



Office of the Vice President for Student Success
Loew Hall, Room 201
T: 718-289-5864
F: 718-289-6488

Bronx Community College
of the City University of New York
2155 University Avenue
Bronx, New York, 10453

Office of Student Success

Disability Services 2017 – 2018 Annual Report

Submitted by: Maria Pantoja

Mission

Bronx Community College – Disability Services Office (DSO) is committed to making individuals with disabilities full participants in its programs, services, and activities through compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990 as well as state and local laws and regulations. It is the policy of Bronx Community College that no otherwise qualified individual with a disability shall be denied access to or participation in any program, services or activity offered by the College.

Aligns with strategic goals 1 through 6.

Vision

Bronx Community College – Disability Services Office (DSO) strives to create a universally accessible campus where programs, services and environments are usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

Aligns with strategic goals 1 through 6.

Closing the 2017-2018 Loop

See Appendix 1

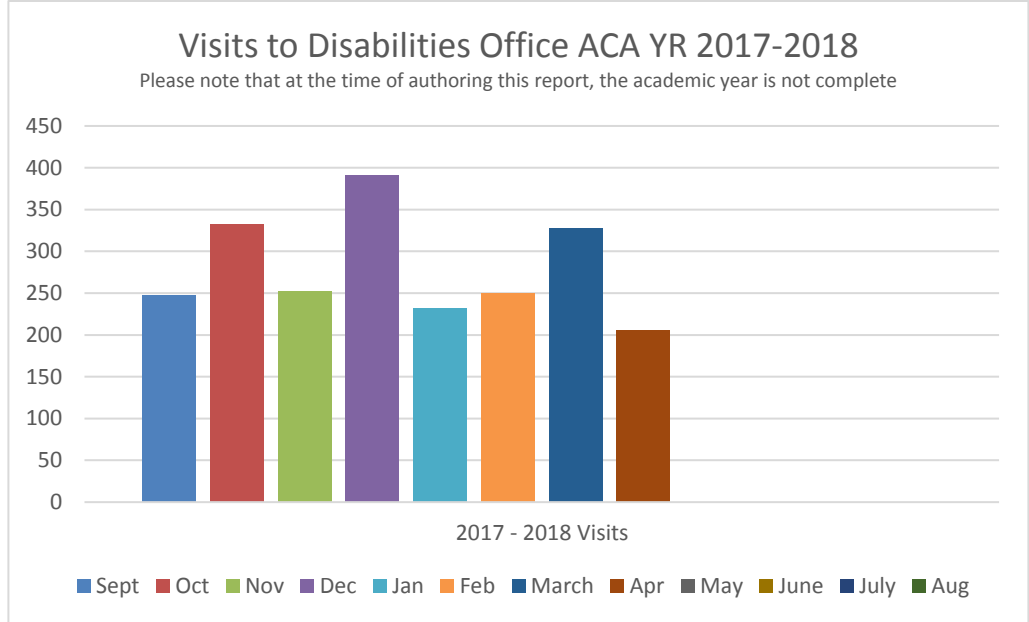
2017-2018 Annual Report

1. # of students served – 2,662

- a. DSO staff served with approximately 2,662 individual students who scheduled appointments (an increase of 138.5% from last year).
- b. 302 students were seen for the first time (a 51% increase).
- c. 150 students were individually trained in the use of assistive technology (a 180% increase).
- d. 50 assistive technology tools were loaned to students (a 107% increase). The additional assistive technology tools were made possible through tech fee contributions.
- e. Approximately 394 exams were administered to students with disabilities on behalf of faculty during Fall 2017 and beginning of Spring 2018 (a 52.5% increase). This year was somewhat challenging when it came to administering exams. It was clear that we have grown out of our own testing area so we collaborated with the Office of Student Success to find rooms around campus to accommodate student needs.
- f. During the fall 2017 semester, our enrollment increased by 75%.
- g. This academic year, our enrollment grew by 75% for 379 students registered with DSO during fall 2017 semester and 380 during the spring 2018 semester.

