

# Disability Support Services Student Access Survey Spring 2005

**96 Responses (Out of 231; 42% 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	%
1 Strongly disagree						
2 Disagree	2	2.1%	2	2.1%	3	3.1%
3 Neither	8	8.3%	9	9.4%	4	4.2%
4 Agree	37	38.5%	32	33.3%	37	38.5%
5 Strongly agree	49	51.0%	53	55.2%	52	54.2%
Total	96	100.0%	96	100.0%	96	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	%
1 Strongly disagree			1	1.1%	1	1.0%
2 Disagree					2	2.1%
3 Neither	2	2.1%	3	3.2%	5	5.2%
4 Agree	28	29.5%	36	37.9%	35	36.5%
5 Strongly agree	65	68.4%	55	57.9%	53	55.2%
Total	95	100.0%	95	100.0%	96	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	%
1 Strongly disagree	1	1.1%				
2 Disagree			3	3.2%	4	4.3%
3 Neither	21	23.1%	9	9.6%	7	7.4%
4 Agree	31	34.1%	30	31.9%	25	26.6%
5 Strongly agree	38	41.8%	52	55.3%	58	61.7%
Total	91	100.0%	94	100.0%	94	100.0%

### Descriptive Statistics in Mean Order

	N	Min	Max	Mean	Std. Deviation
Q4. DSS Office: Appointments with advisor scheduled in timely manner	95	3	5	4.66	.518
Q5. DSS Office: Advisor is accessible when I have questions	95	1	5	4.52	.666
Q9. DSS Office: Accommodations effective in helping meet course objectives	94	2	5	4.46	.812
Q3. DSS Office: I am treated with courtesy and respect	96	2	5	4.44	.723
Q6. DSS Office: Received helpful info and assistance from advisor	96	1	5	4.43	.778
Q2. DSS Office: I feel welcome in DSS Office	96	2	5	4.42	.749
Q8. DSS Office: Receive accommodations through DSS in timely manner	94	2	5	4.39	.793
Q1. DSS Office: Staff was helpful during transition to Chico	96	2	5	4.39	.731
Q7. DSS Office: Learning disability assessments conducted professionally	91	1	5	4.15	.855

### 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	%
1 Not very satisfied	3	30.0%	4	4.8%	3	18.8%
2 Somewhat satisfied	2	20.0%	24	28.9%	6	37.5%
3 Very satisfied	5	50.0%	55	66.3%	7	43.8%
Total	10	100.0%	83	100.0%	16	100.0%

	Q13. Support Services Satisfaction with: Note Taker Services		Q14. Support Services Satisfaction with: Educational Assistants	
	Count	%	Count	%
1 Not very satisfied	2	8.3%	1	4.8%
2 Somewhat satisfied	11	45.8%	8	38.1%
3 Very satisfied	11	45.8%	12	57.1%
Total	24	100.0%	21	100.0%

### Descriptive Statistics in Mean Order

	N	Min	Max	Mean	Std. Deviation
Q11. Support Services Satisfaction with: Exam Accommodations	83	1	3	2.61	.581
Q14. Support Services Satisfaction with: Educational Assistants	21	1	3	2.52	.602
Q13. Support Services Satisfaction with: Note Taker Services	24	1	3	2.38	.647
Q12. Support Services Satisfaction with: Reader Scribe Services	16	1	3	2.25	.775
Q10. Support Services Satisfaction with: Cart Services	10	1	3	2.20	.919

## 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 RDB&D are adequate	
	Count	%	Count	%	Count	%
1 Strongly disagree	2	4.0%	45	46.9%	3	6.7%
2 Disagree	1	2.0%	1	1.0%	1	2.2%
3 Neither	27	54.0%	31	32.3%	28	62.2%
4 Agree	15	30.0%	9	9.4%	7	15.6%
5 Strongly agree	5	10.0%	10	10.4%	6	13.3%
Total	50	100.0%	96	100.0%	45	100.0%

	Q18. Alternative Format: Equipment/software available is adequate		Q19. Alternative Format: Software check-out process clear, easy to follow		Q20. Alternative Format: Software return process clear, easy to follow	
	Count	%	Count	%	Count	%
1 Strongly disagree	3	6.5%	3	6.5%	3	6.5%
2 Disagree	1	2.2%	1	2.2%	2	4.3%
3 Neither	21	45.7%	27	58.7%	26	56.5%
4 Agree	14	30.4%	9	19.6%	10	21.7%
5 Strongly agree	7	15.2%	6	13.0%	5	10.9%
Total	46	100.0%	46	100.0%	46	100.0%

### Descriptive Statistics in Mean Order

	N	Min	Max	Mean	Std. Deviation
Q18. Alternative Format: Equipment/software available is adequate	46	1	5	3.46	1.005
Q15. Alternative Format: Course materials provided in timely manner	50	1	5	3.40	.857
Q19. Alternative Format: Software check-out process clear, easy to follow	46	1	5	3.30	.963
Q17. Alternative Format: Services from RDB&D are adequate	45	1	5	3.27	.963
Q20. Alternative Format: Software return process clear, easy to follow	46	1	5	3.26	.953
Q16. Alternative Format: Reproduced course materials are accurate	96	1	5	2.35	1.414

