



Disability Support Programs & Services Division (DSPS)/ General Counseling Division

Presenting Team:

Laureen Balducci, M.S.

Cathy Patel, M.S.

Betty Inoue, M.A.

Marco Tovar, M.A.

Sushini Chand, Ed.D.

Patricia Del Rio, M.A.

Disability Support Programs & Services (DSPS)

Core Priorities:

Adapted Physical Education (APE)

- Classes – Gym, pool
- Support staff



Disability Support Services (DSS)

- Counseling, classes, tutoring, note-taking, accommodations, accommodated testing, mobility cart services

Deaf Hard of Hearing Services (DHHS)

- Captioning services
- ASL interpreting



Hope Services

- Classes
- Student support



DSPS

Data 2021-2022:

- Attention Deficit Disorder/ADHD: 145
- Autism Spectrum Disorder: 169
- Blind Low-Vision: 30
- Deaf and Hard of Hearing: 26
- Intellectual Disability: 120
- Learning Disability: 159
- Mental Health: 267
- Other Health Impairment: 93
- Physical Disability: 99
- Traumatic Brain Injury: 44

“Allowing a student with a hidden disability (ADHD, Anxiety, Dyslexia) to struggle academically or socially when all that is needed for success are appropriate accommodations and explicit instruction, is no different than failing to provide a ramp for a person in a wheelchair”.

DSPS Course Data 2021-2022

Credit Status	Term	Department	2020-21		2021-22		Section		FTES	
			Sections	FTES	Sections	FTES	Count	Percent	Count	Percent
Credit	Summer	EDAC	5	27.64	4	99.39	-1	-20%	71.75	260%
Credit	Summer	PEA	11	6.05	9	4.49	-2	-18%	-1.56	-26%
Credit	Fall	EDAC	7	34.5	7	107.6	0	0%	73.1	212%
Credit	Fall	L S	1	1.78	1	1.24	0	0%	-0.54	-30%
Credit	Fall	PEA	9	11.14	15	15.57	6	67%	4.43	40%
Credit	Winter	EDAC	3	76.56	6	108.21	3	100%	31.65	41%
Credit	Winter	L S	3	4.53	1	1.51	-2	-67%	-3.02	-67%
Credit	Winter	PEA	9	10.07	10	10.14	1	11%	0.07	1%
Credit	Spring	EDAC	9	95.54	8	109.1	-1	-11%	13.56	14%
Credit	Spring	L S	1	1.42	1	1.6	0	0%	0.18	13%
Credit	Spring	PEA	9	10.74	12	14.34	3	33%	3.6	34%
Total			67	279.97	74	473.19	7	10%	193.22	69%

DHHS

Core Priorities:

- Provide DHHS accommodations in the classroom for our 26 students currently in the program (students take anywhere between 1-3 classes per quarter, which equals out to about 26 - 78 classes that we provide support for each quarter)
- Provide weekly tutoring sessions, registration and counseling appts., student life support (clubs, meetings with financial aid, health services etc.), class project meetings, instructor 1-on-1 appts., etc.
- Accommodate requests whenever possible for on campus public events
- Coordinate services for any Deaf employees on campus and assist with services as needed
- Provide support for faculty and staff regarding captioning videos, training departments on how to work with DHH students and one-on-one support as needed

DHHS Team:

- Department of 8 people: 4 interpreters, 3 captioners, 1 supervisor
- TEA's from outside agencies to fill in any coverage gaps



DSPS - Plans for Improvement

- Hire 1 full time APE staff position by combining the existing 2 part-time positions (Spring 2022)
- Hire mobility cart driver position (Spring 2022)
- Update DSPS policy/processes that reflects CCC State Chancellor's priorities, FHDA District, & De Anza
- Fully utilize ClockWork: Implement new criteria/updates to improve access to students, faculty, staff, and to generate more accurate data
- Continue to attend State-wide meetings, Regional meetings, and DSPS conferences to learn best practices and new technology
- Increase enrollment for Hope Services, APE and EDAC; create new curriculum
- Continue outreach to targeted area high schools, community agencies, and programs

SOME DISABILITIES LOOK LIKE THIS



SOME LOOK LIKE THIS



General Counseling

Core Priorities:

