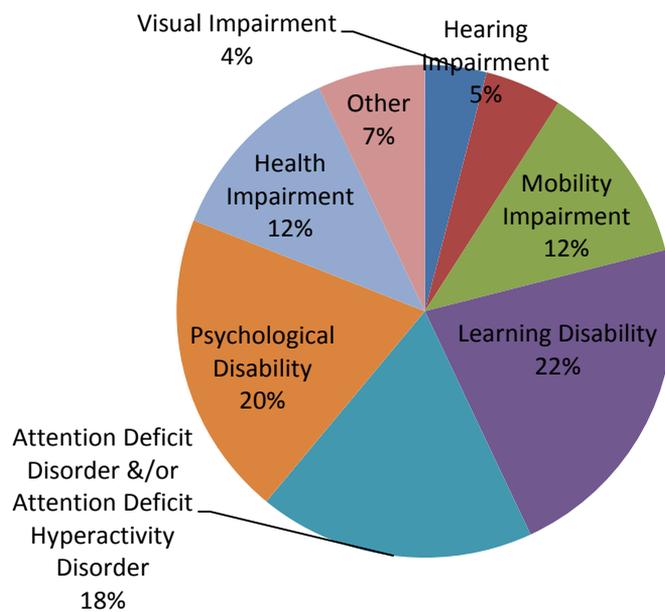


Comments New Summary Report

May 2015

Survey: DRC Student Satisfaction Questionnaire - Spring 2015

1. What is your primary disability?



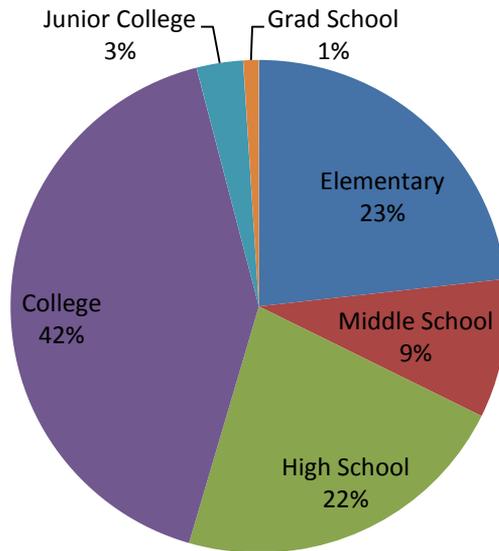
Value	Percent	Count
Visual Impairment	3.9%	5
Hearing Impairment	4.7%	6
Mobility Impairment	11.6%	15
Speech Impairment	0.0%	0

Learning Disability	22.5%	29
Attention Deficit Disorder &/or Attention Deficit Hyperactivity Disorder	17.8%	23
Psychological Disability	20.2%	26
Health Impairment	12.4%	16
Other	7.0%	9
Total		129

Responses"Other"	Count
Left Blank	120
Math/Test/Social Anxieties	1
Sleep Disorder	2
Sleeping disorder - - narcolepsy	1
Slow test taker- get distracted easily	1
Traumatic Brain Injury	1
hip replacement/back issue	1
narcolepsy	1

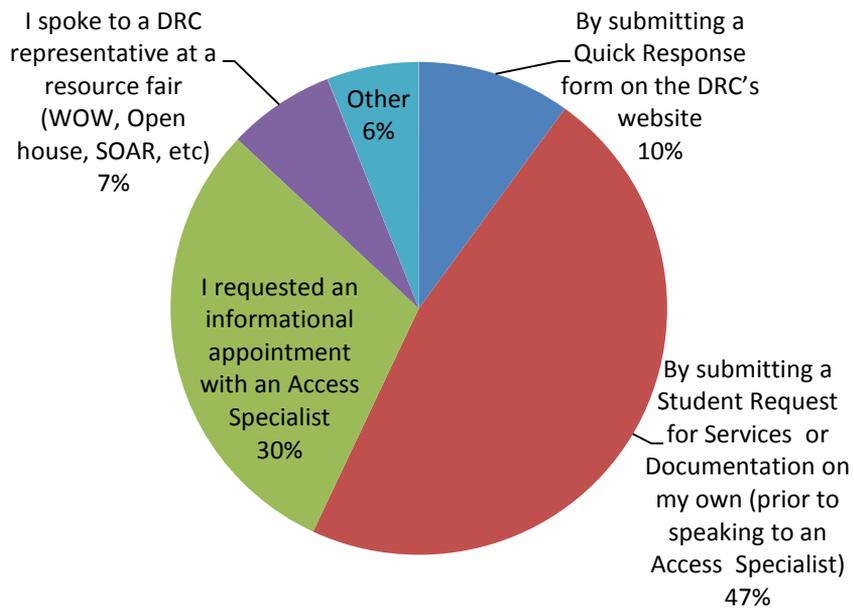
test anxiety	1
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2. When was your disability identified?



Value	Percent	Count
Elementary	23.3%	30
Middle School	9.3%	12
High School	22.5%	29
College	41.1%	53
Junior College	3.1%	4
Grad School	0.8%	1
Total		129

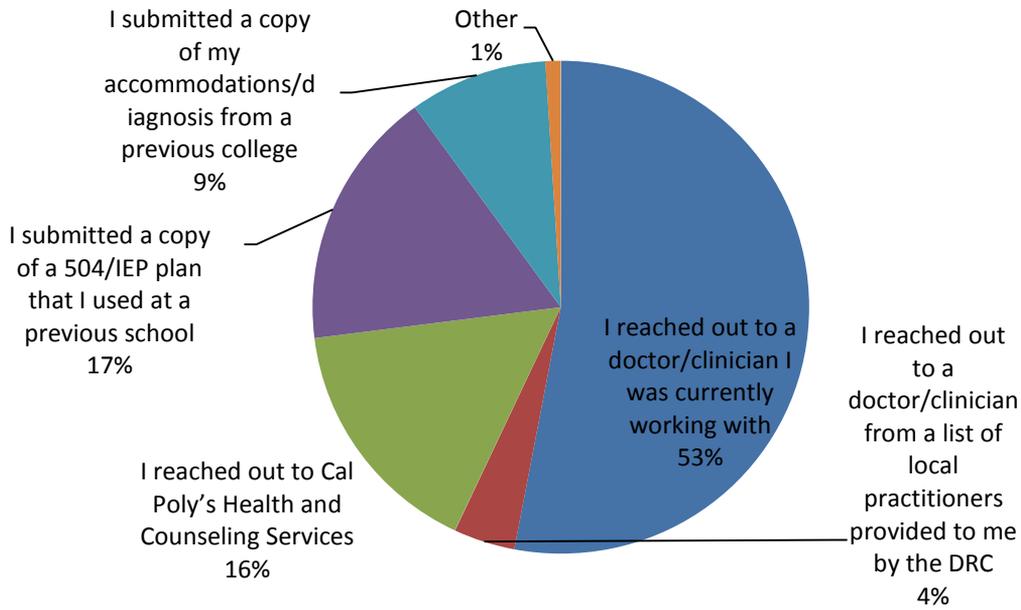
3. How did you initiate DRC services



Value	Percent	Count
By submitting a Quick Response form on the DRC's website	10.1%	13
By submitting a Student Request for Services or Documentation on my own (prior to speaking to an Access Specialist)	46.5%	60
I requested an informational appointment with an Access Specialist	30.2%	39
I spoke to a DRC representative at a resource fair (WOW, Open house, SOAR, etc)	7.0%	9
Other	6.2%	8
Total		129

Responses"Other"	Count
Left Blank	122
I spoke with a DRC specialist	1
Requested ESA to live on campus	1
Set up appointment after diagnosis at the health center	1
Submitted a Student Request for Services/Documentation with help from Counseling Services	1
Through Allan Hancock DRC	1
Walked in to the DRC	1
Contacted the DRC before my freshman year (summer 2014) and spoke to a representative that helped me receive the accommodations I need.	1

4. How did you receive your documentation to start DRC services

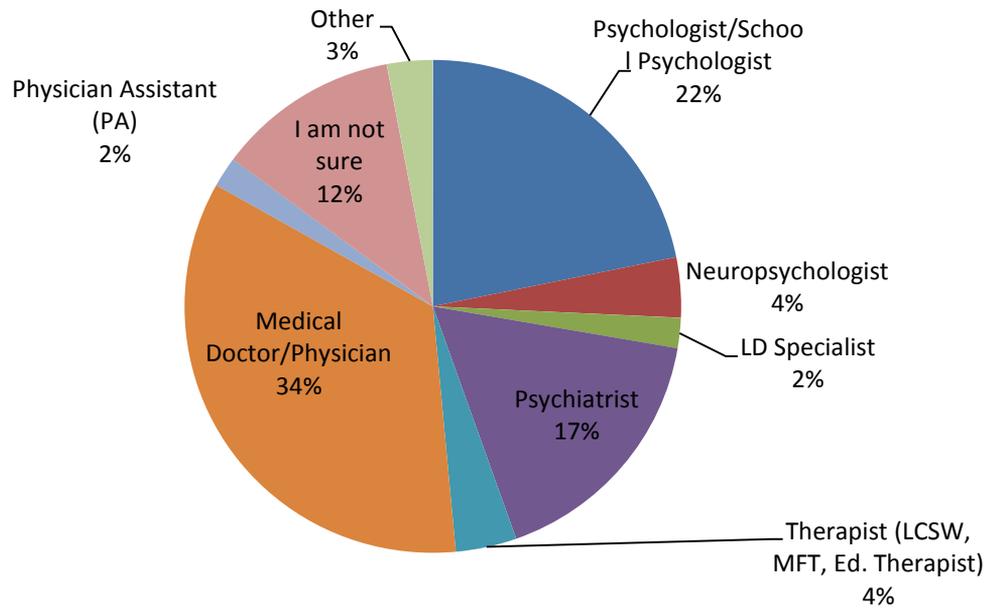


Value	Percent	Count
I reached out to a doctor/clinician I was currently working with	53.1%	68
I reached out to a doctor/clinician from a list of local practitioners provided to me by the DRC	3.9%	5
I reached out to Cal Poly's Health and Counseling Services	15.6%	20
I submitted a copy of a 504/IEP plan that I used at a previous school	17.2%	22
I submitted a copy of my accommodations/diagnosis from a previous college	9.4%	12