## Assistive Technology Center: Usage

	Q21. ATC-How often use: Kurzweil 1000		Q22. ATC-How often use: Kurzweil 3000		Q23. ATC-How often use: Openbook		Q24. ATC-How often use: Scanner and OCR Software	
	Count	%	Count	%	Count	%	Count	%
Never	74	92.5%	69	84.1%	79	97.5%	70	84.3%
Monthly	1	1.3%	1	1.2%			5	6.0%
Weekly	3	3.8%	8	9.8%	1	1.2%	7	8.4%
Daily	2	2.5%	4	4.9%	1	1.2%	1	1.2%
Total	80	100.0%	82	100.0%	81	100.0%	83	100.0%

	Q25. ATC-How often use: Dragon Naturally Speaking		Q26. ATC-How often use: Zoomtext		Q27. ATC-How often use: DuxBury		Q28. ATC-How often use: JAWS	
	Count	%	Count	%	Count	%	Count	%
Never	74	92.5%	77	96.3%	79	98.8%	79	98.8%
Monthly	3	3.8%	2	2.5%				
Weekly	1	1.3%						
Daily	2	2.5%	1	1.3%	1	1.3%	1	1.3%
Total	80	100.0%	80	100.0%	80	100.0%	80	100.0%

	Q29. ATC-How often use: CCTV		Q30. ATC-How often use: Braille Embosser		Q31. ATC-How often use: Track Ball		Q32. ATC-How often use: Height adjustable table	
	Count	%	Count	%	Count	%	Count	%
Never	79	97.5%	81	100.0%	78	96.3%	73	89.0%
Monthly							1	1.2%
Weekly	1	1.2%			1	1.2%	4	4.9%
Daily	1	1.2%			2	2.5%	4	4.9%
Total	81	100.0%	81	100.0%	81	100.0%	82	100.0%

## Assistive Technology Center: Satisfaction

	Q33. ATC-Satisfaction with: Training on equipment/software usage		Q34. ATC-Satisfaction with: Availability of equipment/software		Q35. ATC-Satisfaction with: Assistance from ATC support staff	
	Count	%	Count	%	Count	%
1 Not very satisfied	6	24.0%	6	26.1%	5	20.8%
2 Somewhat satisfied	6	24.0%	4	17.4%	4	16.7%
3 Very satisfied	13	52.0%	13	56.5%	15	62.5%
Total	25	100.0%	23	100.0%	24	100.0%

	Q36. ATC-Satisfaction with: Assistance from non-ATC library staff	
	Count	%
1 Not very satisfied	6	24.0%
2 Somewhat satisfied	4	16.0%
3 Very satisfied	15	60.0%
Total	25	100.0%

### Descriptive Statistics in Mean Order

	N	Min	Max	Mean	Std. Deviation
Q35. ATC-Satisfaction with: Assistance from ATC support staff	24	1	3	2.42	.830
Q36. ATC-Satisfaction with: Assistance from non-ATC library staff	25	1	3	2.36	.860
Q34. ATC-Satisfaction with: Availability of equipment/software	23	1	3	2.30	.876
Q33. ATC-Satisfaction with: Training on equipment/software usage	25	1	3	2.28	.843

## Campus Issues

	Q37. Campus Issues: Able to locate adequate campus handicapped parking		Q38. Campus Issues: Faculty respond positively, timely to accommodation requests		Q39. Campus Issues: Classroom accommodations provided in timely manner	
	Count	%	Count	%	Count	%
1 Strongly disagree	1	1.6%	2	2.4%		
2 Disagree	4	6.3%	4	4.9%	3	3.9%
3 Neither	41	64.1%	8	9.8%	13	16.9%
4 Agree	10	15.6%	40	48.8%	41	53.2%
5 Strongly agree	8	12.5%	28	34.1%	20	26.0%
Total	64	100.0%	82	100.0%	77	100.0%

	Q40. Campus Issues: Remote site accommodations provided in timely manner	
	Count	%
1 Strongly disagree	1	1.5%
2 Disagree	3	4.6%
3 Neither	36	55.4%
4 Agree	13	20.0%
5 Strongly agree	12	18.5%
Total	65	100.0%

### Descriptive Statistics in Mean Order

	N	Min	Max	Mean	Std. Deviation
Q38. Campus Issues: Faculty respond positively, timely to accommodation requests	82	1	5	4.07	.927
Q39. Campus Issues: Classroom accommodations provided in timely manner	77	2	5	4.01	.769
Q40. Campus Issues: Remote site accommodations provided in timely manner	65	1	5	3.49	.904
Q37. Campus Issues: Able to locate adequate campus handicapped parking	64	1	5	3.31	.833