

**Unit Report**  
**Disability Support Services**  
**Northwest Mississippi Community College**  
**January 2006**



## **Disability Support Services Office (DSSO)**

### **I. Unit Mission:**

#### **Unit Purpose Statement:**

To ensure that all students with disabilities have the opportunity to participate in the educational programs and services on an equal basis; to provide comprehensive services on issues related to disability.

### **II. Unit Goals:**

#### **DSSO will:**

Assist students with disabilities applying to college, obtaining accommodations, referral services, and other special needs or problems.

1. Assist faculty in identifying special needs of students.
2. Assist in providing information technology accessible to individuals with disabilities.
3. Try to implement a reference lab with state-of-the-art equipment for special needs students.
4. Develop a working/communication relationship with agencies concerning students' disability.
5. Provide professional development activities for faculty, staff and administration.
6. Evaluate program services offered.
7. Increase student, faculty, and staff knowledge base on ADA and how it affects the college.
8. Provide opportunities for students to network with one another to discuss college experience and the services, support, and strategies that have proven helpful.

#### **Relationship to NWCC Purpose and College Wide Strategic Goals:**

The DSSO unit purpose statement supports the Northwest goal of assuring students with disabilities are able to have equal access to all of the programs and activities that the school provide to non-disabled students.

### **III. Evaluation of the Unit and the Use of Result Forms:**

Evaluations of the unit for the last three years include the Satisfaction Survey mailed to all NWCC sites at the end of each semester; the Spring 2005 Clearance Survey; Survey conducted at the end of an ADA Information Session; Survey conducted at the end of "Communication with the Deaf and Hard of Hearing Students" Session.

Evaluations for the last three years and any corresponding use of the results are included at the end of this report.

### **IV. Annual Plan to Improve:**

The annual assessment reports for the unit's *Plan to Improve* for the last three years are included at the end of this report.

## **V. Analysis of the Unit Strengths, Weakness, Opportunities and Threats:**

### **Unit Strengths: (Details to be attached)**

1. Open communication exists between the DSSO, Faculty, and Students.
2. A well-defined system of notification, documentation, and accommodation for SWD (Students with Disability) already established.
3. An established Monthly Newsletter for information and up-dates on ADA cases and interpretations.
4. Initial identification of potential SWD is handled through various situations.
5. Survey results are highly favorable when conducted at the end of training sessions.
6. Great Parent participation when requested.
7. High level of satisfaction on student survey.
8. Training sessions are well attended.
9. Program designed to identify and contact students without delay.
10. Well coordinated contact through all Recruiters.
11. Academic progress of SWD are monitored and documented in Students' file. DSSO is available to review accommodations and level of effectiveness at any time.
12. Good stem of documentation and compliance is maintained.

### **Unit Weaknesses:**

1. DSSO job has evolved such that there is a need for more time dedicated to administering and address concerns and compliance.  
There will need to be a block of time which will be used exclusively for the handling of these concerns. That time would be known to students, faculty, and staff as a time for addressing concerns and compliance relative to ADA.
2. There is hardly time to work with instructors and the SWD in the classroom to that immediate feedback and assistance by the DSSO can occur.  
Again, there will be a need for scheduling time exclusively to allow for coordinating this activity with the student and teachers. Again, this time would be known to students, faculty, and staff.
3. A lawyer with specialty in ADA Law is not available to assist in the area of conflict, should the need arise.  
Consultation with a lawyer who might know of other lawyers who have had experience with issues related to ADA Law and compliance would be extremely helpful and productive. From that initial contact a slate of individual who have some experience with ADA Law may be developed.  
Contact between DSSO and this individual may result in an opportunity to establish a relationship between NWCC and that individual.

### **Unit opportunities: (Details to be attached)**

1. Develop a working inventory of resources: People, Equipment, and Reading Materials – that remains current with the changing ruling and interpretation of the ADA Law.
2. Broaden the audience that participates in the Training programs presented by the DSSO on a yearly basis.
3. Reinforce the importance of ADA concerning accommodations and the confidentiality of the student information, while also stressing the responsibility of NWCC toward compliance.
4. Create avenues of access so that Faculty, Staff, and Administration will be able to search database for any groundbreaking methods of teaching and technically advanced tools for SWD.
5. Have our SWD visit facilities designed specifically for SWD so that our students can see how others deal with ADA; and where SWD can feel normal.
6. Engage an attorney who would offer insight, be a sounding board, and act as a resource for issues relative to changes in the ADA Law.
7. Increase student participation on survey assessing level of satisfaction of services offered by DSSO; survey will be conducted at the end of each semester.
8. Establish a Resource Area for Faculty, Staff, and Administration where information and a list of consultants can be catalogued for Questions and Answers.
9. Bring Student and Faculty together to address accommodations and create a dialogue focusing on area of concern, as voiced by the Student and/or Teacher.
10. Foster a relationship between the Student, Parents, and DSSO to establish a well-rounded view of the Student, and the Student's needs.
11. Have a mid-semester meeting with Student/Parents/DSSO to discuss different views.

