary instruction/special classes to support their disabled student population.

**Evaluation Plan:** -student surveys

-historical enrollment trends

- investigate other DSPS programs in the area and the special classes they offer

## Plan of Action



# WCC - DSPS Program Recommendations

**Other** - Collaborate with other colleges to get a better understanding of DSPS support classes. Work with Curriculum committee to discuss implementation. (Active)

**Budgetary Impact:** \$10,000-\$15,000 depending on number of classes offered. Paid with DSPS categorical funding.

**Timeline/Responsible Party:** TBD/DSPS Coordinator and Dean of Student Services

**Location:** WCC Main Campus

**Perkins Eligible:** No

## Status

**Reporting Year:** 2017-2018 10/02/2017

**Recommendation Progress:** Recommendation Needs Improvement/Attention  
Continue to investigate development of LEARN classes to support DSPS students.

**Reporting Year:** 2016-2017 10/14/2016

**Recommendation Progress:** Recommendation Inactivated/Discontinued  
On hold.

**Reporting Year:** 2016-2017 10/05/2016

**Recommendation Progress:** Recommendation Inactivated/Discontinued  
Wait for 2017-2018 to focus on staffing WCC and Lake County sites.

## Recommendation: Staffing and support of Lake Campus

The Clear Lake Campus was added to Woodland Community College in July of 2016. Evaluate and establish a budget to hire staff (including an LD Specialist) to ensure the Lake program meets Title V mandates.

**Recommendation Priority:** 3. High Priority

**Year(s) Requested:** 2015-2016, 2016-2017, 2017-2018

**Request Date:** 10/11/2017

**Supporting Evidence :** Clear Lake has a significant DSPS population who require mandated accommodations. Historically, Yuba College has assigned and provided funding staff to serve these students.

- The recommendation to hire DSPS staff supports the College's Mission/Goals Components by providing disabled students with assistance (e.g, specialized education plans, accommodations) and intervention that fosters student success & lifelong learning.
- The recommendation to hire DSPS staff supports the College's Mission/Goals Components by recognizing and serving diverse student populations. DSPS students may have very different needs and issues that may not be addressed by a general counselor.
- The recommendation to DSPS staff supports the Departments Goals/Plans components to ensure staff are available to serve students. Neither the DSPS Director or WCC Learning Disability Specialist will be able to serve Clear Lake students on a consistent. DSPS students are currently using on site staff to receive services.
- The recommendation to hire DSPS staff supports the Licensure/Advisory Board components under the umbrella of post secondary disability mandates. Many colleges have DSPS staff to serve their students a associated satellite locations.

**Evaluation Plan:** DSPS will work with Yuba College and the Clear Lake DSPS staff to look at how students have been served historically and develop a budget to ensure staff is in place moving forward to serve DSPS students at the Clear Lake Campus.

## Plan of Action

**Staffing - Faculty** - Determine staffing needs to serve between 60-90 students at the Clear Lake Campus. Historically, Clear Lake DSPS staff has employed a 1 day a week LD Specialist. Recruit and hire an LD Specialist for the Clear Lake Campus to develop accommodations for their disabled student population. (Active)

**Budgetary Impact:** \$15,000

# WCC - DSPS Program Recommendations

**Timeline/Responsible Party:** Determine staff and associated costs by the end of the 2015-2016 academic year. WCC will work collaboratively with Yuba College to determine needs and associated costs.

**Location:** Clear Lake Campus

**Perkins Eligible:** No

## Status

**Reporting Year:** 2017-2018

10/02/2017

**Recommendation Progress:** Recommendation Needs Improvement/Attention

Resolve Lake budget and search for PT (one day a week) accommodation specialist to provide more consistent disability services at Lake Campus.

**Reporting Year:** 2016-2017

10/14/2016

**Recommendation Progress:** Recommendation Needs Improvement/Attention

Identify staffing history of Lake Campus. Identify number of students requiring mandated accommodations and optional Learning Disability testing for previous 3 years and current Fall 2016 semester to determine staffing requirements for PT LD Specialist.

**Reporting Year:** 2015-2016

10/05/2016

**Recommendation Progress:** Recommendation Needs Improvement/Attention

Recruit and Hire LD Specialist to develop and implement mandated accommodations at Lake County site. Provide compliance assistance to program.