Other	0.8%	1
Total		128

Responses"Other"	Count
Left Blank	128
I got evaluated with DDA	1

5. What type of professional provided your documentation?

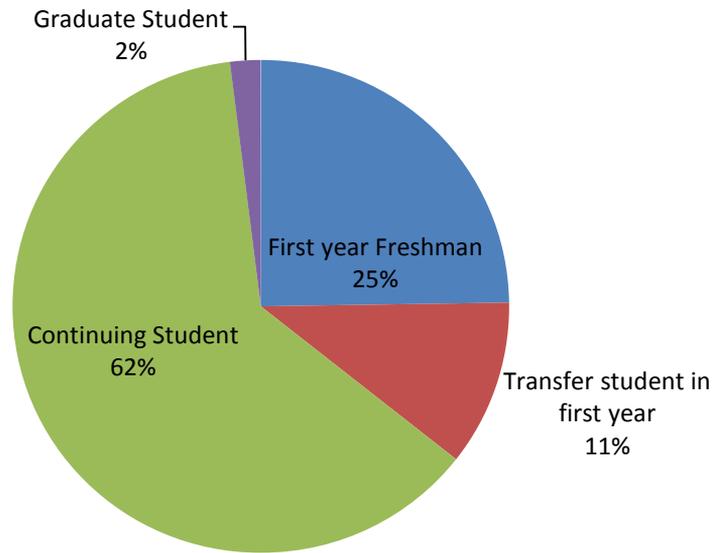


Value	Percent	Count
Psychologist/School Psychologist	21.7%	28
Neuropsychologist	3.9%	5
LD Specialist	1.6%	2
Psychiatrist	17.1%	22
Therapist (LCSW, MFT, Ed. Therapist)	3.9%	5
Medical Doctor/Physician	34.9%	45
Physician Assistant (PA)	1.6%	2
I am not sure	12.4%	16

Other	3.1%	4
Total		129

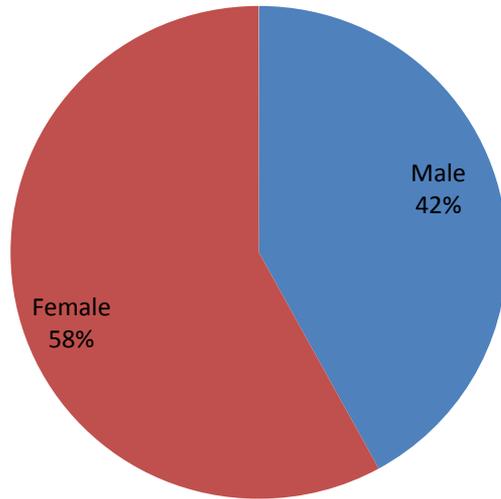
Responses"Other"	Count
Left Blank	125
Educational Psychologist	1
More than one of the options above	1
Oncologist	1
Ophthalmologist	1

6. Year in School?



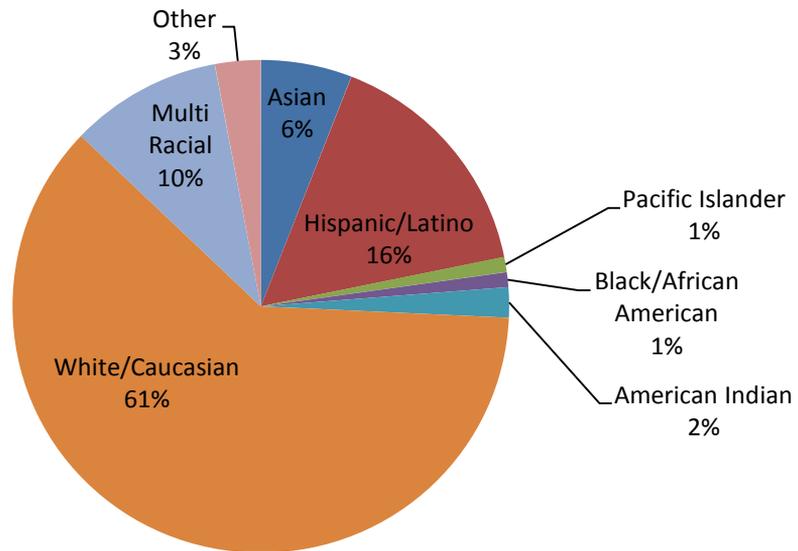
Value	Percent	Count
First year Freshman	24.8%	32
Transfer student in first year	10.9%	14
Continuing Student	62.8%	81
Graduate Student	1.6%	2
Total		129

7. Gender:



Value	Percent	Count
Male	41.9%	54
Female	58.1%	75
Other	0.0%	0
Total		129

8. Ethnicity:

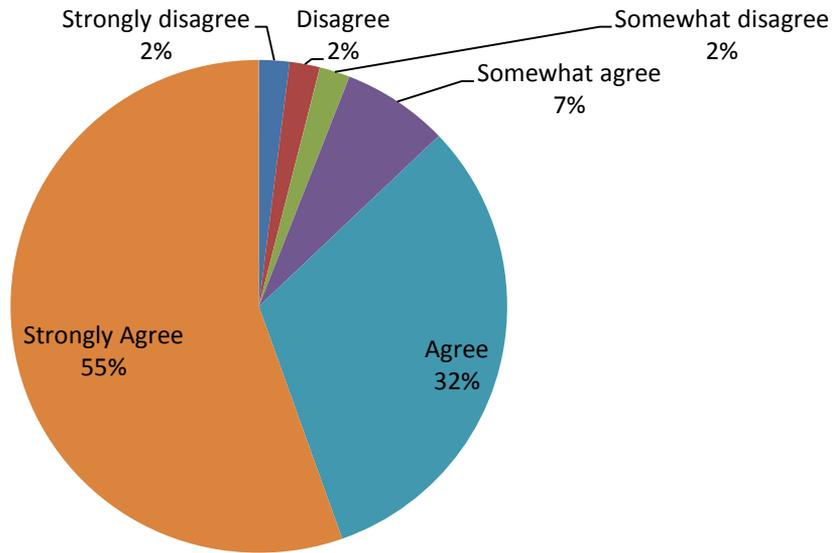


Value	Percent	Count
Asian	6.2%	8
Hispanic/Latino	15.5%	20
Pacific Islander	0.8%	1
Black/African American	0.8%	1
American Indian	1.6%	2
White/Caucasian	62.0%	80
Multi Racial	10.1%	13
Other	3.1%	4

Total		129
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Responses"Other"	Count
Left Blank	125
Decline to state	1
German-American	1
Middle Eastern	1
Prefer not to answer	1

9. I was made to feel welcome by the DRC front office staff.



Value	Percent	Count
Strongly disagree	2.3%	3
Disagree	1.6%	2
Somewhat disagree	1.6%	2
Somewhat agree	7.0%	9
Agree	31.8%	41
Strongly Agree	55.8%	72
Comments:	0.0%	0
Total		129

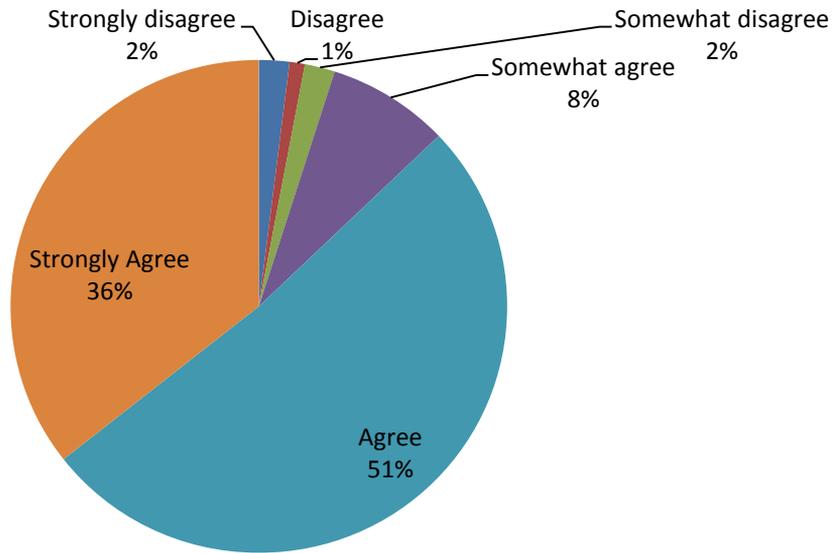
Responses"Comments:"	Count
Left Blank	129

Comments

Count	Response
1	DRC does an amazing job!
1	I know where I'm going so I don't stop to talk with them much.
1	Kinda intimidated. Might just be because of the circumstances
1	Lisa made me feel welcome and that she was there to help me.
1	Never thought about it.
1	No comment.
1	The front desk is always helpful
1	The front office staff are always very helpful, kind, and knowledgeable.
1	They definitely showed interest in helping me get enrolled into the DRC system
1	They do not notice when you are waiting there and they pulled out the wrong file.
1	They rock
1	They're all really friendly
1	Very friendly, patient, and understanding

1	the staff was very helpful in making sure I had all the appropriate paper work
1	you guys are awesome! keep up the great work :)
1	I was always welcomed very kindly and like they really wanted to help me and answer my questions.
1	Those working at the front desk and at DRC testing are so friendly! Lisa Marsalek and Rita Gonzalez are incredibly kind and helpful.
1	Amy Gode is the most patient understanding person that I have met while at California Polytechnic University. I honestly credit Ms.Gode with getting me as far as I have since attending this school. I should be more specific as I tend to skip the details. I have been less than accepting when it comes to admitting I am not the same person I was prior to serving in the armed forces and because so, occasionally find myself overwhelmed struggling to complete required assignments. I honestly feel like my disability is more of an inability and feel that the resources of the DRC would be better utilized by someone more worthy. Amy has helped me every time I come in, always stopping whatever she is doing to assist me all the while making me feel like my issue is hers providing 100% of her attention. Amy Gode truly has a big empathetic heart that manifests itself daily.
1	I was nervous going in because i didnt know what to expect, but the staff made me feel very comfortable.

