Support Services Review Template

Unit Name: Student Accessibility Services

Unit Review Leader: Virginia Bennett

Today's Date: 8/11/2014

1 Unit Description

Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.

1.1 What is your Mission?
   (What is the purpose of the unit? What do you do?)

Provide reasonable accommodations, specifiacally sign language interpreters and speech to text services to stakeholders (ACC faculty, staff and students who are deaf or hard of hearing)

1.1.1 How does the mission of the unit support the mission of the college?

Services promote student success by providing access to all facets of ACC

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1.2 Please tell us who you serve.
   (Faculty, staff, external partners, distance learning, students, etc.)

Faculty, staff, students and visitors to the college. Both deaf, hard of hearing and hearing (both deaf and hearing people use our services)

1.3 What services or products does the unit provide?

Sign Language Interpreting and real time captioning (i.e. similar to court reporting)

1.3.1 What is the impact of your unit's activities on students or other key stakeholders?

It allows them access to information and to the college. Without the services deaf and hard of hearing students, faculty and staff would not be able to attend classes or be able to communicate with their co-workers or be as effective in their jobs.

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1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

Board Policy A-1 Intended Outcomes
Student Success Initiatives

SSI1 *Increase persistence (term-to-term & fall to fall)*
SSI2 *Complete developmental and adult education course progression to credit courses*
SSI3 *Increase completion of all attempted courses with a "C" or better*
SSI4 *Increase degree/certificate graduates and transfer rates*
SSI5 *Increase success equity across all racial/ethnic/gender/income groups*

Institutional Effectiveness

IE1 *Balanced instructional offerings among the College's mission elements;*
IE2 *A teaching and learning environment that encourages students to be active, life-long learners;*
IE3 *Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;*
IE4 *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;*
IE5 *Job placement from career workforce programs into family-wage careers;*
IE6 *Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.*

Goal #	Unit Goal (description)	Board Policy A-1										
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*	SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
UG1	*Provide reasonable accommodations i.e. sign language interpreters and speech to text services*	☑	☑	☑	☑	☑	☐	☐	☑	☐	☐	☐
UG2		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG3		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG4		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG5		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

➢ *this table will link to other areas in this report*
➢ *If you need more space than this table allows, contact OIEA for a separate form.*

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1.3.2   What are Unit Outcomes and Unit Measures?

► *Each unit may have up to 2 separate measures to support each Unit Outcome*

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*		**Example outcome:** *Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .*		**Example measure:** *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*
UG1	*Provide reasonable accommodations i.e. sign language interpreters and speech to text services*	UO1.1	To serve as a communication bridge between deaf, hard of hearing and hearing faculty, staff, and students.	UM1.1.1	*Number of requests received: 515 Number filled: 510*
				UM1.1.2	
		UO1.2		UM1.2.1	
				UM1.2.2	
		UO1.3		UM1.3.1	
				UM1.3.2	
		UO1.4		UM1.4.1	
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	*0*	UO2.1		UM2.1.1	
				UM2.1.2	
		UO2.2		UM2.2.1	
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	
		UO2.5		UM2.5.1	
				UM2.5.2	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3	0	UO3.1		UM3.1.1	
				UM3.1.2	
		UO3.2		UM3.2.1	
				UM3.2.2	
		UO3.3		UM3.3.1	
				UM3.3.2	
		UO3.4		UM3.4.1	
				UM3.4.2	
		UO3.5		UM3.5.1	
				UM3.5.2	
UG4	0	UO4.1		UM4.1.1	
				UM4.1.2	
		UO4.2		UM4.2.1	
				UM4.2.2	
		UO4.3		UM4.3.1	
				UM4.3.2	
		UO4.4		UM4.4.1	
				UM4.4.2	
		UO4.5		UM4.5.1	
				UM4.5.2	
UG5	0	UO5.1		UM5.1.1	
				UM5.1.2	
		UO5.2		UM5.2.1	
				UM5.2.2	
		UO5.3		UM5.3.1	
				UM5.3.2	
		UO5.4		UM5.4.1	
				UM5.4.2	
		UO5.5		UM5.5.1	
				UM5.5.2	

