

Program Assessment Form (Non-Academic Program)

Office of Disabilities Support

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General Information (Program Assessment Form (Non-Academic Program))

Standing Requirements

NMC MISSION STATEMENT & ESIP (COLUMN 1 OF THE 5-COLUMN MODEL)

Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth. The purpose of the Disability Support Services is to provide a rewarding learning experience for students with disabilities by providing a program that functions as a focal point for coordination of services and auxiliary aids for students with disabilities in compliance with Title II of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973 and in support of the Northern Marianas College mission.

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

Office of Disabilities Support Outcome Set

AUO1

Disability Support Services (DSS) will provide an advocacy network to support and strengthen independent disability on campus, fundamental needs, and human rights. 12/02/2020 Disability Support Services (DSS) will provide an advocacy network to support and strengthen independence of students with disabilities on campus, fundamental needs, and human rights.

Mapping

No Mapping

PLO1

Students will be able to identify services they may access to support their success.

Mapping

No Mapping

2020-2021 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN)

Mission Statement

Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth. The purpose of the Disability Support Services is to provide a rewarding learning experience for students with disabilities by providing a program that functions as a focal point for coordination of services and auxiliary aids for students with disabilities in compliance with Title II of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973 and in support of the Northern Marianas College mission.

Measures

Office of Disabilities Support Outcome Set

Outcome

Outcome: AUO1

Disability Support Services (DSS) will provide an advocacy network to support and strengthen independent disability on campus, fundamental needs, and human rights.

12/02/2020

Disability Support Services (DSS) will provide an advocacy network to support and strengthen independence of students with disabilities on campus, fundamental needs, and human rights.

Measure: DSS Student satisfaction survey

Indirect - Survey

Details/Description:	A satisfaction survey will be sent via email by DSS counselor to students who are receiving disability support services to evaluate the services provided.
Acceptable Target:	12/18/20 At least 80% of students will state they agree or strongly agree with the items about services provided.
Ideal Target:	12/18/20 100% of students will state they agree or strongly agree with the items about services provided.
Implementation Plan (timeline):	At the end of every semester.
Key/Responsible Personnel:	Disability Support Services Learning Support Services Lucille Deleon Guerrero

Measure: Sign-In DSS Services(DSS Internal Tracking Sheet)

Indirect - Other

Details/Description: Counselor sign in students in based on services they need.

Acceptable Target: Success Criterion: 100 % of students will be signed in by counselor for documentation purposes.

Ideal Target: Success Criterion: 100 % of students will be signed in by counselor for documentation purposes.

Implementation Plan (timeline): Throughout the academic year.

Key/Responsible Personnel: Disability Support Services
Learning Support Services
Lucille Deleon Guerrero
Christine Inos

Supporting Attachments:

 FA20 DSS Visitor Log Sheet.xlsx (Excel Workbook (Open XML)) (See appendix)

Outcome: PLO1

Students will be able to identify services they may access to support their success.

Measure: Pre-ETS Student Survey

Indirect - Survey

Details/Description: Student survey will consist of student understanding of information given by the DSS Office.

Acceptable Target: 100 % submission of survey from students.

12/02/2020

80% submission of survey from students.

80% of students will be able to identify DSS services they may access to support their success.

Ideal Target: 100 % submission of survey from students.

12/02/2020

80 % submission of survey from students.

100% of students will be able to identify DSS services they may access to support their success.

Implementation Plan After 3 weeks of presentation.

(timeline):

Key/Responsible Personnel: Lucille Deleon Guerrero
PSS counterparts
OVR counterparts

Supporting Attachments:

8_10_2020 Pre-ETS Transition Class Evaluation- NMC DSS.pdf (Adobe Acrobat Document) (See appendix)

Measure: Sign-In Student Success Series

Indirect - Other

Details/Description: Based on sign-in sheets for Student Success Series.

Acceptable Target: Success Criterion: At least a 10% increase in the number of students attending each Student Success Series event.

Ideal Target: Success Criterion: At least a 15% increase in the number of students attending each Student Success Series event.

Implementation Plan (timeline): Beginning of each outreach event.

Key/Responsible Personnel: Disability Support Services
Learning Support Services
Lucille Deleon Guerrero

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

Finding per Measure

Office of Disabilities Support Outcome Set

Outcome

Outcome: AUO1

Disability Support Services (DSS) will provide an advocacy network to support and strengthen independent disability on campus, fundamental needs, and human rights.

12/02/2020

Disability Support Services (DSS) will provide an advocacy network to support and strengthen independence of students with disabilities on campus, fundamental needs, and human rights.

