SAN DIEGO MESA COLLEGE

Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

Student Services - DSPS

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.
SUCCESSES
An Increase in Student Access of Services and Departmental Flexibility When Obtaining DSPS Supports and Resources: In the Fall of 2021, our District DSPS offices began implementing an online student record and scheduling system called Clockwork. Clockwork allows Mesa Students to access DSPS services remotely or fully online. We have an online application to apply for services and a web based option for returning DSPS students to request their semester accommodation letters. Another excellent feature of Clockwork is that it is a shared, District-wide, DSPS database. When students are cross enrolled at Miramar or City College, the DSPS Departments can streamline the enrollment and accommodation process for the student. This also includes viewing accommodations that had been previously authorized for the DSPS Student and the case notes of their other DSPS Counselor(s).
DSPS Proctoring Services Updates: The DSPS department has implemented an online form for Professors to complete when they need support administering testing accommodations for a DSPS Student. The Professor Request for DSPS Proctoring is an online request form which eases the process of accessing testing accommodations from a student's perspective when compared to our process prior to the COVID-19 pandemic. This form replaced our pre-pandemic triplicate paper form. Not only does it save budget costs for printing, but it is also sustainable and creates greater access for Professors and Students when requesting the support of the DSPS proctor.
Prior to the pandemic, students were responsible for obtaining a Test Proctoring Request form from our office and bringing the form to their Professor to complete. Once the Professor completed the form, the student would return the form to our office to schedule their proctored exam. With this new online form, the Professor can complete the form online 24/7. Once they complete the request form online, a DSPS staff member contacts the student to schedule the proctored exam and plan for the student's required testing accommodations. This new online method streamlines the coordination of testing accommodations for students. Professors also appreciate the ability to request proctoring support outside of normal business hours. Proctors have also modified their communication methods to better reach the DSPS students. If desired, DSPS Students can schedule their proctored exams with our office via text messaging. If needed, DSPS Proctors are completing exam proctoring remotely. This allows students with various disabilities and equity barriers to complete their exam from their home or preferred location and still receive their academic accommodations.
Clockwork: Clockwork is our District's main method for managing all DSPS daily operations (i.e., management of student files, scheduling of staff and faculty meetings, student appointments, creating student accommodation letters, etc.). Clockwork has made it easier for students to apply for DSPS services online and transfer their accommodations to another DSPS office within our District. Hence, enhancing the access to services for all eligible students. Clockwork has streamlined the case management and data collection of student files. Ultimately, allowing Counselors to spend more time on case management, advocacy and supporting our students on their educational journey.
Increased access and Implementation of Educational Assistive Technology: Our department has been incredibly involved in the Assistive Technology Collective. The Assistive technology Collective is a regional group of DSPS faculty and Staff who have a specialization in assistive devices and software. This regional group meets bi-weekly and shares ideas and strategies for ensuring accessible course content. In the summer of 2022, our department hosted and sponsored a multiple day training on Job Access With Speech (JAWS) which is the world's most popular screen reader for computer users with vision loss. The Collective also sponsored a
highly anticipated Apple Accessibility Training with Apple Inc. In this multiple day training, attendees learned about the accessibility features on an Apple device. Subjects included accessibility features for low vision, hard of hearing, reading and general universal options for individuals with disabilities.
Our DSPS department has also implemented the use of assistive technology to support students inside the classroom. Once a student is approved for accommodations, they have access to Otter A.I. which is an audio to text transcriber. That is, students can use this software on their phone, computer, tablet, etc. To record their

course lectures and transcribe their audio recording to text. This software can be used while meeting remotely in zoom, Microsoft Teams or in Google Meet to automatically take notes for you. Students also have access to GLEAN. This is another recording application that allows students to capture recorded audio while also organizing it to meet their personalized study needs.
Our Mesa DSPS High Tech Center (HTC) also provides one-on-one support for students with general technology questions. Students can meet with an HTC staff member to learn how to navigate Canvas or more in-depth training to maximize their use of the assistive technology they use for course access.
Intentional Changes to Departmental Language: The DSPS office intentionally changed our standard language to sound more welcoming to students. We changed Intake to Welcome Appointment and now use the term "student connections" rather than referrals. We're happy to report the other District DSPS offices also agreed to use the term Welcome Appointment, by following our lead. This type of language is more welcoming to students and creates a more personal and supportive experience.
Academic Facilitators (Project Assistants): The DSPS Department has implemented a new resource for DSPS students who are looking for regular check-ins to support their learning. The DSPS Academic Facilitators are currently Graduate Students who are enrolled in San Diego State University's Rehabilitation Counseling Program, which is the preferred degree for DSPS Counselors. DSPS students who choose to connect with an Academic Facilitator can receive support with basic computer skills, Canvas, organization, time management, executive functioning, mobility assistance, stress management, adjusting to college, encouragement, and coping strategies.
On April 5, 2023 the Academic Facilitators hosted a Soft Skills Workshop which focused on learning how to set up their voicemail, creating and responding to emails professionally and in a scholarly manner, creating an email signature, etc.
On May 2, 2023 the Academic Facilitators will be hosting a Priority Enrollment Party in the DSPS High Tech Center (HTC). Students who attend will receive support with enrolling in their courses and a slice of pizza! We're hoping this event will encourage students to use their priority enrollment and increase student retention.
August 7th – 9th 2023 the Academic Facilitators will be hosting a DSPS Summer Camp for Success and Fall Readiness. This camp will assist students with their transition to college, implementing their accommodations, purchasing their textbooks, and connecting them with an Academic Facilitator to support their academic success throughout their time here at Mesa. Students who attend will receive lunch and paid transportation.
Department Liaisons and Hot Spot DSPS Counseling Support: Our department has experienced a great increase in our need to advocate for DSPS students across Mesa's campus. This includes our typical advocacy for implementing academic accommodations and verifying extenuating circumstances to encourage Professor flexibility. In the Summer of 2022, our Department implemented liaisons for each Academic School so instructional faculty could have a main point of contact for any DSPS related questions. Liaisons also update their departments on changes with the DSPS office and opportunities available for students with disabilities i.e., scholarships, the DSPS Club and Honor's Society, etc. Below is a list of the DSPS Counselor and their assigned academic departments:
• School of Math (Melissa) and Science (Isaac)
• Social & Behavioral Science (Joe)
• Humanities (Liz)

• Exercise Science/Dance (Sandy)
• Health Services (Erika)
• Business Technology (Bree)
• Arts & Languages (Rebekah)
In addition, two of our counselors provide hot spot counseling services to their area of specialization: The Veteran's Center and the Athletics Department. Each Counselor spends approximately, four hours a month to complete Welcome Appointments and answer general questions on eligibility for students, faculty, and staff.
Disability Club and Honor's Society: Prior to the COVID-19 pandemic, the DSPS Department held monthly support group meetings for Autistic students. As a team we had ongoing discussions about the value of this group and how all DSPS students would benefit. In the fall of 2022, our department began the implementation of the Disability Club and Honor Society; The faculty liaison is Elizabeth Wilke. Here is the club's mission:
• Increase disability visibility, acceptance, inclusion and pride across campus and within our community

