

Disability Services Final Assessment Report Grid – Academic Year 2008-2009

Common Student Learning Goal Addressed	University document to which Learning Goal is tied	Student Learning, Customer Service/Satisfaction, or Process Objective	Program or Activity targeted to measure stated objective	Expected Outcome	Instrument Utilized	Actual Outcome, using metrics	Conclusions, Next Steps to integrate results (close the loop)
<p>The Office of Disability (ODS) will provide opportunities for students with documented disabilities (SWDD) to evaluate current ODS programs and services and provide a forum for these students to make suggestions for future programming and/or services.</p>		<p>Student with Documented Disabilities (SWDD) will be able to effectively communicate their satisfaction with the various programs and/or services received from ODS.</p>	<p>Satisfaction Survey</p>	<p>Results from survey will assist in the improvement of current programs and/or services.</p> <p>Results from the survey will assist in the development of future programs and/or services.</p>	<p>Satisfaction Survey</p>	<p>During the Spring 2009 semester, 31 students (10.5% of our active student population) were surveyed during a two week period.</p> <p>Ninety-six (96) percent of the students surveyed felt that ODS responded to their accommodation request in a timely matter, that they understood the procedure for requesting accommodations and that their accommodations were effective in their success.</p>	<p>Conduct a similar survey next year to compare the results, since there have been changes to the delivery method of some services.</p> <p>Conduct a Faculty Needs Assessment for 2009-2010, due to the increasing number of students with disabilities attending WPU, many with multiple disabilities.</p>