10. DRC front office staff were knowledgeable.

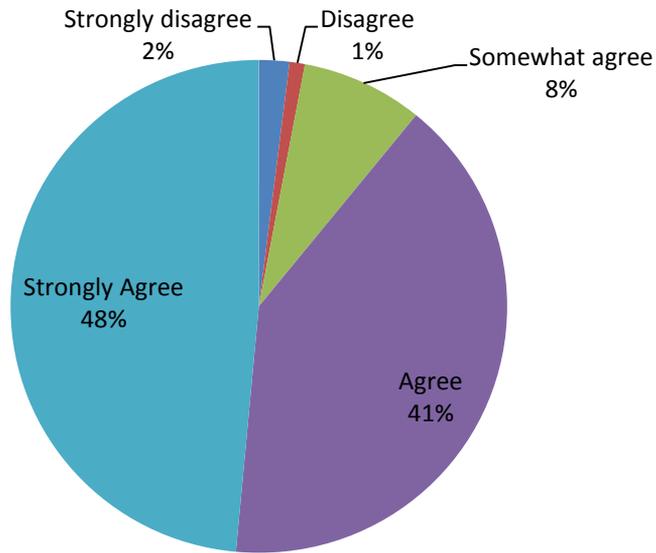


Value	Percent	Count
Strongly disagree	1.6%	2
Disagree	0.8%	1
Somewhat disagree	1.6%	2
Somewhat agree	7.8%	10
Agree	51.9%	67
Strongly Agree	36.4%	47
Total		129

Comments

Count	Response
1	.
1	Always knew where to direct me
1	I never asked them any questions.
1	I never ever asked anything.
1	If they do not know an answer, they will seek someone out until they find the answer for you.
1	They are always able to answer all of my questions!
1	Very knowledgable! And if they didn't know exactly they knew who to direct me to answer my question.

11. DRC front office staff were courteous & helpful.

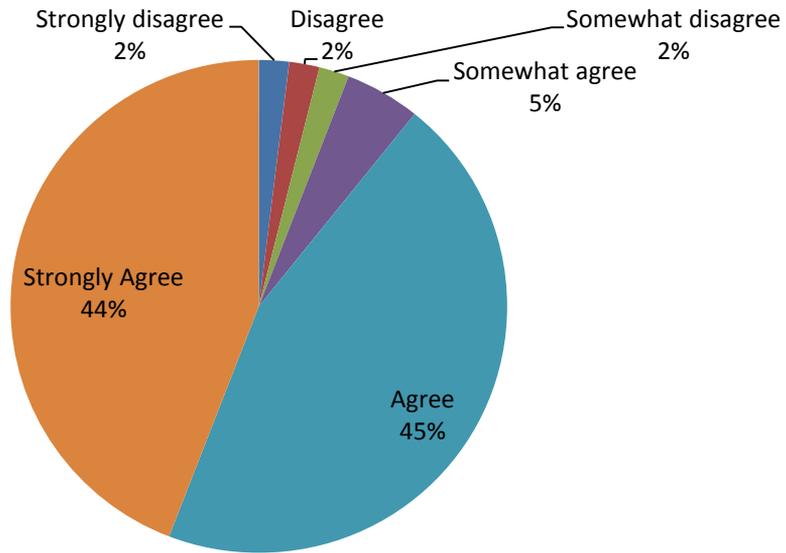


Value	Percent	Count
Strongly disagree	1.6%	2
Disagree	0.8%	1
Somewhat disagree	0.0%	0
Somewhat agree	7.8%	10
Agree	41.1%	53
Strongly Agree	48.8%	63
Total		129

Comments

Count	Response
1	Always had a smile on their face
1	I had two files, and they pulled out the wrong, old one.
1	Positive and polite all of the time!
1	See question 10.

12. I was satisfied with the DRC front office facilities.

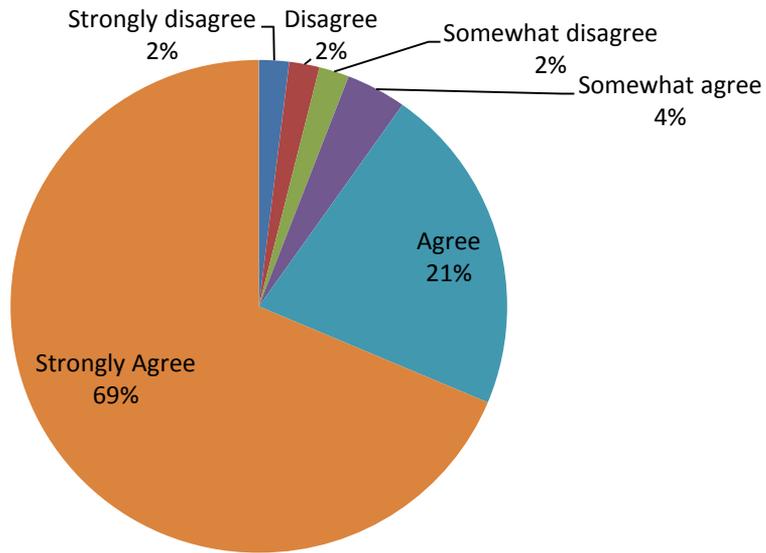


Value	Percent	Count
Strongly disagree	1.6%	2
Disagree	1.6%	2
Somewhat disagree	1.6%	2
Somewhat agree	4.7%	6
Agree	45.7%	59
Strongly Agree	45.0%	58
Total		129

Comments

Count	Response
1	I dont just wait around much but its the people who make it!
1	They lost my documentation

13. Overall, I would recommend the DRC to other students.

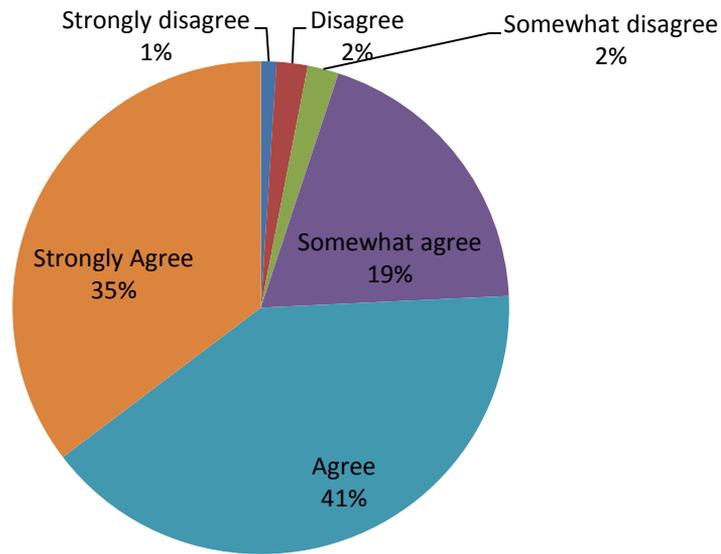


Value	Percent	Count
Strongly disagree	1.6%	2
Disagree	1.6%	2
Somewhat disagree	1.6%	2
Somewhat agree	3.9%	5
Agree	21.7%	28
Strongly Agree	69.8%	90
Total		129

Comments

Count	Response
1	Already have recommended a few students
1	I would and have
1	They have been very quick and kind
1	i do it all the time!
1	only if they need it or have something that qualifies. I think everyone should get support, but the DRC has a specific focus.
1	I always encourage the DRC to other students, especially those concerned about being labeled as a 'student with disabilities.'
1	If they have a learning condition or other, this is the only way I have been successful in college

14. Instructors were willing to provide requested accommodations (i.e. extended time for testing, to confirm DRC location test requests, etc.).



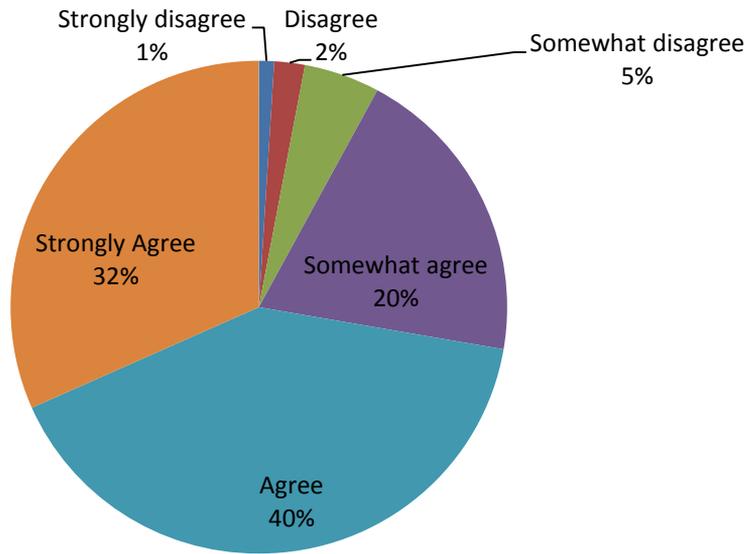
Value	Percent	Count
Strongly disagree	0.8%	1
Disagree	2.4%	3
Somewhat disagree	2.4%	3
Somewhat agree	18.9%	24
Agree	40.2%	51
Strongly Agree	35.4%	45
Total		127

Comments

Count	Response
1	Mainly they asked that I just come by and tell them and we arranged it independently.
1	Not available
1	Some animal science teachers are very strict and will not let you use testing accommodations.
1	Some professors preferred to set up testing accommodations within their department
1	Generally have not run into problems for tests, but I have had a handful of instructors who are not willing to give me my extended time on quizzes.
1	Some professors are against technology in the classroom which made it pretty awkward to be the only one using a laptop, tablet, etc.
1	I've had trouble with a few professors not wanting to let me test at the DRC or at a different time due to illness.
1	One of my instructors would not provide accommodations because i did not sign up until mid-quarter and she said that I needed to inform her at the beginning of the quarter.
1	When the instructor goes over the syllabus on the first day and talks about DRC, I immediately get a sense of how the quarter will go. Some are very kind and say how amazing DRC is and that if

we are already with DRC then we should come and talk to them during office hours to introduce ourselves and let them know how they can help make this quarter a success. I wish every professor could give every student on campus this experience.

