

**Disability Support Services
Student Access Survey**
Spring 2005

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Outline

- Cautions in Interpreting Results
- Survey Facts
- DSS Office
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- Alternative Format Materials
- ATC Usage and Satisfaction
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- Conclusion

Cautions in Interpreting Results

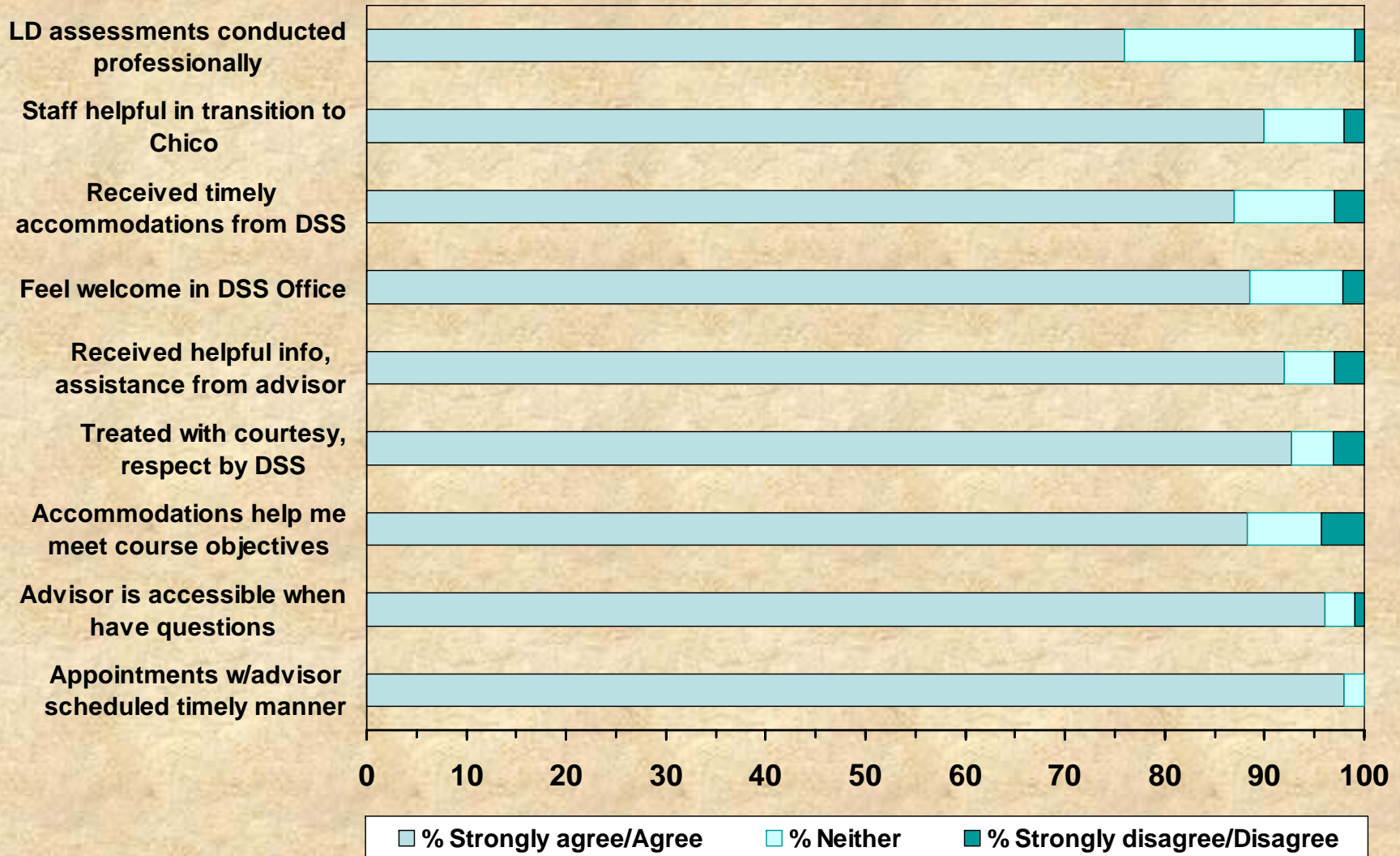
- Low numbers responding to the Support Services and ATC sections. Look at the numbers behind the percents.
- High numbers responding 'Neither' to the Alternative Format Materials and Campus Issues sections. Students may have marked 'Neither' because question did not apply to them.

