

Program Review Comprehensive Report



Program Review - Student Services: Disability Resource Center

Area Overview

2017 - 2018

Mission: 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 at 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 our diverse student population. (Revised 2015)

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 support services and the relevance of our programs. (Revised 2015)

Summary: The DRC facilitates reasonable academic accommodations and services to students with disabilities, including disability related academic counseling, registration assistance, test accommodations, and alternative media. As a resource center for faculty in addition to facilitating accommodations for students, DRC both informs and ensures faculty and staff at Norco College provide reasonable accommodations to students with disabilities per the Americans with Disabilities Act (ADA) and Sections 504 and 508 of the Rehabilitation Act. The DRC staff provide informational presentations for college faculty and outreach presentations to high school students from the local community to ensure they are aware of disability related services at the college.

Strengths: 1. The DRC staff hosted a district-wide staff retreat in the spring that provided staff with a MBTI training led by Norco College counselors. This was a valuable training as there are a number of new staff at each of the colleges. Given that DRC students utilize services across the colleges, staff need to know how to work with one another so this training was appropriate.

2. The DRC hired a new Support Services Specialist Aide to provide customer service support at the front counter and to assist with facilitating accommodations in the classroom and DRC test room.

3. The DRC counselor attended the annual CAPED convention and Veterans Summit.

4. The DRC and Veterans Services staff partnered to provide access to disability services for Veterans who historically avoid utilizing

DRC services. In the spring term, we piloted DRC counseling services that were held at one of the study rooms in the Library. The College is planning to add a counseling office in Veterans Services so DRC counseling can take place there.

5. An inventory of disability adaptive furniture was conducted across campus and new equipment was purchased to support DRC students.

6. A new DRC logo was designed in an effort to help brand the program and services to increase students' interests in utilizing the

DRC. The compass symbolizes the DRC's purpose of helping students successfully navigate their way on a college environment, which may at times feel overwhelming and confusing for students with disabilities. The color blue is often associated with disabled service logos, so the logo design utilizes various shades of blue to represent the diversity of individuals with disabilities (see logo on organizational chart page).

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 2012-13. 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 2006-07 to 2016-17:

Attachments:

[DRC Students Served Data.xlsx](#)

[2014-17_STUDENT_SERVICES_DISABILITY_ResourceRequests.xlsx](#)

SLO/SAO: DRC Student Course Success

DRC students' course success rate will be comparable to that of the general student population.

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017, 2018 - 2021

Date Entered: 04/28/2018

SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Direct - Data gathered from internal database and course success rate data analyzed by the Institutional Effectiveness office. (Active)

Criteria: 70% of students will succeed in their courses with a "C" grade or better.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).
Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.
Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.
Goal 1 - Objective 1.6 - Increase success and retention rates.
Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.
Goal 1 - Objective 1.8 - Increase the percentage of students who begin addressing basic skills needs in their first year.
Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

SLO/SAO: DRC Student Persistence

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

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017, 2018 - 2021

Date Entered: 04/28/2018

SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Direct - Data gathered from internal database and persistence data analyzed by the Institutional Effectiveness office. (Active)

Criteria: 70% persistence rate at the end of the term

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Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).
Goal 1 - Objective 1.6 - Increase success and retention rates.
Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.
Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.
Goal 2 - Objective 2.4 - Increase the percentage of students who consider the college environment to be inclusive.

SLO/SAO: DRC Student Education Plan Completion

DRC students with over 15 units will complete a comprehensive Student Educational Plan (SEP).

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017, 2018 - 2021

Date Entered: 04/28/2018

SLO/SAO Type: SAO – General

Assessment Measures

Direct - Compilation of completed SEPs are kept in the students' case files. SEP completion will be tracked in program database and in the OnBase system. (Active)

Criteria: 70% of DRC students will have a completed comprehensive Student Educational Plan (SEP).

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).
Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.
Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).
Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.
Goal 1 - Objective 1.6 - Increase success and retention rates.
Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.
Goal 1 - Objective 1.8 - Increase the percentage of students who begin addressing basic skills needs in their first year.
Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.
Goal 3 - Objective 3.1 - Increase percentage of students who declare an educational goal.
Goal 3 - Objective 3.2 - Increase percentage of new students who develop an educational plan.
Goal 3 - Objective 3.3 - Increase percentage of continuing students who develop an educational plan.

SLO/SAO: DRC Student Application of SEP

DRC students will demonstrate understanding of the use of their SEP in guiding their progress upon completing their academic counseling meeting.

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017, 2018 - 2021

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Date Entered: 04/28/2018
SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Students will respond to an assessment tool related to their SEP at the end of the counseling session. (Active)
Criteria: 85% of students will be able to demonstrate knowledge of how to use their educational plan.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).

Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.

Goal 1 - Objective 1.8 - Increase the percentage of students who begin addressing basic skills needs in their first year.

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Goal 3 - Objective 3.1 - Increase percentage of students who declare an educational goal.

Goal 3 - Objective 3.2 - Increase percentage of new students who develop an educational plan.

Goal 3 - Objective 3.3 - Increase percentage of continuing students who develop an educational plan.