15. I self advocated with my instructors about the need for accommodation.

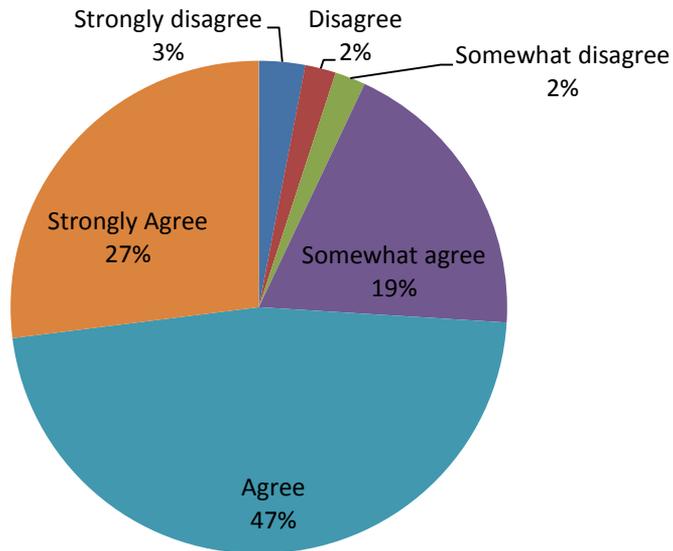


Value	Percent	Count
Strongly disagree	0.8%	1
Disagree	2.4%	3
Somewhat disagree	4.7%	6
Somewhat agree	19.7%	25
Agree	40.9%	52
Strongly Agree	31.5%	40
Total		127

Comments

Count	Response
1	I am worried to tell them why I need the drc
1	I just emailed them and asked and they approved
1	Not available

16. Overall, this campus is responsive to students with disabilities.

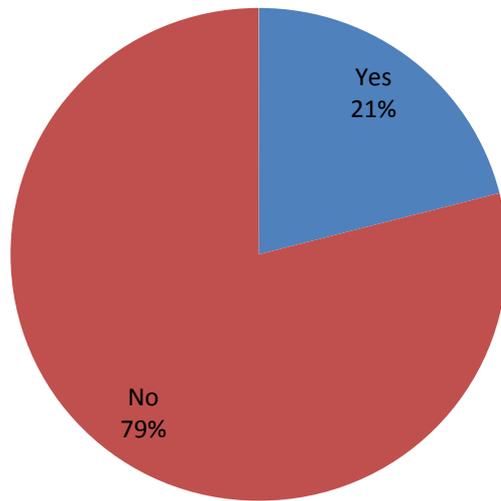


Value	Percent	Count
Strongly disagree	3.1%	4
Disagree	2.3%	3
Somewhat disagree	2.3%	3
Somewhat agree	18.8%	24
Agree	46.9%	60
Strongly Agree	26.6%	34
Total		128

Comments

Count	Response
1	Most people do not know about the resources available.
1	Not available
1	Some handicapped ramps are especially steep and unsafe in my opinion.
1	I can't speak for other people with other sorts of disabilities, but I feel that Cal Poly has been very responsive and accommodating to my needs specifically.

17. Did you use Access Specialist drop in hours?

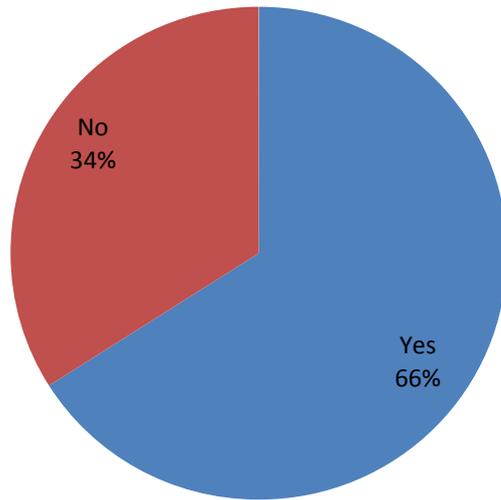


Value	Percent	Count
Yes	20.9%	27
No	79.1%	102
Total		129

Comments

Count	Response
1	I do plan on doing so in the future, should the need present itself.
1	I don't know when they are
1	I have not used them yet.
1	I haven't been involved with the drc for very long
1	I normally just make an appointment.
1	I schedule my appointments weekly
1	I wasn't aware that there are drop in hours
1	not yet, but I have the hours in my calendar for reference
1	set up an appointment
1	I always schedule an appointment first. But my access specialist is always extremely accommodating and will see me as soon as possible.

18. Did you meet with your Access Specialist during the year?
If "no", please skip to the next page.

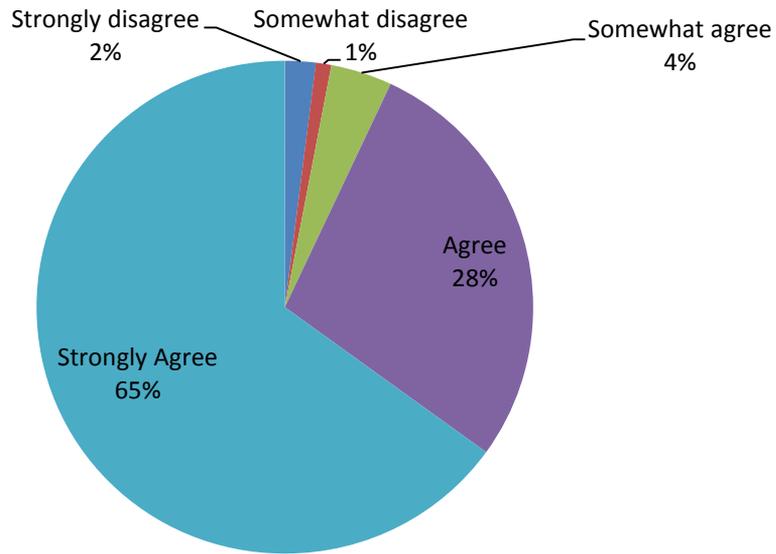


Value	Percent	Count
Yes	65.9%	85
No	34.1%	44
Total		129

Comments

Count	Response
1	I communicated by phone and email
1	I did email her quite a few time though and she was very helpful.
1	I will meet with him for the first time next week...I am excited!!
1	Love Amy and Debbie
1	once just to cover the generals of operation and accommodations.
1	Yes, in order to figure out testing accommodations and another time to get help with alternate media issues.

19. I received appropriate and helpful information from my Access Specialist.

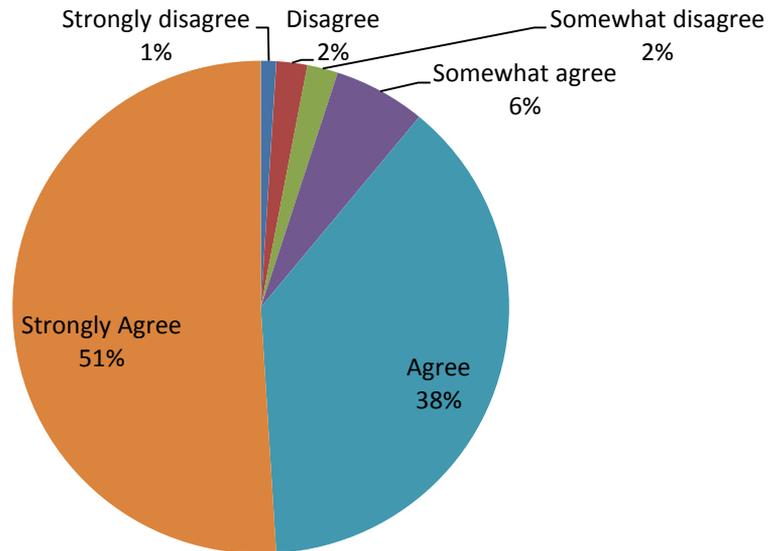


Value	Percent	Count
Strongly disagree	2.1%	2
Disagree	0.0%	0
Somewhat disagree	1.0%	1
Somewhat agree	4.2%	4
Agree	28.1%	27
Strongly Agree	64.6%	62
Total		96

Comments

Count	Response
1	Amy is always extremely helpful!
1	Amy is wonderful and very helpful.
1	Vanessa is great!

20. Support from my Access Specialist has contributed to my academic success.

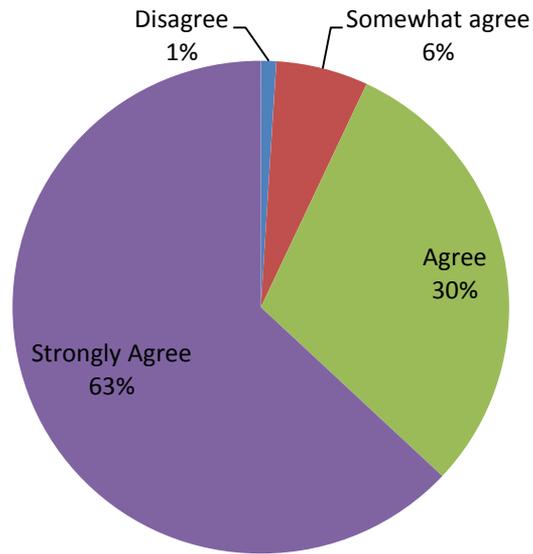


Value	Percent	Count
Strongly disagree	1.1%	1
Disagree	2.1%	2
Somewhat disagree	2.1%	2
Somewhat agree	6.3%	6
Agree	37.9%	36
Strongly Agree	50.5%	48
Total		95

Comments

Count	Response
1	Amy Gode is so humble if I was thank her she wouldn't acknowledge the huge impact shenh
1	Haven't really seen anything yet
1	I would not have a shot without.
1	She reminded me that it is totally okay to utilize the services provided.
1	She has been extremely helpful in assisting me with testing accommodations, advocating for accommodations with instructors, and giving advice and helpful information In how to address a disability when applying for jobs and internships.
1	I felt that I needed priority enrollment so I could get the schedule and teachers that I thought would work best for me, but I felt that there were barriers to do this.
1	I would not have stayed with out Amy helping me with some very hard times and the transition to Cal Poly, A lot of staff at Cal Poly and faculty are VERY RUDE! They really need to stop acting like snobs , it really gets on my nerves to have to stay polite when I see such bad manners from well educated and well paid people! I would not recommend Cal Poly to anyone.