2017 -
2018
Visits

Sept	247
Oct	332
Nov	252
Dec	391
Jan	232
Feb	250
March	327
Apr	206
May	0
June	0
July	0
Aug	0
TOT	2237



2. Student success initiatives/activities

Disability Services

- DSO hosted a Spring 2018 orientation and 17 of the 20 invited students attended (an 85% show rate). (2.1)
- DSO staff met with individual students with a GPA of 2.0 or below to evaluate their accommodations and create new academic coaching plans. (2.1)
- Lisa Dunkley, Non-Teaching Adjunct, continues to address at-risk students taking math courses. This has improved the office's ability to address remedial needs for students who are in desperate need of one-to-one tutoring. (2.3)
- We expanded our assistive technology loan and training program. (6.3)

Transition Students to Employment

- Our Linking Employment Academics Disability Service (LEADS) counselor continues to work with students on career goals and obtaining internships. Services included internship guidance, resume and cover letter writing, job search techniques, recommendations of specific companies and jobs for students to apply. (2.2)
- The counselor worked with 45 students during Fall 2017 and is currently working with 41 students this semester, Spring 2018, to clarify their career goals and to insure that these goals are in sync with their academic program. (2.2)
- The CUNY LEADS guidelines require all counselors have a minimum of 50-65 students on their caseload. Preston has an active caseload of 86 students. 10 of these students have been placed in developmentally appropriate jobs, internships, or volunteer positions on campus. (2.2)
- As the liaison with ACCES-VR, he has continued to connect students to the organization. He has referred 11 students since July 1, 2017. (4.1)

Promote integrated faculty development

- a. DSO continues to engage faculty members. DSO held a Learning Disability workshop focused on classroom management and dyslexia during the fall 2017 semester. (3.1)
- b. DSO presented at the Center for Teaching Learning and Technology on using assistive software and web accessibility to move beyond reasonable accommodations on June, 4, 2018. (3.1)

Establish Bronx as a Model for Use of Assistive Technology

- a. Technology fee funding allowed DSO to increase the assistive technology available in our lab. (6.3)
- b. The disABILITY Services Office collaborated with CUNY Assistive Technology Services (CATs) in order to recruit an accessibility support technician. This pilot program created a line for part-time person to address assistive technology needs on our campus. This has allowed us to provide students with one-on-one technology training. (1.3)
- c. We have worked with all Departments to ensure that students received reasonable and appropriate accommodations. (1.3)
- d. We administered workshops to the Allied Health, Mathematics & Computer Science, Natural Sciences, and English departments to address academic adjustments and reasonable accommodations in higher education. More than ever, we have become a resource to professors who find themselves dealing with accommodation concerns and making their classroom and curriculum accessible for students with disabilities. (3.1)

3. Staff highlights and accomplishments

- Thanks to the lobbying efforts of IVC Christopher Rosa, the Disability Office received 200,000 to set up a new project for the renovation of space within Loew Hall to become the Assistive Technology Lab and Testing Center.
- We are actively working with Student Success leaders, Campus Planning and Facilities directives in relocating the Assistive Technology Lab and Testing Center to a more suitable space.
- Accessible furniture was ordered at the beginning of Spring 2018. We are hoping to inaugurate our new Assistive Technology Lab and Testing Center next semester.
- DSO was able to develop and manage the delivery of reasonable accommodations to over 379 students during Fall 2017 semester and 380 students during the Spring 2018 semester.
- DSO also taken the lead of promoting the use of assistive technology creating independence for students with (print) disabilities.

4. Staff participation in college wide or other professional development and other activities

DSO staff have actively participated in college-wide of other professional development activities (Appendix 2).

5. Description of linkages/collaboration with other offices, departments, institutions or external agencies

Strategic Plan- Goal 4

We have worked with all Departments to ensure that students received reasonable and appropriate accommodations. We administered workshops to the Allied Health, Math & Computer Science, Natural Sciences, Health, Physical Education and Recreating, and English departments to address academic adjustments and reasonable accommodations in higher education.