### **Unit Threats:**

1. Privacy law compliance due to the sheer number of SWD, Faculty, Interpreters, etc., accessing confidential information.
2. Lack of awareness of the importance of compliance by individuals responsible for administering the approved accommodations.
3. Rapidly increasing SWD is the current trend. These increases require significantly more attention.

### **Threats, continued**

4. Student transition from high school to college, where the level of student responsibility requires more action on the part of the student (self-identifying and proper medical documentation), may limit the perceived impact of the efforts of NWCC to accommodate.

### **Critical or Emerging Needs:**

The growth rate of SWD over the last three years suggests a continual need for DSSO and the services we provide. NWCC is committed to providing those services and maintaining compliance to the ADA Law

This message of commitment and compliance needs to, from time to time, be affirmed by a higher level of administration than just the DSSO, to the Students, Faculty, and Administration of NWCC.

## **VI. SACS Principles Compliance Survey**

### **Institutional Effectiveness:**

1. **Are research-based evaluation processes used for assessing the service unit? Yes.**  
Survey conducted at the completion of the ADA Information Session to measure level of usefulness of information presented;  
Survey conducted at the end of the year to measure SWD level of satisfaction with the services provided by DSSO;  
and, Survey conducted at the end of the "Communicating with the Deaf and Hard of Hearing Students" seminar.
2. **Do the use of evaluation processes result in continuing improvement of the unit? Yes.**  
The result of the surveys of the participants in the ADA Law Session and the "Communication with the Deaf and Hard of Hearing Students" suggest that more speakers on subjects related to ADA Law would be well received: While SWD are aware of all services offered, they are not using the services enough; more sessions with information exchange will be attempted.
3. **Does the unit identify expected outcomes for its services; assess whether it achieves these outcomes; and provide evidence of improvement based on analysis of those results? Yes.**  
The Annual Outcome Objectives are attached.
4. **If an outcome is not achieved, are documented modifications or improvements made to the unit? Yes.**

### **Financial Support:**

5. **Is adequate financial support available to support the scope of services offered through the unit? Yes.**
6. **Does the institution operate and maintain physical facilities that are adequate to serve the needs of this unit? Yes.**
7. **Are the physical facilities for this unit accessible on-line to the unit supervisor? Yes.**
8. **Is the budget information accessible on-line to the unit supervisor? Yes.**

**Mission:**

9. **Does the unit have a defined mission? Yes.**  
The purpose of the Disability Support Services Office is to ensure that all students with disabilities have the opportunity to participate in its educational programs and services on an equal basis; and to provide comprehensive services on issues related to disability.
10. **Is the unit's mission related to the College's Statement of Mission? What part of the institutions' mission does the unit effectively fulfill?**  
The DSSO unit purpose statement supports the Northwest goal of assuring students with disabilities are able to have equal access to all of the programs and activities that the school provides to non-disabled students.

**Staff:**

11. **Does the unit have qualified staff with experience, competence, and capacity to fulfill the mission of the unit? Yes.**  
Michael Dottery, Director of Disability Support Services  
Master of Education, University of Mississippi, 1987  
Bachelor of Science, Social Work, Jackson State University, 1979  
(Personal information sheet included in this report)
12. **Does the unit have a staff member charged with the responsibility for supervision and coordination of the unit? Yes.**  
Name of Supervisor: Dan Smith
13. **Is the number of administrator/staff members employed for the unit adequate to support the unit effectively?**  
While the unit may be understaffed, effective operation of the unit is not hindered.

