

**UNIT EFFECTIVENESS PROCESS  
PHASE 1 – ASSESSMENT PLAN for ADMINISTRATIVE OUTCOMES  
2006-2007**

**Unit Name:** Office for Students with Disabilities (OSD)

**Core Functions**

1. OSD will determine eligibility for services by reviewing documentation to determine the existence of a disability.
2. OSD will establish appropriate accommodations by identifying modifications to mitigate functional limitations without undermining the essential core functions of a university program.
3. OSD will help to provide appropriate accommodations for testing, proctoring and test-taking assistance as needed through the use of the Adaptive Resource Center.
4. OSD will promote self-advocacy and help to empower students with disabilities so that they can effectively communicate with their individual professors regarding these accommodations.
5. OSD will serve on an as needed basis as a liaison between students/faculty and staff in helping to secure appropriate accommodations in a timely manner.
6. OSD will teach and encourage students with disabilities to use specific compensatory strategies and assistive technology to help mitigate the functional limitations of their disabilities.

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**Intended Outcome 1**

Students using OSD facilities and testing services during finals in the Fall of 2006 and Spring of 2007 will be satisfied with the facilities, accommodations, and quality of interactions in The Adaptive Resource Center (ARC).

**Related Core Function and/or Planning Priority Strategy**

Core function #3  
Planning Priority I, Goal 2, Objective 2

**Action Steps to Achieve Intended Outcome**

- 1) OSD will design and administer a satisfaction survey.
- 2) This survey will be distributed to each student using any type of ARC facilities and services (e.g. testing, assistive technology, staff assistance) during finals in the Fall of 2006 and Spring of 2007.
- 3) This survey will be given to students after they use any type of accommodation provided by the ARC.

4) Students will be asked to fill out an anonymous five-point Likert scale with ratings ranging from poor to exceptional and will return the survey to a designated area.

### **Assessment Methodology Description**

*Include the following:*

- *full description of the planned assessment activity*
- *the criteria for success*
- *the timetable for assessment activity*
- *responsible persons (by job title, not name) and specific duty*

In the summer of 2007, the responses to the survey will be converted to a percentage rating. The Director and Assistant Director of OSD will calculate average ratings for each criterion as well as an average overall score. Students will also have the opportunity to write comments and suggestions as well. For each indicated area on the survey, an 85% satisfaction rating (or above) will be an indication of success. A rating of less than 70% would indicate a need for improvement.