Summary and Reflection

• Celebrate & uplift the voices, achievements, milestones & success of students within the disability community
• Advance equity, accessibility and advocacy efforts for disabled students
Transfer support for students: The DSPS Department has continued its partnership with the disability service offices at both SDSU and UCSD. In the spring semesters we invite both campuses to our office so they can connect with Mesa DSPS students who have been accepted to their university. In addition, our department has also coordinated with Mesa's Transfer Center to conduct two workshops to assist Mesa DSPS students with their transfer application questions.
Social Media: DSPS has created and manages multiple social media accounts. The accounts are used to share important information regarding DSPS services, resources, scholarships and important District and Mesa College updates. The social media accounts also provide a space for students to get to know the DSPS department faculty and staff. This personalization is important to ensure we are creating a welcoming environment. Here are the social media accounts for the Mesa DSPS Office:
* Instagram: Username - mesadsps
* Tik Tok: Username: sdmesadsps
Outreach Efforts: The DSPS office had made intentional plans to increase outreach efforts to incoming students. Especially those students who are transitioning from High School to College. This year our District is offering an early opportunity for students to register for summer and fall courses. Since students with disabilities often require enrollment priority, our department has created A Digital Transition Guide for High School Students (accessible version). In addition, we have a six-minute video outlining the transition guide and welcoming our new High School Students. Our faculty have also been attending outreach events, parent information nights and completing our DSPS Welcome Appointments on the High School campuses. In addition, our department frequently communicates with our campus' CCAP Coordinator to ensure any high school student with a disability (Students with an IEP, 504 Plan, etc.) can obtain accommodation(s) for their course here at Mesa.

challenges:

Need for an Academic Counselor/Advisor: Data collected from our Disability Support Programs and Services (DSPS) scheduling system indicate that our current adjunct Counselor, who provides occasional academic advising, is spending 79% of their time completing educational plans, clearing pre-requisites, supporting students with their transfer applications, supporting students with petitions (financial aid appeals, course substitutions, Priority Enrollment appeals, etc.). During the busier times of the semester, DSPS students have experienced a waiting period of up to 3 weeks until their scheduled appointment.
DSPS Counselors have also found it helpful to have a knowledgeable academic advisor on our team. Academic planning can be complex and everchanging due to California laws, such as AB 1705, and other state initiatives. Having a dedicated person within the DSPS department that is fully committed to academic advising will ensure the DSPS faculty, staff and students have access to the most relevant information on degree completion and transfer.
COVID-19 and Adapting to a new online system: In March of 2020 the DSPS Department transitioned our internal work processes to Canvas and SharePoint for storing student records, District forms and the petitions necessary for our everyday office operations. In November of 2021, the DSPS offices within our District transitioned to an electronic data management system called Clockwork.
Clockwork is now our District's main method for managing our daily operations (i.e., management of student files, scheduling of staff and faculty meetings, student appointments, generating accommodation letters, etc.). As with any major changes, there was a period of adjustment for our department. We amended our proctoring process and worked through some technical difficulties. However, Clockwork has made it easier for students to apply online to our campus' DSPS office and transfer their accommodations to another DSPS office within our District. Hence, increasing access to services for all eligible students. It has also allowed our reoccurring students to request their accommodations online, without requiring an appointment with their DSPS Counselor.
Adapting to Students Mental Health Needs Post- COVID: DSPS Counselors have seen an overall increase in the need for mental health counseling for students. More often, students are reporting they are in crisis and/or requesting therapeutic counseling to address stressors in their personal lives. As DSPS Counselors work with

students to determining their academic accommodations and course adjustments, we often discover they have a need for therapy with a licensed professional- Which is very different than the counseling services provided within the DSPS office. When a student's mental health is unstable, it can become challenging for them to complete their academic goals, regardless of accommodation(s).
The DSPS office does not have the resources to provide students with mental health counseling. Furthermore, the DSPS Office has struggled to find an appropriate campus resource to address the immediate mental health needs of students on campus. Likewise, when classroom faculty contact us to obtain mental health counseling/crisis support for a student on our caseload, we are unable to support them. Our department would like to have a standardized process for supporting students in crisis that involves a licensed professional, rather than contacting campus police.
Financial Aid Appeal Process: Financial Aid is very important to the students who rely on it for their enrollment. Many DSPS students are experiencing challenges with obtaining financial aid due to unsatisfactory academic standing (academically and/or lack of completion). Typically, their unsatisfactory academic standing is related to their disability in some way. If their disability was not the primary cause of their academic struggles, it was likely exacerbated by the primary reason leading to further academic difficulties.
The financial aid appeal process requires a student to provide documentation and a detailed statement on the reason they performed poorly in each class with a less than satisfactory grade. This process can be even more challenging for students who have a long history of enrollment, especially at multiple schools. The detailed statements required by the financial aid appeal process requests a student to disclose and re-live personal, and often, traumatic major events. Obtaining documentation of these major life events can be difficult especially if it was medically related. Most students do not have steady health insurance so obtaining past documentation can be time consuming and an equity barrier.
Another challenging component of the financial aid appeal process is a need for an academic plan. However, you must have evaluated transcripts in order to obtain this. Currently, our District is averaging a 90-business day turnaround for students to have their transcripts formally evaluated.
Technology Needs of Students (laptops, Preference of textbooks vs. E-text): Many of our students do not own a personal computer. If they are unable to rent a computer for the semester, they must plan around the LRC's business hours to complete their coursework. Furthermore, if their instructor only has an e-text option, it becomes challenging to study and read their course materials on a personal cell phone. To address this need, DSPS has ordered 40 laptops to loan to DSPS students in future semesters.
College Readiness: The transition to college from High School can become overwhelming for students. For a student with a disability, there is an added task to transfer their academic accommodations. Students who do not have an effective High School support system will not come to our office prior to their first semester at Mesa. As a result, they do not obtain important accommodations such as priority enrollment or their academic accommodations. When a student with a disability is not aware of our office, they do not receive the support they require to be successful. Instead, they may struggle with their course content, completing their assignments and completing their exams.

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.
During the COVID-19 Pandemic, the DSPS department was required to amend the courses offered to students.

DSPS 40: Learning Disability Assessment: The COVID-19 pandemic required our department, and all other DSPS offices in the state of California, to cease assessments of Learning Disabilities in students. This was due to the in-person requirement of the cognitive and achievement assessments. We resumed Learning Disability Assessments on a limited basis in the Spring 2022 semester. Learning Disability assessment is provided for eligibility for DSPS services when a student has no other qualifying disability.

DSPS 21: Assistive Technology: Effective Fall of 2022, the DSPS office no longer offers the DSPS 21 course. This is due to low enrollment and the needs of the students transitioning to a more online/hybrid format. DSPS is now offering High Tech Center support in an open lab setting. That is, students can access the technology support without being enrolled in a course.

