



Disability Services & Veterans' Support Center



UNIVERSITY of HAWAII®
KAUA'I
COMMUNITY COLLEGE

Kaua`i Community College

Five Year Comprehensive Program Review (CPR)

At a minimum, each program or unit CPR shall include measures described in [UHCCP 5.202](#). Additional measures may also be used for program or unit assessment.

Program Name: Disability Services & Veterans' Support Center

Assessment Period: (e.g., 2016-2021):

Disability Services 2019-2021

Veterans' Support Center 2017-2021

Program or Unit Mission Statement (UHCCP 5.202)

Disability Services Mission Statement:

The Mission of the Disability Services Office is to create a fully accessible, integrated, and universally designed campus for all students by providing reasonable accommodations to otherwise qualified students with disabilities.

Veterans' Support Center Mission Statement:

The Veterans' Support Center (VSC) at Kaua`i Community College is a program to support the transition of Veterans by providing services to help them succeed. The VSC provides a comfortable atmosphere equipped with all the tools necessary to aid Veterans in their collegiate pursuits.

College Mission Statement (UHCCP 5.202)

Kauai Community College is a kahua that inspires, engages, and empowers learners and educators to enrich our community and our world.

Part I. Executive Summary of Program Status

Summary of previous CPR and/or Annual Program Review (APRU) recommendations by Cabinet, College Council, the Division/Unit Chair, Advisory Board, or other reviewing entity.

N/A

Describe program or unit changes made as a result of these recommendations: N/A

Part II. Program Description (UHCCP 5.202)

<p>Number of Faculty and Staff</p>	<p>Faculty (FT): Disability Services 2018: ½ faculty 2019: ½ faculty 2020: ½ faculty 2021: ½ faculty Veterans’ Support Center 2017: Other duties as assigned to Academic Counselor 2018: Other duties as assigned to Academic Counselor 2019: ½ faculty 2020: ½ faculty 2021: ½ faculty</p>
	<p>Faculty (Lecturers): 0</p>
	<p>Staff: 0</p>
<p>Date Website Last Reviewed/Updated</p>	<p>Disability Services - March 2021 Veterans’ Support Center - February 2021</p>
<p>Brief History of Program</p>	<p>Disability Services (DS) - DS experienced a vacancy in full-time staff during March 2019. In the interim, the Hawaiian Studies academic advisor accepted the duties to oversee student accommodations. In August 2019, a new Student Support Counselor was hired to provide Disability Services and Veterans Support Services. Due to the vacancy and change in staff, data was not reviewed for the academic year 2018-2019, and data for years prior were not available.</p> <p>The current Disability Services Counselor is responsible for the DS Office and Veterans Support Services. This is the first time both programs are overseen by the same faculty member. Prior Disability Services Counselor was responsible for DS Office and Mental Health Services.</p> <p>Veterans’ Support Center (VSC) - The VSC was established through a grant that ended in 2016. At this time, an academic counselor accepted the duties to oversee the VSC in addition to her full-time obligations. Starting in August 2019, a FTE was hired to provide Veteran Services and Disability Services. This greatly increased the ability to provide support through the Veterans’ Support Center, which includes oversight of student workers and daily operations of the Center.</p>

For Instructional Programs ONLY: N/A

Graduate Occupation or Transfer Options	
Special Admission Requirements	
Credentials Offered	
Current Program Articulation Agreements (Institution and Expiration Date)	Institution:
	Expiration Date:
	Institution:
	Expiration Date:
Distance Education Courses Offered	
Early College Courses offered (total number of sections/high school)	Course Alpha and Number – # sections – High School
Distance Education Programs offered	
Current Advisory Board Members/Employer and last meeting date	Member Name:
	Employer:
	Last Meeting Date:
Employer Internships	

For Non-Instructional Programs ONLY

Community Partnerships, Advisory Committees, etc.	
Disability Services:	Alu Like American Job Center CAMHD Community Mental Health Providers Department of Education <ul style="list-style-type: none"> ● Kauai High School ● Kapaa High School ● Waimea High School ● Kauai Charter Schools ● Mokuhanana Offices ● SPED Departments Department of Health-Dept. Of Developmental Disabilities Division of Vocational Rehabilitation

