

Disability Support Services
 California State University, Chico
 Chico, California 95929-0726
 530-898-5959

Disability Support Services Access Survey Spring 2005

In an effort to have students evaluate the services provided by the Disability Support Services office and disability related campus issues, please take a few minutes to complete the survey. If you have used any of the services within the last academic year, select the responses that best apply to your experience with DSS and the campus. Your responses and comments are very helpful to us for future planning,

General Office procedures

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
The assistance I received from DSS during my transition to the CSU, Chico campus was helpful.	SA	A	N	D	SD
I feel welcome in the office of DSS; I am treated with courtesy and respect.	SA	A	N	D	SD
My requests for accommodations were attended to promptly by the DSS staff.	SA	A	N	D	SD
Appointments with my adviser were scheduled in a timely manner.	SA	A	N	D	SD
I received valuable information and assistance from my DSS adviser.	SA	A	N	D	SD
Learning disability assessments were conducted in a professional manner.	SA	A	N	D	SD

Campus Issues

I was able to locate adequate handicapped parking on campus.	SA	A	N	D	SD
In general, faculty were responsive to and followed through with my requests for accommodations.	SA	A	N	D	SD
For students at remote sites, accommodations were provided in a timely manner.	SA	A	N	D	SD

Support Services-Please rate your satisfaction with the following:

Very satisfied	Satisfied	Somewhat Satisfied	Unsatisfied
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Cart Services	VS	S	SS	UN
Exam Accommodations	VS	S	SS	UN
Reader Scribe Services	VS	S	SS	UN
Note Taker Services	VS	S	SS	UN
Educational Assistants	VS	S	SS	UN

Alternative format materials

If you are an alternative text user, rate your satisfaction with getting your textbooks in an alternative format.

Textbooks are provided in a timely manner	VS	S	SS	UN
Reproduced textbook material is accurate	VS	S	SS	UN
I am satisfied with the Alternative equipment/software check out.	VS	S	SS	UN
The software checkout process was clearly stated and easy to follow.	VS	S	SS	UN
The check out and return of loan equipment was easy to follow.	VS	S	SS	UN
Services from Reading for the Blind and Dyslexic (RFB&D)	VS	S	SS	UN

MLIB Assistive Technology Center (ATC)

How often do you use the ATC? Daily Weekly Monthly Not at all

If you used the ATC, rate your satisfaction with the services.

	Very satisfied	Satisfied	Somewhat Satisfied	Unsatisfied
Training on equipment/software usage	VS	S	SS	UN
Availability of ATC equipment/software	VS	S	SS	UN
Assistance from library support staff when needed	VS	S	SS	UN

Select from the list below any assistive devices and equipment you use in the ATC?

- | | |
|---------------------------------|--------------------------------|
| Kurzweil 1000 _____ | DuxBury _____ |
| Kurzweil 3000 _____ | JAWS _____ |
| Openbook _____ | CCTV _____ |
| Zoomtext _____ | Braille Embosser _____ |
| Dragon Naturally Speaking _____ | Scanner and OCR Software _____ |

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

If you have encountered any physical access problems on campus, list the area or building below.

How can DSS or the campus in general improve services to you?

Thank you for your feedback.
Please submit.