- ❖ Offer exemplary academic, career, transfer and personal counseling to students
- ❖ Teach students through a robust list of COUN classes on topics such as orientation to college, human development, study skills, time management, human sexuality, and career life planning
- ❖ Market and outreach to potential students by establishing relationships with area high schools, community centers, and adult education facilities
- ❖ Market and in-reach Counseling Division services and support to students currently enrolled



General Counseling

Data 2021-2022:

Counseling/Advising Services (Duplicated count)	Spring 2021	Summer 2021	Fall 2021	Winter 2022**	Spring 2022 (4/4 - 4/21)	Total by category
Appointments	2173	1092	2674	1953	578	8470
Drop-in*	2003	2752	2175	2365	627	9922
Total contacts per quarter:	4176	3844	4849	4318	1205	18392
*Data Includes Counselor/Adviser drop-in, Online Advising & Staff Support Data						
**Spring Break Data Included						

- The student to GC ratio is approximately **1300 to 1** (9 full-time Counselors, 2 Article 19 Counselors & 1.5 Advisers)
- These numbers do not consistently include the number of emails and phone calls returned to students from Counselors

General Counseling

Plans for Improvement:

- Hire a General Counselor (2022)
- Hire a Transfer Counselor/Coordinator (2022)
- Hire an Early Alert Counselor
- Hire Student Success Specialists
- Partner with area high schools to increase enrollment
- Partner with Guided Pathway's Villages to increase retention

Transfer Center

Core Priorities:

- Identify and increase the number of students who choose to transfer
- Increase the percentage of students who transfer with a focus on students of historically marginalized populations
- Partner with campus community to ensure that the transfer of students is a high priority
- Increase the number of students utilizing the Transfer Center
- Increase the number of collaborations with other student service programs, instructional faculty, and community organizations.

Transfer Center

Data 2021-2022:

Activities (duplicated)	Spring 21	Summer 21	Fall 21	Winter 22	Spring 22	Total by category
Appointments	337	205	246	236	In Progress	1024
Drop-in	396	123	480	444	In Progress	1443
Outreach Activities			255	131		386
<i>Transfer Celebration</i>	44					44
<i>Transfer Center Workshops</i>	98	288	396	115	In Progress	897
Transfer Day			282			282
University Rep. visits	136	48	181	40		405
Total contacts per quarter:	1011	664	1840	966	In Progress	4481

Transfer Center

Plans for Improvement:

- Targeted and ongoing outreach to students with historically low rates of transfer
- Outreach & Marketing campus wide that includes:
 - Transfer Center Canvas shell rollout
 - Create Transfer Center handouts (virtual and for print)
 - Social media marketing campaign (Insta, Discord)
 - Annual Transfer Celebration
- Increase collaborations with other student services and instructional faculty through Guided Pathways
- Update transfer website including a series of transfer videos

