

Ohlone College

Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* Interpreting/Accommodation Services
- *Academic year:* 2015/2016
- *Review Type:* Student Services Program Review
- *Program/Departments:* Interpreting Services (64201)
- *Authority Code:* 79-Director, Interpreting and Accommodation Services
- *External Regulations:* Yes X No

We receive categorical funding from the state of California, thus our budget and operational policies are subject to audit via the California Community College Chancellor's office. The services we provide are mandated by the ADA, title 5, and section 504 of the Rehab act as well as the Code of Professional Conduct set forth by the National Registry of Interpreters for the Deaf.

- *Provide a brief narrative that describes the services provided.*

The Interpreting and Accommodation Services Department provides services which ensure equal access to academic programs and extra-curricular activities on the Ohlone College campus for Deaf, hard of hearing, and all other eligible students with disabilities registered with the DSPS (Disabled Students Programs and Services) Department. Interpreting Services and Accommodations are also provided for all Deaf and hard of hearing staff, faculty and administrators, as well as those with disabilities for all employee-related activities.

- **College Mission**

- *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.

- *Program Relation to College Mission.*
 - University Transfer
- *State your program Mission/Purpose.*

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- *Briefly describe program accomplishments.*

- **Student/Program Achievement**

- *List area-specific outcomes.*

Interpreting and Accommodation Services provides services in/out of the classroom.

Our costs are affected by how many interpreters are needed at any given time. We can assist the deans with developing a schedule that is manageable and cost effective by utilizing staff resources to their fullest potential. Strategies have to be employed with consideration for services that are provided outside the classroom. Part of making the schedule manageable includes incorporating college-wide events and the Student Services needs of our student population. The Interpreting and Accommodation Services Department coordinates and provides all academic accommodations approved for Deaf students and students with disabilities. Accommodations include, but are not limited to Alternative testing, notetaking services and assistive technology equipment.

- *Identify internal and/or external benchmarks and regulations.*

Interpreting and Accommodation Services is always working to reduce dependency on interpreting service agency contractors and other-hourly employees, whose services are required when there are more requests than can be filled by staff in any given hour.

The services provided by the Interpreting and Accommodation Services Department are administered in direct accordance with all state and federal laws governing disabled access to public education as outlined in the ADA (Americans with Disabilities Act), Section 504 of the Federal Rehabilitation Act of 1974, and Title 5 of the California Community College Chancellor's office requirements.

- *Enter assessment results for area-specific outcomes and analyze trends.*

Interpreting Services Workload Analysis The data presented in this report is based upon the number of hours spent providing services to Deaf and disabled students for one fiscal year. The 2008-2009 fiscal year is used as the baseline in this report representing a fiscal year in which little to no agency contractors were needed. Data analysis in this report continues through October 2012. The numbers are estimates and the following must be considered:

- Any assignment that is over one hour in duration requires two interpreters, which doubles the manpower required. Manpower has been factored into this report for both in and out of classroom assignments.
- Drop-in/last minute/emergency requests were not recorded until Fall 2011 and can be estimated to occur 1–5 times/day on average ranging from 5 minutes to several hours in duration.

- The number of Deaf students registered in a given semester can alter the numbers in a report such as this dramatically. Ohlone College has on average 100–300 Deaf students per semester.
- Classes are added and dropped throughout the semester. Numbers are based upon total registration with no accounting for add dates and drop dates.
- Prior to 2010, The Interpreting and Accommodation Services Department was solely responsible for providing services to all Deaf administrators, faculty and staff. In the Fall of 2010 and continuing to October 2012, a pilot program has been implemented to hire a pool of professional experts to provide these services. As this is handled outside of the Interpreting and Accommodation Services Department, data collected after 2010 does not reflect hours spent or costs associated with these services.
- A buffer of 20 minutes has been added to each class total to account for set-up/breakdown, impromptu meetings with instructors and travel time between classroom locations on campus.

DSPS and Deaf Student Enrollment Trends (See Appendix A) When overall headcount and FTES is reduced, there is no proportionate impact upon Deaf and DSPS student populations. This is a result of Federally mandated priority registration compliance. Furthermore, the Ohlone College Center for Deaf Studies and Gallaudet Regional Center remain a draw for the Deaf community at large. The prominence of these programs remains constant as Ohlone remains a world-wide leader in Deaf Education. **Staff Availability by Semester (See Appendix B)** Interpreting and Accommodation Services has 18 staff members comprised of 14 Staff interpreters (12 at 100%, 1 at 75%, 1 at 50%), 2 staff captioners, 1 Accommodation Services Specialist, and 1 Deaf Relay Interpreter. Since 2008, the available staff interpreting hours have been reduced by 50 hours per week. Extended leave was included in the table as it also affects the available staff hours per week.

