

## **2024-2025 Assessment Plan**

### **Disability Support Services**

#### **East Carolina University**

#### **Mission:**

The mission of the Department for Disability Support Services (DSS) is to provide individuals with disabilities support that will enable them to access programs, services, facilities, and activities of the university and to enhance disability awareness among all constituents of the university.

#### **Goals:**

Goal 1 – Identify needs for improving services.

- Aligns with ECU Strategic Plan (M1.2, V1.1, V3.3)

Goal 2 – Develop programs/services to support students with disabilities transitioning to the workforce.

- Aligns with ECU Strategic Plan (M1.2, M1.3, V1.3, V2.2)

Goal 3 – Develop a coaching workshop series.

- Aligns with ECU Strategic Plan (M1.1, M1.2, M1.3, V1.1, V3.3)

#### **Outcomes:**

Goal 1: Identify needs for improving services.

- Outcome - DSS uses need-based data to inform decisions for services including but not limited to testing services, accommodation processes, and faculty training.

Goal 2: Develop programs/services to support students with disabilities transitioning to the workforce.

- Outcome - Students with disabilities develop skills related to self-advocacy in the workforce.

Goal 3: Develop a coaching workshop series.

- Outcome - Students with disabilities will develop skills related to independence by attending workshops organized by DSS.

#### **Strategies for Delivering Outcomes:**

Goal 1: Identify needs for improving services and resources.

- Strategy 1: Students registered with DSS complete a needs-based survey.

- Strategy 2: Faculty complete a needs-based survey.
- Strategy 3: Track and monitor service metrics

Goal 2: Develop programs/services to support students with disabilities transitioning to the workforce.

- Strategy 1: Students participate in a career-oriented workshop organized by DSS.
- Strategy 2: Participants complete entrance and exit tickets to understand the efficacy of the program.

Goal 3: Develop a coaching workshop series.

- Strategy 1: Students participate in coaching workshops organized by DSS.
- Strategy 2: Participants complete entrance and exit tickets to understand the efficacy of the workshop.

### **Assessment/Evaluation Methods:**

G1, S1: Will use a qualitative survey and conduct a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis to improve service implementation.

- Indicator(s) of Success:
  - o Baseline data identifies areas for DSS to develop areas of improvement for students.

G1, S2: Will use a qualitative survey and conduct a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis to improve service implementation.

- Indicator(s) of Success:
  - o Baseline data identifies areas for DSS to develop areas of improvement for faculty.

G1, S3: Will use data extracted from the Clockwork database and related tracking systems to analyze critical service usage information.

- Indicator(s) of Success:
  - o Identify accurate information for the following data points:
    - The amount of time lapsed between request to decision
    - Registered student demographics (academic program, classification, campus, disability category)
    - Approved accommodation data (frequency, rate, category of accommodations)

G2, S1: Will use exit tickets to understand the efficacy of the program.

- Indicator(s) of Success:
  - o 75% of respondents identify at least one new skill related to self-advocacy in the workforce.

G3, S1: Will use exit tickets to understand the efficacy of the workshop.

- Indicator(s) of Success:

- 75% of respondents identify at least one new skill related to the workshops' main topic(s).

**Implementation of Assessment (Inputs):**

- Davis Wilson will take primary responsibility for Disability Support Services in developing and implementing the assessment plan. He will work with DSS Staff, Faculty, and Students, and other Student Affairs Staff (i.e., SA Assessment, etc.) as needed throughout the 2024-2025 academic year.
- Resources needed:
  - Academic Year (time)
  - Faculty, Students (participants)
  - Location for programs/workshops (space)
  - Money – possibly for programs/services
  - Accurate data from database and related data tracking systems