21. DRC Access Specialists were sensitive to my disability related concerns.

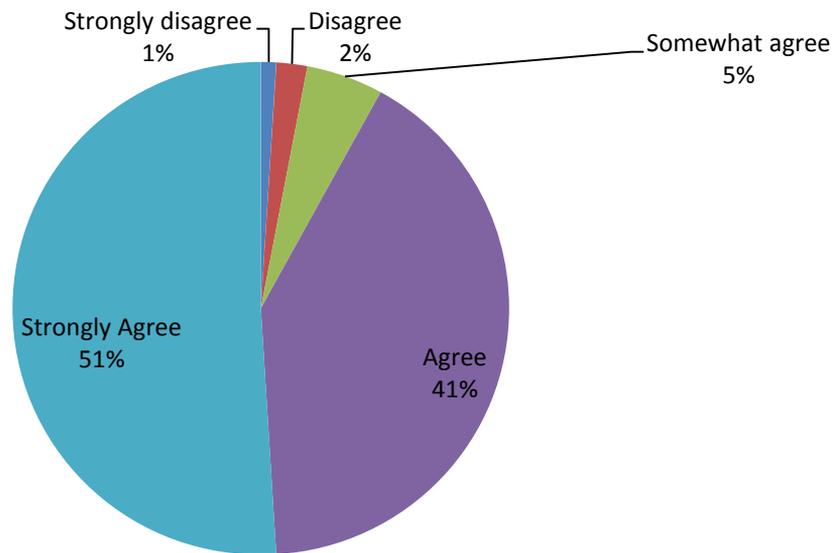


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	1.0%	1
Somewhat disagree	0.0%	0
Somewhat agree	6.3%	6
Agree	30.2%	29
Strongly Agree	62.5%	60
Total		96

Comments

Count	Response
1	Every one of them that I have meet has been so helpful and wonderful. They are all willing to take time to answer any questions or help me with any of my needs.

22. I was able to schedule appointments in a timely manner.

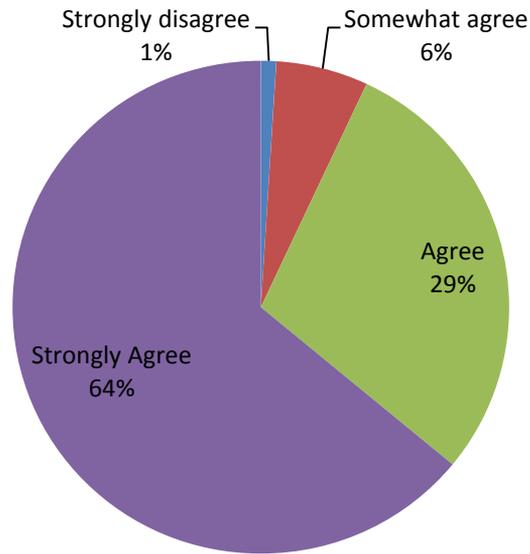


Value	Percent	Count
Strongly disagree	1.0%	1
Disagree	2.1%	2
Somewhat disagree	0.0%	0
Somewhat agree	5.2%	5
Agree	41.2%	40
Strongly Agree	50.5%	49
Total		97

Comments

Count	Response
1	I've never had to schedule weeks in advance!
1	Once again, lost papers
1	Well, she canceled on me three times. So that was great.
1	I never had to schedule appointments due to both our busy schedules (and my access specialist being conscientious of my disability affecting my mobility) we communicate through email.

23. Overall, I was satisfied with my DRC Access Specialist's services.

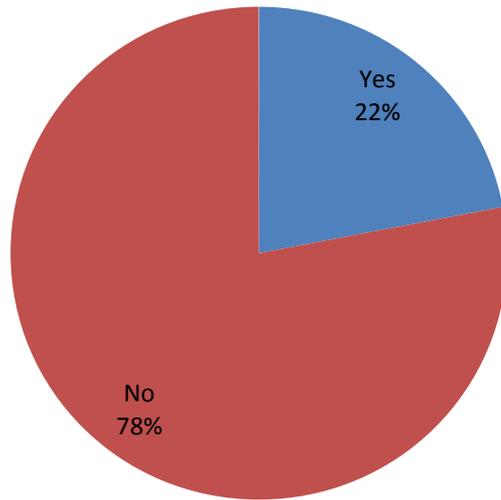


Value	Percent	Count
Strongly disagree	1.0%	1
Disagree	0.0%	0
Somewhat disagree	0.0%	0
Somewhat agree	6.0%	6
Agree	29.0%	29
Strongly Agree	64.0%	64
Total		100

Comments

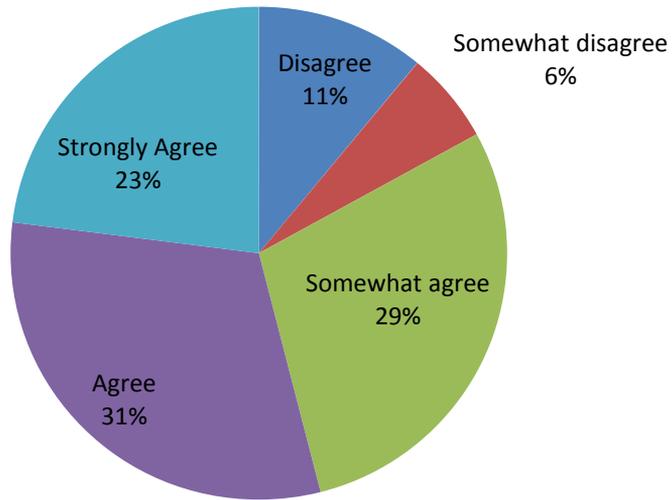
Count	Response
1	Amy Gode is amazing!
1	Amy is GREAT!!!
1	Jennifer Allen Barker is absolutely wonderful!
1	LISA IS AMAZING
1	My Access Specialist is AMAZING good.
1	Vanessa is awesome !!
1	Amy is a wonderful person. She really cares, it show, she is so knowledgeable too. I love Debbie as well and they are always busy.

24. Did you use note takers? If "no", please skip to the next page.



Value	Percent	Count
Yes	21.7%	28
No	78.3%	101
Total		129

25. The note taker was made available to me in a timely manner.

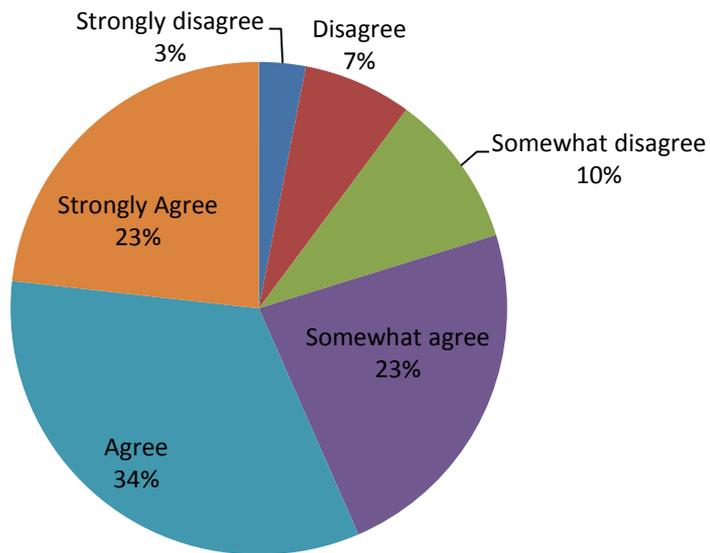


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	11.4%	4
Somewhat disagree	5.7%	2
Somewhat agree	28.6%	10
Agree	31.4%	11
Strongly Agree	22.9%	8
Total		35

Comments

Count	Response
1	Amy encouraged me to use every service the DRC offered to help me succeed in school.
1	I have a hard time finding good note takers or note takers at all for my classes.
1	I have gone a couple weeks without a note taker and sometimes have to find my own.
1	I was assigned a note taker but they would never take notes for me. i gave up on the note takers in the first quarter. The DRC did find note takers, but the note taker did not take it seriously

26. The notes were provided to me as scheduled.

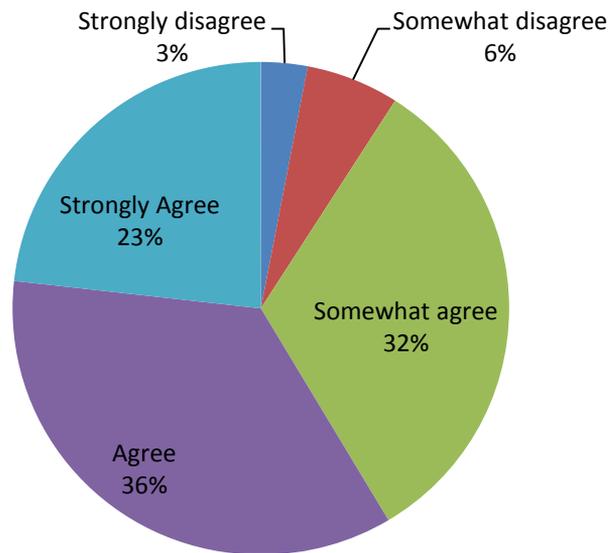


Value	Percent	Count
Strongly disagree	3.3%	1
Disagree	6.7%	2
Somewhat disagree	10.0%	3
Somewhat agree	23.3%	7
Agree	33.3%	10
Strongly Agree	23.3%	7
Total		30

Comments

Count	Response
1	One flaked out on me completely, the other provided notes later than suggested by the DRC, but we agreed that was okay, as she would rewrite them after class.

27. The notes were of satisfactory quality.

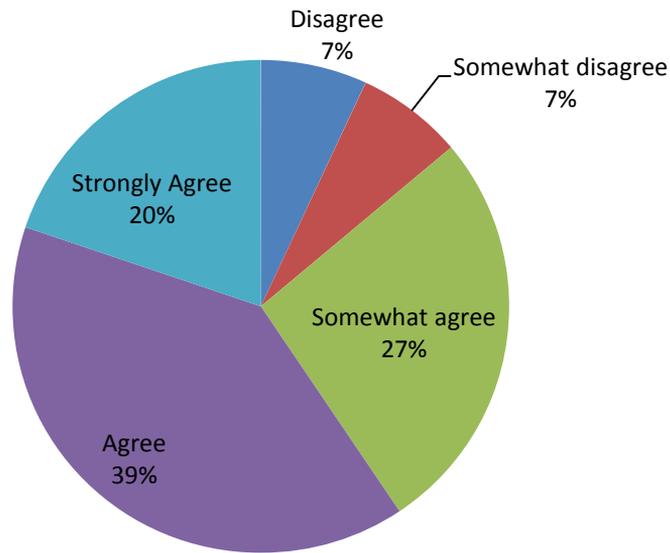


Value	Percent	Count
Strongly disagree	3.2%	1
Disagree	0.0%	0
Somewhat disagree	6.5%	2
Somewhat agree	32.3%	10
Agree	35.5%	11
Strongly Agree	22.6%	7
Total		31

Comments

Count	Response
1	When a student hand writes the notes and makes copies, it is difficult to read the writing.
1	It depended on the note taker and sometimes I would have to talk to them about the notes and needing to take more informative ones.