	Friendship House Hawaii State Council on Developmental Disabilities Ho'ola Lahui Hawaii Ho'opono Services for the Blind Isle Interpret Kauai Community Mental Health Center Kauai Medical Clinic Maria Parreneo
Veterans' Support Center:	American Job Center (AJC) Community-Based Outpatient Clinic (CBOC) Disabled American Veterans (DAV) Department of Veterans Services Kauai Vet Center Kauai Veterans Council Hawaii Army National Guard Student Veterans of America Charter US Army Recruiting Station US Marines Recruiting Station US Vets Veteran Readiness & Employment (VR&E) Veterans of Foreign Wars (VFW) Wounded Warrior Project

Part III. Analysis of Quantitative Indicators

Include the five years of Annual Review of Program Data (ARPD; all [Instructional programs](#) and [Academic Support](#) programs - Library, Technology Resources, Testing Center, Tutoring, and Financial Aid), program-developed metrics (Institutional Effectiveness programs, Office of Continuing Education and Training, campus committees), or metrics required by [UHCCP 5.202](#) that are not provided as ARPD ([Administrative Service](#) programs and some Student Support [programs](#)) under review in table format below (EP 5.202 and UHCCP 5.202).

Disability Services

Demand	2019-2020	2020-2021
Headcount of Students Receiving Disability Services	91	140
Headcount of Students Requesting Accommodations	76	68
Total Number of Student Appointments	271	474
Efficiency	2019-2020	2020-2021
Number of Full-Time Disability Services Staff	1	1
Effectiveness	2019-2020	2020-2021
Testing Accommodations	89	79

Note Taking Accommodations	38	25
Recordings of Lectures	30	28
ASL	0	2
Other	106	76
# of accommodation letters provided to instructors	181	151
# of referrals made to another campus service	No data	39

Describe and discuss demand, efficiency, effectiveness, and overall health categories. For example, what trends have emerged over the past five years? What factors (internal or external) may have contributed to the program or unit health categories? For Career and Technical Education (CTE) programs, provide a discussion on any unmet Perkins Core Indicator that includes contributing factors (UHCCP 5.202).

Demand Quantitative Indicators:

Disability Services (DS) experienced a vacancy in full time staff during March 2019. In the interim, the Hawaiian Studies academic advisor accepted the duties to oversee student accommodations. In August 2019, a new Student Support Counselor was hired to provide Disability Services and Veterans Support Services. Due to the vacancy and change in staff, data was not reviewed for the academic year 2018-2019.

Data collected for the academic year 2019-2020 has provided baseline information for Disability Services moving forward. Disability Services provided services to a total of 91 students during the Fall 2019 (50), Spring 2020 (38) and Summer 2020 (3). Services increased during the 2020-2021 academic year to serve a total of 140 students during the Fall 2020 (72), Spring 2021 (61) and Summer 2021 (7) semesters. Students request services of the DS office at all times throughout the semester. There was a significant decrease in requested services once classes transitioned to remote learning in the Spring 2020 semester. Services became focused on outreach and crisis management at that time rather than academic accommodations. As the Fall 2020 semester began with the online learning platform student requests seemed to increase once again. The largest number of student requests was evident in the Fall 2021 semester. Students understanding their needs in the remote learning environment and increased stressors due to COVID seemed to play a role in the increase. With COVID having such an impact on students and limited prior data, the Disability Services Counselor continues to gather and assess data to determine trends and realistic demand for services.

The total number of students requesting academic accommodations was 68 during the Fall 2020 (33), Spring 2021 (33) and Summer 2021 (2) semesters. The Disability Services office also provides disability management services in addition to academic accommodations. Disability management services include, but are not limited to, disability awareness/insight, learning strategies, time management skills, study habit planning, organizational skills, transportation, note-taking tips, social skills training, collaboration skills (how to work in groups), effective communication techniques, understanding available resources, self-esteem building, understanding their rights along with learning how to self-advocate. At this time, only requested academic accommodations are being tracked manually through the DS office. Once again, the

stressors caused by COVID seemed to impact the decreased number of requested accommodations by increasing the need for disability management services. Students who self identified with the Disability Services Office often needed disability management services as opposed to only academic accommodations.