DSPS 42: Applied Basic Study Skills: Effective Fall of 2022, the DSPS office is no longer offering the DSPS 42

course. This course addressed the tutoring needs for remedial Math and English courses. With the legislative changes of AB1705, this course is obsolete as the learning outcomes are for remedial course content.

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.
New Resources for the DSPS Department:

Academic Facilitators: Due to an additional funding source for “High Touch Services” DSPS was able to hire five Project Assistants which we refer to as Academic Facilitators. The five Academic Facilitators are currently pursuing a master’s degree in Rehabilitation Counseling at San Diego State University. This is the preferred degree for DSPS Counselors, as well. DSPS students who choose to connect with an Academic Facilitator can receive support with basic computer skills, Canvas, organization, time management, executive functioning, mobility assistance, stress management, adjusting to college, encouragement, and coping strategies.

On March 7th, 2024 the Academic Facilitators hosted a Soft Skills Workshop which focused on learning how to set up their voicemail, creating and responding to emails professionally and in a scholarly manner, creating an email signature, etc.

On April 29th and November 7th of 2024 the Academic Facilitators and our DSPS Academic Advisor will be hosting a Priority Enrollment Party in the DSPS High Tech Center (HTC). Students who attend will receive support with selecting their spring courses and the enrollment process, if needed. We’re hoping this event will encourage students to use their priority enrollment and increase student retention. Students will also be offered a light lunch during the registration event.

August 7th – 9th 2024 the Academic Facilitators hosted a DSPS Fall Readiness Program for incoming High School Students. This event assisted with the transition to college, provided extra support with the implementation of their accommodations, purchasing their textbooks, and connecting them with an Academic Facilitator to support their academic success and retention. Students at the event received lunch and some great Mesa giveaways!

In Progress Action Plan

Campus-wide Proctoring Center: The proctoring of exams and quizzes has always been a challenging, labor intensive, task for the DSPS Department. Especially during peak times of the semester such as mid-terms and finals week. Although the responsibility of implementing accommodation(s) during exams/quizzes resides with the Professor of the course, the DSPS Department has made available proctoring services to support Mesa's instructional faculty. This has been a valuable resource for instructional faculty because testing accommodations require additional planning and resources (i.e. the scheduling of extended time, providing access to private or distracted reduced setting, access to assistive technology, oral administration, enlarged font, scribe, etc.). As the leading college of equity and excellence, we have discovered that the need for testing accommodations may be required for students who are not eligible for DSPS services. This includes student athletes who may need to miss an exam for a game or team event, students who experience an extenuating circumstance (i.e., unexpected illness, family or personal emergency, childcare issues, work related conflicts, etc.). Having a campus wide proctoring center will create access for all Mesa students. Makeup exams/quizzes, "second chances" to improve testing scores, the opportunity to take an exam outside of normal business hours (evenings and weekends) and DSPS accommodations can become accessible to the entire Mesa Community. Whereas, our current proctoring process currently singles out DSPS students by removing them from their classroom to have their equity needs met. Campus wide proctoring may also provide our campus with an opportunity to further support our Allied Health programs which prepare students to take state examinations to complete their educational and career goals. Currently, Allied Health students complete their state board examinations off-campus at proctoring centers within the community which charge a testing fee ranging from $10- $50+.

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.
Reviewed & Accurate

Summary and Reflection

Related Documents for Charts and Graphs
Professor Request for DSPS Proctoring.pdf;
New Student Guide.pdf

Executive Summary Complete
Yes

Data Reflection

Trends observed in program/service area's data.
Student Outcomes

A review of DSPS Student Outcomes from 2018 to 2022 indicate students who are enrolled in DSPS have success rates that are equivalent, if not higher, than the students who are not enrolled in DSPS. The data indicates that the following ethnicities have higher percentages in their success rates when enrolled in DSPS: Black/African American (0.05%), Native American (0.11%), Asian (0.01%), Filipino (0.04%), and LatinX (0.02%). This data makes clear that when students with disabilities are appropriately accommodated, they can reach the potential of their peers, or higher.

Delivery of Services; Student Appointments

During the COVID-19 Pandemic, our department continued Counseling appointments remotely via phone or zoom. As we returned to campus, we found the student's need and preference for remote appointments continued as students with disabilities often face challenges with coordinating their travels to and from campus. This is often due to frequent medical appointments, difficulties managing their disability related symptoms, transportation difficulties due to mobility related reasons, etc. When students can complete their Counseling appointments via phone or zoom, it increases their access to the resources offered by our department and the likelihood of them attending their appointments and obtaining the accommodations they need to be successful in their Mesa courses. Students can choose to come in person to our office, but we see most students prefer a remote format. Below is the data collected from our DSPS database, Clockwork, on the administration of student appointments since August 2022:

In-person: 30%
Zoom: 40.3%
Phone: 24.7%
General Meeting/Unknown Modality: 5%

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)
Enrollment Gaps Based on Ethnicity
A review of our department's equity gap analysis from 2018- 2022 indicates our Department's enrollment gaps are with our Black/African (-7.5%), LatinX (-7.6%) and Mixed-Ethnicity (-0.6%) students. Enrollment is important to our program and the success of students who have a disability. It is also important to note the eligibility requirements for our program differs from the other categorical programs within our District. If a student with a disability enrolls in a Mesa course, they are eligible for Mesa DSPS services. When students with disabilities are not appropriately accommodated, they do not have equal access to their course content. Without accommodation a student with a disability may become overwhelmed and not continue their academic journey. Or, from a data analysis perspective, this could directly impact the overall success rate of Mesa students.

Related Documents for Charts and Graphs

Summary and Reflection

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.
The DSPS Department met on two separate occasions to discuss the outcomes of the department. We unanimously agreed that the outcomes have not changed.

Data Reflection Complete
Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.
DSPS has reflected on the challenges students face when accessing our department resources. We also recognize how important it is to have DSPS Accommodations if you are a qualifying student, and how those accommodations can greatly impact a student's success. Below are the intentional departmental changes we have implemented:

DSPS Academic Facilitators (Project Assistants): DSPS has recently received additional funding for "high touch" services for DSPS Students. These funds have been delegated to working directly with students and supporting their integration within our Mesa community and connecting them with campus resources. In the Spring of 2023, DSPS hired five Project Assistants to manage a case load of DSPS students requesting 1:1 support their academic success. We have continued those efforts with hiring graduate interns and calling them our Academic Facilitators to support students with basic computer skills, Canvas, organization, time management, executive functioning, mobility assistance, stress management, adjusting to college, encouragement, and coping strategies. Academic facilitators have also developed workshops for supporting priority enrollment, developing soft skills for student professionalism and a DSPS Fall Readiness Program to prepare incoming high school students for their first college semester.

