



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 2021 to Spring 2022 online service evaluations completed by 56 respondents. Note: each survey question was voluntary, and the response total(s) may vary per question.

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)	33	51.60
New DSPS student	13	20.30
Register for courses	10	15.60
Other (please specify)	8	12.50
General questions	7	10.90
Requesting alternative media or assistant technology	4	6.30
Apply to CHC	2	3.10
Hold on my account	0	0.00
Concern about an instructor	0	0.00
Total	64	100.0

Other (please specify)

- DSPS follow up meeting
- Getting help for CSCI 110
- I might have a learning disability
- Semesterly meeting with [name]
- Updating accommodations for new semester

Please select you level of agreement with the following statements.	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
Staff were helpful.	48	85.7	8	14.3	0	0.0	0	0.0	56
Staff were friendly.	45	83.3	9	16.7	0	0.0	0	0.0	54
I felt comfortable asking staff any questions.	44	78.6	12	21.4	0	0.0	0	0.0	56
My time utilizing DSPS was productive.	46	83.6	9	16.4	0	0.0	0	0.0	55
Staff presented multiple option(s) to resolve my issue(s) or question(s).	42	76.4	13	23.6	0	0.0	0	0.0	55
I was able to resolve my issue(s) or question(s).	41	75.9	12	22.2	1	1.9	0	0.0	54
My issue(s) or question(s) moved closer to resolution because of my visit to DSPS.	41	77.4	12	22.6	0	0.0	0	0.0	53
I felt better about my issue(s) or question(s) after my visit with DSPS.	41	75.9	12	22.2	1	1.9	0	0.0	54

Highlighted knowledge gained by utilizing DSPS online services.

- Accessibility, because as a commuting student it made it easier to do.
- I have gain more knowledge that I could go to the tutoring center everyday and online and seeking for help as soon as possible.
- I have gained more knowledge and more understanding on how to cooperate with the tests and classes.

What do you believe you gained by utilizing DSPS online? (n=14)
A better understanding and confidence with school and the resources i can use to help achieve my goals
Accessibility, because as a commuting student it made it easier to do.
Ease in helping me graduate.
Getting accommodations for testing.
I have gain more knowledge that I could go to the tutoring center everyday and online and seeking for help as soon as possible.
I have gained more knowledge and more understanding on how to cooperate with the tests and classes.
I have more confidence in myself then at the beginning of the 2021!!!
I like it to be in person instead of online.
I was able to get my accommodation letter for Summer 2022
Questions were answered
Quicker Access
That I can get a ride on my bad days. With my Doctor's note.
To find out if there is an issue with my learning abilities.
We needed to update accommodations.

Highlighted suggestions for improvement.

- Giving me type of notes that I needed in life.
- Keep the doors open until six p.m. instead of five p.m. for people that are slow like myself.

Please provide any suggestions you believe would help improve DSPS. (n=11)
[name], is doing a outstanding job, in the DSPS department these days.!!!
Giving me type of notes that I needed in life.
GREAT STAFF ALWAYS
Keep the doors open until six p.m. instead of five p.m. for people that are slow like myself.
No suggestions
None
Not sure, to be honest.
The DSPS is perfect as always.
They are all Awesome Staff!
Things were great.
You are good just the way you are. thank you for all your help DSPS thanks.

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