**Security:**

14. **Are administrators and staff members in this unit careful in protecting the security, confidentiality, and integrity of the student/staff records? Yes.**  
A shredder is used in the unit to effectively discard of any confidential data. Care is taken that no forms containing social security numbers or private student or staff data are handled in a careless manner.  
All student files are stored in the office of the Director of the DSSO.
15. **Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this service unit? Yes.**

## **VII. Unit Improvements Resulting from the Planning Process:**

**DSSO will continue to offer seminars where various speakers will address areas of their expertise as it relates to the issues of Disability, and/or the ADA Law. DSSO will incorporate a survey of Faculty to evaluate the mean and methods of accommodation in their classrooms. DSSO will seek to increase the rate of SWD participation in the Student Satisfaction Survey.**

## **VIII. Personal Information Sheets for Key Staff members**

### **Job Duties:**

Contact SWD as identified by Recruiters, Self-identified, or through Referrals;  
Compile all necessary information and forms necessary for DSSO in its determination of specific disabilities and how the accommodation will be assigned;  
Arrange for Accommodation with Faculty and SWD;  
Facilitate the introduction of SWD with each instructor in each class in which the student is enrolled;  
Maintain Confidential Information and files related to Date Submitted by SWD;  
Maintain Database of Reference materials, Contacts/Specialists, Disability Accommodations, and other resources;  
Ensure NWCC compliance with ADA Law;  
Coordinate compliance at DeSoto and Oxford Campuses;  
Provide continuous communication with Faculty, Staff, and Administration on ADA Law implementation, issues related to the Law, and areas of concern;  
As a Counselor, provide guidance in the academic areas for SWD;  
Work closely with area agencies such as Communicare and Vocational Rehabilitation Agency;  
Attend workshops where new development in the areas of Disability Support are discussed and new ideas are exchanged;  
Develop and present ADA sessions with respective campus departments.

## **VIII. Personal Information Sheets for Key Staff Members**

## **PERSONAL INFORMATION SHEET**

**Name:** Michael L. Dottorey

**Unit:** Disability Support Services

**Date:** January 2006

**Position held:** Coordinator of Disability Support Services

**Job Duties:** The coordinator is responsible for providing the following duties:

- ◆ Contact SWD as identified by recruiter, referrals, or self-identified
- ◆ Compile all the necessary information and forms for DSSO in it's determination of the specific disabilities and how the accommodation will assigned
- ◆ Arrange for accommodation with faculty and student with disability (swd)
- ◆ Facilitate the introduction of SWD with each instructor in each class in which the student is enrolled
- ◆ Maintain Confidential Information and Files related to Data submitted by SWD
- ◆ Maintain Database of Reference Materials, Contacts/Specialists, Disability Accommodations and other resources
- ◆ Ensure Northwest Mississippi Community College compliance with the Americans with Disabilities Act law
- ◆ Coordinate compliance at DeSoto and Oxford Campus
- ◆ Provide continuous communication with Faculty, Staff, and Administration on ADA law implementation, issues related to the Law, and areas of concern
- ◆ As a Counselor, provide guidance in the academic areas for SWD
- ◆ Work closely with area agencies such as Vocational Rehabilitation Agency, Communicare, and hospitals
- ◆ Attend workshops where new development in the areas of Disability Support services are discussed and new ideas are exchanged
- ◆ Develop and present ADA sessions with respective campus departments

**1. I have worked at Northwest Mississippi Community College for 25 years.**

2. I have worked in my current position at Northwest for 14 years.
3. I have a total of 31 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
  - ◆ Assistant Football and Track Coach-3 years
  - ◆ Director of Student Personnel in various position-8 years
  - ◆ Counselor/Recruiter/Disability Support Services Coordinator-14 years

Highest degree held: I currently hold: (choose one of the following)

◆ **Master of Education**

**Accomplishments:**

- ◆ 99% Northwest Mississippi Community College in compliance with ADA. The college was sued for discrimination against a student in 2000. **The college was cleared of all charges.**
- ◆ 100% contact with high schools in our eleven county recruiting area concerning services for students with disabilities
- ◆ Develop and presented ADA's session with respective campus departments.
- ◆ Providing interpreting services on all campus where students who are deaf and hard of hearing impairment attends
- ◆ Originated a form of communication, *The Disabled Student Council Newsletter* which allowed me to communicate changes in the field of ADA on a monthly basis to faculty, staff and administrators.
- ◆ Facilitated the introductory of students with disabilities with each instructor in each class in which the student is enrolled.

