Disability Support Services
Student Access Survey
Spring 2005

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Outline

- Cautions in Interpreting Results
- Survey Facts
- DSS Office
- Support Services
- Alternative Format Materials
- ATC Usage and Satisfaction
- Campus Issues
- Open-Ended Questions
- Conclusion
Cautions in Interpreting Results

- Low numbers responding to the Support Services and ATC sections. Look at the numbers behind the percents.

- High numbers responding ‘Neither’ to the Alternative Format Materials and Campus Issues sections. Students may have marked ‘Neither’ because question did not apply to them.
Survey Facts

- Web-based survey
- E-mail cover letter targeted selected group of 231 students
- 96 responded – 42% response rate
- A submitted survey confirmation page entered students into a drawing to win 2 prizes. All students submitting a confirmation page received a 10% off coupon to the bookstore for selected merchandise.
- Heads-up and several reminder e-mails were sent
- Response rates for the four open-ended questions:
  - 20% for the ATC assistive devices question
  - 15% for the physical access question
  - 30% for the improve services question
  - 38% for the general comment question
DSS Office
Please respond to the following statements

- LD assessments conducted professionally
- Staff helpful in transition to Chico
- Received timely accommodations from DSS
- Feel welcome in DSS Office
- Received helpful info, assistance from advisor
- Treated with courtesy, respect by DSS
- Accommodations help me meet course objectives
- Advisor is accessible when have questions
- Appointments w/advisor scheduled timely manner

□ % Strongly agree/Agree  □ % Neither  □ % Strongly disagree/Disagree
Support Services
Rate your satisfaction with the following
(Caution – low numbers)

- Cart Services (N=10)
- Reader Scribe Services (N=16)
- Note Taker Services (N=24)
- Educational Assistants (N=21)
- Exam Accommodations (N=83)

Legend:
□ % Very satisfied □ % Somewhat satisfied □ % Not very satisfied
Alternative Format Materials

If you used alternative text, please respond to the following statements
(Caution - Students may have marked ‘Neither’ if it did not apply to them)

- Reproduced course materials are accurate
- Software return process clean and easy
- Services from RDB&D are adequate
- Software check-out process clear and easy
- Course materials provided in timely manner
- Equipment/software available is adequate
## ATC Usage

Indicate how often you use the following assistive devices (Number using each assistive device)

<table>
<thead>
<tr>
<th>Assistive device/equipment</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Not at all</th>
</tr>
</thead>
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<tr>
<td>Kurzweil 1000</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>74</td>
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<tr>
<td>Kurzweil 3000</td>
<td>4</td>
<td>8</td>
<td>1</td>
<td>69</td>
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<tr>
<td>Openbook</td>
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<td>1</td>
<td>0</td>
<td>79</td>
</tr>
<tr>
<td>Scanner/OCR Software</td>
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<td>7</td>
<td>5</td>
<td>70</td>
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<td>79</td>
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<td>4</td>
<td>1</td>
<td>73</td>
</tr>
</tbody>
</table>
ATC Satisfaction
Rate your satisfaction with the following
(Caution – low numbers)

- Training on equipment/software usage (N=25)
- Availability of equipment/software (N=23)
- Assistance from non-ATC library staff (N=25)
- Assistance from ATC support staff (N=24)

Legend:
- % Very satisfied
- % Somewhat satisfied
- % Not very satisfied
Campus Issues
Please respond to the following statements
(Caution - Students may have marked ‘Neither’ if it did not apply to them)

- Faculty respond in positive/timely manner to accommodation requests
- Classroom accommodations provided in timely manner
- Remote site accommodations provided in timely manner
- Able to locate adequate handicapped parking

[Bar chart showing responses]
Open-Ended Questions
Common Themes

What assistive devices do you need that are not available in the ATC?

- 19 responses for 20% response rate
- Common Themes:
  - “None” (nearly half of responses)
  - No other common themes
List any buildings or areas on campus where you encounter access problems.

- 14 responses for 15% response rate
- Common Themes:
  - “None” (half of responses)
  - No other common themes
How can DSS or the campus improve services to you?

- 29 responses for 30% response rate
- Common Themes:
  - Testing room issues (distractions, noisy, stuffy)
  - Issues with faculty (problem with providing accommodations, lack of compliance)
  - DSS Office – good job
  - Technology related issues
General Comments

- 37 responses for 38% response rate
- Common Themes:
  - DSS Office - great job, appreciate help, helpful, thank you (2/3 of responses)
  - Issues with faculty (accommodation problems, lack of communication)
  - Testing room distractions
Conclusion

- Exercise caution in interpreting results due to low numbers on certain questions.
- The majority of students view the DSS Office, and the advisors very positively.
- Most students are satisfied with support services.
- Students have issues with materials in alternative formats. May be confounded with high percent of ‘Neither.’
- Although a limited number of students use the ATC regularly, it is crucial to their academic success.
- In general, most are satisfied with the ATC.
- There are issues with parking and at remote sites. May be confounded with high percent of ‘Neither.’