

## Disability Support Services Student Access Survey Spring 2006

**140 Responses (Out of 561; 25% response rate)**

### DSS Office

	Q1. DSS Office: Staff was helpful during transition to Chico		Q2. DSS Office: I feel welcome in DSS Office		Q3. DSS Office: I am treated with courtesy and respect	
	Count	%	Count	%	Count	%
Strongly disagree	1	.7%	1	.7%	1	.7%
Disagree	2	1.4%	1	.7%	2	1.4%
Neither	13	9.3%	6	4.3%	3	2.1%
Agree	48	34.3%	52	37.1%	51	36.4%
Strongly agree	76	54.3%	80	57.1%	83	59.3%
Total	140	100.0%	140	100.0%	140	100.0%

	Q4. DSS Office: Appointments with advisor scheduled in timely manner		Q5. DSS Office: Advisor is accessible when I have questions		Q6. DSS Office: Received helpful info and assistance from advisor	
	Count	%	Count	%	Count	%
Strongly disagree	2	1.4%	2	1.4%	2	1.4%
Disagree	1	.7%	4	2.9%	4	2.9%
Neither	13	9.4%	14	10.0%	7	5.0%
Agree	42	30.2%	49	35.0%	45	32.4%
Strongly agree	81	58.3%	71	50.7%	81	58.3%
Total	139	100.0%	140	100.0%	139	100.0%

	Q7. DSS Office: Learning disability assessments conducted professionally		Q8. DSS Office: Receive accommodations through DSS in timely manner		Q9. DSS Office: Accommodations effective in helping meet course objectives	
	Count	%	Count	%	Count	%
Strongly disagree	2	1.5%	2	1.4%	2	1.5%
Disagree	1	.7%	1	.7%	4	2.9%
Neither	33	24.4%	8	5.8%	12	8.8%
Agree	40	29.6%	41	29.5%	43	31.4%
Strongly agree	59	43.7%	87	62.6%	76	55.5%
Total	135	100.0%	139	100.0%	137	100.0%

**Descriptive Statistics in Mean Order**

	N	Min	Max	Mean	Std. Deviation
Q3. DSS Office: I am treated with courtesy and respect	140	1	5	4.52	.683
Q8. DSS Office: Receive accommodations through DSS in timely manner	139	1	5	4.51	.765
Q2. DSS Office: I feel welcome in DSS Office	140	1	5	4.49	.684
Q6. DSS Office: Received helpful info and assistance from advisor	139	1	5	4.43	.834
Q4. DSS Office: Appointments with advisor scheduled in timely manner	139	1	5	4.43	.808
Q1. DSS Office: Staff was helpful during transition to Chico	140	1	5	4.40	.776
Q9. DSS Office: Accommodations effective in helping meet course objectives	137	1	5	4.36	.873
Q5. DSS Office: Advisor is accessible when I have questions	140	1	5	4.31	.872
Q7. DSS Office: Learning disability assessments conducted professionally	135	1	5	4.13	.913

**Support Services**

	Q10. Support Services Satisfaction with: Cart Services		Q11. Support Services Satisfaction with: Exam Accommodations		Q12. Support Services Satisfaction with: Reader Scribe Services	
	Count	%	Count	%	Count	%
Not very satisfied	1	4.2%	7	6.3%	2	10.0%
Somewhat satisfied	11	45.8%	24	21.4%	6	30.0%
Very satisfied	12	50.0%	81	72.3%	12	60.0%
Total	24	100.0%	112	100.0%	20	100.0%

	Q13. Support Services Satisfaction with: Note Taker Services		Q14. Support Services Satisfaction with: Educational Assistants	
	Count	%	Count	%
Not very satisfied	4	12.5%	2	7.1%
Somewhat satisfied	12	37.5%	9	32.1%
Very satisfied	16	50.0%	17	60.7%
Total	32	100.0%	28	100.0%

**Descriptive Statistics in Mean Order**

	N	Min	Max	Mean	Std. Deviation
Q11. Support Services Satisfaction with: Exam Accommodations	112	1	3	2.66	.594
Q14. Support Services Satisfaction with: Educational Assistants	28	1	3	2.54	.637
Q12. Support Services Satisfaction with: Reader Scribe Services	20	1	3	2.50	.688
Q10. Support Services Satisfaction with: Cart Services	24	1	3	2.46	.588
Q13. Support Services Satisfaction with: Note Taker Services	32	1	3	2.38	.707

## Alternative Format Materials

	Q15. Alternative Format: Course materials provided in timely manner		Q16. Alternative Format: Reproduced course materials are accurate		Q17. Alternative Format: Services from RFB&D are adequate	
	Count	%	Count	%	Count	%
Strongly disagree	1	4.0%				
Disagree	4	16.0%	1	4.5%	1	5.9%
Neither	1	4.0%	2	9.1%	2	11.8%
Agree	13	52.0%	10	45.5%	9	52.9%
Strongly agree	6	24.0%	9	40.9%	5	29.4%
Total	25	100.0%	22	100.0%	17	100.0%

	Q18. Alternative Format: Software check-out process clear, easy to follow		Q19. Alternative Format: Software return process clear, easy to follow	
	Count	%	Count	%
Strongly disagree	1	5.6%	1	5.6%
Disagree	1	5.6%	1	5.6%
Neither	4	22.2%	3	16.7%
Agree	3	16.7%	4	22.2%
Strongly agree	9	50.0%	9	50.0%
Total	18	100.0%	18	100.0%