Measure: DSS Student satisfaction survey

Indirect - Survey

Details/Description:	A satisfaction survey will be sent via email by DSS counselor to students who are receiving disability support services to evaluate the services provided.
Acceptable Target:	12/18/20 At least 80% of students will state they agree or strongly agree with the items about services provided.
Ideal Target:	12/18/20 100% of students will state they agree or strongly agree with the items about services provided.
Implementation Plan (timeline):	At the end of every semester.
Key/Responsible Personnel:	Disability Support Services Learning Support Services Lucille Deleon Guerrero

Findings for DSS Student satisfaction survey

Summary of Findings:

A satisfaction survey was sent to 30 students via email by DSS counselor to students who are receiving disability support services to evaluate the services provided. There was 22 responses from 30 students.
This is a summary of the satisfaction survey for students responding with agree or strongly agree

Question 1:
The Disability Support Services staff member was knowledgeable about my accommodations. 100 %

Question 2: Disability Support Services has provided me adequate information to meet my needs. 91%

Question 3: I understand the procedure to ask for accommodations. 100%

Question 4: I understand my personal role and responsibilities for requesting and using accommodations. 91%

Question 5: The Disability Support Services staff member was prompt in responding to my requests/questions regarding services. 91%

Question 6: The Disability Support Services staff member was helpful in assisting me with questions regarding my accommodations and services. 86 %

Question 7: Academic accommodations were in place so that I could access them for use in the current semester. 77%

Question 8: The Disability Support Services staff helped me to identify campus resources such as tutoring and/or counseling. 91%

Question 9: Overall, my experience with Disability Support Services was positive. 91%

Question 10: If I knew a student with a disability-related concern, I would refer him/her to the Disability Support Services. 91%

Results :

Acceptable Target Achievement: Met; Ideal Target Achievement: Approaching

Recommendations:	<p>Question 7: Academic accommodations were in place so that I could access them for use in the current semester. 77%</p> <p>These are actions taken for each student: My recommendation is</p> <ol style="list-style-type: none">1. Accommodation letters are prepared before the first day of class and disseminated by the first day of class.2. DSS sends individual letters to instructors via email due to COVID. Prior to COVID letters are prepared and DSS informs students to pick up letters from DSS to be given to instructors. This gives students an opportunity to speak to their instructor regarding their accommodations. <p>My recommendation is: To continue doing the actions above and meet with each individual students to ensure they understand their accommodations.</p>
Reflections/Notes:	<ol style="list-style-type: none">1. Students may not have avail to their accommodation during fall semester by choice.2. Students may have not clearly understand this question.

Measure: Sign-In DSS Services(DSS Internal Tracking Sheet)

Indirect - Other

Details/Description:	Counselor sign in students in based on services they need.
Acceptable Target:	Success Criterion: 100 % of students will be signed in by counselor for documentation purposes.
Ideal Target:	Success Criterion: 100 % of students will be signed in by counselor for documentation purposes.
Implementation Plan (timeline):	Throughout the academic year.
Key/Responsible Personnel:	Disability Support Services Learning Support Services Lucille Deleon Guerrero Christine Inos

Supporting Attachments:

[FA20 DSS Visitor Log Sheet.xlsx](#) (Excel Workbook (Open XML)) (See appendix)

Findings for Sign-In DSS Services(DSS Internal Tracking Sheet)

Summary of Findings:	All students were signed in who visited, called or met via zoom was signed in by Counselor.
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement:

Exceeded

- Recommendations:** Usually more students visit the DSS office but due to campus shutdown and COVID 19 students didn't reach out as much as they used to.
- Reflections/Notes:** See recommendation above.

Outcome: PLO1

Students will be able to identify services they may access to support their success.

Measure: Pre-ETS Student Survey

Indirect - Survey

Details/Description: Student survey will consist of student understanding of information given by the DSS Office.

Acceptable Target: 100 % submission of survey from students.

12/02/2020

80% submission of survey from students.

80% of students will be able to identify DSS services they may access to support their success.

Ideal Target: 100 % submission of survey from students.

12/02/2020

80 % submission of survey from students.

100% of students will be able to identify DSS services they may access to support their success.

Implementation Plan (timeline): After 3 weeks of presentation.

Key/Responsible Personnel: Lucille Deleon Guerrero
PSS counterparts
OVR counterparts

Supporting Attachments:

[8_10_2020 Pre-ETS Transition Class Evaluation- NMC DSS.pdf \(Adobe Acrobat Document\) \(See appendix\)](#)

Findings for Pre-ETS Student Survey

Summary of Findings: 4 out of 4 students reported that they agree with statements that evaluated the

process of Pre-Ets (Pre-employment transition service).

Results : Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded

Recommendations: Normally I have higher numbers because information is presented in a conference like setting. Due to pandemic it is presented on a case by case basis.

Reflections/Notes: See recommendation above.

Measure: Sign-In Student Success Series

Indirect - Other

Details/Description: Based on sign-in sheets for Student Success Series.

Acceptable Target: Success Criterion: At least a 10% increase in the number of students attending each Student Success Series event.

Ideal Target: Success Criterion: At least a 15% increase in the number of students attending each Student Success Series event.

Implementation Plan (timeline): Beginning of each outreach event.

Key/Responsible Personnel: Disability Support Services
Learning Support Services
Lucille Deleon Guerrero

Findings for Sign-In Student Success Series

No Findings Added

Overall Recommendations

No text specified

Overall Reflection

No text specified

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A

SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

2021-2022 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

USE OF RESULTS

STATUS REPORT

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

2019-2020 Assessment Cycle (Actual Cycle) (ACTUAL Data)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA

SUMMARY OF DATA

USE OF RESULTS

STATUS REPORT

USE OF RESULTS

STATUS REPORT

Appendix

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- A. **8_10_2020 Pre-ETS Transition Class Evaluation- NMC DSS.pdf** (Adobe Acrobat Document)
 - B. **FA20 DSS Visitor Log Sheet.xlsx** (Excel Workbook (Open XML))
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