

#5

COMPLETE

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Page 1: I. Service Area Overview and Update

Q1

I.1 Department(s) Reviewed:

DSPS

Q2

1.2 Lead Author:

Beth Viersen

Q3

I.3 Collaborator(s):

Johnny Barner, Margaret Jones, Rachelle Panganiban and Brian Josephson

Q4

Dean/Manager(s):

Agustin Orozco

Q5

I.4. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the Spring 2021 program reviews on the program review webpage.

Changes:

- COVID 19 March 2020
- DSPTS support services are virtual
- HTC by appointment only for students
- Alternate Media through Kurzweil Cloud
- Main DSPTS office to have phone services offered through COVID 19

Additions:

- Digital documentation/paperwork is online for HTC/Test Proctor
- Expanded Deaf/HOH Services Connections with Language Department
- All DSPTS forms are fillable PDF format
- Website Updates
- National Voter Registration Act (NVRA) -online and fillable forms
- Collaboration with Grossmont Cuyamaca College District Promise Program
- Collaboration with Cuyamaca College/CalWORKs-Student Supplies
- HTC refresh-modifying lab layout/painting

Achievements:

- DSPTS Increased MIS numbers from 269 to 404+ for Fall 2020
- Workability III-in progress
- DSPTS Online Intakes, Counseling and Strategy appointments are virtual
- Registered DSPTS students can schedule their own appointment through the DSPTS Website
- Increased faculty awareness of DSPTS online test accommodations through Canvas and Zoom
- HTC Purchased 3-D Printer for visually impaired students
- DSPTS purchased New Notebooks
- HTC -Technology checkout

Q6

II.1. Student services and administrative areas collect data in many different ways. Please discuss the access, success and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include student achievement data from comparison reports, service utilization data from SARS or another database, demographic information on the students your area serves, student or employee survey results, reports prepared by external organizations, or other data collected by your service area. Please include information on the implications for practice (e.g., on how your service area used the data for improvement).

Student Access, Learning, and Achievement

DSPS Statistics/Demographics Course, Retention, Success & Persistence.

PDSS Course Success Rates (average across all PDSS Courses)

Fall 2014	76%	Spring 2015	73%	
Fall 2015	86%	Spring 2016	86%	
Fall 2016	59%	Spring 2017	60%	
Fall 2017	67%	Spring 2018	90%	
Fall 2018	85%	Spring 2019	90%	
Fall 2019-Spring 2021	64% average	*Note only 1 class was offered	-	-

Q7

II.2. What did your service area learn from the transition to remote operations over the past year? How can this be used to improve the student experience in the future?

Remote operations were very difficult for our students with disabilities they needed to learn how to navigate not only there Canvas classes, website updates, email /notifications and keep up with COVID 19 do and don'ts.

The way to improve our student experience in the future is for every student services department to have the same protocols, processes and policies. For example: on day one every student services department should be answering there phones so students had a human voice to assist them in their educational endeavors. Simple, practical and common sense procedures for all staff at both Colleges would have created an environment that we are all in this together.

Q8

II.3. In light of the goals set in your program review, what are your plans to improve equitable student access and outcomes (enrollment, matriculation, success, retention, persistence, graduation, etc.) in the coming year?

For Fall 2019 retention, success and persistence is showing a slight increase for students with disabilities. Spring 2020 students with disabilities showed a decrease in retention, and success due to COVID 19 but percentage wise the numbers are similar to all other students. DSPS course retention rates for Black and Hispanic In Fall 19 either stayed the same or increased slightly. In Spring 2020 course retention rates for Black and Hispanic dropped significantly due to transition to online learning and COVID 19. While students with disabilities persistence rates are higher than all other students.

Q9

OPTIONAL UPLOAD 1: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

DSPS Data for Program Review.pdf (143.6KB)

Q10

Respondent skipped this question

OPTIONAL UPLOAD 2: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Page 3: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success continued

Q11

II.3. Are the SLOs and/or SAOs an accurate reflection of the department's major priorities?

No, please describe the department's plan to update them: Faculty meet and decided to keep the current SLO's. In the future they may need updating due to outside resources not being available and DSPS Student Survey results.

Q12

Yes

II.4. Does your service area have an SLO/SAO assessment plan on file with the SLO Coordinator (or the Outcome Assessment Committee)?

Q13

II.5. What are your key assessment findings over the past year and what have you changed (or will you change over the next year) as a result?