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

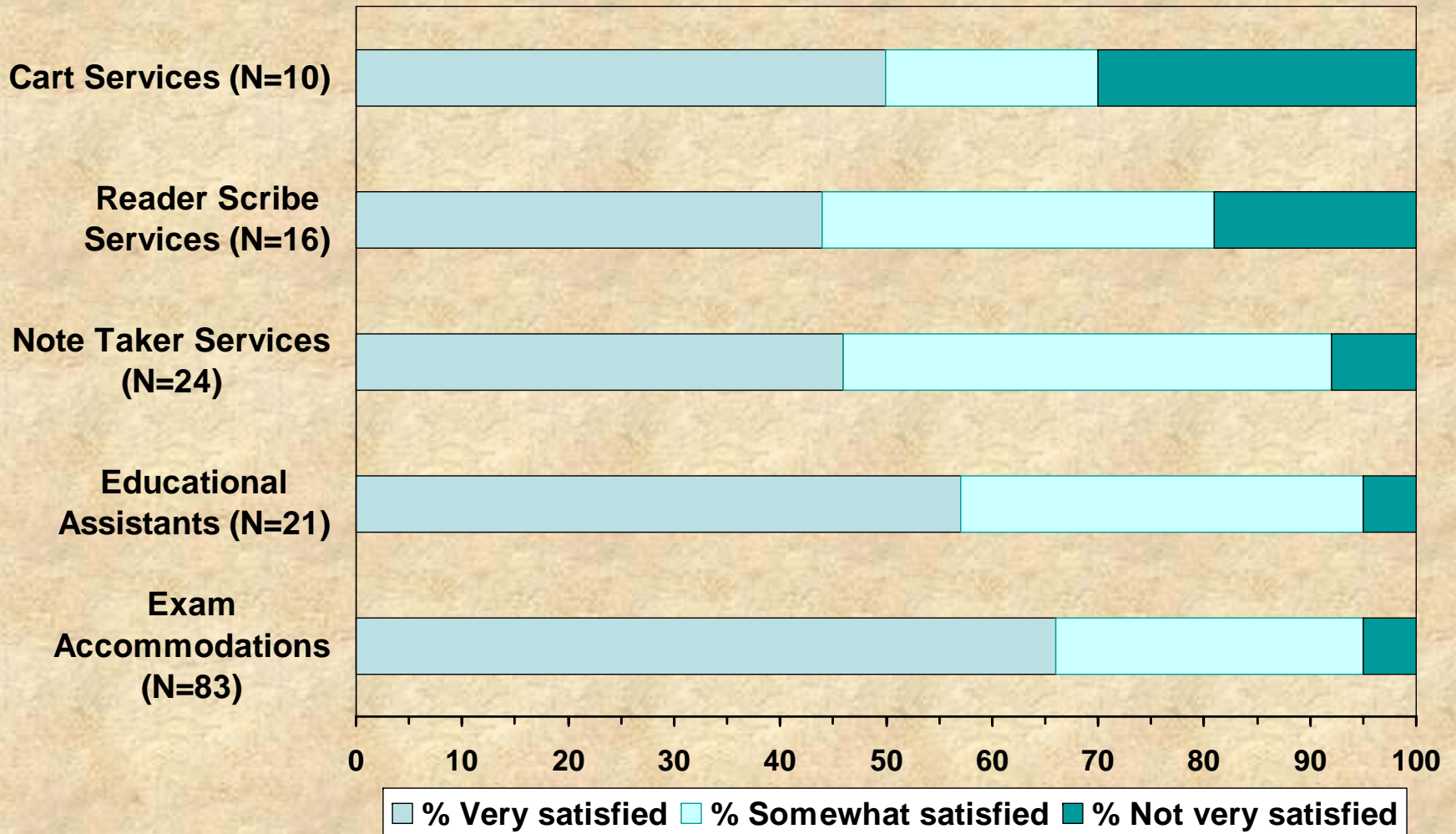
Please respond to the following statements



