

## **Surviving Program Reviews with Confidence and Competence While Creating DSS Opportunities**

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### **Program Goals**

- Using critical feedback to create opportunities for disability services;
- Identifying strengths and challenges of internal and external reviews; and
- Identifying coping strategies for surviving program reviews.

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### **Assessment as “Opportunity”**

- Opportunity to
  - address staffing, services, and/or funding
  - develop professional competence
  - turn weakness into strengths
  - provide a forum for students to be heard
  - confirm (or build) a place for DSS on campus
  - identify internal and external supports...

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**Institutional Timeline**

- 2002 – Internal Review
- 2004 – External Review
- 2005 – Merger with SSS program
- 2006 – Director retired, Interim Director resigned, new Interim Director assigned
- 2007 – Interim Director appointed Director
- 2008 – Completed implementation plan components from both reviews

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**Internal Components**

- CAS assessment
- 5 year Student Development cycle
- Team members outside of Student Development
- Results varied and broad enough, concluded with recommending external review

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**External Components**

- 2 reviewers; one for Learning and one for Disability
- Lengthy report from each reviewer resulting in multiple areas of concern to address
- Particulars for Disability area – 22 “weaknesses”
- Examples...
- Coping skills used

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**Additional “Opportunities”**

- Merger and Un-merger with Student Support Services
- Staff Turnover
- Name Change
- Funding Sources
- Retention Initiatives
- Institutional “Buy-In”
- Community Connections

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**Conclusion**

- Questions?
- Thank you
  
- Comments or Further Questions contact:  
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