

# 2020 Student Services Program Reviews



## CAN Program Review (Student Services) - Disability Resource Center (Fall 2023)

### STEP 1: Annual Updates

#### 2020-2021

**1. Major Accomplishments & Challenges (500 Word Limit):** Accomplishments - In order to ensure that DRC services are accessible during campus closure due to the COVID 19 pandemic, the DRC has:

- 1) Made all forms (e.g. DRC application, requests for accommodations, Alt Media services, proctoring, etc) accessible on our website;
- 2) Implemented the use of SAM to maintain contact notes, create accommodation memos, and AAP's;
- 3) Offer Zoom appointments to students and faculty with our staff;
- 4) Alt Media team is offering technical support and training via Zoom to students and faculty for any accessible topics/issues regarding instruction and learning.
- 5) Created a DRC Canvas Sandbox so the DRC can provide more effective proctoring sessions during campus closure.

Challenges: The challenge is that there are not enough DRC counselors and office staff to meet the needs of the growing number of students registering with the DRC.

As of November 3, 2020, there are 228 active registered students with the Disability Resource Center (DRC). 228 of those students are active during the Fall 2020 semester. An additional 65 students are pending.

Currently, the DRC has one full-time DRC counselor whose focus is on assisting students with accommodations and testing students for learning disabilities. One part-time DRC counselor offers academic counseling. The wait time to see a counselor regarding accommodations is over two weeks, which can be seen as a barrier for students with disabilities to receive services in a timely manner.

With the combination of marketing and outreach for the spring semester, it is expected that more students will be registering with the Disability Resource Center. This would further increase the wait time for students to receive direct counseling services.

Furthermore, the DRC only has 1.05 Office Assistants to perform office management of two departments (PCC and DRC). In addition to their office duties, they must also manage notetakers, proctoring services, assist students with requests/paperwork, and coordinate with vendors, ASL interpreters and real time captioners. The amount of work that must be completed to make sure the college is in compliance with ADA laws and the Rehabilitation Act is not being completed in a timely manner. This puts the college at risk for being out of compliance.

**2. Proposed Changes:** The DRC requests at least one more adjunct counselor and one part-time office assistant (or increase the hours of one of the part-time office assistant's work with the DRC from 5% to 50%) to ensure we can maintain timely supports to a growing number of students registering with the DRC.

**3. Impact of Resource Allocations Process:** Previously resource requests are unknown.

**4. SAOs and SLOs:** Unknown

**5. SAO/SLO Assessment Results and Impact:** Unknown

**Annual Update Status:** Complete

### Goal Description: Provide educational and student services programs

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that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Provide timely responses and appointments to students.

**Goal Status:** 2 - Continuing (PR)

**Who's Responsible for this Goal?:** Director of the DRC

**Please select the college goals with which your program goal aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

**Please select the college strategic initiatives with which your program goal aligns.:** Promote a Climate of Inclusivity

## Resource Requests

### Fund 1 budget augmentation to support additional adjunct counseling hours for DSPS

**Status:** New Request - Active

**Type of Resource:** Non-Instructional Personnel

**Cost:** 60000

**One-Time or Recurring Cost?:** Recurring Cost

**Critical Question: How does this resource request support closing the equity gap?:** Students with disabilities are an important and vibrant community at Canada college. Additional counseling resources to support our students with disabilities will reduce delays in students receiving their required accommodations to help these students be more successful in their courses as they pursue their educational goals.

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** According to the CCCCO Datatmart, During the 19-20 academic year 44.09% of the students enrolled in the program identified as Latinx. 10.75% of the students in the program identified as American Indian/Native Alaskan, Asian, Filipino, or Pacific Islander. Increased counseling support will result in reduced wait time for services and increased opportunities to authorize reasonable accommodations to help these students be successful in their courses and programs of study.