Support Services

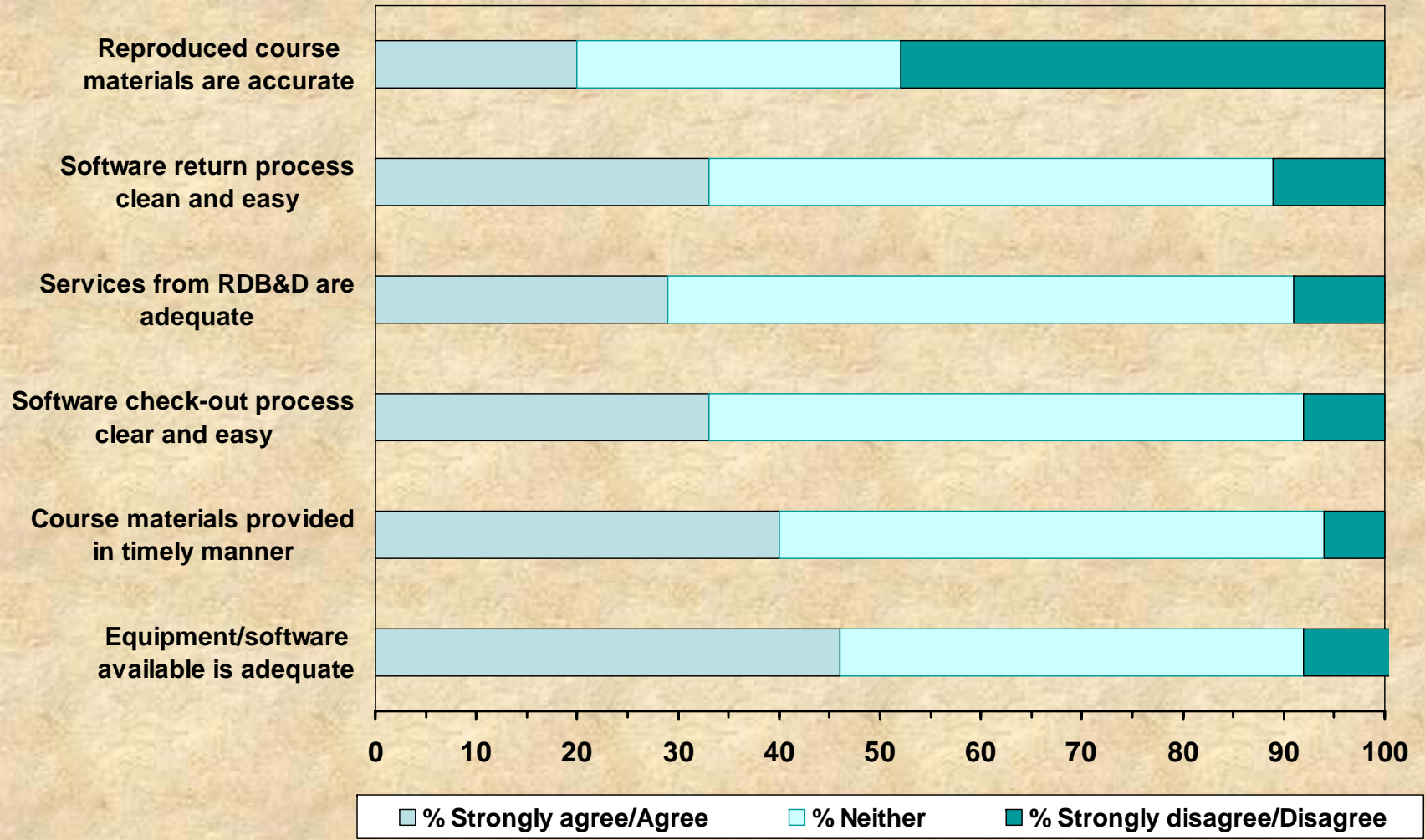
Rate your satisfaction with the following

(Caution – low numbers)



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)