DSPS Club and Honor's Society: Our department began the implementation of the Disability Club and Honor Society; The faculty liaison is Elizabeth Wilke. Here is the club's mission:
Increase disability visibility, acceptance, inclusion and pride across campus and within our community
Celebrate & uplift the voices, achievements, milestones & success of students within the disability community
Advance equity, accessibility, and advocacy efforts for disabled students. Since its inception in the fall of 2022, the Club has been a safe, welcoming space for students with disabilities. The students have learned the power in uniting and advocating for their disability related needs and have also supported other DSPS Students who are not yet a part of the club. Here are the events the club has planned in relation to their mission:

Need for a Full Time Contract Academic Counselor/Advisor: Data collected from our Disability Support Programs and Services (DSPS) scheduling system indicate that our current adjunct Counselor, who provides occasional academic advising, is spending 79% of their time completing educational plans, clearing pre-requisites, supporting students with their transfer applications, supporting students with petitions (financial aid appeals, course substitutions, Priority Enrollment appeals, etc.). During the busier times of the semester, DSPS students have experienced a waiting period of up to 3 weeks until their scheduled appointment.
DSPS Counselors have also found it helpful to have a knowledgeable academic advisor on our team. Academic planning can be complex and ever-changing due to California laws, such as AB 1705, and other state initiatives. Having a dedicated person within the DSPS department that is fully committed to academic advising will ensure the DSPS faculty, staff and students have access to the most relevant information on degree completion and transfer.

What other factors (internal or external) might also impact the above data trends and equity gaps?
AB 1705 has impacted the Math sequencing and the course offerings available to students. These changes have directly impacted the offerings of our District's remedial and refresher Math courses. Students who were hoping to refresh or hone in on their Math skills are no longer able to do so under the legislative changes of AB 1705. Immediate enrollment into a College level Math is also not ideal for a student with a disability who is already struggling to adjust to college curriculum while also learning how to become an advocate for themselves.

Related Documents for Charts and Graphs

Practice Reflection Complete
Yes

Mid-Cycle Updates

YEAR 2 Updates (2023 - 2024)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.

Review Outcomes Report. Review the unit's outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.

YEAR 3 Updates (2024 - 2025)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.

SUCCESSES

Management Information Systems (MIS) Reporting Student and Department Accountability/Functioning: In the Fall of 2024, our District and campus DSPS offices began implementing the MIS data tracking capabilities of Clockwork, our DSPS Database. In previous years, our Administrative Technician has been manually inputting each student's MIS data on a semester-by-semester basis. This process was extremely tedious and a very detailed orientated process as it is directly linked to our DSPS funding allocation. With the implementation of this new Clockwork feature, we are anticipating on saving our staff member approximately 20 hours of data entry each semester.

Mesa Test Proctoring Update: The Mesa Test Proctoring has continued to evolve with the new addition of non-DSPS students for equity moments. Since its grand opening, Mesa Test Proctoring has consistently served non-DSPS students in the spirit of Equity. That is, each semester numerous students who may have had a lower grade or even failed a course if they had not had another opportunity to take their exam with our Mesa Test Proctor. Life, or unpredictable circumstances happen to students and here at Mesa, we are here to support them. We hope to develop a better way to track these students as our current system, Clockwork, does not make this process easy on DSPS staff members- Since these students are not enrolled in the DSPS program.

Increased access and Implementation of Educational Assistive Technology: Our Mesa DSPS department has been incredibly involved in the Assistive Technology Collective. The Assistive technology Collective is a regional group of DSPS faculty and Staff who have a specialization in assistive devices and software. This regional group meets bi-weekly and shares ideas and strategies for ensuring accessible course content. In the Summer of 2024, our department attended an Accessibility Workshop which focused on the technology available to support students with vision disabilities, Implementing vision assistive technology with educational software such as Canvas.
Our DSPS department has also implemented the use of assistive technology to support students inside the classroom. Once a student is approved for accommodation, they have access to Otter A.I. which is an audio to text transcriber. That is, students can use this software on their phone, computer, tablet, etc. To record their course lectures and transcribe their audio recording to text. This software can be used while meeting remotely in zoom, Microsoft Teams or in Google Meet to automatically take notes for you. Students also have access to Glean. This is another recording application that allows students to capture recorded audio while also organizing it to meet their

personalized study needs. Glean has quickly become a student favorite amongst our Mesa community! The software has recently included an upgrade of AI generated quizzes from their audio recorded lectures. This new feature assists students with studying and picking up on key points of their course lectures if they are having difficulties with getting started on their studies.

Direct Student Support: DSPS has been able to provide school supplies and other college access related supports to students with Student Success and Equity funding the past year. Examples of these supports include Amazon gift cards to purchase accommodation related supplies such as padded chair back supports for students with verified disabilities of back pain/injuries. We have also partnered with the Campus Store, previously known as the bookstore, to purchase textbooks for students who were not able to afford their course required materials.

High Tech Center Technology Training: Our Mesa DSPS High Tech Center (HTC) Staff have been providing one-on-one technology training appointments to students who are authorized for Assistive Technology for their education. This type of technology assists students with minimizing any missed information by audio recording lectures or can assist a student with processing their printed text in course reading materials. Students are scheduled to meet with a High-Tech Center Staff member once they are authorized to use assistive technology as an accommodation. Scheduling a 1:1 ensures the student has a safe space learn at their own pace, ask specific-disability related questions and it also allows the High-Tech Center staff member the time to personalize the software to the student's specific needs and/or preferences.

Students can also choose to schedule a follow-up meeting with a HTC staff member to learn how to navigate Canvas, access their student email account and other available student resources which are available free to students through their student dashboard?. If desired, we offer more in-depth training to maximize a student's use of their authorized assistive technology during a general check-in, as well. During the last academic year, our staff completed 233 student appointments.

Academic Facilitators/Graduate Interns (Project Assistants): The DSPS Department has continued to implement the incredible student resource of DSPS Academic Facilitators who are Graduate Students enrolled in San Diego State University's Rehabilitation Counseling Program, which is the preferred degree for DSPS Counselors. DSPS students who choose to connect with a DSPS Academic Facilitator can receive support with basic computer skills, Canvas, organization, time management, executive functioning, mobility assistance, stress management, adjusting to college, encouragement, and coping strategies. In the 2023- 2024 Academic year, 32 DSPS students are receiving 1:1 support with an Academic Facilitator throughout the semester. This is a direct example of our department's effort in supporting DSPS student retention.

On March 7th, 2024 the Academic Facilitators hosted a Soft Skills Workshop which focused on learning how to set up their voicemail, creating and responding to emails professionally and in a scholarly manner, creating an email signature, etc.

On April 29th and November 7th of 2024 the Academic Facilitators and our DSPS Academic Advisor will be hosting a Priority Enrollment Party in the DSPS High Tech Center (HTC). Students who attend will receive support with selecting their spring courses and the enrollment process, if needed. We're hoping this event will encourage students to use their priority enrollment and increase student retention. Students will also be offered a light lunch during the registration event.