28. Overall, I was satisfied with DRC note taking services.

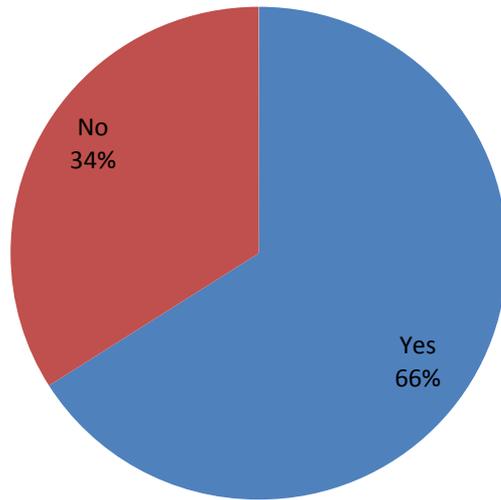


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	6.7%	2
Somewhat disagree	6.7%	2
Somewhat agree	26.7%	8
Agree	40.0%	12
Strongly Agree	20.0%	6
Total		30

Comments

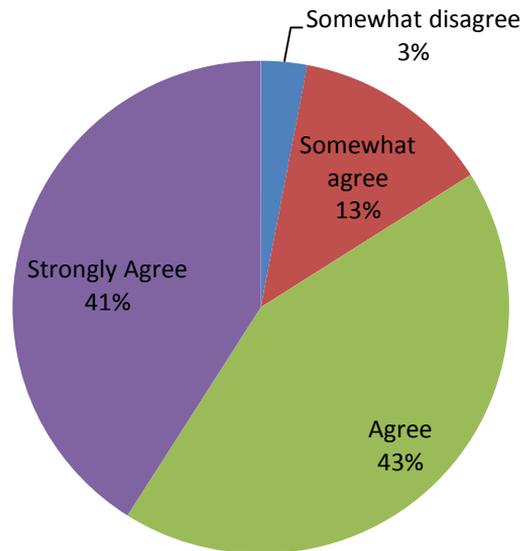
Count	Response
1	I love my LiveScribe pen!
1	Very helpful and respectful.

29. Did you use accommodated testing? If "no", please skip to the next page.



Value	Percent	Count
Yes	65.9%	85
No	34.1%	44
Total		129

30. My instructor(s) were cooperative in making arrangements for accommodated tests.

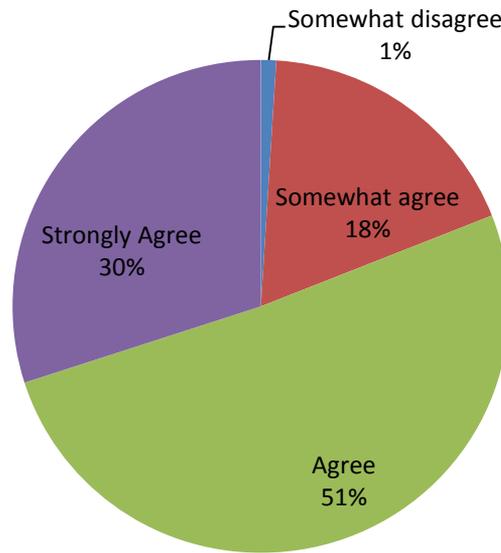


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	0.0%	0
Somewhat disagree	3.4%	3
Somewhat agree	12.5%	11
Agree	43.2%	38
Strongly Agree	40.9%	36
Total		88

Comments

Count	Response
1	But not for in class quizzes.
1	I've requested extended time, but have not used it yet.
1	Some of them are not so good at getting the tests to the DRC.
1	Sometimes I have to explain why I need the accommodation before the professor will ok my request.
1	There were a couple professors who seemed hesitant about my request.
1	Many had issues getting test requests approved on time. Several we're confused about the process even after I explained it to them.
1	One instructor tried to talk me out of alternate testing. Everyone else just takes it as a normal thing.

31. The accommodated testing room was adequate.



Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	0.0%	0
Somewhat disagree	1.2%	1
Somewhat agree	18.4%	16
Agree	50.6%	44
Strongly Agree	29.9%	26
Total		87

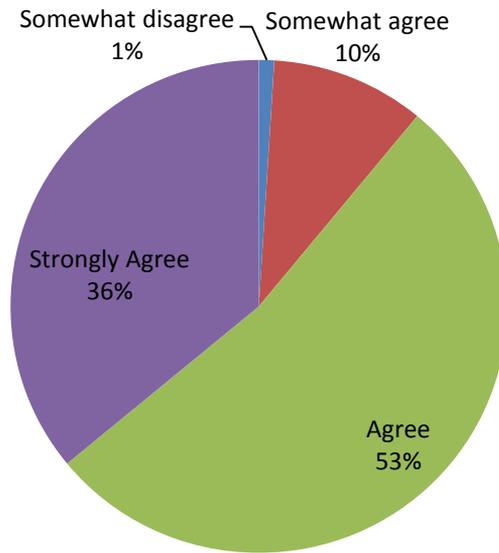
Comments

Count	Response
1	Have not done this h yet
1	It gets really hot and uncomfortable in there
1	Some air conditioning would be very nice
1	Sometimes the room was to hot. It could be hard to concentrate when it was that hot.
1	Comfortable and large enough tables during finals is not consistent, some rooms are fine and some aren't.
1	The room is usually too hot and we are not allow to open any windows only turn on the fan but that's a distraction.
1	I took my tests usually with extra time in office hours with the teacher since it was easier. Formal recognition from the DRC for my ADD was all I needed to request time.
1	I've had issues with the temperature of the room a few times. My disability can be made worse in colder temperatures, I have accommodated for this by making sure that my tests are scheduled no later than 5pm which seems to work.
1	Especially on busy days, the number of people going in and out of the room is a bit distracting (especially if I have to sit right next to the door). Also frustrating when the student next to me hasn't showered in days and/or insists on tapping their pencil nonstop (and the earplugs don't do jack shit).

1

some of the tables were too high for comfortable writing height.
shared tables wobbly is pretty distracting.

32. The accommodated testing room was quiet.

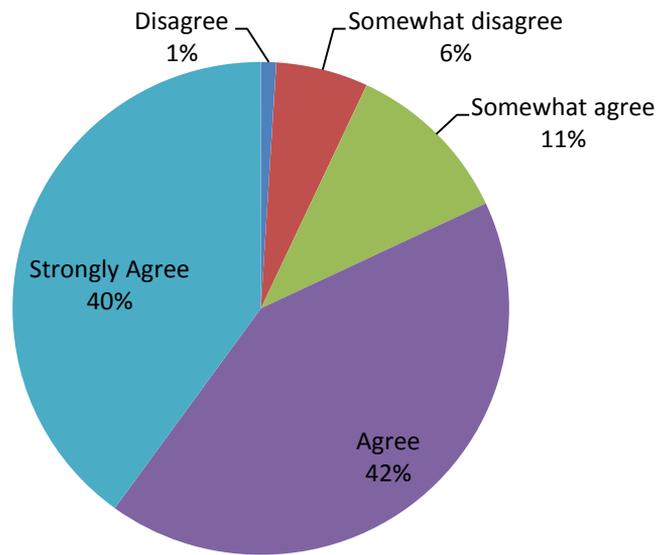


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	0.0%	0
Somewhat disagree	1.2%	1
Somewhat agree	10.3%	9
Agree	52.9%	46
Strongly Agree	35.6%	31
Total		87

Comments

Count	Response
1	Apart from the noise of the fans going
1	Have not done this yet
1	If you sit in desk 1 and 2 you can hear the proctor talking.
1	Staff walking around are sometimes loud and can be heard in the testing rooms.
1	Too many people coming and going on the busier days, and occasionally other students making repetitive noises such as taping their pencils. And the earplugs really don't make a difference.

33. I am satisfied with the on-line test request process.

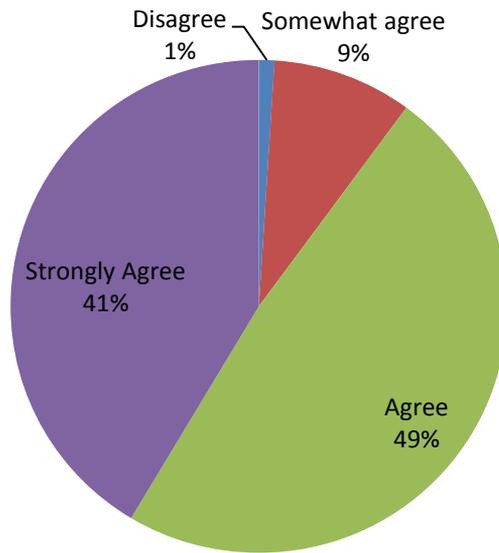


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	1.2%	1
Somewhat disagree	6.0%	5
Somewhat agree	10.8%	9
Agree	42.2%	35
Strongly Agree	39.8%	33
Total		83

Comments

Count	Response
1	Did not use
1	It is very complicated
1	It was hard to figure out at first.
1	Never took an online test.
1	n/a
1	would be good if i could make a change to my request before it is approved in the instance i make a small mistake
1	It could be made accessible on Safari web browser therefore giving access to submitting test requests on our smartphones.
1	I got a bit confused but I understand it now. I think it needs to be explained a couple of times and maybe when a person is knew a specialist should check. Cal Poly is all about go online and do everything yourself, so thank God for DRC!
1	My professors have issues getting requests done in time. They also have issues getting the test to the DRC.