Retention Program

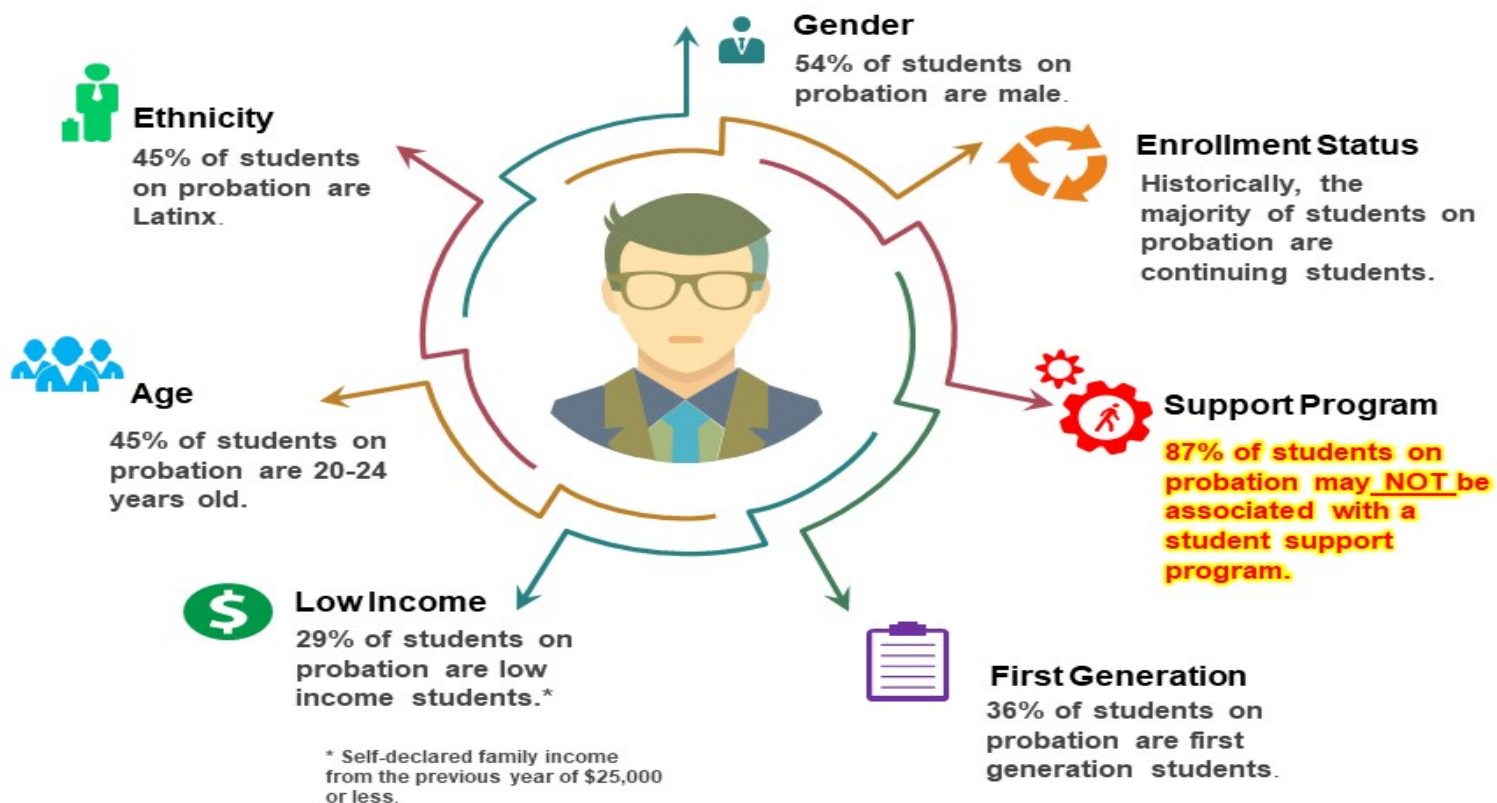
Core Priorities:

- Bridge the gaps in student services
- Partner and collaborate with the campus community
- In-reach to currently enrolled and formally enrolled students
- Provide intentional services to meet student needs thru:
 - High Touch, High Frequency, and High-Quality Model
 - Student Validation and Growth Mindset Approach
 - Personal and Case Management Counseling
 - Data Collection to Inform Decision-Making



Retention Program

1168 Students on Academic/Progress Probation – Winter 2022



Retention Program

Academic & Progress Probation

Students Served/Contacted			
Academic Year	2019-20	2020-21	*2021-22
Unduplicated Count of Students	1331	1214	2495
Total Student Contacts	2449	3141	7352
Appointments	456	594	1483
Drop-ins Including:	1993	2547	5201
Video/Zoom	3	97	94
Phone Calls	568	1516	4397
Emails	537	1110	1943
Book Vouchers			
Academic Year	2019-20	2020-21	*2021-22
Number of Students Provided	-	60	127
Total Amount	-	\$10,360	\$22,113
Strength Thru Adversity Scholarship			
Academic Year	2019-20	2020-21	*2021-22
Number of Students Provided	-	-	9
Total Amount	-	-	\$2,325

Retention Program

Academic & Progress Probation

Academic & Progress Probation Term-to-Term

End of Term	Fall 2019	Winter 2020*	Spring 2020	Fall 2020	Winter 2021	Spring 2021*	Fall 2021	Winter 2022
Total Students on Probation	1412	662	565	696	294	1117	849	1077
Students Off Academic Probation	134	222	108	61	68	13	59	16
Student Off Progress Probation	37	41	7	0	90	5	67	52
Total Off Probation	171	263	115	61	158	18	126	68

*Winter 2020 began COVID 19 modifications; Spring 2021 academic calculation modifications ceased