**Civic Interests/Professional Affiliations**

- ◆ Mississippi Counseling Association, By-Laws Committee Chairman 1998-99
- ◆ Mississippi Community/Junior College Counselors Association, Vice-President for 1997-98 and President 1998-99
- ◆ Northwest Region Counselors Association, President 1994-95
- ◆ Mississippi Association of Collegiate Registrars & Admission Officers
- ◆ Mississippi Association for Multicultural Counseling and Development

**NWCC Committee Assignments:**

- ◆ Disciplinary Committee
- ◆ Residence Grade Appeal Committee
- ◆ College-Wide Planning Council
- ◆ Graduation Committee

*Michael L. Dottorey*  
Signature of Employee

Date: January 10, 2006

**IX. Budget Summaries**

When needs arises the Unit make requisition to the company that has the needed item. The Unit is financed by Northwest Mississippi Community College. Requisition is taken to Director of Student Development and Vice President of Student Affairs. When approval is given, item is purchased.

## Evaluation Follow-up Form

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The follow form is to be completed and signed by the appropriate service unit supervisor after reviewing the results of the unit's evaluation and after discussion with co-workers on needed changes identified in the evaluation process. The completion of this form is meant to stimulate reflection about the purpose of the unit and to encourage the best use of results of these evaluations. A copy of this form will be sent to the appropriate Vice-President and filed with the unit's Services Review forms.

Service Unit: *Disability Support Services*

Date of Review of Evaluation: *Spring 2005*

The unit's strong points as identified by the evaluator are:

- *Documentation and compliance is well maintained.*
- *High level of satisfaction on student survey.*
- *Open communication exists between DSSO, Faculty, and Students.*
- *Program designed to identify and contact students without delay.*

Opportunities for improvement identified by evaluator are:

- *Have more contact with faculty in providing concerns and compliance.*
- *Have a round-table discussion with faculty and student with disability on areas of concerns.*

Goals for growth or specific activities to be undertaken and/or completed before the next evaluator are:

- *Increase student participation on survey assessing level of satisfaction of services offered by DSSO.*
- *Provide a faculty survey of the services of the DSSO.*
- *Continue to reinforce the importance of ADA concerning accommodations and confidentiality of student information.*

Having met together and discussed this Evaluation Follow-up, we feel that the identified goals and specific activities adequately address opportunities for improvement and constitute evidence of attempted growth.

Signatures:

Supervisor:

Co-workers in unit: Meg Ross, Wanda Blair, Amanda Wilson

Interpreters: Ida Adams, Rhonda Bryant, and Vera Edwards. The Interpreter Services for the Deaf provide assistance for a student attending the DeSoto Center campus.

**NORTHWEST COMMUNITY COLLEGE  
2004 UNIT ANNUAL OUTCOME OBJECTIVES  
STUDENT AFFAIRS**

Planning Unit: Disability Support Services Office

UNIT PURPOSE STATEMENT: To ensure that all students with disabilities have the opportunity to participate in its educational programs and services on an equal basis. To provide comprehensive services on issues related to disability.

<u>Unit/Program Intended Outcome Objective</u>	<u>Strategy/Procedure To Achieve Outcome Activity</u>	<u>Assessment/Evaluation Results</u>	<u>Use of Results Improvement</u>
DSSO will assist students with disabilities in applying to the college, obtaining accommodations, referral services, and other special needs or problems.	Working directly with student/students	An on-going daily process	
Assist faculty in identifying special needs of students	Referral contact Direct contact with students Vocational Rehabilitation Agency	An on-going daily process	
Assist in providing information technology accessible to individuals with disabilities.	Through W.W.W. (World Wide Web)	Providing monthly newsletter through the use of e-mail.  Not completed	
DSSO will try to implement a reference lab with state-of-the-art equipment for special need students.	Spell Checks Assistance listening devices Large print materials	Providing newsletter at this time, have not submitted any newspaper advertisements/printouts concerning issues related to disabilities	
DSSO will develop a working/communication relationship with agencies concerning student's disability	Printouts Newsletters Newspaper advertisement Phone contact, letters	Ongoing	

**NORTHWEST COMMUNITY COLLEGE  
2004 UNIT ANNUAL OUTCOME OBJECTIVES  
STUDENT AFFAIRS**

Planning Unit: Disability Support Services Office

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<u>Unit/Program Intended Outcome Objective</u>	<u>Strategy/Procedure To Achieve Outcome Activity</u>	<u>Assessment/Evaluation Results</u>	<u>Use of Results Improvement</u>
DSSO will provide professional development activities for faculty and staff and administration.	Speakers	Not completed – will provide April 6, 2005	
DSSO will evaluate program services offered.	Surveys	Done	
Increase student, faculty, staff knowledge based on ADA and how it affects the college.	Continue newsletter distribution. Schedule ADA information sessions with all departments. Surveys	Ongoing	
Provide opportunity for students to network with one another to discuss college experience & the services, support or strategies that have proven helpful.	Discussion meetings	Ongoing	
DSSO will assist students with disabilities in applying to the college, obtaining accommodations, referral services, and other special needs or problems.	Working directly with students	Ongoing daily process	
DSSO will develop a working/communication relationship with agencies concerning student's disabilities	Phone contacts and letters	Ongoing	

