

Support Services Review Update Template

Suggested template for SSR annual update submission

Update Year: 2012

Unit Name:

Interpreter Services

Today's Date: March 1, 2012

Unit Review Leader:

John Aintablian

Data Update: (Please enter and update information)

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Instructors needing to give interpreters access to Blackboard	Provide instructions re: how to get terps onto Blackboard	Number of interpreters needing access to Blackboard	25 at the start of spring semester	100% of interpreters getting access to Blackboard each semester	20
Lack of interpreters following policies and procedures	Need more oversight of interpreters in the classroom	Number of classes the Interpreter Supervisor visits	200 classes at the start of spring semester	Visit at least 10 classes w/different interpreters each semester	3
Better coordination of services for deaf students	IS needs a closer working relationship w/OSD	Number of times IS Supervisor attends OSD monthly meetings	1 meetings a year	During the year attend 50% of OSD monthly meetings	1
Deaf students not following Interpreter Services policies and procedures	Educating new deaf students re: interpreter policies and procedures	Number of new students attending OSD Info Sessions	25 new students at start of spring semester	50% increase by spring 2013	16 attended OSD Info Session
IS scheduling system not useable for non-class events	Develop Phase II of the scheduling system for non-class events	Be able to schedule non-class events	Phase II not started	Have Phase II working by 1/2013	Have meeting w/ Manager, Applications Development to discuss Phase II

Enter the information from last year's report into the corresponding fields and fill in the updates

Narrative Update: (Please supply a narrative explanation on the progress of your improvement)

[Click here to enter text.](#)

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