UND Departmental Plan for Assessment of Student Learning 2011-12

Disability Services for Students

DSS Mission statement:

In support of the missions of the University and Student Affairs Division, the DSS mission is “to assist the University of North Dakota in making its programs and services accessible to students with disabilities”. We accomplish this by verifying disability and the need for accommodations as defined by law, arranging or providing reasonable accommodations and serving as a resource on disability issues in higher education. DSS is committed to enhancing accessibility, upholding academic standards, developing student independence, and promoting universal design in instruction.

Student Learning Goals

Student Learning Goal 1: Students will demonstrate an understanding of how to manage disability by requesting reasonable accommodation for equal access.

Objective 1.1 Students with disabilities will complete registration at DSS to plan and support disability accommodation requests.

Objective 1.2 Students registered with DSS will explore, request and negotiate reasonable accommodations.

Objective 1.3 Students will monitor and review effectiveness of accommodations each semester.

Objective 1.4 Students will demonstrate use of technology for access accommodation requests.

Student Learning Goal 2: Students with disabilities will achieve similar to students without disabilities in participation and grades.

Objective 2.1 Students registered with DSS will perform at a similar to students without disabilities in academics.

Objective 2.2 Students registered with DSS will participate in college activities outside of the classroom, such as student government and students organizations.
Assessment Methods
GPA, retention data and survey; students will reflect in one to one meetings with staff and on annual DSS survey to assess the impact DSS process had on access.

Time Line and Responsibilities
Data is collected on-going via interviews and annual survey.

DSS staff will collect and data summarized in the Annual Report Process.

Use of Results and Process for Documentation and Decision-Making
Results are used to improve our methods for effective and efficient accommodation delivery, protocols, communication, problem solving and relationship building with students, and with faculty and staff, all of which facilitates access and retention, student independence and student success.

The assessment report is included in the DSS Annual Report. The process is analyzed and refined on an on-going basis.
To: Robert Boyd, VPSOS  
Lillian Elsinga, AVPSS  
Fr: Deb Glennen, Disability Support Services  
Re: DSS Assessment Plan 06-07  
12-20-06

The following Learning Outcomes related to UND’s department, institutional and general education goals will be developed or enhanced in students as a result of the programs and services available through Disability Support Services:

- Academic Achievement and Persistence (lifelong learning, technological competence)  
- Interpersonal and Intrapersonal skills (informed choices, diverse relationships)  
- Knowledge Acquisition (includes creative and critical thinking)  
- Practical Competence (effective communication)

Methods for assessment will include a variety of direct and indirect sources, e.g., surveys, institutional reports, evaluations and interviews.

Target groups:
- Student employees  
- Students in DSS Learning Strategies class  
- Students registered with Disability Support Services

1. Student Employees

Learning Goals and Methods

A questionnaire will assess the specific domains of Interpersonal and Intrapersonal skills (focusing on sensitivity to learning/work differences in diverse populations such as persons with disabilities) and Knowledge Acquisition (office tasks, i.e. converting print to alternate formats).

Assessment Results

Students will identify computer skills and interpersonal skills acquired during their employment at DSS and evaluate potential impact on their future activities. Supervisory staff will evaluate impact of training and work experience on student confidence and achievement in technology and office processes.
Closing the Loop

Assessment data will be used to develop aspects of the type and duration of training and possibly the scope of job responsibilities of the student employees.

2. DSS Students Enrolled in Learning Strategies for LD/ADD Course

Learning Goals and Methods

Data will be collected on pre and post inventories by students and instructor’s evaluation of student in the following targeted learning outcome domains: **Achievement** and **Persistence**, **Inter/Intrapersonal skills**, **Knowledge Acquisition**, and **Practical Competence**.

Assessment Results

Pre-inventory and post-inventory reports from student and instructor will evaluate student learning and application of specific strategies as a result of activities in the class.

Closing the Loop

Data collected from instructor evaluations and student reports will reveal the impact on student learning and be used to make effective curriculum or class format changes.

3. Students using DSS (to arrange or support authorized accommodations)

Learning Goals and Methods

DSS offers students a unique opportunity to develop **Intra and Interpersonal** skills through the process of requesting and managing their accommodations. Students registering with DSS are expected to monitor their disability accommodations and are asked to describe how accommodations and the interaction with DSS impacted their learning in an annual survey. Survey data will assess student perceived learning outcomes, satisfaction with DSS and student development issues that are important to successfully managing the effects of a disability in higher education.

Assessment Results

Students will reflect on the expected learning outcomes after engaging in the process of managing their disability. The students will report any improvements in their abilities to communicate, problem solve, and in self-confidence and leadership. Specifically they will be asked about:
• **ability to be assertive** when asking for accommodations
• **communication** skills
• **problem solving** abilities
• **acceptance of disability**

Closing the Loop

DSS aspires to provide access to education through reasonable accommodation and to impact student development in our activities and procedures. We include fostering student independence in our mission statement. Assessment results will influence program improvements to achieve these goals more fully.

4. Student registered with DSS

Learning Outcome Goals and Methods

DSS believes that the percentage of students with disabilities participation and achievement should be similar to students without disabilities. Learning outcome domains of **Achievement and Persistence** will be monitored by GPA achievement data reported from institutional research data.

Assessment Results

A 2.0 GPA indicates the baseline for persistence, as that is the minimum GPA for continuing at UND. GPA's of 2.5 and above indicates eligibility for specific programs and enhances students’ competitiveness for employment opportunities after graduation.

Closing the Loop

Similar achievement comparisons will indicate that students with disabilities are appropriately represented and have access to UND’s academic programs. Comparison data of Persistence and Graduation rates will be tracked and considered in program planning.