The total number of appointments recorded for the Disability Services office was 474 during AY 20-21. This is a 203 increase from last AY. Several factors contribute to this increase. Appointments were not accurately obtained in AY 19-20 due to a system change that took place in May 2020 from My Success to Star Balance as well as additional appointment types were collected starting in AY 2020-2021.

The demand for services through the Disability Services Office seemed to increase over the past two academic years. Stressors and the emotional effects of COVID seemed to play a major role in this increase, but I also feel increased and diversified outreach strategies may have also contributed to more students knowing these services are available.

Efficiency Quantitative Indicators:

Starting in August 2019, a new Student Support Counselor was hired to provide Disability Services and Veterans Services. Disability Services are provided solely by the Student Support Counselor due to the confidential nature of the information being provided. The fact that the position is also shared with Veterans Services has affected the amount of time that is solely allocated to Disability Services on campus. Another aspect that affects the efficiency of Disability Services is the fact that all data and paperwork is tacked and provided manually. The DS office does not have a case management system that allows for tracking and providing academic accommodations electronically. This has been discussed, but not officially requested due several departments also needing an electronic case management system. Discussion has been around trying to determine if there is one system available that could be used for several departments. Obtaining an electronic case management data system is definitely an area of need.

Effectiveness Quantitative Indicators:

Since DS data was not reviewed for the academic year 2018-2019, baseline data was collected in the service areas to determine the effectiveness of disability services.

In summary, the department continues to strengthen by creating stability and continuity in service delivery. With limited prior data available and the unforeseen disruption of COVID, the DS Counselor continues to gather and assess information to determine baseline trends and realistic program effectiveness.

Veterans' Support Center

Demand	2017-2018	2018-2019	2019-2020	2020-2021
Headcount of ALL Veteran/Spouse/Dependent Students Enrolled at KCC - Unique	63	50	63	80
Headcount of ALL Students Who Utilized the VSC - Unique	No data	137	23	31
Headcount of Visitors to VSC	No data	12	65	11
Headcount of People Contacted During Outreach in Community	No data	No data	136	36
Efficiency	2017-2018	2018-2019	2019-2020	2020-2021
Number of Full-Time VA Support	0	0	1	1
Number of VA Work-Study Support	2	2.5	2.5	3.5
% of VA Self-Reported that Receive Benefits	53%	47%	86%	77%
Effectiveness	2017-2018	2018-2019	2019-2020	2020-2021
% Fall to Spring Persistence	85%	100%	86%	68%
% Fall to Fall Persistence	38%	100%	67%	39%

Describe and discuss demand, efficiency, effectiveness, and overall health categories. For example, what trends have emerged over the past five years? What factors (internal or external) may have contributed to the program or unit health categories? For Career and Technical Education (CTE) programs, provide a discussion on any unmet Perkins Core Indicator that includes contributing factors (UHCCP 5.202).

Demand Quantitative Indicators:

The Veteran population, including spouses and dependents enrolled, has increased over the last two academic years (50 to 63 to 80). Headcount of visitors and students to the VSC started to increase in the Fall 2019 due the hiring of Veterans Counselor, outreach events that took place and a new tracking system that was implemented during the Spring 2020 semester. Several outreach activities held during the Fall 2019 semester (Welcome Table, Open House Event, Campus Day Table) encouraged students and visitors to stop in and utilize the VSC. The headcount of visitors through the VSC in AY 2019-2020 was 65. Due to COVID and the closing of campus to the public, the visitor count in AY 2020-2021 decreased to 11. The VSC transitioned to virtual SVA (Student Veterans of America) Club meetings in which campus and community visitors were invited to attend. Starting in Spring 2020 community members were connecting with the VSC and student veterans virtually.

Prior to Spring 2020, tracking visitors and students utilizing the VSC was done manually by everyone signing in at the center voluntarily as they utilized the resources, but it was determined that all visitors and students were not recorded or effectively captured. Numbers visiting the

VSC were affected because only half of the year was utilizing the new tracking system and COVID-19 interrupted in-person services starting in March 2020. Headcount of all students utilizing the VSC seems inconsistent with numbers from the previous year. Inconsistency seemed to be due to a lack of standardized system for data collection. The new Veterans Counselor was unable to identify how this number was obtained prior.