- a. To better service prospective students, DSO worked with the Admissions Office to insert the Disability Statement into the admissions and testing appointment email. This was done to ensure that students with disabilities were aware of the process to receive accommodations from day one.
- b. DSO presented to several departments and offices throughout the college campus. Our goal was to familiarize the Bronx Community College faculty and staff with the services and resources that DSO has to offer.
- c. DSO worked closely with the Counseling Office, Learning Commons, Academic Success Center, ASAP, College Discovery, Strive-4-Success, and Leadership Academy to identify students with disabilities in need of a referral for accommodations.
- d. DSO presented to student clubs and held classroom workshops in order to expose students to our services.
- e. We continue to work in conjunction with ACCES-VR to recruit students interested in attending college.

6. Summary of assessment activities and outcomes

During this past year, we took an active role in creating assessment tools used to measure learning outcomes at the DSO. We collaborated with the Academic Assessment Manager and Institutional Research to create a Student Orientation Survey designed to measure student-learning outcomes previously establish for the Office (Appendix 2).

Implemented the day-to-day use of Titanium in order to have a centralized database to track our students (i.e., number of students who visited the DSO and for what purpose) and started submitting a monthly report to Dean Gantt and VP Delgado.

7. Staff hires, retirements and other

1. Hired Maria Pantoja – Service Manager (HEA)
2. Hired William Medina – Assisitve Technology Specialist (CA)
3. Hired Suleyni Rodriguez – Assistive Technology Specialist (CA)

8. Development, modification, revision, enhancement of policies or operations

Our goal is to create accessibility across our campus. Students have been at a disadvantage during evening hours and weekends because assistive technology was not up-to-date around the campus; CUNY Central has asked all campuses to meet CATS minimum requirements for computer lab accessibility, which states that 10% of workstations should have assistive technology software, height adjustable desks, 24-inch monitors, and headphones.

- a. IT currently has 5 computers in each of their 18 labs with assistive software installed and are planning to install the software on all of their computers by the Fall 2018 semester. They are working on acquiring the necessary hardware to meet the 10% requirement.
- b. The testing office currently has assistive technology software installed on 10% of their computers and are working on acquiring the necessary hardware to meet the 10% requirement. They are also working on acquiring some Mac desktops to ensure the availability of simple dictation features for incoming students.
- c. The Math and Science department recently installed the assistive technology software on all of the computers in their two labs. They are also working on acquiring the necessary hardware to meet minimum requirements.

- d. The AT team is working closely with the above departments to exceed CUNY Central minimum requirements by installing assistive software on all computers in all labs and are scheduled to inspect all of the labs over the summer months.

9. Additional goals/targets for areas in need of attention/improvement

Tutoring

- During fall 2017 and spring 2018 semesters, DSO was able to provide one-on-one tutoring to at-risk students. Referrals continued to pour in during this period from faculty, CUNY Start, the ASC, Counseling, College Discovery and ASAP in order to address students experiencing learning difficulties. Our learning specialist continues to work with at risk students who require one to one tutoring with much success.
- During the fall and spring semesters, 50 students were referred for tutoring services. Based on our staffing situation and the number of hours dedicated to tutoring, we were able to provide interventions for 20 out of the 50 students referred. We are proud to announce that 89% of those students passed their perspective courses.
- Our tutor continues to evaluate students' learning styles, in turn delivering tutoring services in a form that students could comprehend.
- We are planning to pilot a peer assisted tutoring program during Fall 2018, in order to deal with a growing number of referrals from departments addressing test repeaters. Our plan is to train work study students who have excelled in different subject areas to assist us in providing individual tutoring incorporating learning style, mentoring, and assistive technology. The students will receive tutor training and will learn how to actively engage students in the learning process.

