

# Operational Outcomes Report - 4 Column

## Great Basin College

### Operational (Student Services) - Disabilities Services

**GBC Mission:** Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

**Unit Mission:** The mission of the Services to Students with Disabilities Offices is to ensure equal access to all educational programs at Great Basin College and to approve and coordinate reasonable accommodations within the classroom for eligible students with documented disabilities.

Outcomes	Means of Assessment & Criteria / Tasks	Results	Action & Follow-Up
<p>Operational (Student Services) - Disabilities Services - Efficient and Effective - Disabilities Services provides efficient and effective services to students with disabilities.</p> <p><b>Assessment Years:</b> 2011-2012</p> <p><b>Start Date:</b> 07/25/2012</p> <p><b>Outcome Status:</b> Active</p>	<p><b>Assessment Measure:</b> The number of accommodation memos issued in electronic format will be tracked.</p> <p>The number of students with disabilities receiving accommodations will be tracked.</p> <p><b>Assessment Measure Category:</b> Internal Tracking</p> <p><b>Criterion:</b> 75% of accommodation memos in electronic format for the fall of 2011 moving to 100% in electronic format for the fall of 2012.</p>	<p>10/05/2012 - 100% of the accommodation memos are now going out to students in electronic format.</p> <p><b>Criterion Met:</b> Yes</p> <p><b>Reporting Period:</b> 2012-2013</p> <hr/> <p>07/25/2012 - In the fall semester of 2011, 61 students received accommodations through the Office of Services for Students with Disabilities. The number of students that received their accommodation memos in electronic format was 57. 93%</p> <p><b>Criterion Met:</b> Yes</p> <p><b>Reporting Period:</b> 2011-2012</p>	<p>09/01/2011 - When accommodation memos are prepared for the fall of 2012, the results of this measurement will be used to move toward 100% of the accommodation memos issued in electronic format. There were only a few that were not in the new format so the new process is working. With some policy review, the goal of 100% should be reached by the target date.</p> <p><b>Follow-Up:</b> 07/25/2012 - The measurement of this goal will be reviewed again in January of 2013. The number of students receiving accommodation in the fall of 2012 will be tracked and compared to see how many of them received their accommodation memo in</p>

Outcomes	Means of Assessment & Criteria / Tasks	Results	Action & Follow-Up
	<p><b>Assessment Measure:</b> The Disabilities Services website is comprehensive and well-organized so that students at any location in the service area can easily access all forms and information.</p> <p><b>Assessment Measure Category:</b> Internal Tracking</p> <p><b>Criterion:</b> Phone calls for basic information are reduced and forms submitted by students are complete, accurate, and on-time.</p>	<p>04/05/2013 - Website design and information was drafted in March, 2013, and in April, 2013, will work with the webmaster to complete the project. Website should be up and running by summer 2013.</p> <p><b>Criterion Met:</b> No</p> <p><b>Reporting Period:</b> 2012-2013</p>	<p><b>Follow-Up:</b> electronic format.</p>
	<p><b>Assessment Measure:</b> Available data and systems are comprehensive and easy to use.</p> <p><b>Assessment Measure Category:</b> Internal Tracking</p> <p><b>Criterion:</b> PS DRC Module is in full use.</p>	<p>04/05/2013 - 0% is in current use although 70% of available information from paper files has been loaded into PS.</p> <p><b>Criterion Met:</b> No</p> <p><b>Reporting Period:</b> 2012-2013</p>	<p>04/05/2013 - 100% of student Bio-demo data, disability type information, accommodations approved and used by class and semester, and equipment check out status and condition as well as any contact notes will be in the system by the end of the summer. Queries will be designed and built to access the information for reporting and providing services.</p>