August 7th – 9th 2024 the Academic Facilitators hosted a DSPS Fall Readiness Program for incoming High School Students. This event assisted with the transition to college, provided extra support with the implementation of their accommodations, purchasing their textbooks, and connecting them with an Academic Facilitator to support their academic success and retention. Students at the event received lunch and some great Mesa giveaways!

Our Partnership with Mental Health Services; A Department within Student Health Services: DSPS is proud to report on our great working relationship with Mental Health Coordinator, Derrick White, LMFT and his team of licensed therapists in Mental Health Services. Derrick has been working with our DSPS Coordinator to ensure Mesa students with mental health disabilities are aware of their eligibility for DSPS services. To support these students, even if on a temporary basis, Derrick and his team can provide our office with verification of disability.

Summary and Reflection

Once our office has verification of a student's disability, they are eligible for DSPS services and can meet with a counselor to discuss academic accommodations to support their learning.

Department Liaisons and Hot Spot DSPS Counseling Support: Our department has experienced a great increase in our need to advocate for DSPS students across Mesa's campus. This includes our typical advocacy for implementing academic accommodations and verifying extenuating circumstances to encourage Professor flexibility in the spirit of equity. Our department implemented liaisons for each Academic School so instructional faculty could have a main point of contact for any DSPS related questions. Liaisons also update their departments on changes with the DSPS office and opportunities available for students with disabilities i.e., scholarships, the DSPS Club and Honor's Society, etc. Below is a list of the DSPS Counselor and their assigned academic departments:

- School of Math (Melissa) and Science (Isaac)
- Social & Behavioral Science (Joe)
- Humanities (Liz)
- Exercise Science/Dance (Sandy)
- Health Services (Erika)
- Business Technology (Bree)
- Arts & Languages (Rebekah)

In addition, one of our counselors provides hot spot counseling services to their area of specialization: The Veteran's Center. Each Counselor spends approximately four hours a month to complete Welcome Appointments and answer general questions on eligibility for students, faculty, and staff.

Disability Club and Honor's Society: In the fall of 2022, our department began the implementation of the Disability Club and Honor Society; The faculty Advisor is Elizabeth Wilke. Here is the club's mission:

•Increase disability visibility, acceptance, inclusion and pride across campus and within our community
•Celebrate & uplift the voices, achievements, milestones & success of students within the disability community
•Advance equity, accessibility and advocacy efforts for disabled students

The Disability Club and Honor's Society has a membership roster totaling 45 students. During the last academic year, they have held 2 events focusing on their goals of community connection and advocacy of students with disabilities. In the summer of 2023, the Club Coordinated an event on meditation and healing which encouraged students to create vision boards and create and set their goals for the upcoming academic year. The Club also hosted an event in the fall of 2024 with guest speaker and Paralympian Lex Gillette.

Transfer support for students: The DSPS Department has continued its partnership with the disability service offices with San Diego State University. In the spring semester the SDSU Student Disability Services (SDS) Office came to our campus to connect with Mesa DSPS Counselors and staff. Students who have been accepted to their university were also given the opportunity to ask questions about transferring their current Mesa authorized accommodations to SDSU. In addition, our department has also coordinated with Mesa's Transfer Center to conduct workshops to assist Mesa DSPS students with completing their transfer application.

Social Media: The DSPS Department manages multiple social media accounts. The accounts are used to share important information regarding DSPS services, resources, scholarships and important District and Mesa College updates. The social media accounts provide a space for students to get to know the DSPS department faculty and staff. This personalization is important to ensure we are creating a welcoming and authentic environment for the students at Mesa College. Here are the social media accounts for the Mesa DSPS Office:

* Instagram: Username - mesadsps
* Tik Tok: Username: sdmesadsps

Outreach Efforts: The DSPS office had made intentional efforts to increase enrollment to incoming high school students. This outreach is essential as the district is now offering an earlier enrollment date for the semesters, when compared to previous academic years. In the Spring of 2024, our department completed 10 outreach events with local San Diego High Schools. One of those events was virtual. Of those events, our Counselors supported approximately 240 high school students, and 30 parents with transitioning to San Diego Mesa College. Since students with disabilities often require enrollment priority due to their disability related need(s), our faculty completed abbreviated educational plans and DSPS Welcome Appointments while on site at the High School campuses to qualify students for their accommodation of priority registration. After this abbreviated meeting, the incoming student was prepared to register for their first semester at Mesa using their authorized accommodation of

priority enrollment (registration).
The DSPS department utilizes a Digital Transition Guide for High School Students (accessible version) which is a checklist to support both the incoming student and their support team with transitioning to Mesa College. DSPS Coordinator and Department Chair, Erika Higginbotham, frequently communicates with our campus' CCAP Coordinator to ensure any high school student with a disability (Students with an IEP, 504 Plan, etc.) is aware of the process of obtaining accommodation(s) for their course here at Mesa.
This strong partnership is with our CCAP Coordinator and Our DSPS Coordinator, Erika Higginbotham, was recently highlighted at the statewide academic senate, with a specific focus on supporting and accommodating students with Disabilities. The CCAP dual enrollment presentation to the state-wide academic senate can be viewed on the ASCCC Events page on the ASCCC website. You can visit the direct page here to access the presentation materials as well.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.
Delivery of Services; Student Appointments

During the COVID-19 Pandemic, our department continued Counseling appointments remotely via phone or zoom. As we returned to campus, we found the student's need and preference for remote appointments continued as students with disabilities often face challenges with coordinating their travels to and from campus. This is often due to frequent medical appointments, difficulties managing their disability related symptoms, transportation difficulties due to mobility related reasons, etc. When students can complete their Counseling appointments via phone or zoom, it increases their access to the resources offered by our department and the likelihood of them attending their appointments and obtaining the accommodations they need to be successful in their Mesa courses. Students can choose to come in person to our office, but we see most students prefer a remote format. Below is the data collected from our DSPS database, Clockwork, on the administration of student appointments this year 2023- 2024:

Total Appointments: 5,464

In-person: 2,312 Appointments - 42%
Zoom: 1,789 Appointments- 33%
Phone: 1,291 Appointments- 24%
General Meeting/Unknown Modality: 65 Appointments - .01%

Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.
No Changes, on track.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.
Challenges:

Need for a Full Time Contract Academic Counselor/Advisor: Data collected from our Disability Support Programs and Services (DSPS) scheduling system indicate that our current adjunct Counselor, who provides occasional academic advising, is spending 79% of their time completing educational plans, clearing pre-requisites, supporting students with their transfer applications, supporting students with petitions (financial aid appeals, course substitutions, Priority Enrollment appeals, etc.). During the busier times of the semester, DSPS students have experienced a waiting period of up to 3 weeks until their scheduled appointment.
DSPS Counselors have also found it helpful to have a knowledgeable academic advisor on our team. Academic planning can be complex and ever-changing due to California laws, such as AB 1705, and other state initiatives. Having a dedicated person within the DSPS department that is fully committed to academic advising will ensure the DSPS faculty, staff and students have access to the most relevant information on degree completion and transfer.