2018-2019 Annual Plan, Goals and Targets

- 1. Student success initiatives/activities** *(SP Goal#2)*
 - 1.1. Create and launch academic/career planning tool to track progress towards completing a degree at BCC, transitioning to a four-year institution, and/or obtaining employment.
 - 1.2. Launch student school-to-work transition workshop series.

- 2. Professional Development** *(SP Goal#1)*
 - 2.1 Provide continuous training for staff to maintain and improve disability services.

- 3. Promote integrated faculty development** *(SP Goal #3)*
 - 3.1 Continue to engage departments and offices throughout the college campus informing them about the services and resources we have to offer.

- 4. Linkages/collaboration with other offices, departments, institutions or external agencies**

(SP Goal#4)

- 4.1. Relocate Assistive Technology Lab and Testing Lab to room LO 202 – 204 and 206
- 4.2. Continue to update technology for service delivery and data collection
- 4.3. Collaborate with Career Services to create a more comprehensive career service approach; streamlining the job development process and combining our efforts.

5. Additional goals/ targets:

(SP Goal#1)

- 5.1. Create series of workshops to educate students about free services and technology applications available for them thru the Technology Fee such as: One note and One Drive.

Summary Statement

Growth in student enrollment translates into additional demand for accommodations and supportive services. During this academic year, DSO experienced a significant increase of registered students. The implications of this surge intensifies the need for services for students with greater developmental needs; therefore, additional hours of dedicated individual mediation are required.

As of today, our enrollment increased by 75%. DSO has witnessed a consistent pattern of growth in the severity of students with psychiatric disabilities as well as students with autism over the last two academic years.

This academic year enrollment grew by 75% for 379 students registered with DSO during fall 2017 semester and 380 during the spring 2018 semester. This positive outcome isn't attributed to changes in our core values but to changes in our approach. In addition to the accommodation services provided, our office has encouraged the use of assistive technology as a means to achieving student autonomy and success. In order to continue to fulfill our mission, according to both the letter and spirit of the ADA Law, we need to address the challenges of service delivery to our new population of students with disabilities.

Appendix 1

Goal	SP Goal	Complete Y/N	# of Students served	Dates	Notes
Host 2 New Student Orientations	2	Y	17	Feb-18	DSO hosted a Spring 2018 orientation and 17 of the 20 invited students attended (an 85% show rate). (2.1)
Loaning Assistive Technology to students in Fall 17 and SP 18 as needed	2	Y	50	Ongoing	50 assistive technology tools were loaned to students (a 107% increase).
Providing Assistive Technology Trainings to incoming Fall and Spring Students	2	Y	150	Ongoing	150 Students were individually trained in the use of assistive technology (a 180% increase)
Coordinate with Campus Planning and CUNY Central to establish an Assistive Technology lab to serve Students who are blind or low vision.	6	Y	N/A	In Progress	We are actively working with Student Success leaders, Campus Planning and Facilities directives in relocating the Assistive Technology Lab and Testing Center to a more suitable space. Accessible furniture was ordered at the beginning of Spring 2018. We are hoping to inaugurate our new Assistive Technology Lab and Testing Center next semester.
Continue working collaboratively with Faculty & Administration in all areas related to disability	6	Y	N/A	Ongoing	We have worked with all Departments to ensure that students received reasonable and appropriate accommodations. We administered workshops to the Allied Health, Math & Computer Science, Natural Sciences, Health, Physical Education and Recreating, and English departments to address academic adjustments and reasonable accommodations in higher education.
Coordinate with campus IT to update on campus labs with assistive technology	6	Y	N/A	Ongoing	IT currently has 5 computers in each of their 18 labs with assistive software installed and are planning to install the software on all of their computers by the Fall 2018 semester. They are working on acquiring the necessary hardware to meet the 10% requirement. The testing office currently has assistive technology software installed on 10% of their computers and are working on acquiring the necessary hardware to meet the 10% requirement. They are also working on acquiring some Mac desktops to ensure the availability of simple dictation features for incoming students.
Continued use of Titanium to manage daily operation of office. With Titanium we can track all student contact and activity, and we can produce reports instantly which inform our work and assists us in spotting trends.	2	Y	N/A	Ongoing	Titanium use was revised since codes were used inaccurate, new codes were implemented. DSO will continue training staff.
Professional Development Attend 2 CUNY annual Assistive Technology conferences and 2 Trainings Attend 8 CUNY LEADS Monthly Meetings at Central Attend 8 COSDI meetings	1.2	Y	NA	Ongoing	DSO staff members attend to 60 Conferences and trainings during AY 17-18 (a 140% increase)
Establish a way for students to submit Exam Proctoring Requests Electronically	2.3	In progress	NA	NA	We are currently working with Startfish administrator to submit exam proctoring request electronically. We are hoping to implement it during the following AY.
Hire a full time testing coordinator	1.3	N	578	NA	Due to funds constrains DSO was not able to hire a testing coordinator.
We proctor large number of exams and need to hire a full time testing coordinator. (355 Exams Proctored)	1	N	882	Ongoing	DSO proctored a total of 882 (a 148% increase)
Collaboration with CUNYStart and ASAP: There will be costs incurred serving students in these programs which cannot be met by the current Disability Allocation from Central.	4	Y	40	Ongoing	DSO provided basic accommodations to 22 students registered with the C-Start program for exit exams. DSO provided accommodations to 18 students registered with ASAP.
Survey Students who have Learning Disabilities to get insight as to what works and what doesn't and communicate this to Faculty in a systematic way.	5	N	N/A	In Progress	DSO created a Student Satisfaction Survey and is waiting for Institutional Research to approve it.