Headcount of people contacted during outreach in the community was obtained starting AY 2019-2020 (136 community contacts). This is attributed to the new Veterans Counselor being hired in August 2019. Outreach was essential in establishing rapport and building relationships with community VA services. Tracking outreach remained a manual task by the Veterans Counselor until an all-inclusive tracking system was created and utilized starting AY 2020-2021. The headcount of people contacted during outreach was 36 during AY 2020-2021. This is a significant decrease from the previous year due to COVID community restrictions. Outreach used to be group oriented in nature, but now it's individualized due to COVID. During AY 2020-2021 we were able to participate in one in-person outreach event with the Hawaii Army National Guard. All other public gathering activities were not allowed. Community outreach continued to be conducted virtually through the VSC.

Efficiency Quantitative Indicators:

Starting in August 2019, a Veterans Counselor was hired to provide Veteran Services and Disability Services. This greatly increased the ability to provide support through the Veterans' Support Center, which includes oversight of student workers and daily operations of the Center. In Fall 2019 there were two VA certified student workers and in the Spring 2020 semester there were three VA certified student workers until March 2020, when COVID-19 drastically changed our service delivery. Through ample campus outreach events and activities, staff were able to identify 30 student Veterans and dependents in the Fall 2019, 90% of whom were using VA benefits and 33 students in the Spring 2020, 82% of whom were using VA benefits. This is an increase of 13 students from the previous year. It seems that with increased outreach and campus awareness, we were able to start identifying additional student Veterans on campus even though they weren't identified as using their VA benefits. As we identified more student Veterans on campus, we were able to increase our tracking efficiency, which then increased the percent of students self-reporting receiving VA benefits. Due to COVID-19, we continued to re-evaluate how to provide appropriate service delivery within the limited contact restrictions set forth by the CDC and State of Hawaii. At that time, zoom appointments with Veterans' Counselor and student workers are available for all student Veterans. Also, a Veterans department email was created to assist with direct remote connection to the Veterans Center so students can still receive services provided (veterans@hawaii.edu).

In Fall 2020 there were four VA certified student workers and in the Spring 2021 there were five VA certified student workers. During the Fall 2020 semester there 41 student veterans and dependents, 73% of whom were using their VA benefits and 39 students in the Spring 2021, 82% of whom were using VA benefits. The average over the two semesters was a decrease from the previous year. One aspect that resulted in the decrease is that outreach and connection to all of the VA population has increased and more contact is made with veterans and dependents deciding not to use their benefits. We have noticed an increase in older veterans who don't have eligible VA benefits anymore. We have also met other student veterans who have decided to save their benefits for their children and utilize financial aid instead. In the past most of the

veteran population was identified when they applied to use their VA benefits. At this point, a larger view of the veteran population on campus is being identified. A decrease in this percentage isn't always a negative finding.

Effectiveness Quantitative Indicators:

In previous years', effectiveness for Veterans Services was solely determined by persistence rates. New and transfer student retention/persistence rates between Fall 19 to Spring 20 decreased by 29% from last academic school year. Fall to Fall decreased by 33%. A large aspect of this percentage decrease was determined to be according to the number of student Veterans being tracked. Last academic school year there were four students in the entering cohort and this year there were 28 (of whom were tracked) for the Fall and 21 for the Spring. This increased number of students being tracked was due to on campus outreach activities and the new FTE position being hired. Another factor that seemed to affect the persistence rate was COVID-19. Several active duty student Veterans were deployed during the Spring 2020 semester which affected their ability to return for the Fall 2020 semester. Continuing to focus on ways to increase our retention/persistence rate is of utmost priority.

When evaluating how to determine the effectiveness of the Veteran Support Center, a Fall 2020 survey of student veterans identified the top 3 valued services were assistance with application/registration, the specialized study space and connection to community resources. It was decided to track these services along with other services provided to see how the VSC was being utilized. This information will start being collected and provide a baseline for the program as we continue to move forward.

In summary, the department plans to continue to strengthen by focusing on providing the three main valued services which should then lead to increased enrollment along with continued persistence rates. The department will also continue to utilize the standardized database to track additional services provided.

Since 2014, the VSC developed into the establishment of a true Veterans Program at KCC. During the last two academic years that establishment has continued to evolve to provide numerous support services for Veterans that were not previously available at KCC.

