



## Student Services Annual Highlights 2013-2014

Department Name: **Disability Resource Center**

Dash Board Indicators:

Students Served	2011-12	2012-13	2013-14
	Total 3,460	Total 3,655	Pending 89 Active 1,424 Closed 2,901*  Total 4,414
Veterans Served	2011-12	2012-13	2013-14
	Total 98	Total 191	160 Active 164 Closed*  Total 324
Active Students by Disability (2013-14)	Disability Type	Count	% of total
	ADHD	177	12.4%
	Autism Spectrum	58	4.2%
	Blind	12	0.8%
	Communication Disorder	2	0.1%
	Deaf	31	2.2%
	Developmental Disorder	23	1.6%
	Drug/Alcohol	5	0.4%
	Hard of Hearing	24	1.7%
	Intellectual	43	3%
	Learning Disability	224	15.7%
	Low Vision	29	2%
	Medical Condition	103	7.2%
	Neurological	65	4.6%
	None Listed	4	0.2%
	Orthopedic	59	4.2%
	Traumatic Brain Injury	44	3.1%
	Psychological	521	36.6%
	Total	1,424	100%
High School Visits/Tours			2013-14 **
			339 Students 25 Visits/Tours

\*The DRC made a concerted effort this past year to close as many inactive students as possible in preparation for a new data base, and to more accurately reflect the number of students served.

\*\*This is the first year the DRC is reporting on the number of high school tours.

### *Programming or Service Highlights:*

- Innovation of the Year Award for Veterans/DRC partnership.
- Veterans/DRC partnership highlighted with the Board of Trustees.
- Implemented a new process for notifying faculty of accommodations electronically.
- South City Campus DRC remodel/relocation.
- Developed Advisor 3 positions for Veterans and High School Transition to create a career ladder within the DRC.
- Developed a new faculty page on the DRC website providing resources on Universal Design for Learning (UDL).
- Multiple videos developed for the DRC website in partnership with Media Operations.
- Partnered with the FTLC to present the UDL faculty training series.
- Arranged for Facilities to take over accessible furniture placement in individual classrooms.
- Entire department participated in Degree Works training.
- Renewed Perkins Grant.
- Coordinated Peer Leadership Program (PALS) which provides leadership opportunities for students to various departments within Student Services.
- Sponsored Disability Awareness Week activities.
- Sponsored the DRC Appreciation Luncheon to highlight partnerships college-wide.
- Sponsored Alternative Spring Break for students with disabilities at Best Friends Sanctuary.
- Increased outreach efforts at schools in the west side of Salt Lake valley which includes West High School, Hunter High School, Taylorsville High School, South Valley School, Cyprus High School, Granger High School and the Granite District Fairs.
- In addition to accessibility advising, the DRC provided the following services for students:
  - Proctored 2,369 accommodated tests.
  - Coordinated 264 peer note takers.
  - Converted 509 textbooks into accessible formats.
  - Provided 11,067 hours of interpreting/CART for students who are Deaf/Hard of Hearing.

### *Assessment Highlights:*

- DRC Freshmen on Academic Alert
  - A rubric was developed on Campus Labs to track the critical thinking skills of DRC Freshmen on Academic Alert following Fall 2013 semester.
  - 48 students met with their advisors to discuss their academic struggles after being placed on Academic Alert. Their responses were then rated by the Accessibility Advisors on the rubric.
  - The rubric ranges from 1(Beginner) - 4 (Advanced).
  - The mean responses follow:

▪ Making Connections	2.13
▪ Self-Monitoring	2.10

▪ Problem Solving	2.04
▪ Decision Making	2.27
▪ Planning – Quality	1.87
• Total	2.08

- Based on these responses, it is apparent that DRC students who are struggling academically do not possess the critical thinking skills we hoped they would display in relation to their own academic performance.
- This assessment has helped our department better understand where our students are coming from. As a result, our Accessibility Advisors are engaging in conversations with their students who are struggling academically to deepen the student's understanding of the factors that may have contributed to their struggles and how to address them effectively.
  
- Pilot Project Assessment—Email Notification of Accommodations to Faculty
  - Qualitative faculty responses to electronic accommodation letters were saved on a spreadsheet.
  - A total of 32 faculty responses were reported.
  - The overall feedback was favorable, and faculty reported an increase in the level of communication with the DRC.
  - Faculty requested that the DRC continue to provide electronic notification.
  - Due to the positive feedback regarding electronic notification, we determined that we will continue to provide this service to Faculty.
  
- Veterans with Disabilities Below 2.0 GPA
  - Veterans registered with the DRC whose overall GPA was below a 2.0 were contacted by the Veterans Accessibility Advisor / intern during Fall 2013 to ascertain the reason for their struggles.
  - We were pleased to discover that out of 160 active DRC Veterans, only 13 dropped below a 2.0 GPA. We also noted that the Veterans who maintained regular contact with the DRC were generally not on the list of students who fell below a 2.0 GPA.
  - We were hoping to glean information about the nature of the Veterans' academic struggles (financial, social, family, etc.), but instead found that the Veterans did not divulge the nature of their difficulties. Typically in military culture, veterans are hesitant to show any weakness due to the associated stigma.
  - Unfortunately, we were not able to obtain the type of information that would lead to additional programming for Veterans, but we will be looking at the data from the Veterans Services program review to see what recommendations would help us better support our Veterans.