

**Office of Services for Students with Disabilities**  
Program Review Executive Summary

**Please summarize the major conclusions of this program review:**

There were three major conclusions drawn from the Office of Services for Students with Disabilities (SSD) Program Review. The first conclusion suggested the department is understaffed hindering SSD from carrying out the mission and adequately serving students.

The second conclusion drawn from the review process suggested that SSD is need of campus-wide support and this can be accomplished by establishing a formal disability services advisory board.

The third and final major conclusion addressed concerns related to the SSD operating budget and recommended a complete review of the SSD budget model and make adjustments as necessary to separate operating and personnel expenses.

**Recommendation 1:**

The OSSD is severely understaffed. In order to appropriately serve students and carry out its mission, the OSSD requires the **addition of a full-time Coordinator position and a full-time administrative assistant.**

**Evidence to Support Recommendation:**

The SSD Office provides federally mandated services and in the past two years SSD has seen a major increase in both students registering for services and the complexity of accommodations being requested and provided. Caseload at the time this report was written is approximately 350.

A survey of peer institutions provided evidence that SSD is understaffed with regard to the number of students and services provided.

Data collected in the SSD Office show an increase on the demand of services including Director-student appointments, test proctoring, note-taker requests, alternative formatting of academic materials, cart rides and the number of students requesting accommodations. From July 2011-January 2013 SSD experienced a (65%) increase in the caseload.

**Responsible person:**

The Director of SSD will collaborate with the Student Life Leadership Team and will submit an IPC proposal for both Coordinator and Administrative Assistant positions. SSD will continue to fund the temporary appointment of a full-time Coordinator position with approval of the University Budget Office.

**Resources Needed:**

Inside division:

Financial resources are necessary to fund coordinator and administrative assistant positions.

Outside division:

No resources are required unless division is unable to provide financial support.

**Start date:**

July, 2012

**Completion date:**

June, 2013 (Coordinator Position)

July, 2014 (Administrative Assistant position)

**Dean or AVP Approval:**

Approved       Not Approved

Reason:

By: Risa Cooper

**Provost or Vice President Approval:**

Approved       Not Approved

Reason:

By: Elizabeth Triego

**Outcome measure:**

Successful completion of this recommendation is measured in two ways. First, success will be measured by the addition of a full-time coordinator position by July 1, 2013 and the second measure is the addition of an administrative assistant by July 1, 2014.

**Current Status of Recommendation:**

(Coordinator position) Spring 2013: Division of Student Life is unable to provide financial resources to support a coordinator position with benefits. A proposal for funding was submitted to the Office of the President without approval. An amended proposal was submitted that did not require financial support and was approved. The decision was made to convert the permanent financial resources allocated to fund the SSD Graduate Assistant (GA) position into a full-time and permanent Coordinator position. An additional \$6500 was permanently reallocated from the SSD operating budget to cover the difference between the GA position and the Coordinator salary.

Recommendation #1 is complete and a full-time permanent Coordinator position has been approved through Human Resources and funding is provided. Gayle Jackson has been hired as the Coordinator and the position begins July 1, 2013.

**Recommendation 2:**

The OSSD and the University needs a **formal disability services advisory board** charged with oversight of serving students with disabilities and to ensure compliance across all campuses

**Evidence to Support Recommendation:**

Cases involving students with disabilities often thread through various departments of the institution including both academic and non-academic. An ADA Advisory Committee could function when ADA compliance issues arise at the Stockton campus or any of the three campuses. According to the program review committee this seems to be a prudent way of

combining input from various branches of the University to meet the needs of the University's mission and compliance with federal and state laws. Finally, SSD falls under the umbrella of Student Life, which is where it is located at many other Universities. This is not unreasonable given SSD's holistic and student-centered mission; however, there is a strong academic component to SSD, and it might be advisable to have substantial academic representation on an ADA Advisory Committee.

An advisory committee for disability support services would allow for cross-departmental collaboration to offer support, advising, advocacy functions and this committee can also prioritize needs for making facilities accessible and articulate risks with respect to ADA compliance.