- Academic and progress probation services were implemented Winter 2020
- Dramatic changes brought on by COVID 19 modifications resulted in a decreased number of students between Winter 2020 to Winter 2021
- Academic and progress probation reverted to original method of calculation Spring 2021 resulting in an increase in the number of students on academic and progress probation Spring 2021 and Winter 2022
- After only one term of working with a new group of students on academic and progress probation, we saw a dramatic increase in the number of students moving off probation in both Winter 2020 and Fall 2021
 - 54% increase in the number of students moving off probation from Fall 2019 to Winter 2020
 - More than 100% increase in the number of students moving off probation from Spring 2021 to Fall 2021
 - 46% decrease in the number of students moving off probation from Fall 2021 to Winter 2022 due to decrease in enrollment

Retention Program

Academic & Progress Probation

Fall 2021 Cohort Course Success
Fall 2021

	2021-22	
	Grades	Percent
Success	824	23%
Non Success	1,786	51%
Withdrew	917	26%
Total	3,527	100%

Fall 2021 Cohort Course Success
Winter 2022

	2021-22	
	Grades	Percent
Success	673	42%
Non Success	655	41%
Withdrew	263	17%
Total	1,591	100%

From Fall 2021 to Winter 2022:

- 83% Increase in their Course Success rate
- 20% Decrease in their Course Non-Success rate
- 35% Decrease in their Course Withdrawal rate

Retention Program

Academic & Progress Probation

Fall 2021 Cohort Course Success for African American, Latinx, and Filipinx Fall 2022

	2021-22	
	Grades	Percent
Success	453	22%
Non Success	1,076	52%
Withdrew	550	26%
Total	2,079	100%

Fall 2021 Cohort Course Success for African American, Latinx, and Filipinx Winter 2022

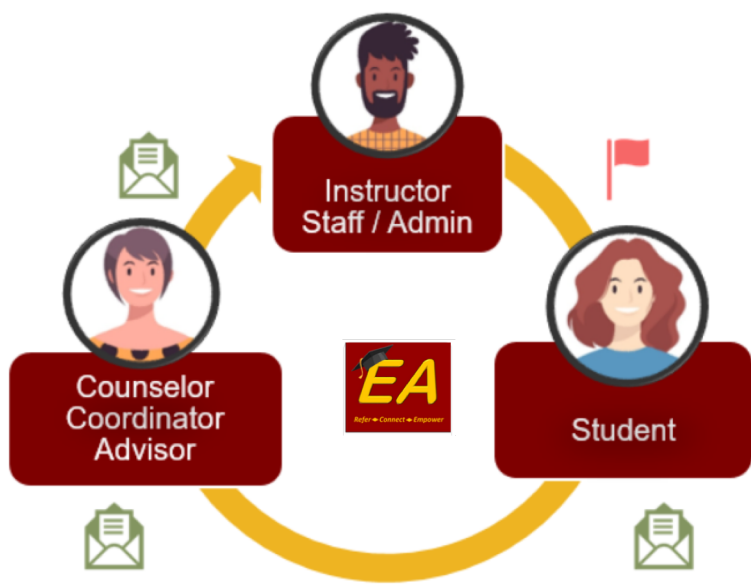
	2021-22	
	Grades	Percent
Success	349	40%
Non Success	375	43%
Withdrew	146	17%
Total	870	100%

From Fall 2021 to Winter 2022:

- 82% Increase in their Course Success rate
- 17% Decrease in their Course Non-Success rate
- 35% Decrease in their Course Withdrawal rate

Retention Program

Early Alert



Early Alert System			
			Spring 2022 (04/06/22 - 04/27/22)
Term	Fall 2021	*Winter 2022	
Early Alerts Raised	210	120	210
Early Alert Student Contact	407	292	84
Number of Faculty Participation	39	23	17
Number of Departments	17	16	11

*Glitch with the Early Alert system. Early Alerts were raised thru the system beginning 5th/6th week of Winter 2022 term.

Retention Program

Plans for Improvement:

- Dedicated funding for the Retention Program
- Hire an Early Alert Counselor
- Hire Student Success Specialists
- Partner with Guided Pathways to increase overall student retention, persistence, and success
- Integrate and increase utilization of Early Alert system



Questions/Comments/Suggestions?

Many thanks for your continued support!