ATC Usage

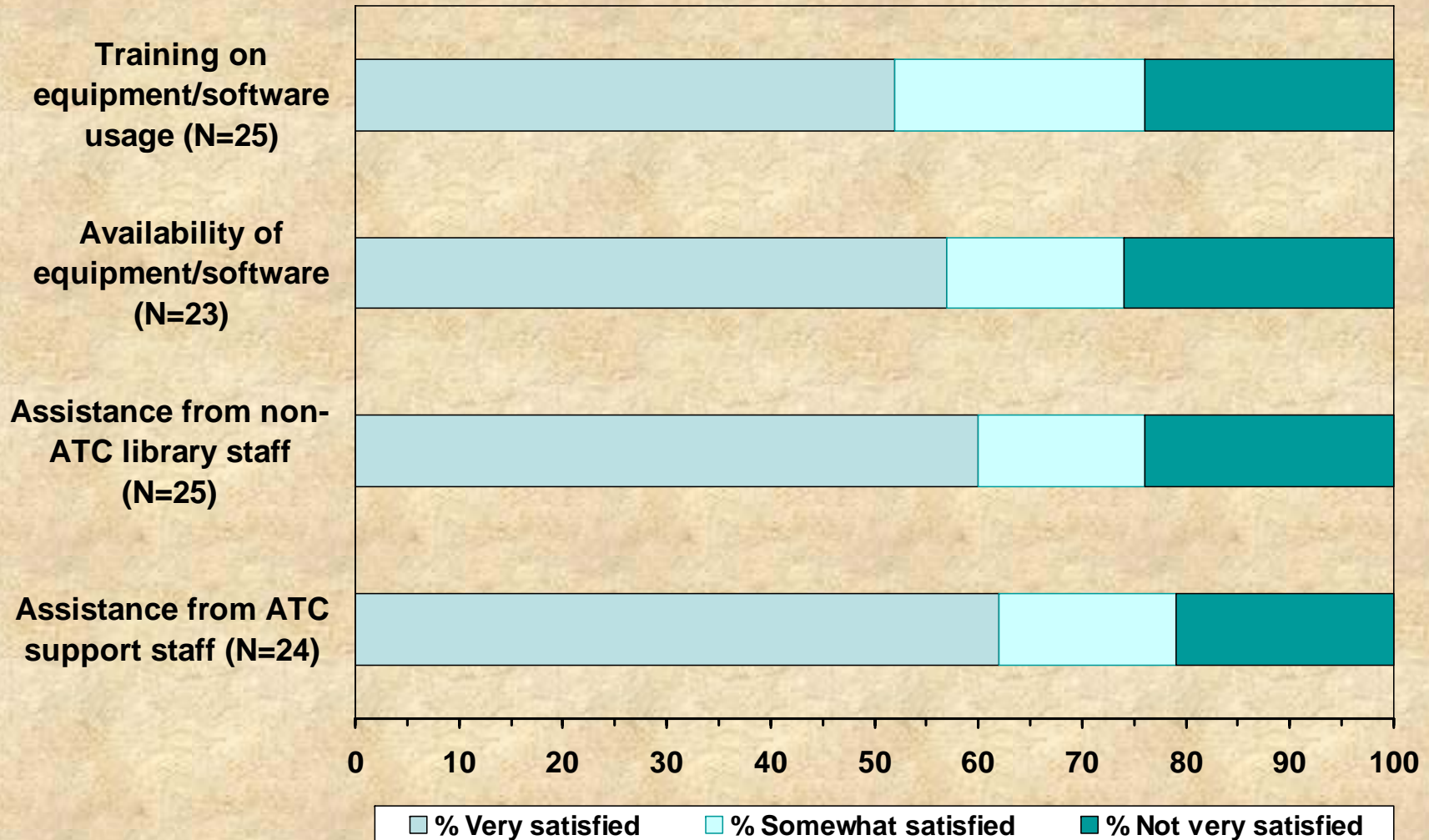
Indicate how often you use the following assistive devices
(Number using each assistive device)

Assistive device/equipment	Daily	Weekly	Monthly	Not at all
Kurzweil 1000	2	3	1	74
Kurzweil 3000	4	8	1	69
Openbook	1	1	0	79
Scanner/OCR Software	1	7	5	70
Dragon	2	1	3	74
Zoomtext	1	0	2	77
DuxBury	1	0	0	79
JAWS	1	0	0	79
CCTV	1	1	0	79
Braille Embosser	0	0	0	81
Track Ball	2	1	0	78
Adjustable table	4	4	1	73

