

Vernon College

Assessment Activity/Report Communication Form 2010-2011

Title: _ADA Satisfaction Evaluations Date of completion: May 31, 2011

Please circle: **Assessment Activity** **Report** **Both**

Highlights of data: *Students who received accommodations under the Americans with Disabilities Act evaluated the Special Services Director, the services for all accommodations, and referrals from counselors or instructors. 100% were satisfied with the response time of the Director and the accommodation process. 100 % were satisfied with all services. Only 5% responded that they were not referred to Special Services upon disclosure of the disability to an instructor or counselor.*

Comments to the question of how we could improve services:

“Only problem is note-taker—no one will apply—biggest problem. “

“They all are so great!”

“Good so far but the tutor at CCC needs to be like Vernon Campus—way more easy.”

“Kathy Peterson is best interpreter here in school. I love her.”

“We need interpreters for the deaf for their classes with good skills of sign language as ASL. Need more interpreters or have students to have same classes so interpreters can interpret for all students.”

“The interpreters need to learn more sign language skills but each of them are good at it. In the future, the interpreter will need to level up the medical sign language skills, too.”

Use of data:

Continue to interview and hire excellent sign language interpreters.

Continue to purchase (or acquire from lending library) textbooks early so interpreters can review vocabulary and content for class before the lecture is presented.

Send out email to all staff encouraging everyone to refer any student who declares a disability to them to the Special Services Department.

Continue to provide accommodations in an efficient and timely manner.

Where the report can be found: Director of Special Services’ Office

Submitted by: Deana Lehman **Date:** May 31, 2011

Received by Office of Institutional Effectiveness: 5.31.11

Presented to College Effectiveness Committee: 6.20.11