



### DSPS POS Results Fall 2012

**Overview:** In Fall 2012, the Disabled Students Programs and Services (DSPS) office administered a survey to obtain feedback from the students they serve. This report is a summary of the responses collected from those surveys.

**Methodology:** The DSPS surveys asked students how long they had been attending Crafton Hills College, what disability they had, and what semester(s) they had used DSPS services. Next, students indicated which DSPS services they had used and the level to which they felt satisfied with those services. Finally, students evaluated the DSPS staff. The questions evaluating the DSPS students and staff were scored on a four-point Likert scale (4 = Very Satisfied; 3 = Somewhat Satisfied; 2 = Somewhat Dissatisfied; 1 = Very Dissatisfied). The last two questions asked students to give suggestions for improving DSPS services and suggestions for additional DSPS services that they would find helpful.

**Sample:** From October 12, 2012 through October 24, 2012, the four-page paper survey or the online survey was given to all students visiting the DSPS office. In total, 80 surveys were collected, and the results of those responses are included in this report. It is important to note that although every student was given the opportunity to complete the survey, not every student chose to do so. Also, because no identifying information was collected, there is no way to know if the same student completed the survey more than once.

**Findings:** Table 1 displays the length of time survey participants have been attending Crafton Hills College. The greatest number of respondents indicated they were in their first semester (35%), while 28% of students surveyed have been attending the college for two to four years.

**Table 1: Length of time as a student at CHC.**

How long have you been a student at Crafton Hills College?	N	%
This is my first semester	28	35.0
This is my second semester	9	11.3
One to two years	14	17.5
Two to four years	22	27.5
More than four years	7	8.8
Total	80	100.0

Next, students were asked which semester(s) they had used the Crafton Hills College DSPS program (see Table 2). Overall, 86% of the respondents reported using the services provided by the program in fall of 2012, while 38% reported utilizing services in spring 2012 and 37% in fall 2011.

**Table 2: Semesters using DSPS Services.**

Which semesters did you attend and use DSPS services?	N	%
Fall 2012	68	86.1
Spring 2012	30	38.0
Fall 2011	29	36.7
Summer 2011	8	10.1
Spring 2011	19	24.1
Fall 2010	27	34.2

Next, students checked the disability or disabilities that applied to them. Table 3 shows the disabilities students selected, in decreasing order of frequency. Learning disability was most common (53 students), followed by ADD (22 students) and psychological disability (16). The total is greater than the number of participants because some participants checked more than one item.

**Table 3: Disability(ies).**

Please select all of the following that apply to you	N
Learning disability	53
ADD	22
Psychological disability	16
Physical disability/health impaired	6
Blind/low vision	4
Deaf/hard of hearing	2
Mobility impaired	0

Students then selected which of the DSPS services they had used. The number and percentage of students who used each service are shown in Table 4, in order of decreasing frequency. Test accommodations (57%) and registration assistance (50%) were the most frequently used services, followed by English and math tutoring (43%), counseling, (40%) and LRC-907, Learning Disability Assessment (33%). The only DSPS service that no surveyed students used was sign language interpretation.

**Table 4: DSPS Services used.**

<b>Please select which of the following services provided through the DSPS office that you use:</b>	<b>N</b>	<b>%</b>
Test accommodations	43	56.6
Registration assistance	38	50.0
English tutoring	33	43.4
Math tutoring	33	43.4
Counseling	30	39.5
LRC 907, Learning Disability Assessment	25	32.9
Referral to campus services	21	27.6
LRC 925x4, Access Technology Support Lab	17	22.4
LRC 290, Self-Advocacy and Strategies for Success	13	17.1
Equipment loan (for example, tape recorders)	9	11.8
Note taking/taped lecture	9	11.8
Alternative media	9	11.8
Tram	5	6.6
Real time captioning	2	2.6

Students also had an opportunity to write in other services they used. The following is a complete list of students' write-in items:

- Computer use and questions on homework
- Computer and printer access
- Computer lab
- Study
- Chemistry and anatomy
- Testing, etc.

Students were then asked to rate their level of satisfaction with the services they received and the DSPS staff who provided the services. These questions were scored on a four-point Likert scale (4 = Very Satisfied; 3 = Somewhat Satisfied; 2 = Somewhat Dissatisfied; 1 = Very Dissatisfied). Table 5 identifies the responses to questions about students' satisfaction with the level of service, followed by the number and percentage of students who agreed/disagreed with each statement. For clarity and convenience, items are presented in Table 5 in the same order used in Table 4. Overall, respondents were satisfied with the services offered by DSPS.

Students rated the registration assistance (see Table 5) especially high; 84% of the students who responded to the item said they were "very satisfied." Although still viewed positively by the majority of students, three services received significant numbers of combined "somewhat dissatisfied" and "very dissatisfied" ratings: math tutoring (16%), equipment loan (13%), and LRC 907 (12%).