Appendix 2

Program	2017-2018 Assessment Summary	2017-18 Change/Improvement Resulting from Assessment
Disability Services	<p>Based on SLO established AY 2016-2017 DSO created an online survey that was handed to 17 Freshman students during Spring DSO Orientation.</p> <p>SLO1: Student registered with DSO will be able to identify and to locate College resources</p> <p>SLO2: Students registered with DSO will be able to list their accommodations and their responsibilities related to their accommodations.</p> <p>SLO3: Student will be able to identify the grievance process</p>	<p>DSO hosted an Orientation session to educate students about College resources, Accommodations and Grievance Process to meet previous SLO.</p> <p>SLO1: 72% of students strongly agree, 22% agree that they have a better understanding of the various resources available on campus. DSO will continue hosting orientations at the beginning of the Fall 2018 and Spring 2019 semesters.</p> <p>SLO 2: After intervention, 100% of the students stated they are able to list their accommodations and understood their responsibilities. Since the intervention provide a perfect scale educating students DSO will expand their sample population to continuing students and provide two workshops during AY18-19</p> <p>SLO3: 53% of students stated they strongly agree, 29% agree, and 18% somewhat agree answered they know where to go to file a grievance with the College. DSO added grievance section in the College web site under Disability Services tab and will continue educating students about this process.</p>

