

**Palo Alto College Student Success Student Learning Outcome/Service Area Outcome Assessment Plan**

DEPARTMENT NAME: Disability Support Services

Academic Year: 2018-2020

Department Mission: PAC is committed to ensuring that all programs, services, and facilities are accessible to and provide equal opportunities for education to all students. The DSS office coordinates accommodations for PAC students with permanent or temporary disabilities as defined by the Americans with Disabilities ACT (ADA) of 1990.

What question are you trying to answer with the outcomes assessment?  
Are students using their accommodations to help them be successful in classes?

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
Students will learn to utilize the accommodation process to accurately and successfully aid in their academic achievement.	Strategic Direction: 1 ILO: 1, 3 & 6	Survey at the end of each intake appointment with outcome based questions around the process and accommodations.	At the end of each intake session. At the end of the semester.	Student Success Tactical meeting each semester
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
Students will report that the accommodations they receive in DSS will positively impact their learning in the classroom as well as how to advocate for services needed.	Strategic Direction: 1 ILO: 1,3 & 6	Peer Advisors will call students to ask how things are going and if students are using their accommodations. Qualitative data will be tracked in a spreadsheet and reviewed for themes.  For those needing further guidance an appointment can be scheduled with the Coordinator.	On-going throughout the semester.	Student Success Tactical meeting each semester



\*ILOS are [Institutional Learning Outcomes \(General Education Assessment\)](#):

1. Communication Skills

2. Teamwork

3. Critical Thinking

4. Social Responsibility

5. Empirical and Quantitative Analysis

6. Personal Responsibility

[PAC Strategic Plan](#)

Strategic Direction 1: Empowering Students for Success

Strategic Direction 2: Creating and Sustaining a Culture of Inclusiveness

Strategic Direction 3: Celebrate and Share PAC Excellence

Strategic Direction 4: Targeting Our Resources for Success