These services include:

- One-on-one assistance enrolling/registering for college
- Assistance applying for and obtaining VA educational benefits and tuition assistance
- Assistance with acquiring military transcripts and help with submission for college credit
- Referrals to the appropriate resources for physical and mental health services (on and off campus)
- Creation of a Veterans' website within the Kauai CC website that provides information specific to current and potential student Veterans
- Outreach by the Veterans' Coordinator and student Veteran workers to Kauai Veterans
- On-going outreach to active duty and recently discharged Veterans regarding educational opportunities at Kauai CC
- Re-activation of a Student Veterans of America Club on campus
- Participation in the Kauai Veterans Council Meetings

Additional support activities directly related to having a Veterans' Support Center at Kaua'i CC include:

- The Coordinator actively represents Kaua'i CC on UH-President Lassner's Veterans Task Force (until Fall 2020 due to a staff change in leadership)
- Active partnerships have been established with the Kauai Vet Center, the VA Community Based Outpatient Clinic, Veteran Readiness and Education, Kauai Office of Veteran Services, VFW, DAV, US Vets and Kauai Veterans Council
- Faculty and Staff training on Military Culture and working with student Veterans

Based on this analysis, what are the program's strengths and areas to improve regarding demand, efficiency, and effectiveness (UHCCP 5.202)?

Disability Services:

Based on the analysis previously identified, the strengths of the Disability Services Office are increased services being delivered to more students, increased student support (through student appointments) and 100% of self-identifying students receiving services through the DS office.

Areas of improvement would be to increase and evaluate collaborations with high school personnel to determine if presentations provided contributed to students with disabilities considering pursuing higher education. Understanding effective outreach opportunities would assist in determining how to support transitioning students.

Veterans' Support Center:

Based on the analysis previously identified, the strengths of the VSC are increased enrollment numbers over the last two years, increased services provided and increased community VA resource connections.

The areas to improve on are community outreach contacts and Fall to Fall persistence rates. Community outreach contacts should increase with the easing of COVID restrictions on campus and in the community. At that time, in person campus and community outreach events will resume.

With the ability to increase face to face contact with students in future semesters, the goal would be to develop stronger relationships with the student veteran community and the VSC by providing in person services. When students have been able to physically connect with the VSC they have identified that their connection with the VSC has increased their sense of belonging at KCC (results from a Fall 2020 VSC survey).

Part IV. Assessment Data (EP 5.202)

Assessment Results for Program Student Learning Outcomes (PSLOs; see ACCJC Standard I.B.2).

Develop a schedule for PSLO assessment over the next five years so that within the review period, all PSLOs will have been assessed (UHCCP 5.202).

1. List of the PSLOs, last date assessed, and next date to be assessed.
2. Assessment findings.
3. Changes that have been made as a result of the assessment findings.

PSLO	Date Last Assessed	Findings	Improvements Implemented	Next Assessment Date
Disability Services				
Assist self-identified students with disabilities in beginning and continuing their college-level education.	June 30, 2021	100% of self-identifying students were provided services	Disability Services video created and utilized to outreach to high schools Include the option of DS video link on all class syllabi Participate in outreach opportunities (classroom presentations, high school onboarding activities) Implementation of tracking referrals to other services.	Revised Revision to PSLO to identify support that will be provided to all self-identified students. New PSLO is: Assist self-identified students with disabilities in receiving reasonable accommodations and seeking college and community resources.
Arrange for and ensure that	June 30, 2021	100% of eligible self-identified	Annual faculty and staff	2021-2022

<p>students receive reasonable accommodations they require to obtain equitable access to all programs and services at Kaua'i Community College</p>		<p>students are provided reasonable accommodations</p>	<p>professional development ADA trainings Individual email contact to 100% of instructors regarding each accommodation request to ensure any and all questions are clarified.</p>	
<p>Veterans' Support Center</p>				
<p>Increase % of Veterans that applied will be processed to receive their benefits.</p>	<p>June 30, 2021</p>	<p>Decrease in rate from 86% to 77%. All students who requested VA benefits have been processed. Awareness of additional VA students who either chose not to request VA benefits or don't qualify. Outreach identifying all VA students have increased.</p>	<p>Participate in 1 VA benefits webinar each year to keep updated changes made to VA certifying requirements Continue to collaborate with A&R each semester staff to process 100% VA benefit requests. Email student veterans 2xs a month with updates on VA certifying requirements</p>	<p>2021-2022</p>
<p>Veterans will continue to receive additional support services through the VSC.</p>	<p>June 30, 2021</p>	<p>100% of VA students who visited or contacted the VSC have received support.</p>	<p>Changes to STAR Balance data tracking system to collect specific services provided</p>	<p>Sunset Virtual, in-person and community based opportunities to provide support</p>

