

**Santiago Canyon College**  
**Student Services**  
**Student Learning Outcomes Annual Report**  
**2010-11**

**Department Name**

Disabled Students Programs and Services (DSPS)

**Department Mission Statement**

We support the success of students with disabilities by providing programs and services that promote access, equal opportunity and empowerment.

**Student Learning Outcomes**

The DSPS Department developed one Student Learning Outcome (SLO) for 2010-11 centered on the testing accommodation process. Accommodated testing is a high volume DSPS service critical to ensuring equal opportunity for students with disabilities. Testing accommodations are authorized for students during their individual evaluation meetings with DSPS faculty. These accommodations may include extended time for test-taking, using assistive technology for reading an exam, taking exams in a distraction-reduced environment or using a computer or scribe to complete the written portions of exams. In order to successfully implement authorized testing accommodations, students must: 1) request authorization letters to take to their instructors, 2) schedule testing appointments, and 3) keep their scheduled testing appointments. Because receiving appropriate testing accommodations is so important to student success, DSPS established the following SLO to assess how well students are able to follow the procedures required to effectively utilize them.

1. Students will demonstrate knowledge of the procedures they must follow to utilize testing accommodations by requesting authorization letters, scheduling testing appointments and keeping scheduled appointments per DSPS testing accommodation guidelines.

**Methods**

Statistical information on the following components of DSPS testing accommodations was gathered weeks one through eight of the spring 2011 semester:

Total number of:

- 1) exams proctored.
- 2) incidences when students did not request authorization letters per DSPS guidelines.
- 3) incidences when students did not schedule testing appointments per DSPS guidelines.
- 4) incidences when students did not keep their scheduled appointments per DSPS guidelines.

## Outcome Criteria

The following criteria were used to assess each component of the SLO:

- 1) Requesting Authorization Letters – Testing accommodation procedures require that students submit a request to use approved testing accommodations for a specific class at least one week prior to an exam. This only needs to be done once a semester for each class. Students who sought to use approved testing accommodations for a class and who either 1) failed to submit a testing accommodation request for a particular class, or 2) submitted a request less than one week prior to an exam were documented as not meeting this guideline.
- 2) Scheduling Testing Appointments – Testing accommodation procedures state that students are expected to schedule appointments to take their exams in DSPS at least one week in advance. Because DSPS allows some latitude with regard to this requirement, students who made their appointments less than three days in advance were documented as not meeting this guideline.
- 3) Keeping Scheduled Appointments – Students are expected to keep their scheduled testing appointments and arrive on time. Students who either 1) did not show for their testing appointment, or who 2) arrived more than 15 minutes late were documented as not meeting this requirement.

## Limitations

In some instances, limitations related to the nature of students' disabilities interfered with their ability to meet outcome criteria. These limitations included difficulties with processing information, below average cognitive ability, memory issues, receptive/expressive communication difficulties, attention problems, anxiety, and other psychological factors.

## Implementation of Assessment Process

### Individuals Responsible for the Evaluation Process

DSPS faculty and staff were responsible for documenting assessment information on an excel spreadsheet. The DSPS faculty evaluated the data in consultation with classified staff.

### Implementation Timeline

Assessment data was gathered over the course of the first eight weeks of the spring 2011 semester.

### Students Evaluated

The students evaluated for this SLO were registered with DSPS and sought to use the testing accommodations authorized for them.

### Intended Users of Collected Data

Disabled Students Programs and Services is the intended user of the assessment data collected. Information learned through this SLO assessment will be used to improve practices related to helping students learn and follow DSPS testing accommodation procedures.

## **Results**

A total of 207 exams were proctored during the first eight weeks of spring 2011. In 76% (n=157) of the cases, all three compliance guidelines were met. In the remaining 24% (n=50) of cases where there was noncompliance with DSPS guidelines, 5.3% (n= 11) did not request an authorization letter, 16% (n=33) did not schedule an appointment to take their exams, and 8.6% (n=18) did not keep their scheduled appointments. It is important to note that in some instances, more than one noncompliance factor occurred with a student (n=8). The table below summarizes assessment data for each component of the SLO.

n = 207	Yes	No
Requested Letter	94.7%	5.3%
Scheduled Appointment	84.0%	16.0%
Kept Appointment	91.4%	8.6%

### **Summary of Results**

SLO results show that most students (76%) are able to follow the procedures required to use authorized testing accommodations. Given all the factors involved in implementing testing accommodations, this success rate is considered good. The largest area of noncompliance (16%) involved students failing to schedule their testing appointments in a timely manner. This is likely due to factors related to 1) the limitations of students with disabilities, 2) DSPS testing accommodation guidelines not being specific enough about how much in advance students must make testing appointments, and 3) the tendency of DSPS faculty and staff to accommodate students even when they did not comply with procedures. In the area of keeping scheduled appointments, there was noncompliance in 8.6% of cases. Factors for noncompliance in this area typically involved students 1) forgetting to cancel their appointments when an exam date changed, 2) deciding to take their exams in class without accommodation after scheduling an appointment, or 3) arriving late for their scheduled appointments for numerous reasons. Finally, in 5.2% of cases, students failed to request an authorization letter. Most often students 1) simply forgot this first step of the testing accommodation process, or 2) assumed they did not have to follow this procedure if the testing accommodation was for a class with an instructor they had had in a previous semester. Noteworthy is the fact that students who failed to comply with testing accommodation procedures did not claim they were unaware of them. Additionally, there was no significant difference in noncompliance between new and continuing students.

### **Validation of Results**

These SLO assessment results are deemed valid and are consistent with the subjective experiences of DSPS faculty and staff.

## **Decisions and Recommendations**

### **Summary of Recommendations**

The following recommendations are designed to help students better understand and follow DSPS testing accommodation procedures:

- Revise testing accommodation procedures and guidelines to include the following:  
Students are expected to:
  - schedule testing appointments at least five business days before exams.
  - contact DSPS to cancel a testing appointment if the exam date is changed or if the student decides to take it in class.
  - submit a request for all classes in which they want to use testing accommodations, even if they have had the instructor before.
- Send an email reminder to students at the beginning of the semester about the procedures they must follow to implement testing accommodations
- Review testing accommodation procedures with students the first time students they fail to comply with a guideline.
- Require students who do not follow procedures for a second time to meet with their DSPS instructor to identify barriers to compliance and explore potential solutions.

### **Decision Participants**

DSPS faculty and staff participated in discussions that led to the recommendations.

### **Suggestions for Improving the Assessment Process**

No recommendations for improving the assessment process are offered at this time.

### **Future Evaluation Plan**

A future evaluation plan will be developed in concert with new student learning outcomes for the 2011-12 academic year.

### **Implementation of Changes**

The DSPS faculty will be responsible for implementing the recommended changes for the 2011-2012 academic year.