Additionally, the formal ADA advisory committee should include membership beyond Pacific employees to include community representation from relevant organizations (e.g. City of Stockton Mayor's Task Force or the California Department of Vocational Rehabilitation), a Pacific student with a documented disability and at least one colleague from a comparable institution.

**Responsible person:**

Director of SSD

**Resources Needed:**

Inside division: Release time for identified advisory board members.

Outside division: Release time for identified advisory board members.

**Start date:**

Fall, 2012

**Completion date:**

The formal advisory committee should be formed by Fall, 2013.

**Dean or AVP Approval:**

Approved       Not Approved      By: Lisa Cooper  
Reason:

**Provost or Vice President Approval:**

Approved       Not Approved      By: Elizabeth Triago  
Reason:

**Outcome measure:**

Successful completion of this recommendation will be measured in two steps. Step 1: Before the formal advisory board is appointed an initial case-management team should be identified to address complex cases involving cross-departmental needs. This team will assist in making campus-wide recommendations for possible Advisory Board members and include

recommendations for inclusion of a three-campus reporting structure. Step 2: This step will be successfully completed once the Formal Advisory board is established.

**Current Status of Recommendation:**

A formal advisory board has not yet been developed, however the case-management team for responding to students of concern has been established. The current case management team is composed of the SSD director, Dean of Students, AVP of DACE, Director of Assessment and Student Development Services, the Director of Counseling Services and others as determined necessary.

The first case –management team meeting was held on 10-17-12 and has met three times.

The next step is to solicit recommendations from the case management team for possible Advisory Board Members.

**Recommendation 3:**

The committee recommends that a funding request process including an operating reserve be developed. Moreover, the structure of the OSSD budget should be carefully reviewed and necessary adjustments made to program staffing so that operating and personnel budgets are distinct from one another.

The recent caseload increase of approximately (40%) has placed even greater demand on services /resources and it is recommended to conduct a complete review of the budgetary model. A three-university model should be drafted.

**Evidence to Support Recommendation:**

At the time of the program review the OSSD is provided a \$100,000 yearly operating budget based upon a departmental review approximately eight years ago. The Director position is the only fully funded University position, with a temporary interim Coordinator position paid directly from the OSSD's annual operating budget. In order to pay for the temporary Coordinator position nearly (40%) of the annual operating budget is currently being reallocated to cover the salary expense. The original departmental review that led to the appointment of a \$100,000 operating budget was never intended to cover salary and is compromising the department's ability to adequately accommodate students while supporting faculty and the campus community.

There is currently no three-campus budgetary model.

**Responsible person:**

Director of SSD and AVP of DACE (Student Life)

**Resources Needed:**

Inside division: Financial resources to pay for the addition of a permanent Coordinator.

Outside division: Review of budgetary model with financial contributions allocated to increase operating budget or to include salary support.

**Start date:**

Fall, 2012

**Completion date:**

Fall, 2014

**Dean or AVP Approval:**

Approved       Not Approved  
Reason:

By: Lisa Cooper

**Provost or Vice President Approval:**

Approved       Not Approved  
Reason:

By: Elizabeth Triago

**Outcome measure:**

Successful completion/implementation of this recommendation will be measured in two ways. The first involves relieving the operating budget of salary expenses or increase the budget to allow for both operating expenses and salary with benefits. The second measure to determine success is completion of a budgetary review process including implementation of a three – campus model.

**Current Status of Recommendation:**

The first step has successfully been accomplished after the recent conversion of the SSD Graduate Assistant position into a permanent and full-time Coordinator position with benefits. The reallocation has alleviated (40%) of the financial resources currently being spent on salary directly from the operating budget. This translates to approximately 40K in additional funds available in the operating budget to better serve students with disabilities and the campus community.

The second step of the recommendation involving a complete review of the budgetary model and implementation of a three-campus model has yet to begin. Discussion are expected to begin during Fall, 2013.