



The Disabled Student Programs and Services (DSPS) office administers point of service evaluations each term to collect information from students they serve. This report illustrates the results from the Fall 2020 to Spring 2021 online service evaluations completed by 65 respondents. Responses to each question was voluntary.

What was the reason for your interaction with Disabled Student Programs and Services (DSPS)? (Select all that apply)

Answer	#	%
Requesting academic accommodation(s) or service(s)	26	40.0
New DSPS student	16	24.6
Other (please specify)	15	23.1
General questions	12	18.5
Requesting alternative media or assistant technology	5	7.7
Register for courses	3	4.6
Hold on my account	1	1.5
Apply to CHC	0	0.0
Concern about an instructor	0	0.0
Total	65	100.0

Other (please specify)

- Counseling appointment
- Must check in each semester
- Reducing classes
- Renewal of accommodations
- Required appointment with counselor
- Semester meeting with counselor
- Spring meeting
- Test accommodations
- To get my Accommodation forms to email to my professors for the Spring 2021 semester.
- To talk about testing after COVID-19
- To update my class
- Updating my DSPS file
- Updating my file.

Please select you level of agreement with the following statements.	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
Staff were helpful.	52	92.9	4	7.1	0	0.0	0	0.0	56
Staff were friendly.	51	96.2	2	3.8	0	0.0	0	0.0	53
I felt comfortable asking staff any questions.	52	92.9	4	7.1	0	0.0	0	0.0	56
My time utilizing DSPS was productive.	53	94.6	3	5.4	0	0.0	0	0.0	56
Staff presented multiple option(s) to resolve my issue(s) or question(s).	49	87.5	7	12.5	0	0.0	0	0.0	56
I was able to resolve my issue(s) or question(s).	50	89.3	5	8.9	0	0.0	1	1.8	56
My issue(s) or question(s) moved closer to resolution because of my visit to DSPS.	50	89.3	6	10.7	0	0.0	0	0.0	56
I felt better about my issue(s) or question(s) after my visit with DSPS.	51	91.1	4	7.1	1	1.8	0	0.0	56

Highlighted knowledge gained by utilizing DSPS online services.

- Better knowledge of the available resources to me as a student
- I have gained a better GPA because I am not being tested on my disability but instead on my level of understanding the material.
- I was able to ask questions regarding my accommodations and set up my accommodations for the semester.
- More tools and solutions to help study.

What do you believe you gained by utilizing DSPS online? (n=36)
A boost in my confidence and a bit of good humor.
A lot of information on things I can do
Answers to questions regarding an exam on zoom.
Assistance with my class registration.
Beneficial assistance with my problem.
Better knowledge of the available resources to me as a student
Faster access to get a counseling appointment.
Help a lot
Help with bookmarking a link on my lap top.
Help with registering for classes.
Helpful and very useful
I believed I gained a new layer of security by visiting DSPS.
I feel that I was able to complete my scheduled meeting a lot faster online.
I gain valuable information and help from DSPS online.
I gained access to resources that help me achieve my academic goals.
I gained better help with school in the near future
I gained more to not worried about the programs
I grained the help and accommodations i needed in order to be more successful in my learning.

I have gained a better GPA because I am not being tested on my disability but instead on my level of understanding the material.
I was able to ask questions regarding my accommodations and set up my accommodations for the semester.
I was able to gain more help for myself to succeed in my semesters
I was able to get my Proctor Forms to give to my professors once the 2021 Spring semester begins, as well as updating anything to my file, if needed. I also asked some questions and were given good answers.
It was easier for me to understand and I wasn't rushed.
I've got everything i need
Making sure my ed plan was in star fish and who to contact about transferring credits.
More tools and solutions to help study.
My academic career is successful because of this program.
My questions were answered to the best possible solution.
Support with my learning impairment and the tools necessary to complete my education despite it.
The ability to take a reduced course load in the promise program information on the program
The online was short and it was very satisfying.
Useful information.
Very convenient
Warm and attentive attention to my mental state of compulsive disorder in which learning is affected.
Was able to renew accommodations.
Wonderful accommodations for my disability

Highlighted suggestions for improvement.

- Workshops

Please provide any suggestions you believe would help improve DSPS. (n=14)
All DSPS Staff always friendly.
Always a friendly experience.
Continue to work for it really hard
From my experience everyone has been very helpful and kind. As of now I do not have any suggestions because for me personally I have had no issues.
I do not have any suggestions. I thought it was necessary.
I think that it great the way it is
I think the staff is doing a good job.
I think they are doing well, thank you.
I think they are working well with students.
Keep up the good work
None come to mind at this time.
None that i know of
Nothing, [name] was very helpful.
Workshops

For questions, please contact Ruby Zuniga, Research Data Specialist at rzuniga@craftonhills.edu