**Table 5: Satisfaction with the DSPS services.**

Please rate the level of satisfaction with the services you have used:	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied	
	N	%	N	%	N	%	N	%
Test accommodations	45	75.0	8	13.3	5	8.3	2	3.3
<b>Registration assistance</b>	<b>48</b>	<b>84.2</b>	<b>8</b>	<b>14.0</b>	<b>1</b>	<b>1.8</b>	<b>0</b>	<b>0</b>
English tutoring	38	73.1	13	25.0	0	0	1	1.9
<b>Math tutoring</b>	<b>32</b>	<b>65.3</b>	<b>9</b>	<b>18.4</b>	<b>5</b>	<b>10.2</b>	<b>3</b>	<b>6.1</b>
Counseling	42	71.2	15	25.4	2	3.4	0	0
<b>LRC 907, Learning Disability Assessment</b>	<b>32</b>	<b>78.0</b>	<b>4</b>	<b>9.8</b>	<b>4</b>	<b>9.8</b>	<b>1</b>	<b>2.4</b>
Referral to campus services	32	71.1	11	24.4	1	2.2	1	2.2
LRC 925x4, Access Technology Support Lab	20	60.6	10	30.3	3	9.1	0	0
LRC 290, Self-Advocacy and Strategies for Success	23	69.7	7	21.2	3	9.1	0	0
<b>Equipment loan (for example, tape recorders)</b>	<b>21</b>	<b>67.7</b>	<b>6</b>	<b>19.4</b>	<b>3</b>	<b>9.7</b>	<b>1</b>	<b>3.1</b>
Note taking/taped lecture	17	54.8	11	35.4	2	6.5	1	3.2
Alternative media	21	72.4	7	24.1	1	3.4	0	0
Tram	17	70.8	5	20.8	2	8.3	0	0
Real time captioning	17	73.9	5	21.7	1	4.3	0	0

Table 6 shows the respondents level of satisfaction with the DSPS staff. The majority of students had a very positive opinion of the staff. Overall, 91% of students were “very satisfied” that they felt welcome and listened to by the staff. Similarly, respondents agreed that the staff are courteous (89%). However, six students (8%) said that they were “somewhat dissatisfied” or “very dissatisfied” with the extent to which DSPS staff followed up with them about their disability issues.

**Table 6: Satisfaction with the DSPS staff.**

Please rate the level to which you agree or disagree with the following statements:	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied	
	N	%	N	%	N	%	N	%
<b>I feel welcome and listened to by DSPS staff.</b>	<b>68</b>	<b>90.7</b>	<b>5</b>	<b>6.7</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1.3</b>
My needs are important to the DSPS staff.	58	77.3	14	18.7	1	1.3	0	0
The process of applying for services was easy.	59	79.7	9	12.2	3	4.1	0	0
<b>The DSPS staff are courteous.</b>	<b>67</b>	<b>89.3</b>	<b>5</b>	<b>6.7</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1.3</b>
The DSPS staff are knowledgeable.	63	84.0	9	12.0	0	0	1	1.3
<b>The DSPS staff followed up with me about my disability issues.</b>	<b>52</b>	<b>70.3</b>	<b>9</b>	<b>12.2</b>	<b>5</b>	<b>6.8</b>	<b>1</b>	<b>1.4</b>
Appointments were easily scheduled and available within a reasonable time frame.	55	73.3	12	16.0	2	2.7	1	1.3

Finally, students had an opportunity to give suggestions for improving DSPS services and for additional services that would help in their college experience. The most common topics were the need for more space (9 students), more private testing rooms (7 students), more computers (6 students), more tutors (4 students) and better or more knowledgeable tutors (3 students).

The following is a complete list of comments students gave in response to the open-ended questions:

- To continue to have the best services they afford.
- We need much better math tutors, other than being forced to go to the LRC.
- I would suggest more tutors, computer and extra space.
- Frequently updated software for the computers.
- Make it bigger there is too many people in here for such small space. Needs more rooms for testing.
- Need of more math tutors, need of more private test taking rooms, I have ADD and am very distracted, too many people in and out of the small test taking room sometimes have to be interrupted because they need to move me to another area in the disability office before finishing my test .Need more computers many times there is not an available computer.
- quieter test room
- DSPS needs a bigger class room and more computers .Its hard sometimes because there's so many students that use DSPS. The people in DSPS are very helpful and try to help with all the student's needs, it's hard for them some times because they need more room there's just so many people that need help.
- more knowledgeable tutoring staff math and English
- More tutors and counselors!!
- No doing a great job
- I am pleased with the accommodations that have been provided for my learning disability although it is difficult when staff is understaffed, and some students have to wait for a computer I am pleased that somehow we are able to get around. I am always hoping that improvements with more computers would be a great help .I hope I'm not overly thinking this service. Thanks
- Need more office space overall including work and test taking areas as well as more accommodations, access and availability regarding equipment, such as computers that fully work and other technical tools, such as scanners and printers etc. Facility overall work areas and equipment more regularly cleaned and kept updated.
- During busy hours need for testing area to expand.
- Have a little better times to take test, don't allow so many students in when they know they have multiple people taking test. Other than that its good with me.
- Sometimes they need more computers so we can work here and not go to the library
- need more computers
- Maybe if it was a little bigger it would be better because it can kinda get busy
- This service is definitely helping this time in college
- Having more computers available
- to have DSPS to follow the students through all colleges
- The DSPS office needs a science tutor for Biology and Chemistry. I understand that there is no great need for one, but it could be very helpful to me to understand some of the terminology and help succeed in the course.
- More experience tutors.
- Bigger space for working environment.
- I suggest maybe having a psychologist on staff here, for those that have anxiety or other psych disorders. The health and wellness center is not very helpful with this, and to have one here that is as patient and kind as the staff here, would be helpful for those that suffer from severe anxiety and depression. The last thing we need is someone being unkind.
- Have more tutors to help.
- science tutors
- No all services are good and can't think of any others

- Just have a more independent room just for test taking and don't allow other students in this room unless they are all taking a test. that would help the noise to go down and better test taking to take place
- The computer to not sound like a robot so much [Staff member's name] is the best
- there is not as many computers as there should be