Assessment of Learning Outcomes

Spring 2014

1. Report Period 1/14 – 5/14
2. Student Learning Outcomes
   A. Self Advocacy Skills: Students utilizing services will pick up their advocacy letters from O.D.S., meet with their professors to discuss their accommodations, and return signed advocacy letters to O.D.S. within the first 2 weeks of the fall and spring semesters.
   B. Competence: Students approved to receive books in an alternate format will request textbooks from O.D.S. by the second week of class and utilize AMAC (Alternative Media Access Center) to download the appropriate software to access their textbooks.
   C. Communication Skills: Students receiving services will utilize priority registration to register early for their classes for the upcoming semester.
3. Method
   Assessment: A student satisfaction survey was implemented during Spring semester 2014. Students had the choice to respond to statements with the following options: Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree. Students were able to place their completed surveys in a folder in the Office of Disability Services to protect anonymity.
4. Results:
   A total of 46 students completed the survey during the Spring semester.
   • Disability Services has helped me improve my ability to advocate for myself.
     ○ 23 replied strongly agree
     ○ 21 replied agree
     ○ 2 students were neutral
   • Disability Services’ staff explain the advocacy letter process to me in a way I can understand.
     ○ 33 replied strongly agree
     ○ 13 replied agree
   • I met with my professors during the first two weeks of class to show them my advocacy letter (or within 2 weeks of getting approved to receive accommodations if approved during the middle of the semester).
     ○ 34 replied strongly agree
     ○ 12 replied agree
• I returned my signed advocacy letter to Disability Services within the first 2 weeks of the semester (or within 2 weeks of getting approved to receive accommodations if approved during the middle of the semester).
  ○ 31 students strongly agreed
  ○ 13 students agreed
  ○ 3 students replied neutral
• I am approved to receive books in an alternate format and I utilize this service.
  ○ 7 students replied yes
  ○ 13 students replied no
  ○ 25 students replied N/A
• If you answered yes to #5, have you utilized different formats of books this year (i.e. Kurzweil, pdf books, AMAC)?
  ○ 2 students replied yes
  ○ 6 students replied no
  ○ 21 students replied N/A
  ○ 16 students did not answer the question
• This semester, I used priority registration to register for Fall 2014 classes.
  ○ 25 students replied yes
  ○ 10 students replied no
  ○ 11 students replied N/A
• Outcome
  ○ Overall student satisfaction is very good.
• Suggestions / Comments:
  ○ Very helpful, glad that AASU has something like this
  ○ Doing a great job!
  ○ Awesome, Awesome, Awesome. Kyra is the best, she calls and bugs every time you have a test. Love it. Best smiles ever.
  ○ Keep up the great work!
  ○ I have always had a wonderful experience with testing services. Thank you for being here and being so helpful.
  ○ One suggestion would be to be notified of the times for registration.
  ○ Great job! Keep up the hard work and thanks for everything.
  ○ I struggled greatly in my studies attempting to do them myself; that didn’t work. Disability Services allowed me to receive accommodations to succeed and I’m so grateful for that! AWESOME

5. Changes made due to response:
Based on the results above, director will work on priority registration list in Banner earlier in the semester and notify students as early as possible about their registration time.