34. I am satisfied with the proctoring of my exams.

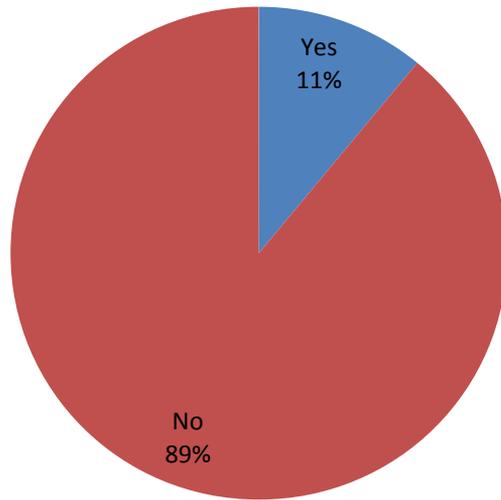


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	1.2%	1
Somewhat disagree	0.0%	0
Somewhat agree	9.2%	8
Agree	48.3%	42
Strongly Agree	41.4%	36
Total		87

Comments

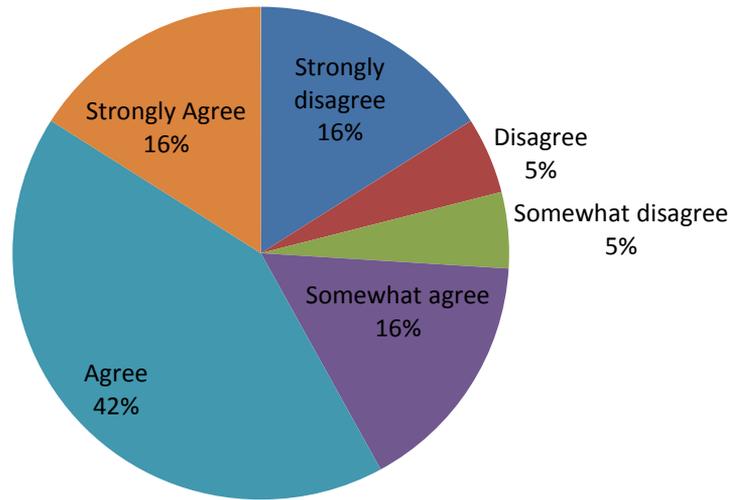
Count	Response
1	Have fallen asleep nearly every test and rarely get woken up as requested
1	Have not used this yet
1	She is a very sweet girl who is up there most of the time. So I do no panic or fell embarrassed
1	The proctors are always very welcoming, sweet, and patient.
1	I don't like a video camera watching my every move like I am a criminal, it makes me feel a but paranoid
1	These people are very helpful too. One time the computer would not work and they stepped in to be my scribe.
1	There is one proctor who is kind of rude and seems to judge people by there looks. He made me uncomfortable when he came to check on me in the bathroom when I hadn't even been there long. He is the only proctor who is not totally professional and awesome. Kudos to the rest of them!

35. Did you use on-campus transportation? If "no", please skip to the next page.



Value	Percent	Count
Yes	10.9%	14
No	89.2%	115
Total		129

36. DRC on-campus tram/van service was available at convenient times.

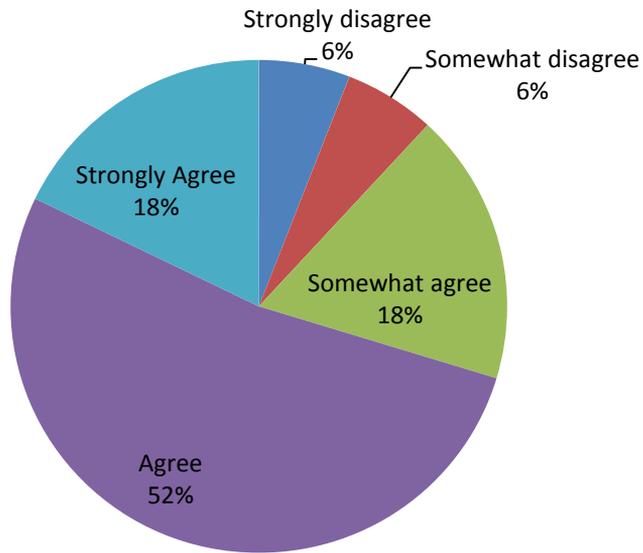


Value	Percent	Count
Strongly disagree	15.8%	3
Disagree	5.3%	1
Somewhat disagree	5.3%	1
Somewhat agree	15.8%	3
Agree	42.1%	8
Strongly Agree	15.8%	3
Total		19

Comments

Count	Response
1	I had some late labs where it would have been nice
1	n/a

37. DRC on-campus tram/van services were reliable.

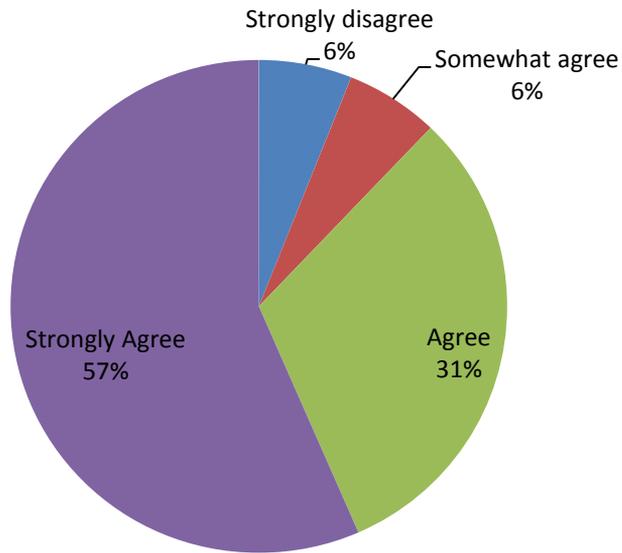


Value	Percent	Count
Strongly disagree	5.9%	1
Disagree	0.0%	0
Somewhat disagree	5.9%	1
Somewhat agree	17.7%	3
Agree	52.9%	9
Strongly Agree	17.7%	3
Total		17

Comments

Count	Response
1	did not know about this services I probably do not need them
1	n/a

38. DRC tram/van drivers were courteous and helpful.

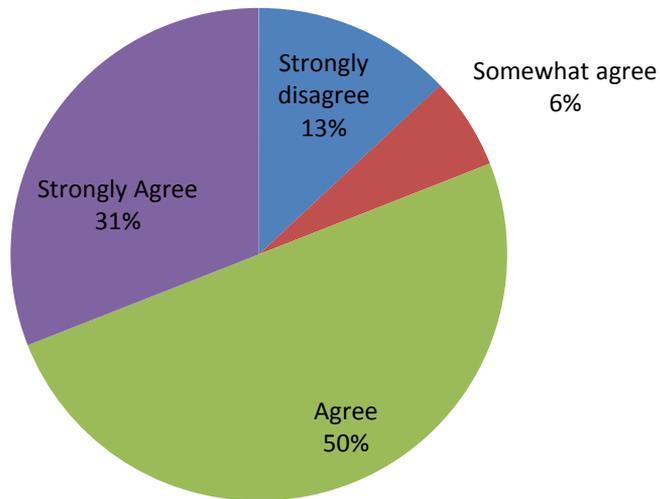


Value	Percent	Count
Strongly disagree	6.3%	1
Disagree	0.0%	0
Somewhat disagree	0.0%	0
Somewhat agree	6.3%	1
Agree	31.3%	5
Strongly Agree	56.3%	9
Total		16

Comments

Count	Response
1	?
1	all of the drivers brighten up my day
1	n/a

39. Overall, I was satisfied with DRC tram/van services.

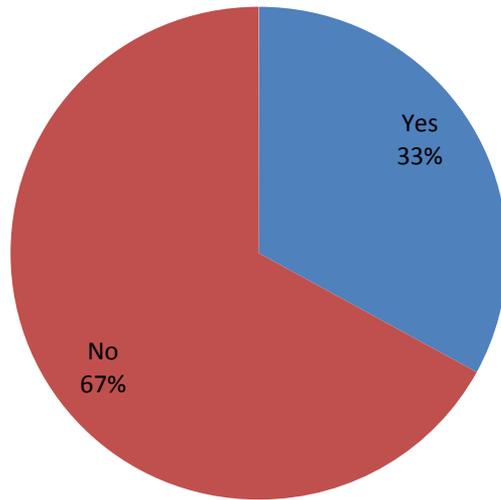


Value	Percent	Count
Strongly disagree	12.5%	2
Disagree	0.0%	0
Somewhat disagree	0.0%	0
Somewhat agree	6.3%	1
Agree	50.0%	8
Strongly Agree	31.3%	5
Total		16

Comments

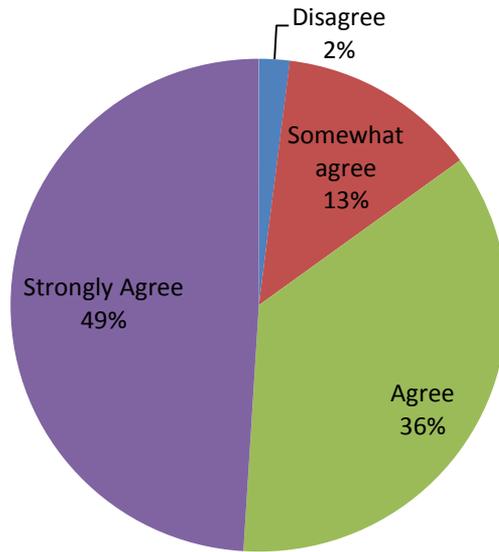
Count	Response
1	/
1	n/a
1	I have a spinal injury and the golf carts could use better suspension to ease impacts. Sometimes we would hit a small bump that hurt my back a little bit.