- *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*
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- *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*
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- *Additional Program Table Files.*
- *Future Actions*
Current levels of achievement indicators maintained.
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- **Program Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Create a consistent, sustainable model for extended test-taking services available at the Newark campus.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

In July 2014, we hired an hourly employee to assist with the duties of the Accommodation Services Specialist due to an increase in services needed for blind students. At that same time, campus construction began which caused an increased need for extended test-taking services at the Newark campus. Testing increased from approximately 2 tests per week to 2-3 tests per day. The hourly employee's work station was relocated to Newark to meet all of these emerging needs. The hourly employee was released after 195 days. The increased need for services to blind students has been reassigned to the Alternate Media Specialist in DSPS. We have tried to continue to meet the extended test-taking services need with our new staffing model; however, assigning interpreting and captioning staff, as well as another hourly employee to this work affects other goals of this department making it difficult to sustain long term.

Program PIO will address the following:

- Student Learning & Achievement
- Course Retention
- Course Completion
- Persistence
- Success Rates
- Service Impacts
- Use human, fiscal, technological, and physical resources responsibly,

How will you assess the effectiveness of your PIO:

The effectiveness of the PIO will be shown if we can prove the effectiveness of our overall staffing model which does not incorporate pulling from staff resources to cover the additional extended test-taking service needs at Newark. We will be able to pull evidence from data collected regarding: interpreter maximization in the classroom, cost-benefit, and continued analysis of efficient

use of staff resources to meet all accommodation needs on campus.

PIO Action Plan:

How will you accomplish this?

Create one permanent Student Services Assistant position 75%, academic year to support implementation of mandated services for DSPS and Deaf students at the Newark campus.

What is your timeline?

- Hire temporary Student Services Assistant for the Spring 2016 semester to allow for realistic human resources recruitment timeline. - Hire Permanent Student Services Assistant for Fall 2016

Who is going to do this?

The Director of Interpreting and Accommodation Services under the Direction of the Dean of Counseling and Special Programs with the support of the Executive Team and the assistance of Human Resources.

PIO Status:

- New

Closing the loop - Describe the results of your PIO implementation or completion:

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Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

- Resource: Staff/Administrative Position
Position Title: Student Services Assistant
FTE: .75

Est. Cost: \$40,000.00

- Resource: No Resources Identified

2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Extend service hours available to provide Deaf students and students with disabilities access to accommodations in alignment with college operating hours.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Service Impacts

How will you assess the effectiveness of your PIO:

A computer kiosk with a SARS Trak interface will be used at the front desk, to log students' accommodations contacts. This PIO's effectiveness will be illustrated by an increase in the college's weighted student count in the MIS report, which will reflect that a higher percentage (and overall number) of our students are receiving services. When this occurs, our state apportionment data will show a proportionate increase. Additionally, our ongoing collection and analysis of data regarding the use of staff time to provide services to deaf and DSPS students will reflect maximum flexibility and efficiency.

PIO Action Plan:

How will you accomplish this?

- Hire 1 full time staff student services assistant, to support implementation of mandated services for DSPS and Deaf students.
- Work with IT to install front desk kiosk and appropriate software to track student contacts
- Work with IT to establish most efficient database system to meet data-tracking needs
- Train staff on all software and database systems

What is your timeline?

- During the Summer, 2015, work with IT to set up the front desk kiosk
- Hire student Services Asst by August 2015 to support Fall 2015 semester
- Spring

2016 begin work with IT to implement new database system

Who is going to do this?

- Set up computer Kiosk and Database: IT support, Departmental Director and staff - Hire Student Services Assistant: Division Dean , and Department Director

PIO Status:

- Discontinued

Closing the loop - Describe the results of your PIO implementation or completion:

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Conclusion: Complete if PIO has been completed

PIO not achieved - did not work - start new PIO cycle

Fiscal Resources Status:

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PIO Resources:

- Resource: Staff/Administrative Position
Position Title: Student Services Assistant
FTE: .75
Est. Cost: \$40,000.00

Attached Files:

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- [Interpreting and Accommodation Services New Model revised.pptx](#)
- [Appendix C \(2\).pdf](#)
- [Appendix D \(2\).pdf](#)
- [Appendix B \(2\).pdf](#)
- [Appendix E \(2\).pdf](#)

- [Appendix A - Ohlone Headcount Trends.pdf](#)