Financial Aid Application Delay in Disbursement: Financial Aid is very important to the students who rely on it for their enrollment. Many DSPS students are experiencing challenges with obtaining financial aid due to the changes

in the 2024-2025 FAFSA Simplification Act. Typically, students are aware of their financial aid award prior to the start of the semester so they can pay their enrollment fees and purchase their requirement textbooks and related course materials. However, this year, their determination was pushed back to August and disbursements were awarded even later. Some students were receiving monies in late October. This made it very challenging for students to obtain the materials they needed to participate in their courses. Specifically, DSPS Counselors saw many students who were struggling to obtain their textbooks. As mentioned in our successes, our department was able to use secure equity and retention funds to support students with purchasing their course required materials through Mesa's Campus Store (Book Store).

Technology Needs of Students (laptops, Preference of textbooks vs. E-text): Many of our students do not own a personal computer. If they are unable to rent a computer for the semester, they must plan around the LRC's business hours to complete their coursework. Furthermore, if their instructor only has an e-text option, it becomes challenging to study and read their course materials on a personal cell phone. To address this need, DSPS has ordered 40 laptops to loan to DSPS students in future semesters.

College Readiness: The transition to college from High School can become overwhelming for students. For a student with a disability, there is an added task to transfer their academic accommodations. Students who do not have an effective High School support system will not come to our office prior to their first semester at Mesa. As a result, they do not obtain important accommodations such as priority enrollment or their academic accommodations. When a student with a disability is not aware of our office, they do not receive the support they require to be successful. Instead, they may struggle with their course content, completing their assignments and completing their exams.

Vision Aligned Reporting (VAR) and Workflow Adjustments: The DSPS Office has been undergoing the planning on how to capture the data that will be soon required of the Chancellor's Office Vision Aligned Reporting (VAR). The upcoming reporting is expected to capture a lot of details about the student population we serve, but it will also change how we do our work in the Mesa DSPS office. DSPS Counselors will need to take additional time to define each meeting they have with the students on their case load (primary purpose). To capture this information, the DSPS District team has planned to implement additional drop downs and check boxes in our shared database called Clockwork. In addition, the team will need to designate training schedules so Counselors can learn about these changes, check for errors in MIS reporting, and extract the specific data we've been asked to track on our disproportionately impacting groups.

Adaptive Furniture Requests and the Placement of Adaptive Furniture in Classrooms: The DSPS office has experienced challenges with the placement of adaptive furniture in classrooms for students with disabilities. The adaptive furniture most commonly requested by our department is an adjustable table or a standard office chair (with or without arms). Students are authorized by the DSPS Counselor to have adaptive furniture placed in their classroom when the standard classroom furniture is not accessible to student's disability related needs. Older buildings are often stocked with "all-in-one desks" where the seat is attached to a table or lab settings may have seats that are stools and high tables. When a student is in a wheelchair, has severe pain from an injury, or needs additional tabletop space for their screen reading software due to their vision disability, the DSPS office wants to ensure the student is quickly accommodated so they can actively participate in their course and not fall behind due to lack of access and inclusion.

In the last academic year, the DSPS office experienced difficulties ensuring their request for disability related furniture placements have been successfully completed. If they are completed, the time frame can be up to a full instructional week, which can be detrimental to the inclusion and academic success of the student.

It's important to note the authorization of adaptive furniture as a DSPS accommodation is a time sensitive access issue which must be available to the student in a timely manner. Not only is this an important issue in the spirit of equity and inclusion, it's also a responsibility District and campus must comply with legally under the Americans with Disabilities Act; Title II, Section 504 of the Rehabilitation Act of 1973, and Title V of the California Education Code.

Mesa Test Proctoring Challenges:

a. Proctoring Procedures Not Being Followed (Students and Faculty): Inconsistent messaging from faculty and students and not following directions/follow through, not following timeline, professor not responding to student

request/completing online form.
b. Proctoring for Non-DSPS Students: It has become difficult to keep track of each student who is non-DSPS and taking an exam with the Mesa Test Proctor. This includes the tracking of their testing needs (the exam, class, Professor, etc.). It's also challenging to connect with the students to schedule their exams. Since their contact information and course information is not in our DSPS database.
c. Lack of Space: The Mesa Test Proctoring Center has outgrown its current space. Currently the proctoring center has three private rooms, which is not enough to manage the current student needs. Proctors report the private rooms are often fully booked, and they use 1-2 Counselor's offices as overflow space daily.

YEAR 4 Updates (2025 - 2026)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.

Department Successes:

During the Spring of 2025 our department was prioritized to have a new faculty position funded through general funds. This position was proposed through Program Review as a Full Time Contract Academic Counselor/Advisor. The position was filled through a inner district transfer in the Fall of 2025. DSPS Counselors have found it helpful to have a knowledgeable academic advisor on our team. Academic planning can be complex and ever-changing due to California laws, such as AB 1705, and other state initiatives. Having a dedicated person within the DSPS department that is fully committed to academic advising will ensure the DSPS faculty, staff and students have access to the most relevant information on degree completion and transfer.

Management Information Systems (MIS) Reporting Student and Department Accountability/Functioning: Our DSPS Department continues to refine our abilities to track MIS data through our client/student database called Clockwork. Monthly, our team will pull reports to track errors and also ensure that we are capturing the required Vision Aligned Reporting (VAR) data. DSPS has been able to make alterations to Clockwork by adding additional dropdowns to track VARS and we have been successfully tracking the intention of every appointment so it can be aligned and reported to the Chancellor's office.

High Tech Center Technology Training: Our Mesa DSPS High Tech Center (HTC) has been fortunate to hire an adjunct counselor with a specialization in assistive technology for education. Specifically, this adjunct has been detrimental to our department when rendering material in braille for our students with visual impairments. Our HTC team has been improving our abilities on creating braille in-house. This has been very valuable for last minute requests as the turnaround for braille through the standard state wide agency is typically 10 business days when requested as a rushed request. When requests are not considered urgent, it can take up to a month to render.

HTC Staff continue to provide one-on-one technology training appointments to students who are authorized for Assistive Technology for their education. This type of technology can assist students with minimizing any missed information by audio recording lectures or assist a student with visually processing their printed text from their course reading materials. To obtain this assistive technology accommodation, students are scheduled to meet with a High-Tech Center Staff member once they are authorized to use assistive technology as an accommodation. Scheduling a 1:1 orientation ensures the student has a safe space learn at their own pace, ask specific-disability related questions and it also allows the High-Tech Center staff member the time to personalize the software to the student's specific needs and/or preferences.

Students can also choose to schedule a follow-up meeting with a HTC staff member to learn how to navigate Canvas, access their student email account and other available student resources which are available free to students through their student dashboard. If desired, we offer more in-depth training to maximize a student's use of their authorized assistive technology during a general check-in, as well. During the Fall of 2024, our staff completed 251 student appointments. In the Spring 2025, they completed 292 student appointments. In the Summer of 2025 they completed 95 student appointments.