				<p>services to 100% of students who contact the VSC will be continued.</p> <p>The VSC will continue to utilize STAR Balance to track all services provided.</p>
<p>VSC staff will collaborate with local communities and organizations, including government agencies, to align and coordinate various services for Veterans.</p>	<p>June 30, 2021</p>	<p>36 community outreach contacts were made which is down from 136 last year.</p> <p>Due to COVID restrictions, limited face to face outreach opportunities were available (community outreach opportunities were usually group events, where as virtual outreach opportunities tend to be individual)</p>	<p>Continue virtual outreach events until COVID restrictions ease and allow for in person opportunities.</p> <p>Continue virtual SVA monthly meetings to connect with community agencies until COVID restrictions ease and allow for in person meetings.</p> <p>Attend Kauai Veterans Council monthly meetings 3x's per semester</p>	<p>2021-2022</p>

Part V. Curriculum Revision and Review

Minimum of 20% of existing courses are to be reviewed each year so that within the timeframe of the CPR, all courses will be reviewed and revised as appropriate. Indicate when all courses within the program will be reviewed during the next five years. N/A

Part VI. Survey Results

List results of surveys administered during the review timeframe [e.g., student satisfaction, occupational placement in jobs (for CTE programs), employer satisfaction (for CTE programs), CESSE, licensure pass rates, and graduate/leaver].

Survey Type	Date Administered	Date of Next Survey	Results
Disability Services			
Counselor Evaluation	12/2019-9/2021	December 2021	Overall, Disability Services Counselor received 100% positive ratings from students on a 5 point Likert scale (4 and 5 responses being positive) 77 students completed the survey
Transition to Online Learning Check-in	Spring 2020	sunset	12 students participated 50% of students identified additional barriers with the online transition 75% of students identified not needing adjustments to their current accommodations Survey results assisted in learning how best to support the students
Mid Semester Check-in Survey	Fall 2020	Fall 2021	21 students participated 16 students identified that their current accommodations were working fine or great 5 identified that they didn't request accommodations for the semester 19 students identified that adjustments to their accommodations were not necessary at that time

			2 students requested accommodation adjustments
Spring 2021 Mid-Semester Check-in Survey	Spring 2021	October 2021	<p>19 students participated</p> <p>19 students identified that their current accommodations were working fine or great</p> <p>19 students identified that adjustments to their accommodations were not necessary at that time</p> <p>78.9% felt their accommodations were helping to provide the support they are needing</p>
Disability Services Post Survey	Spring 2021	Ongoing	<p>3 students participated</p> <p>Sent to students who transitioned out of DS</p> <p>100% of students gained a better understanding of academic accommodations while working with the Disability Services Counselor</p> <p>100% of students felt the accommodations they received supported their academic success</p> <p>On a scale from 0-10, 100% responded with a 10 that they would be extremely likely to recommend the Disability Services Counselor to a friend or colleague</p>
Veterans' Support Center			
Student Veteran Mid Semester Check-in Survey	Fall 2020	Fall 2021	<p>6 students participated</p> <p>Obtained data on the status of student veterans</p>

Veterans' Support Center (VSC) Survey	Fall 2020, Spring 2021	Combined Survey to be created for Fall 2021	16 students participated Obtained data on services provided through the VSC
Veteran Support Services Survey	Spring 2021	Combined Survey to be created for Fall 2021	<p>5 students participated</p> <p>100% of students identified it was extremely easy or easy to make contact with Veteran Support Counselor</p> <p>100% of students identified that meetings with Veteran Support Counselor were extremely useful or useful</p> <p>100% of students identified that the Veteran Support Counselor clearly explained services available for student Veterans on campus</p> <p>100% of students identified their questions were answered when meeting with the Veteran Support Counselor</p> <p>100% of students identified that they felt supported by the Veteran Support Counselor</p> <p>On a scale from 0-10, 90% responded with a 10 that they would be extremely likely to recommend the Veteran Support Counselor to a friend or colleague and 10% responded with a 9</p>

Part VII. Financials

Provide your program or unit's budget for each year of this review.

