Access Office for Students with Disabilities
Comprehensive Model of Assessment 2007-2008

1) Frequency
The Access Office uses BANNER to gather information requested by the Board of Regents each year. This data includes the number of students eligible to request accommodations according to disability and accommodation type.

2) Needs
The Access Office has completed a recent survey of student satisfaction which also addressed student needs. The assessment revealed that students get their needs met overall, but they made some requests to improve proctoring rooms. The Access Office is planning a relocation in the Fall of 2008 which should address this concern. Another needs/satisfaction survey will be completed after the relocation to assess if the changes were effective.

3) Satisfaction
The Access Office has utilized, and continues to utilized, the Office of Institutional Research to help us to determine satisfaction. This office is able to provide with data from the senior exit surveys and that is relevant to our program. They are able to tabulate responses to questions about satisfaction from those who disclose that they utilized the Access Office while at VSU and provide demographics from these respondents.

4) Campus Environment
The Access Office has utilized the Office of Institutional Research to determine satisfaction in this area as well. They are able to tabulate responses to questions on the senior exit survey about satisfaction with physical accessibility while attending VSU and provide demographics from these respondents.

5) Outcomes
The Access Office is currently compiling data since the inception of the Special Services Program (former program name) in the 1991-1992 year. Once all items are entered into the database, we hope to analyze the date to determine the differences/similarities of students who have utilized our services to those that have not. There is a great deal of additional information that will be gleaned from this information as well (ie. GPA, majors, persistence, length of attendance, transfer, etc.). As of January 2008, we have been able to input approximately 20 percent of inactive records into BANNER and have contacted the Strategic Analysis and Research Department to assist in data mining.

6) Benchmarking
Each year, the Access Office staff meets with Disability Service staff from 12 other universities in the region to compare successes and failures and to receive guidance from the Regents Center for Learning Disorders. In addition, we are a member of the Georgia Association for Higher Education and Disability and attend their annual conferences for the purpose of benchmarking.

7) Measuring Effectiveness
We adhere to the standards set by the Association for Higher Education and Disability.