**NORTHWEST COMMUNITY COLLEGE  
2003 UNIT ANNUAL OUTCOME OBJECTIVES  
STUDENT AFFAIRS**

Planning Unit: Disability Support Services Office

<u>Unit/Program Intended Outcome Objective</u>	<u>Strategy/Procedure To Achieve Outcome Activity</u>	<u>Assessment/Evaluation Results</u>	<u>Use of Results Improvement</u>
<p>1. Assist students with disabilities in applying to the college, obtaining accommodations, referral services, and other special needs or problems.</p> <p>2. Assist faculty in identifying special needs of students</p> <p>3. Develop a working relationship with instructors, parents, and students with disabilities concerning issues in our district.</p> <p>4. DSSO will provide professional development activities for faculty and staff to improve advising, teaching and to create a positive campus climate for students with disabilities.</p>	<p>1. Work directly with students on meeting needs. Advertise services. Obtain certification information from students. Evaluate program with Disabled Student Council. 90% of faculty and staff surveyed will be satisfied with services.</p> <p>2. Make direct contact with students, faculty, and Vocational Rehabilitation Agency when needed. . 90% of faculty and staff surveyed will be satisfied with services.</p> <p>3. Communicate through high school visits, Newsletters, Newspaper advertisement, Northwest Web Page. Monitor feedback.</p> <p>4. Provide workshops, speakers, videos And newsletters. Evaluate program with Disabled Student Council. 90% of faculty and staff surveyed will be satisfied with services</p>	<p>1. 135 students with disabilities identified and certified. Disabled Student Council evaluated services. 90%+ satisfied with services.</p> <p>2. Contact made with 100+ faculty members. 90%+ faculty and staff satisfied with services.</p> <p>3. Eight newsletters produced. 11 high schools visited. No newspaper advertisements produced.</p> <p>4. One speaker on mental illness approved by Academic Dean. Professional development provided through newsletters.</p>	<p>1. DSC requested disabled access van be added to college fleet.</p> <p>4. Desk reference guide to be updated.</p>

**NORTHWEST COMMUNITY COLLEGE  
2002 UNIT ANNUAL OUTCOME OBJECTIVES  
STUDENT SERVICES**

Planning Unit: Disability Support Services Office

UNIT PURPOSE STATEMENT: To ensure that all students with disabilities have the opportunity to participate in its educational programs and services on an equal basis. To provide comprehensive services on issues related to disability.

<u>Unit/Program Intended Outcome Objective</u>	<u>Strategy/Procedure To Achieve Outcome Activity</u>	<u>Assessment/Evaluation Results</u>	<u>Use of Results Improvement</u>
DSSO will assist students with disabilities in applying to the college, obtaining accommodations, referral services, and other special needs or problems.	Working directly with student/students	Services provided, 123 students assisted, others prospective students identified during app procedures	
Assist faculty in identifying special needs of students	Referral contact Direct contact with students Vocational Rehabilitation Agency	123 students assisted	
Assist in providing information technology accessible to individuals with disabilities.	Through W.W.W. (World Wide Web)	Providing monthly newsletter through the use of e-mail.	<u>Budget Requests to be submitted in spring</u>
DSSO will try to implement a reference lab with state-of-the-art equipment for special need students.	Spell checks Assistance listening devices Large print materials	Not completed	
DSSO will develop a working/communication relationship with instructors, parents, and students with disabilities concerning issues in our district.	Printouts Newsletters Newspaper advertisement	Providing newsletter at this time, have not submitted any newspaper advertisements/printouts concerning issues related to disabilities	

NORTHWEST COMMUNITY COLLEGE  
 2002 UNIT ANNUAL OUTCOME OBJECTIVES  
 STUDENT SERVICES

Unit/Program Intended Outcome <u>Objective</u>	Strategy/Procedure To Achieve Outcome <u>Activity</u>	Assessment/Evaluation <u>Results</u>	Use of Results <u>Improvement</u>
DSSO will provide professional development activities for faculty and staff to improve advising, teaching and to create a positive campus climate for students with disabilities.	Workshop Speakers Videos Newsletter	Not completed –	<u>Sessions scheduled for spring semester</u>