Fiscal Year	Budget
Disability Services	

2017	101,456.70
2018	89,320.99
2019	600.00
2020	4597.51
Veteran Support Center	
2017	unsure
2018	unsure
2019	485.30
2020	342.90

Describe any changes that have occurred regarding services, functions, personnel, facilities, or stakeholders served.

During AY's 2017-2018 increased budget for DS was due to interpreter services required for student accommodations.

Provide the program or unit's current resources.

Category	Current Resource(s)	What is needed?	Justification
PERSONNEL			
Disability Services			
Positions (Faculty)	1/2		Other ½ FTE is in VSC
Positions (Note Takers)	2	The number of peer note takers varies each semester according to student accommodation requests	Peer note takers are needed each semester for student accommodations
Veterans' Support Center			
Positions (Faculty)	1/2		Other ½ FTE is in DS

Positions (Student Workers)	3 (Funded by the VA)		
OPERATING			
Disability Services			
Supplies			
Equipment	Accommodation Equipment (Assistive Technology Devices) *FM Loop (2) *Smart Pen (6) *Recorder (5) *iPad (1) *Glean-12month subscription (until 8/31/2022)	Assistive Technology *Kurzweil-\$500 per student * Freedom Scientific * Recorders (5) \$80.00 each *renewal of Glean \$1300	Required for individual student accommodation needs in order to provide equal access to education. Requests can come at any time during the next 5 years.
Space/Facilities	Located in Counseling Office (OSC 102K)	To be located in one area with Hale Malama Services	So students can receive confidential support services in one location.
Veterans' Support Center			
Supplies		Marketing Supplies (swag)	For outreach events
Equipment			
Space/Facilities	Veterans' Support Center on Campus	Larger facility that can support 10-15 students at a time	Currently utilizing Welding classroom for student veteran study area (M-TH, 10am-2pm) due to limited capacity within the VSC due to COVID restrictions. Potential to outgrow current location within the next 2-3 years once students return to campus.
TECHNOLOGY			

Disability Services			
Hardware	1 desktop and 1 laptop computer		
Software		ClockWork Enterprise Software	ClockWork is the leading provider of software solutions that are specifically designed to meet the custom needs of various student service departments such as accessibility services, counseling, veterans affairs, etc at Universities and Colleges across North America. It could be utilized immediately
Veterans' Support Center			
Hardware	4 desktop computers, 2 printers, 1 ipad		
Software			

Part VIII. Results of Prior Year Action Plans (UHCCP 5.202)

Action Plan	Anticipated Outcome	Actual Outcome
Disability Services		
Arrange for and ensure that students receive the reasonable accommodations they require to be successful at Kaua'i Community College (KauCC Priority 1,5).	<p>To develop a baseline statistic for students who utilize disability services by accurately documenting self-identifying students with disabilities and accommodations that are being requested each semester.</p> <p>To increase the headcount of students receiving disability services and to identify accommodations that are being requested.</p>	<p>Headcount of students receiving DS has increased from 91 to 140.</p> <p>Documentation of accommodations being provided was obtained.</p> <p>*Testing accommodations (79) *Note taking accommodations (25) *Recordings of lectures (28) *ASL (2)</p>

		<p>*Other (76) *# of accommodation letters provided to instructors (151) *# of referrals made to another campus service (39)</p> <p>Program will continue to collect and assess headcount and requested accommodations to determine baseline trends.</p>
<p>DS Coordinator will provide outreach to students with disabilities in High Schools to ensure that students are aware of specific opportunities that KCC provides (KauCC Priority 17,18)</p>	<p>To develop a baseline statistic for outreach to high schools in the community.</p>	<p>Two high school presentations were provided. Due to COVID high schools were not open for classroom presentations so two WebEx presentations were provided.</p> <p>Program will provide three in person outreach presentations to high school students.</p>
<p>Veterans' Support Center</p>		
<p>VSC Coordinator will create a database to collect and track information on Veterans including demographics, retention and degree completing (KauCC Priority 1,2,3,4,5,6,7)</p>	<p>Develop a baseline statistic for those visiting the center by utilizing the implemented database and VA student workers.</p>	<p>Baseline statistics were obtained.</p> <p>*Headcount of all Veteran/Spouse/Dependent students enrolled at KCC increased from 63 to 80.</p> <p>*Headcount of all students who utilized the VSC increased from 23 to 31</p> <p>*Headcount of Visitors to VSC decreased from 65 to 11 (due to COVID restrictions and campus being closed to the public)</p>