Appendix 3

Staff member	Staff Title (HEO, CA, COA, Grants, Aux)	Name Training Session	Facilitating Organization	Date
Katherine Paez	CUNY Office Assistant	CATS Lab Train The Trainers	Baruch College	7/20/2017
Preston Burger	HEO Assistant	CATS Lab Train The Trainers	Baruch College	7/20/2017
William Medina	Assistive Technology Specialist	Assistive Hearing Aid Workshop	Hunter College	9/15/2017
Jessica Sutherland	Assistive Technology Assistant	Assistive Hearing Aid Workshop	Hunter College	9/15/2017
William Medina	Assistive Technology Specialist	Spatial Discovery Event	Andrew Heiskell Braille and Talking Book Library	10/3/2017
William Medina	Assistive Technology Specialist	Workshop/Presentation with Richard Matt	Hostos Community College	10/6/2017
Preston Burger	HEO Assistant	Bronx NDEAM	Bronx Public Library	10/13/2017
Katherine Paez	CUNY Office Assistant	Bronx NDEAM	Bronx Public Library	10/13/2017
William Medina	Assistive Technology Specialist	Disability Scholars	CUNY School of Professional Studies	10/13/2017
Preston Burger	HEO Assistant	Bronx Collaborative Meeting	ACCESS/VR	10/20/2017
Katherine Paez	CUNY Office Assistant	Bronx Collaborative Meeting	ACCESS/VR	10/20/2017
William Medina	Assistive Technology Specialist	Dragon Dictate CATs	Bronx Community College	11/3/2017
Preston Burger	HEO Assistant	Dragon Dictate CATs	Bronx Community College	11/3/2017
Katherine Paez	CUNY Office Assistant	Dragon Dictate CATs	Bronx Community College	11/3/2017
Preston Burger	HEO Assistant	Dragon Dictate CATs	Bronx Community College	11/3/2017
Poonam Sharma-Velazquez	Accommodation Specialist	Star Fish Adviser Training	Bronx Community College	11/10/2017
Preston Burger	CUNY Leads Advisor	One Drive Training	Bronx Community College	11/10/2017
Poonam Sharma-Velazquez	Accommodation Specialist	One Drive Training	Bronx Community College	11/10/2017
Katherine Paez	CUNY Office Assistant	One Drive Training	Bronx Community College	11/10/2017
William Medina	Assistive Technology Specialist	One Drive Training	Bronx Community College	11/10/2017
William Medina	Assistive Technology Specialist	Accessible Media, Web and Technology Conference	BMW of Manhattan	11/15/2017
William Medina	Assistive Technology Specialist	Accessible Media, Web and Technology Conference	BMW of Manhattan	11/16/2017
Katherine Paez	CUNY Office Assistant	Star Fish Adviser Training	Bronx Community College	11/16/2017
Preston Burger	CUNY Leads Advisor	Star Fish Adviser Training	Bronx Community College	11/17/2017
William Medina	Assistive Technology Specialist	Accessible Media, Web and Technology Conference	BMW of Manhattan	11/17/2017
Maria Pantoja	Director	Web Migration Workshop	Bronx Community College	1/3/2018
Preston Burger	CUNY Leads Advisor	Web Migration Workshop	Bronx Community College	1/3/2018
William Medina	Assistive Technology Specialist	Web Migration Workshop	Bronx Community College	1/3/2018
William Medina	Assistive Technology Specialist	CATS Lab Package Workshop	Baruch College	2/9/2018
Poonam Sharma-Velazquez	Accommodation Specialist	CUNY Neurodiversity Conference	Borough of Manhattan Community College	3/8/2018
Poonam Sharma-Velazquez	Accommodation Specialist	CUNY Neurodiversity Conference	Borough of Manhattan Community College	3/8/2018
Katherine Paez	CUNY Office Assistant	Professional Development Training	Central Office	3/22/2018
Maria Pantoja	Director	Suicidal Ideation Workshop	Bronx Community College	4/5/2018
Preston Burger	CUNY Leads Advisor	Suicidal Ideation Workshop	Bronx Community College	4/5/2018
Poonam Sharma-Velazquez	Accommodation Specialist	Suicidal Ideation Workshop	Bronx Community College	4/5/2018
Katherine Paez	CUNY Leads Advisor	Suicidal Ideation Workshop	Bronx Community College	4/5/2018
William Medina	Assistive Technology Specialist	Suicidal Ideation Workshop	Bronx Community College	4/5/2018
Poonam Sharma-Velazquez	Accommodation Specialist	Accessibility Conference	John Jay College	4/6/2018
William Medina	Assistive Technology Specialist	Accessibility Conference	John Jay College	4/6/2018
Jessica Sutherland	College Assistant	Accessibility Conference	John Jay College	4/6/2018
Suleiny Rodriguez	College Assistant	Accessibility Conference	John Jay College	4/6/2018
Maria Pantoja	Director	8 COSDI	Several CUNY Campuses	7/17 – 5/18
Preston Burger	CUNY Leads Advisor	8 LEADS meetings	CUNY Central	7/17 – 5/18