Academic Facilitators/Graduate Interns (Project Assistants): The DSPS Department has continued to implement the incredible student resource of DSPS Academic Facilitators who are Graduate Students enrolled in San Diego State University's Rehabilitation Counseling Program, which is the preferred degree for DSPS Counselors. DSPS

students who choose to connect with a DSPS Academic Facilitator can receive support with basic computer skills, Canvas, organization, time management, executive functioning, mobility assistance, stress management, adjusting to college, encouragement, and coping strategies. In the 2024- 2025 Academic year, 30 DSPS students are receiving 1:1 on-going support with an Academic Facilitator throughout the semester. That is, they have regularly scheduled weekly or bi-weekly meetings with an Academic Facilitator. This is a direct example of our department's effort in supporting DSPS student retention.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.
Delivery of Services; Student Appointments

Our Counseling appointments continue to remain flexible and are offered in multiple modalities. Students can attend in person, or meet remotely via phone or zoom. As we returned to campus after the COVID-19 pandemic, we found the student's need and preference for remote appointments continued as students with disabilities often face challenges with coordinating their travels to and from campus. This is often due to frequent medical appointments, difficulties managing their disability related symptoms, transportation difficulties due to mobility related reasons, etc. When students can complete their Counseling appointments via phone or zoom, it increases their access to the resources offered by our department and the likelihood of them attending their appointments and obtaining the accommodations they need to be successful in their Mesa courses. Students can choose to come in person 2024-2025:

Total Appointments: 4,312

In-person: X Appointments- 1,661; 40%
Zoom/online: X Appointments- 1,521; 35%
Phone: X Appointments- 1,096; 25%
General Meeting/Unknown Modality: X Appointments - 34; .007%

The above numbers show that 60% of our appointments were completed in a remote modality. While 40% where completed in person. DSPS has reviewed our data and noticed that students are more likely to attend appointments that are offered via phone/remote.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.
The DSPS team would like to continue these goals after the previously posted deadline year of 2025-2026. As we are not a cohort program, we feel these are consistent benchmarks to reach each semester.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.
Department Challenges:

Adaptive Furniture Requests and the Placement of Adaptive Furniture in Classrooms: The DSPS office continues to experience challenges with the placement of adaptive furniture in classrooms for students with disabilities. The adaptive furniture most commonly requested by our department is an adjustable table or a standard office chair (with or without arms). Students are authorized by the DSPS Counselor to have adaptive furniture placed in their classroom when the standard classroom furniture is not accessible to student's disability related needs. Older buildings are often stocked with "all-in-one desks" where the seat is attached to a table or lab settings may have seats that are stools and high tables. When a student is in a wheelchair, has severe pain from an injury, or needs additional tabletop space for their screen reading software due to their vision disability, the DSPS office wants to ensure the student is quickly accommodated so they can actively participate in their course and not fall behind due to lack of access and inclusion. Since the last program review cycle, our department has implemented a new Furniture Request Form to ensure compliance with tracking. Here is the link for the Mesa DSPS Furniture Request Form: https://bit.ly/4737XgD

In the last academic year, the DSPS office experienced difficulties ensuring their request for disability related

furniture placements have been successfully completed. If they are completed, the time frame can be up to a full instructional week, which can be detrimental to the inclusion and academic success of the student. In some cases, the DSPS Counselor would receive student complaints that their furniture was still not present after multiple weeks of the request being submitted to facilities. It's important to note the authorization of adaptive furniture as a DSPS accommodation is a time sensitive access issue which must be available to the student in a timely manner. Not only is this an important issue in the spirit of equity and inclusion, it's also a responsibility District and campus must comply with legally under the Americans with Disabilities Act; Title II, Section 504 of the Rehabilitation Act of 1973, and Title V of the California Education Code.

Mesa Test Proctoring Challenges:

The Mesa Test Proctoring Center is located inside of the DSPS office. There are two full time staff members who work within the proctoring center and they are responsible for the coordination and administration of 3,131 exams in the fall and spring semester. Its important to note that most of those exams took place during week 3 to week 16 of the semester. Here is a breakdown of the number of exams administered in the 2024- 2025 academic year:

Fall 2024: 1,410 exams. 305 of those exams were proctored during finals week. 84 of the total exams were for non-DSPS students.

Spring 2025: 1,721 exams. 331 of those exams were proctored during finals week. 159 of the total exams were for non-DSPS students.

Below are the challenges the DSPS Department has encountered regarding Mesa Test Proctoring:

1. Proctoring Procedures Not Being Followed (Students and Faculty): Faculty and students not following the directions, not following through with scheduling of exams, not following the required timeline, professor not responding to student request/completing online form. The proctoring policies are important to the Mesa Test Proctoring Center due to the volume of exams administered throughout the semester. DSPS has experienced a lot of growth, and this has lead to an increase in the number of students who utilize the test proctoring center. When students and faculty are not doing their part to assist proctors in the administration of their exam, it can cause unexpected delays and put students at risk of not having access to their testing accommodations.

2. Proctoring for Non-DSPS Students: It has become difficult to keep track of each student who is non-DSPS and taking an exam with the Mesa Test Proctor. This includes the tracking of their testing needs (the exam, class, Professor, etc.). It's also challenging to connect with the students to schedule their exams. Since their contact information and course information is not in our DSPS database.

3. Lack of Space in the Mesa Test Proctoring Center: The Mesa Test Proctoring Center has outgrown its current space. Currently the proctoring center has three private rooms, which is not enough to manage the current student needs of the Mesa Disability Support Programs & Services. The proctors report the private rooms are fully booked weeks in advance, and they have been required to use 1- 2 of the Counselor's offices as a "private room" to ensure students are receiving their authorized accommodation.

YEAR 5 Updates (2026 - 2027)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 5.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 5.

Summary and Reflection

Review Outcomes Report. Review the unit’s outcomes assessment process for 2025 - 2026. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 5.

Timely Accommodations

Unit Goal: 80% of enrolled DSPS Students will request appropriate academic accommodations by the add/drop deadline each semester.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2029 - 2030

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Completion - Objective 2:** Develop cross - functional teams that support student success and include integrated career and transfer counseling. (✓)
- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (✓)

Action Plans	Updates
Action Plan Status: Active	**Submission Date**: 10/22/2025 **Action Plan Update**: The DSPS office has been using Clockwork to streamline the accommodation process for students, faculty and staff. Since its implementation, we have been guiding and teaching students one by one on how to use this software. We have it posted on our website and discuss it during meetings and conversations with students. The goal is to make the requesting of accommodations easier for students who do not need changes to their course access and to also make it easier to track who is using accommodations each semester. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track **Submission Date**: 01/26/2024 **Action Plan Update**: DSPS has recently implemented an online system for students to electronically obtain their accommodation letters. In the Fall of 2023, 70% of our active students requested their accommodations before the add/drop deadline of September 1, 2023. Our department will continue to monitor our processes to raise this number to 80% each semester. We plan to discuss this in further detail during department meetings. **Update Year**: 2023 - 2024 **Action Plan Progress**: On Track