ATC Satisfaction

Rate your satisfaction with the following

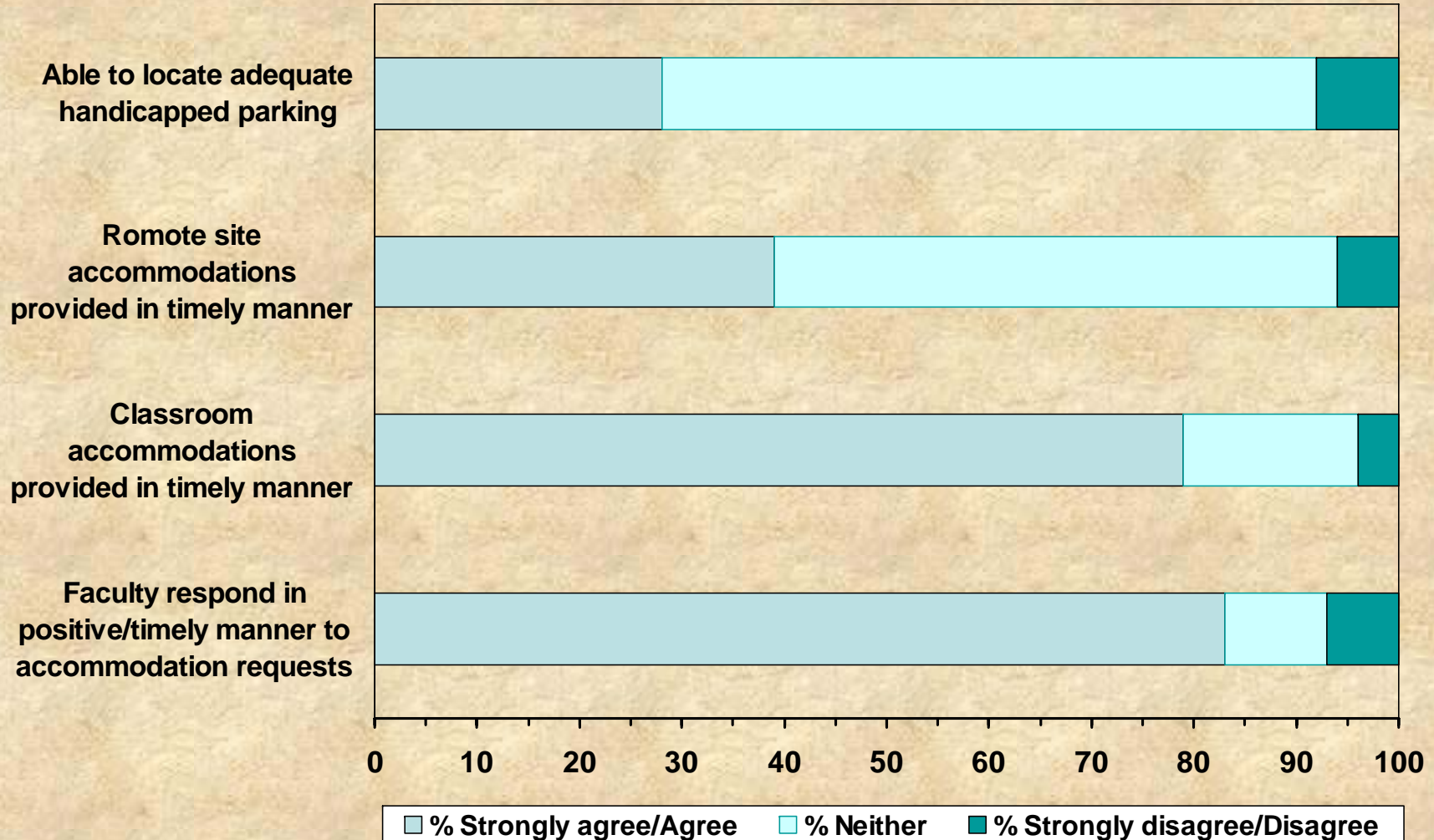
(Caution – low numbers)



Campus Issues

Please respond to the following statements

(Caution - Students may have marked 'Neither' if it did not apply to them)



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.'