### Descriptive Statistics in Mean Order

	N	Min	Max	Mean	Std. Deviation
Q16. Alternative Format: Reproduced course materials are accurate	22	2	5	4.23	.813
Q17. Alternative Format: Services from RFB&D are adequate	17	2	5	4.06	.827
Q19. Alternative Format: Software return process clear, easy to follow	18	1	5	4.06	1.211
Q18. Alternative Format: Software check-out process clear, easy to follow	18	1	5	4.00	1.237
Q15. Alternative Format: Course materials provided in timely manner	25	1	5	3.76	1.128

## Assistive Technology Center: Usage

	Q20. ATC-How often use: Kurzweil 1000		Q21. ATC-How often use: Kurzweil 3000		Q22. ATC-How often use: Openbook		Q23. ATC-How often use: Scanner and OCR Software	
	Count	%	Count	%	Count	%	Count	%
Never	42	85.7%	35	70.0%	38	82.6%	34	72.3%
Monthly	3	6.1%	7	14.0%	5	10.9%	8	17.0%
Weekly	2	4.1%	6	12.0%	2	4.3%	4	8.5%
Daily	2	4.1%	2	4.0%	1	2.2%	1	2.1%
Total	49	100.0%	50	100.0%	46	100.0%	47	100.0%

	Q24. ATC-How often use: Dragon Naturally Speaking		Q25. ATC-How often use: Zoomtext		Q26. ATC-How often use: DuxBury		Q27. ATC-How often use: JAWS	
	Count	%	Count	%	Count	%	Count	%
Never	37	80.4%	39	88.6%	41	91.1%	40	88.9%
Monthly	4	8.7%	3	6.8%	1	2.2%	2	4.4%
Weekly	3	6.5%	1	2.3%	1	2.2%	1	2.2%
Daily	2	4.3%	1	2.3%	2	4.4%	2	4.4%
Total	46	100.0%	44	100.0%	45	100.0%	45	100.0%

	Q28. ATC-How often use: CCTV		Q29. ATC-How often use: Braille Embosser		Q30. ATC-How often use: Track Ball		Q31. ATC-How often use: Height adjustable table	
	Count	%	Count	%	Count	%	Count	%
Never	39	90.7%	42	93.3%	38	84.4%	35	77.8%
Monthly	1	2.3%	1	2.2%	2	4.4%	2	4.4%
Weekly	2	4.7%	1	2.2%	2	4.4%	3	6.7%
Daily	1	2.3%	1	2.2%	3	6.7%	5	11.1%
Total	43	100.0%	45	100.0%	45	100.0%	45	100.0%

## Assistive Technology Center: Satisfaction

	Q32. ATC-Satisfaction with: Training on equipment/software usage		Q33. ATC-Satisfaction with: Availability of equipment/software		Q34. ATC-Satisfaction with: Assistance from ATC support staff	
	Count	%	Count	%	Count	%
Not very satisfied	4	20.0%	3	13.6%	4	17.4%
Somewhat satisfied	6	30.0%	9	40.9%	7	30.4%
Very satisfied	10	50.0%	10	45.5%	12	52.2%
Total	20	100.0%	22	100.0%	23	100.0%

	Q35. ATC-Satisfaction with: Assistance from non-ATC library staff	
	Count	%
Not very satisfied	3	15.0%
Somewhat satisfied	7	35.0%
Very satisfied	10	50.0%
Total	20	100.0%

### Descriptive Statistics in Mean Order

	N	Min	Max	Mean	Std. Deviation
Q35. ATC-Satisfaction with: Assistance from non-ATC library staff	20	1	3	2.35	.745
Q34. ATC-Satisfaction with: Assistance from ATC support staff	23	1	3	2.35	.775
Q33. ATC-Satisfaction with: Availability of equipment/software	22	1	3	2.32	.716
Q32. ATC-Satisfaction with: Training on equipment/software usage	20	1	3	2.30	.801

## Campus Issues

	Q36. Campus Issues: Able to locate adequate campus handicapped parking		Q37. Campus Issues: Faculty respond positively, timely to accommodation requests		Q38. Campus Issues: Classroom accommodations provided in timely manner	
	Count	%	Count	%	Count	%
Strongly disagree	5	14.7%	4	3.5%	2	2.2%
Disagree	3	8.8%	6	5.2%	3	3.2%
Neither	4	11.8%	9	7.8%	7	7.5%
Agree	11	32.4%	50	43.5%	49	52.7%
Strongly agree	11	32.4%	46	40.0%	32	34.4%
Total	34	100.0%	115	100.0%	93	100.0%

	Q39. Campus Issues: Remote site accommodations provided in timely manner	
	Count	%
Strongly disagree	1	3.4%
Disagree		
Neither	6	20.7%
Agree	13	44.8%
Strongly agree	9	31.0%
Total	29	100.0%

### Descriptive Statistics in Mean Order

	N	Min	Max	Mean	Std. Dev
Q38. Campus Issues: Classroom accommodations provided in timely manner	93	1	5	4.14	.855
Q37. Campus Issues: Faculty respond positively, timely to accommodation requests	115	1	5	4.11	.998
Q39. Campus Issues: Remote site accommodations provided in timely manner	29	1	5	4.00	.926
Q36. Campus Issues: Able to locate adequate campus handicapped parking	34	1	5	3.59	1.417