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan: 1. DSPS has increased our outreach efforts by creating a transition guide and video for incoming High School Students. These transition tools explain important deadlines for registration and how to enroll in the DSPS Department. They were shared with our local high schools and during Mesa outreach presentations. In addition, we have been completing Welcome Appointments on site of the high school campuses, upon request. 2. Our new DSPS database, Clockwork, has an option for returning students to request their academic accommodations online. This is helpful for students who find it challenging to meet with their DSPS each semester. Here is the link to request an accommodation letter for each semester (with no changes): Request Accommodation Letter. The login and password are the same as a student's mySDCCD portal. Once logged in, a student can personalize their course accommodation letter by selecting which of their approved accommodations they would like to implement. Once submitted, it is routed to their assigned DSPS Counselor for review and approval. 3. Outreach and Retention funds: Another important asset for the DSPS Department is our ability to access Outreach and Retention funds to support students with disabilities throughout their educational journey here at Mesa. This includes outreach to incoming students and returning students. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	

Unit Goals, Action Plans, and Updates

Appropriate Accommodation & Counselor Support

Unit Goal: DSPS Students will meet with a DSPS Counselor once a semester to discuss the effectiveness of their academic accommodations, or they will request their semester accommodation letters electronically. Electronic requests indicate a student's academic accommodations are working effectively to meet their disability related needs.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2029 - 2030

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Completion - Objective 2:** Develop cross - functional teams that support student success and include integrated career and transfer counseling. (✓)
- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (✓)

Action Plans	Updates
Action Plan Status: Active **Action Plan:** 1. DSPS has implemented "high touch" services by hiring 5 Project Assistants that we are referring to as DSPS Academic Facilitators. Theses facilitators will be operating a DSPS Summer Camp to orient incoming High School Students to campus, ensure they are enrolled in DSPS and have academic accommodations prior to the first day of class. 2. With the implementation of our new DSPS database, Clockwork, continuing students are now able to identify and request which of their approved accommodations are applicable to their enrolled course and request their semester accommodation letter(s). **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 10/22/2025 **Action Plan Update**: The DSPS office has been using Clockwork to streamline the accommodation process for students, faculty and staff. The goal is to make the requesting of accommodations easier for students who do not need changes to their course access and to also make it easier to track who is using accommodations each semester. Within the software, students can make notes to their counselor regarding accommodations. Students also email their counselors directly to request accommodations, too. This flexibility allows us to meet the needs of students outside of our pre-COVID requirements of in-person, only appointments to receive accommodations. If appointments are necessary, we are available via phone and zoom. The majority of students are preferring remote meetings. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track **Submission Date**: 01/26/2024 **Action Plan Update**: During the fall 2023 semester, the DSPS office interacted with 907 students to discuss their accommodations. 637 of those students met with a DSPS Counselor prior to the add/drop deadline of September 1, 2023. **Update Year**: 2023 - 2024 **Action Plan Progress**: On Track

Unit Goals, Action Plans, and Updates

Apply and Adapt Technology and Access Options.

Unit Goal: 80% of the DSPS Students who qualify for the accommodation of alternate media and/or assistive technology will complete an assessment with a Technology Specialist.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2029 - 2030

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (✓)
- **Completion - Objective 4:** Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity (✓)

Action Plans	Updates
Action Plan Status: Active	**Submission Date**: 10/22/2025 **Action Plan Update**: The DSPS High Tech Center Staff has been serving students with alternate text media orientations and assistive technology orientations to support the integration of high tech software in the educational setting. All campuses have merged to a District form which students use to request their books or any printed text into their preferred alternative format. Follow up orientations and ongoing training is available to students who request it. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track **Submission Date**: 01/16/2024 **Action Plan Update**: DSPS Academic Facilitators completed a "Soft Skills Workshop" in April of 2023 and during the DSPS Summer Camp for Success/Fall Readiness Program in August of 2023. During these workshops, students were also connected to the High Tech Center to complete their orientations for assistive technology and/or alternate text media. During the Fall 2023 semester, our department implemented a new process for meeting this department goal. Once a student is authorized for a technology based accommodation, (Note taking Software such as Glean and Otter A.I., Voice to Text, etc.) the Counselor will immediately schedule the student for an orientation in our High Tech Center. The total number of complete appointments was 44 during the fall semester. These appointments took place between October 14, 2023 through December 15, 2023. **Update Year**: 2023 - 2024

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan: 1. DSPS will be hosting workshops to assist students will adjusting to the college environment. Our Soft Skills Workshop focuses on supporting students with composing professional, student emails to Professors and also setting up an email signature. This workshop will also focus on utilizing the new District email for students. Our first Soft Skills workshop was held in the Spring 2023 semester. We plan to host another in the fall semester. 2. DSPS will be hosting a Priority Registration Pizza Parties in the DSPS High Tech Center. Students will receive support with operating their mySDCCD Portal and identifying the required textbooks for their course. If desired, they can also receive support finding their textbooks online at the Campus Store. If a student has an accommodation of Alternate Text Media, they can also submit their requests to the High Tech Center electronically with the support of a DSPS staff member. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Action Plan Progress**: On Track

Proctoring for Non-DSPS Student Exams

Unit Goal: Faculty can request proctoring services for any Mesa student experiencing extenuating circumstances.

Goal Status: Active

Beginning Year: 2023 - 2024

Projected Completion Year: 2029 - 2030

Mapping

Unit Goals, Action Plans, and Updates

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Completion - Objective 2:** Develop cross - functional teams that support student success and include integrated career and transfer counseling. (✓)
- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (✓)

Action Plans	Updates
Action Plan Status: Active **Action Plan:** The Office of Student Success and Equity has implemented a pilot program for faculty to request proctoring services for non-DSPS students. To qualify for this service, faculty must confirm the student in their course is non-DSPS and currently experiencing extenuating circumstances preventing them from completing their exam at the scheduled day/time of their class. Once confirmed, the DSPS Proctor will work with the faculty member to proctor the exam for the non-DSPS student. **Action Plan Cycle:** 2023 - 2024	**Submission Date**: 10/22/2025 **Action Plan Update**: DSPS is now supporting the departments and Admissions office by administering the proctoring of Challenge exams in the Mesa Test Proctoring Center. The Proctors are also continuing to serve non-DSPS students, but are having a difficult time tracking this information as our current Clockwork Database is only for students within the DSPS program. Our next step is to focus on how to track this effort and to focus on space for managing the large amount of students in need of test proctoring, especially private rooms. This becomes a serious concerns around peak times such as midterms and during finals week. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track **Submission Date**: 11/14/2023 **Action Plan Update**: The DSPS Department has received funding from the Student Success and Equity to hired two NANC employees to assist with the proctoring services for students who are not enrolled in DSPS. During the Fall 2023 semester, the Mesa Test Proctors received 110 requests for non-DSPS Students. **Update Year**: 2023 - 2024 **Action Plan Progress**: On Track