➢ this table will link to other areas in this report
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2.5.2 Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
	Example unit measure: *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*					
UM1.1.1	*Number of requests received: 515 Number filled: 510*	0.98	0.98	1.00	0.98	*UO1.1*
UM1.1.2	*0*					*UO1.1*
UM1.2.1	*0*					*UO1.2*
UM1.2.2	*0*					*UO1.2*
UM1.3.1	*0*					*UO1.3*
UM1.3.2	*0*					*UO1.3*
UM1.4.1	*0*					*UO1.4*
UM1.4.2	*0*					*UO1.4*
UM1.5.1	*0*					*UO1.5*
UM1.5.2						*UO1.5*
UM2.1.1						*UO2.1*
UM2.1.2						*UO2.1*
UM2.2.1						*UO2.2*
UM2.2.2						*UO2.2*
UM2.3.1						*UO2.3*
UM2.3.2						*UO2.3*
UM2.4.1						*UO2.4*
UM2.4.2						*UO2.4*
UM2.5.1						*UO2.5*
UM2.5.2						*UO2.5*
UM3.1.1						*UO3.1*
UM3.1.2						*UO3.1*
UM3.2.1						*UO3.2*
UM3.2.2						*UO3.2*
UM3.3.1						*UO3.3*
UM3.3.2						*UO3.3*
UM3.4.1						*UO3.4*
UM3.4.2						*UO3.4*

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
UM3.5.1						UO3.5
UM3.5.2						UO3.5
UM4.1.1						UO4.1
UM4.1.2						UO4.1
UM4.2.1						UO4.2
UM4.2.2						UO4.2
UM4.3.1						UO4.3
UM4.3.2						UO4.3
UM4.4.1						UO4.4
UM4.4.2						UO4.4
UM4.5.1						UO4.5
UM4.5.2						UO4.5
UM5.1.1						UO5.1
UM5.1.2						UO5.1
UM5.2.1						UO5.2
UM5.2.2						UO5.2
UM5.3.1						UO5.3
UM5.3.2						UO5.3
UM5.4.1						UO5.4
UM5.4.2						UO5.4
UM5.5.1	0					UO5.5
UM5.5.2	0					UO5.5

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)

2.5.3   If you have qualitative data that cannot be entered in data table above, please describe them

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3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities

(data linked to table 4)

Objective #	Objectives *(Improvements)*	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	Example: *Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.*	**Example:** *Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*			**Example:** *Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.*			
OB1.1	Retain interpreters presently working	Count the number of presently working	150.00	148.00	Need to offer financial and other incentives to keep present interpreters i.e. pay for longevity; pay for degrees	Virginia Bennett	UO1.1	To serve as a communication bridge between deaf, hard of hearing and hearing faculty, staff, and students.
OB1.2	Hire more qualifed, certified hourly interpreters	Count the number of presently working	150.00	160.00	Need to offer financial and other incentives to attract new interpreters;	Virginia Bennett	UO1.2	0
OB1.3	Train/mentor more interpreters	Count the number of interpreters who request and are assigned a mentor	5.00	10.00	Need to recruit more mentors to work with mentees	Virginia Bennett	UO1.3	
OB1.4	Hire more staff interpreters	Count the increase in staff	8.00	12.00	Need to work with HR to move houlry money to pay for increase in staff	Virginia Bennett	UO1.4	
OB1.5		Objective Baseline was 6. We did not increase staff. Replaced 2 staff who left.					UO1.5	
OB2.1							UO2.1	
OB2.2							UO2.2	
OB2.3							UO2.3	
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1							UO4.1	
OB4.2							UO4.2	

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
OB4.3							UO4.3	
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5							UO5.5	0

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome

3.2   Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES   ☐   NO   ☑

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

Our goal is to stay competitive with the local agencies and colleges and universities. To do this we plan to do a market survey of local interpreter referral agencies., colleges and universities to determine what they pay interpreters and incentives they offer.   We will bring this information to HR. The last interpreter pay increase was in 2008

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3.3 Objectives and Key Strategies with Timeline and Costs

