



OSD Staff Meeting Minutes

Thursday, 9/3/15
T100 E
Time – 2:00-2:30 p.m.

Type of Meeting: Regular
Note Taker: Linda Rose
Please Review/Bring: N/A

Committee Members:
Dr. Louis Lucero, Director
Tamira Palmetto DeSpain, Disability Services Specialist
Debra Lose, Education Advisor, absent
Linda Rose, Secretary
Maricela Ruvalcaba – LD Testing Technician
Ann Loi – High Tech Center Lab Technician
Ken Sawicki – Access Technology, Alternative Media Specialist

Items	Person	Action
I. Approval of Previous Minutes of 8/13/15	All	The minutes were approved.
II. OSD Student Satisfaction Survey Spring 2015 – Discussion and Recommendations	Dr. Louis Lucero	<p>Issues Discussed: Questions and responses to questions #1 – 6 were discussed.</p> <p>#1 – We are very pleased that 380 students responded. We believe the reduction in the number of questions asked assisted in helping increase the participation in the survey. A total of 87.8% were very satisfied and satisfied. We constantly strive to do better.</p> <p>#2 – We are also very pleased that 87.1% were very satisfied and satisfied with the quality of customer service in OSD.</p> <p>#3 – Even with the shortage of staff, we were able to achieve an 84.7% very satisfied and satisfied rate. We are striving to hire more staff.</p> <p>#4 – We will strive to review accommodations with students on an ongoing basis and will adjust accommodations accordingly.</p> <p>#5 – Fostering a sense of independence is a growth process for students. OSD staff will strive to assist students in that process knowing full well that limited resources can be a limitation to independence.</p> <p>#6 – We will be using 3SP support to assist students with academic planning services which should improve our ability to respond to students with academic difficulties. However, we have limited ability to make changes for students who are on</p>



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		<p><u>Issues Discussed (Con't):</u> academic probation and/or dismissal due to AVC policy regarding these programs. In the future, question #6 will be revised to read, "If you experienced disability related difficulties, please rate how helpful the OSD staff was to you in resolving the problem." Future surveys will also have an open ended question added.</p> <p><u>Action Taken:</u> N/A</p> <p><u>Follow Up Items:</u> Question #7 will be discussed at the next staff meeting.</p>
NEXT MEETING DATE: 9/10/15		

DRAFT