		Fall to Fall persistence rate also decreased 28% which is consistent with decreased enrollment and increased COVID restrictions.
Develop a system for data collection to ensure consistency across years (KauCC Priority 1, 2,7)	To develop an effective data collection system with accurate results.	*Headcount of all Veteran/Spouse/Dependent students enrolled at KCC increased from 63 to 80. *Headcount of all students who utilized the VSC increased from 23 to 31 *Headcount of Visitors to VSC decreased from 65 to 11 (due to COVID restrictions and campus being closed to the public)

Part IX. Analysis of Program

Based on findings in Parts I – VIII, develop a five-year action plan for your program or unit. This should include goals that align with the College Mission, measurable outcomes, benchmarks, and alignment to the College’s Strategic Priorities, and/or Strategic Goals. Be sure to focus on weaknesses identified in ARPD data, PSLO outcomes, results of survey data, financial needs (with timelines), and other data used to assess your unit or program. This plan should guide your program and subsequent APRUs, but may be amended based on new initiatives, updated data, or unforeseen external factors.

Goal	Strategic Goal/Priority (List number)*	Benchmark	Desired Outcome	Unit of Measure	Year(s) Implemented
Disability Services					
Assist self identified students with disabilities in receiving	1,5	91 students received DS in AY 2019-2020	Continue to collect and assess accurate benchmark of	Headcount of students receiving disability services	Implemented 2021 and reviewed annually

reasonable accommodations		140 students received DS in AY 2020-21	students requesting DS		
Assist students in seeking college and community resources	1,5	39 referrals made to another campus service	To meet or exceed referrals made	Total number of referrals made to other campus services	Implemented in 2021 and reviewed annually
Program outreach to high school students	1,5,17,18,19,20	2 high school presentations	To meet or exceed by one presentation. Program continues to collect and review data to determine an appropriate benchmark	Actual number of high school presentations	Implemented 2021 and reviewed annually
Identify how many transitioning students are provided DS services	17,18	Benchmark will be obtained in next APRU cycle	To obtain benchmark data from AY 2021-2022 and then assess the future goal for AY 2022-2023.	Headcount of high school transitioning seniors who request DS	Implemented in 2021 and reviewed annually
Increase campus community awareness and understanding of academic accommodations and disability services	5,17,18,19,20	1 campus professional development training each semester	To maintain 1 professional development training each semester To meet or exceed by one	Count of professional development trainings Count of class presentations,	Implemented 2021 and reviewed annually

		2 student presentations per semester	student presentations per semester	NSO and dept. Orientations	
Veterans' Support Center					
Increase Veteran community collaboration and outreach	1,18,20	36 veteran community contacts	To meet or exceed by 5 veteran community contacts	Count of veteran community contacts made	Implemented 2021 and reviewed annually
		1 Veteran outreach event per year	To meet or exceed by one outreach event per year	Count of veteran outreach events per year	
Provide additional support services to all student veterans who attend the VSC	1,4,5,20	Three support services are provided through the VSC	To meet or exceed by one additional service provided through the VSC	Number of services provided through the VSC (being tracked through STAR Balance database)	Implemented 2021 and reviewed annually

*All Strategic Goals and Priorities are Aligned to the College Mission.

Part X. Resource Request(s) for next year (Year 1 of the 5-year Plan for your unit or program).

I am NOT requesting additional resources for my program/unit.

Program Goal	Electronic Software
Resource Requested*	ClockWork Enterprise
Cost and Vendor	~\$12,000-15,000 initial cost, TechnoPro Computer Solutions, Inc.
Annual Recurring Cost	~\$4000
Useful Life of Resource	Electronic system specific for providing Disability Services and student accommodations (Can be used for DS and VSC)

Person(s) Responsible and Collaborators	Alicia Sams
Timeline	2022-2023

***An approved ITAC Request Form must be attached for all technology requests**