

## Progress Update (Past Two Years) - Student Services

1. Provide an update on your program or department's progress on your last objectives or action plans:

Progress Update Past Action Plans

### Progress Update Past Action Plans

What type of program review did you last submit?

- Old annual
- Old six-year
- PU
- CPR

What is the status of your last program review action plan/objective?

- Completed
- In Progress
- No Longer Pursuing

Discuss the progress made on the goals in your action plan(s) (if last program review was a PU or CPR) or annual objective(s) (if last program review was an annual or old six-year).

N/A

End of Progress Update Past Action Plans

2. Considering your program's past plans and the developments over the past two years, what challenges and concerns need to be addressed in the next two-year review period?

- **Implementation of the newly purchased Accessibility Information Management (AIM) software:** AIM is an information management system designed specifically for DSPS programs. AIM is a comprehensive program used to facilitate accommodations, student appointments, and track data. It will ultimately increase workflow efficiency, allowing the department to provide more timely and effective service for our students. The software is customizable and will take some time to roll out and be integrated into daily operations. It will also require participation and buy in from students and instructors as there will be a portal to sign into for making accommodation requests, appointments, submitting exams, etc. A committee has been formed with representatives from each area of the department. This committee will collectively decide on aspects of customization, and a phased implementation and roll out over a period of approximately two or three years.
- **Vision Aligned Reporting (VAR):** The Chancellor's Office has announced a new report that will be implemented in the 24-25 school year. Vision Aligned Reporting will mean tracking key services and the budget amount for these services, provided by the department. Over the next year, modifications to record keeping will be made such that the data can more easily be ascertained when reporting is due.
- **Increase in alternative media requests:** Due to an increase in the number of deaf and hard of hearing students and blind and low vision students, there has been an increase in demand for alternative media such as captioning and alternate text. The department has one Alt Media Specialist to fulfill these requests and the workload has been accumulating. To offset some of the load, a student worker was hired, but was not able to continue through the semester. The department is searching for a potential replacement. The department will also reimburse the Alt Media Specialist for a ChatGPT account which will assist in creating alt text for images in course materials for blind and low vision students. Foundation funds will be used for the reimbursement and at the end of the year we will assess whether it will be a one-time necessity, or an ongoing need.
- **Faculty Hiring:** DSPS is currently searching for an adjunct counselor to backfill a vacancy. We frequently run out of appointment for students and need to remain fully staffed to serve the volume of students registered with our program. We are also backfilling a vacancy for a full time High-Tech Training Center

(HTTC) faculty member. We currently have one full time and two part time specialists, but again the volume of students we serve requires the second full time faculty member.

3. Broadly discuss the most critical resources you anticipate needing to effectively implement the goals in your program's action plan in the next review period. If applicable, your answers here should inform the specific line item requests in your future Annual Resource Requests (ARR).

- Yearly fee for AIM information management software
- Yearly fee for ChatGPT account
- Salary and benefits for one additional adjunct faculty and one full time HTTC Specialist
- Funding for increase in salary for Instructional Assistants – LD. After completion of the salary study as part of the cyclical review process, it was recommended that IA's range increase from 23 to 28. The annual fiscal impact to DSPS with this increase would be \$14,988.00.

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This form is completed and ready for acceptance.