

# REPORT REVIEW

Student Success Assessment Council

UNIT: Disability Resource Center

REPORT TITLE: Disability Resource Center Survey

DATE REVIEWED: February 11, 2009

MISSION: The report findings [ x ] reflect [ ] does not reflect the unit's mission.  
The report findings [ x ] reflect [ ] does not reflect the Division's prescribed mission.

UNIT STRENGTHS: Upon reviewing the aforementioned report findings, the following STRENGTHS of the PROGRAM are inferred:

- *The majority of respondents found registering with the DRC and attaining academic accommodation letters to be "easy."*
- *The survey's respondents represented diversity with regards to the various types of student disabilities.*
- *Respondents overwhelmingly reported that the staff was highly resourceful and accessible.*
- *The majority of students (69%) are regularly reading e-mails from the DRC.*

UNIT WEAKNESSES: Upon reviewing the aforementioned report findings, the following WEAKNESSES of the PROGRAM are inferred:

- *There are some (19%) students who experience awkwardness or difficulty when registering and/or determining appropriate accommodations.*
- *While most of students read the e-mail messages, only 13% find them extremely useful.*

GOAL CORRELATION: Upon reviewing the report's findings, which of the unit's goals were examined as part of the study?  
*Two of the unit's three goals were addressed as part of this study.*

- *GOAL #1 – Coordinates services and accommodations for students with disabilities to ensure legal compliance with federal, state and local regulations regarding disability law.*
- *GOAL #3 – Collaborates with faculty staff to ensure the best possible service to disabled students.*

What did the study's results reveal about the goal(s) cited above?

- *GOAL #1 – The results show that the DRC provides various accommodations and services for students.*
- *GOAL #3 – The study shows that the DRC staff assisted students as advocates with faculty members.*

RECOMMENDATIONS: The following recommendations are offered for consideration by the unit:

- *The DRC should consider including a benchmark study.*
- *Try to address the weaknesses cited above that speak to the difficulty and/or awkwardness of registering and obtaining accommodation letters. This could include adding questions to the assessment tool to understand the reasons for the difficulty or awkwardness.*

- *Continue to refine e-mails so as to maximize their usefulness to students.*
- *Try to incorporate or add workshops as requested by students as seen in question nine of the study.*

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ASSESSMENT  
LOGISTICS:

Does the assessment instrument adequately assess the program's goals?

[ ] Yes      [ X ] No

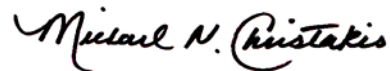
If not, why?

- *The survey needs to increase the assessment of student satisfaction with and usefulness of services, workshops and personnel.*
- *An examination of the wording of questions is necessary to ensure effective assessment of services, workshops and personnel.*
- *The tool should include questions that are relevant to the second goal in the DRC mission. GOAL #2 – Promotes leadership and self-advocacy among disabled students.*
- *The assessment tool should include more questions assessing student satisfaction. Questions regarding service utilization can be adequately answered with other modes.*

What improvements could be made to the assessment instrument (survey) or method?

- *The DRC should include additional (follow up/open ended) questions on the assessment tool to better understand student satisfaction.*
- *The DRC should consider conducting focus groups or interviews with registered users of their services.*

Respectfully submitted on behalf of the  
Student Success Assessment Council,



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February 18, 2009