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					$ 20,000	OB1.1	
OKS1.1.1	Interpreting Services (IS) will work with HR to increase the pay for interpreters and generate incentives i.e. longevity pay	Year 1 and ongoing					$ 50,000	OB1.1	Retain interpreters presently working
OKS1.1.2									
OKS1.1.3									
OKS1.2.1	Advertise the need on list serves and via local resources	Year 1 and ongoing					$ -	OB1.2	Hire more qualifed, certified hourly interpreters
OKS1.2.2	Evaluate new applicants	Year 1 and ongoing							
OKS1.2.3									
OKS1.3.1	IS will offer mentor training to hourly and staff interpreters	Year 1 and ongoing		Staff to train mentors			$ -	OB1.3	Train/mentor more interpreters
OKS1.3.2									
OKS1.3.3									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	*Related Objective (Improvements)*	*Related Objectives (Improvements)*
OKS1.4.1	Work with HR to add more staffing positions	Year 1 and ongoing					0-- will transfer hourly funds to staffing	OB1.4	Hire more staff interpreters
OKS1.4.2									
OKS1.4.3									
OKS1.5.1									
OKS1.5.2								OB1.5	
OKS1.5.3									
OKS2.1.1									
OKS2.1.2								OB2.1	
OKS2.1.3									
OKS2.2.1									
OKS2.2.2								OB2.2	
OKS2.2.3									
OKS2.3.1									
OKS2.3.2								OB2.3	
OKS2.3.3									
OKS2.4.1									
OKS2.4.2								OB2.4	
OKS2.4.3									
OKS2.5.1									
OKS2.5.2								OB2.5	
OKS2.5.3									
OKS3.1.1									
OKS3.1.2								OB3.1	0
OKS3.1.3									
OKS3.2.1									
OKS3.2.2								OB3.2	
OKS3.2.3									
OKS3.3.1									
OKS3.3.2								OB3.3	
OKS3.3.3									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	*Related Objective (Improvements)*	*Related Objectives (Improvements)*
OKS3.4.1									
OKS3.4.2								OB3.4	
OKS3.4.3									
OKS3.5.1									
OKS3.5.2								OB3.5	
OKS3.5.3									
OKS4.1.1									
OKS4.1.2								OB4.1	
OKS4.1.3									
OKS4.2.1									
OKS4.2.2								OB4.2	
OKS4.2.3									
OKS4.3.1									
OKS4.3.2								OB4.3	
OKS4.3.3									
OKS4.4.1									
OKS4.4.2								OB4.4	
OKS4.4.3									
OKS4.5.1									
OKS4.5.2								OB4.5	
OKS4.5.3									
OKS5.1.1									
OKS5.1.2								OB5.1	0
OKS5.1.3									
OKS5.2.1									
OKS5.2.2								OB5.2	
OKS5.2.3									
OKS5.3.1									
OKS5.3.2								OB5.3	
OKS5.3.3									
OKS5.4.1									
OKS5.4.2								OB5.4	
OKS5.4.3									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	*Related Objective (Improvements)*	*Related Objectives (Improvements)*
OKS5.5.1									
OKS5.5.2								OB5.5	0
OKS5.5.3									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	*Related Objective (Improvements)*	*Related Objectives (Improvements)*

3.4   Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

There is a direct correlation between the evaluation measures and the objectives. All the measures lead to Interpreter Services providng reasonable accommodations and bridging the communication gap

3.5   Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.

All the improvements are numbers driven. We either have the numbers or don't (retain current interpreters; increase hourly interpreters and staff; train more mentors). The participants will be the Supervisor of Interpreter Services and the Director of Special Populations

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4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

4.1 Evaluation of Implemented Objectives

(some data linked to table 3.1)

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.	Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.					UO1.1
OB1.1	Retain interpreters presently working	Count the number of presently working	150.00	148.00	148.00	100%	UO1.1
OB1.2	Hire more qualifed, certified hourly interpreters	Count the number of presently working	150.00	160.00	160.00	100%	UO1.2
OB1.3	Train/mentor more interpreters	Count the number of interpreters who request and are assigned a mentor	5.00	0.00	10.00	0%	UO1.3
OB1.4	Hire more staff interpreters	Count the increase in staff	8.00	8.00	12.00	67%	UO1.4
OB1.5		Objective Baseline was 6. We did not increase staff. Replaced 2 staff who left.				#VALUE!	UO1.5
OB2.1						#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2
OB2.3						#VALUE!	UO2.3
OB2.4						#VALUE!	UO2.4
OB2.5						#VALUE!	UO2.5
OB3.1	0					#VALUE!	UO3.1
OB3.2						#VALUE!	UO3.2
OB3.3						#VALUE!	UO4.3
OB3.4						#VALUE!	UO3.4

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB3.5						#VALUE!	UO3.5
OB4.1						#VALUE!	UO4.1
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1	0					#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5	0					#VALUE!	UO5.5

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome

4.2   Briefly summarize the degree to which the targets were met.
   ➢ *Note the key strategies or activities designed to implement the objectives (improvements)*

4.3   What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome

4.4   Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.