We still have equity gaps in latinx and black students. Our black population before COVID 19 was higher than the College demographics. It has currently decreased slightly. a. Annual Comparison report shows DSPS Latinx students In Fall 2019 -31% and in Spring 20 (COVID1-19) went down to 27%. Compared to the overall College Fall 2019-36% and Spring 2020-34% (COVID 19). Basically, it shows that DSPS needs to do some innovative in reach and outreach for the Latinx/Black student population. One recommendation would be to hire student hourlies at the front office and the HTC who are Latinx/Black and hire an Adjunct Counselor who is Latinx. Hiring staff who are Latinx/Black could be part of our in-reach efforts. Our outreach efforts could consist of going out to the local High Schools with the Outreach Ambassadors to provide awareness of our academic support services and reduce the stigma of DSPS. We need to buff up our website, do some social media, and create videos such as 1. Introduction to DSPS, How to apply to DSPS, Overview of the DSPS Main Office & DSPS High Tech Center with students who are representative of our college population. During COVID 19 Spring 2020 – Fall 2021 we are currently 5% below the college's average of retention, success and persistence for Latinx/Black student population. Currently DSPS does not receive any Equity money from the College to enhance our ability to focus in on this group.

Page 4: III. Previous Goals: Update

Q14

1. Previous Goal 1:

Establish a Workability III Program

Q15

Guided Student Pathways

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q16

In Progress - will carry this goal forward into next year

3. Goal Status

Page 5: III. Previous Goals: Update continued

Q17

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q18

Respondent skipped this question

Do you have another goal to update?

Page 6: III. Previous Goals: Update continued

Q19

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Since COVID 19 this goal has been at a stand still. Workability III is an option for both Grossmont and Cuyamaca College. Currently, this is a joint effort between Cuyamaca College and Grossmont College to secure Workability III programs for both campuses. Grossmont has gone through several administration changes which causes a delay in the approval process. Grossmont is waiting to get back on campus in Spring 2022 to make a decision to go forward or not with this project

Q20

Yes

Do you have another goal to update?

Page 7: III. Previous Goals: Update continued

Q21

1. Previous Goal 2:

Increase access by leveraging technology and physical resources.

Q22

Organizational Health

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q23

In Progress - will carry this goal forward into next year

3. Goal Status

Page 8: III. Previous Goals: Update continued

Q24

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q25

Respondent skipped this question

Do you have another goal to update?

Page 9: III. Previous Goals: Update continued

Q26

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Since COVID 19 the High Tech Center has gone through a refresh by creating more test proctoring stations, purchased tables and chairs to create a student friendly atmosphere.

Technology is ever changing and looking forward to a report from an outside consultant group to move forward with a Disability Management software for both the Main Office and the HTC.

In 2022, DSPS Main Office will be moving into the NEW Student Services Bldg. Date TBA. The move will provide greater access from the DSPS Main Office to the HTC.

Q27

No

Do you have another goal to update?

Page 10: III. Previous Goals: Update continued

Q28

Respondent skipped this question

1. Previous Goal 3:

Q29

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q30

Respondent skipped this question

3. Goal Status

Page 11: III. Previous Goals: Update continued

Q31

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q32

Respondent skipped this question

Do you have another goal to update?

Page 12: III. Previous Goals: Update continued

Q33

Respondent skipped this question

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Q34

Respondent skipped this question

Do you have another goal to update?

Page 13: III. Previous Goals: Update continued

Q35

Respondent skipped this question

1. Previous Goal 4:

Q36

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q37

Respondent skipped this question

3. Goal Status

Page 14: III. Previous Goals: Update continued

Q38

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Page 15: III. Previous Goals: Update continued

Q39

Respondent skipped this question

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Page 16: IV. New Goals

Q40

No

Would you like to propose any new goal(s)?

Page 17: IV. New Goals continued

Q41

Respondent skipped this question

1. New Goal 1:

Q42

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q43

Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q44

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q45

Respondent skipped this question

5. Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q46

Respondent skipped this question

6. How will this goal be evaluated?

Q47

Respondent skipped this question

Do you have another new goal?

Page 18: IV. New Goals continued

Q48 Respondent skipped this question

1. New Goal 2:

Q49 Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q50 Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q51 Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q52 Respondent skipped this question

5. Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q53 Respondent skipped this question

6. How will this goal be evaluated?

Q54 Respondent skipped this question

Do you have another new goal?

Page 19: IV. New Goals continued

Q55 Respondent skipped this question

1. New Goal 3:

Q56 Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q57

Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q58

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q59

Respondent skipped this question

5. Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q60

Respondent skipped this question

6. How will this goal be evaluated?

Q61

Respondent skipped this question

Do you have another new goal?

Page 20: IV. New Goals continued

Q62

Respondent skipped this question

1. New Goal 4:

Q63

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q64

Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q65

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q66

Respondent skipped this question

5. Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q67

Respondent skipped this question

6. How will this goal be evaluated?

Page 21: Resources Needed to Achieve Goal(s)

Q68

My program is currently not requesting any resources at this time

What resources is your program requesting this year to achieve the program's goal(s)?

Page 23: Final Check

Q69

I am ready to submit my program review

Are you ready to submit your program review?If you would like to go back and review a section, select a section a click "Next."