40. Did you use assistive technology? If "no", please skip to the next page.



Value	Percent	Count
Yes	33.3%	43
No	66.7%	86
Total		129

41. I was adequately informed of assistive technology options by staff.

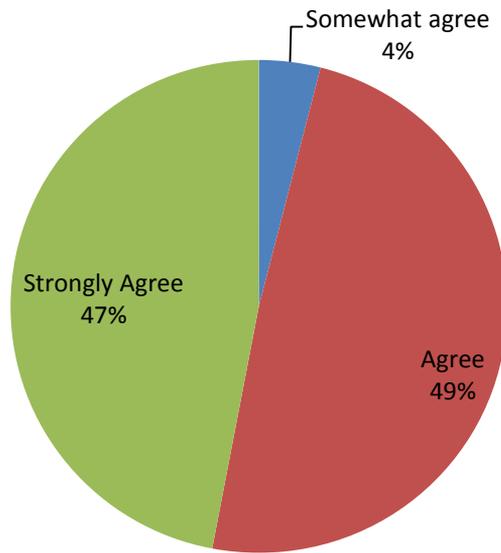


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	2.1%	1
Somewhat disagree	0.0%	0
Somewhat agree	12.8%	6
Agree	36.2%	17
Strongly Agree	48.9%	23
Total		47

Comments

Count	Response
1	I am still unsure of the assistive technology options that is available to me.
1	I wanted to use it, but oh wait, my access specialist never told me when training was.
1	n/a
1	Amy introduced me to the white noise recordings, which has been very beneficial when trying to concentrate in a quiet room during exams.

42. I was adequately trained to use assistive technology.

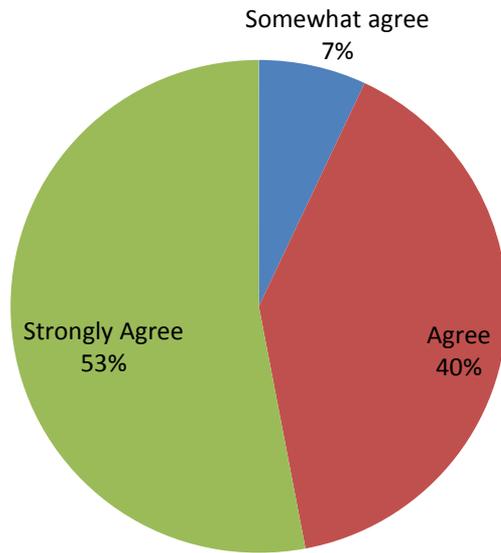


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	0.0%	0
Somewhat disagree	0.0%	0
Somewhat agree	4.4%	2
Agree	48.9%	22
Strongly Agree	46.7%	21
Total		45

Comments

Count	Response
1	The staff keeps asking me if I want more training.
1	n/a
1	The DRC provided me a tutorial of how to use my Livescribe pen and has helped me with all the software issues I have had with the computer program

43. Assistive technology was available when I needed it.

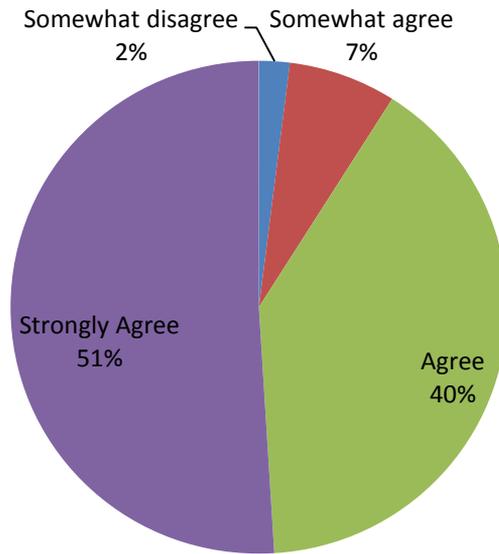


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	0.0%	0
Somewhat disagree	0.0%	0
Somewhat agree	6.7%	3
Agree	40.0%	18
Strongly Agree	53.3%	24
Total		45

Comments

Count	Response
1	I do wish I didn't have to use campus computers for things like read and write gold.
1	n/a

44. Assistive technology was in good working condition, and/or was repaired in a timely fashion.

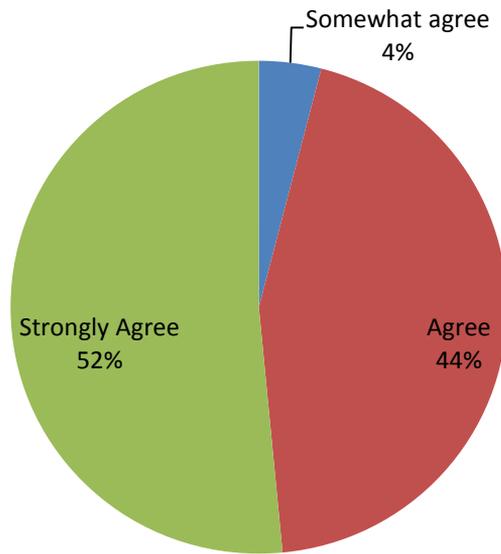


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	0.0%	0
Somewhat disagree	2.2%	1
Somewhat agree	6.7%	3
Agree	40.0%	18
Strongly Agree	51.1%	23
Total		45

Comments

Count	Response
1	When the screen of my Livescribe pen stopped working, the DRC promptly replaced it.
1	n/a

45. Overall, I was satisfied with DRC assistive technology services.

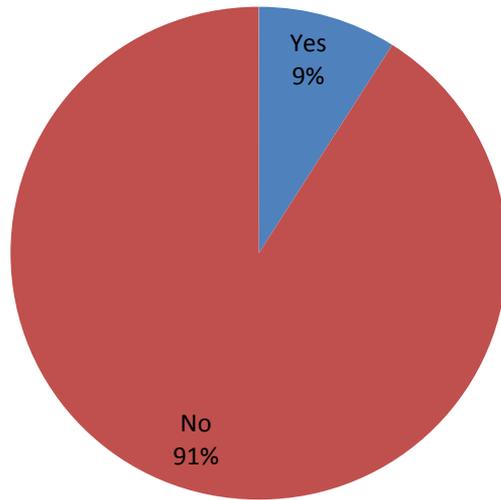


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	0.0%	0
Somewhat disagree	0.0%	0
Somewhat agree	4.4%	2
Agree	44.4%	20
Strongly Agree	51.1%	23
Total		45

Comments

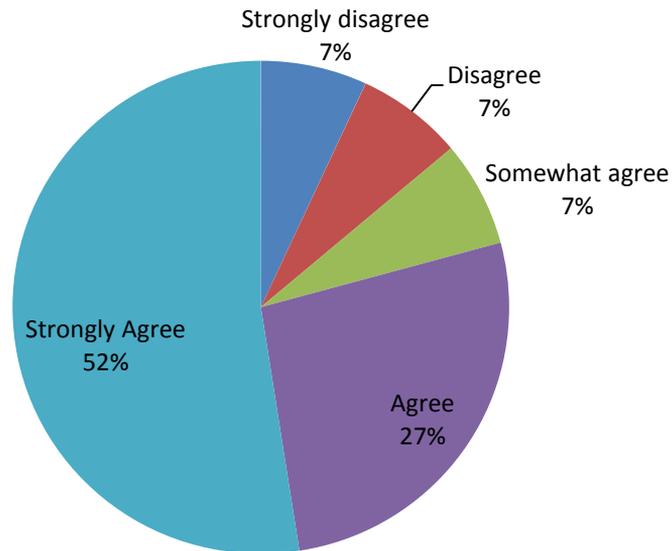
Count	Response
1	I am not a fan of technology.
1	I love my livescribe pen!
1	n/a

46. Did you use alternative media? If "no", please skip to the next page.



Value	Percent	Count
Yes	9.3%	12
No	90.7%	117
Total		129

47. The alternative media materials were made available in a timely manner.

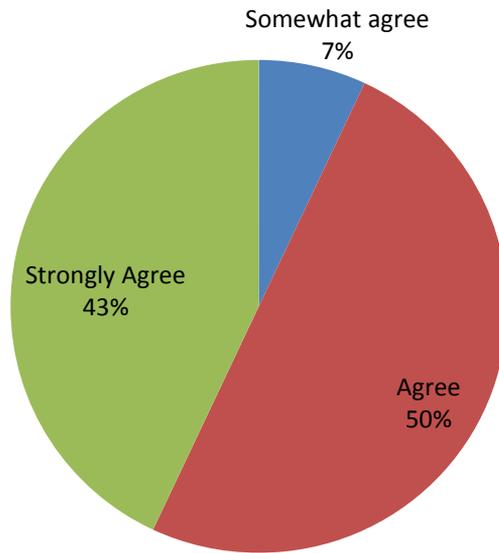


Value	Percent	Count
Strongly disagree	6.7%	1
Disagree	6.7%	1
Somewhat disagree	0.0%	0
Somewhat agree	6.7%	1
Agree	26.7%	4
Strongly Agree	53.3%	8
Total		15

Comments

Count	Response
1	n/a
1	I mostly have problems getting syllabi from professors to request the chapters I need in the order in which they will be read.
1	In winter and spring quarter I received emails saying that my material was ready to be picked up from Dropbox, but it was not there. My access specialist ended up having to share the information with me in the winter. Then, in the spring I had the same problem, so I went to the alternate media office and found out that my Cal Poly email was incorrect. And then the problem was fixed.

48. The alternative media materials were of satisfactory quality.

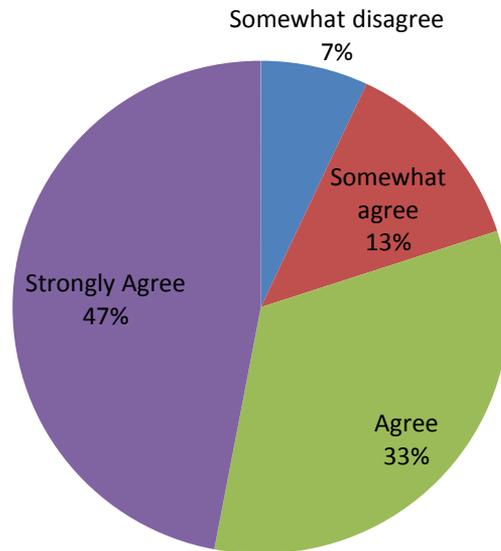


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	0.0%	0
Somewhat disagree	0.0%	0
Somewhat agree	7.1%	1
Agree	50.0%	7
Strongly Agree	42.9%	6
Total		14

Comments

Count	Response
1	n/a

49. Overall, I was satisfied with DRC alternative media services.

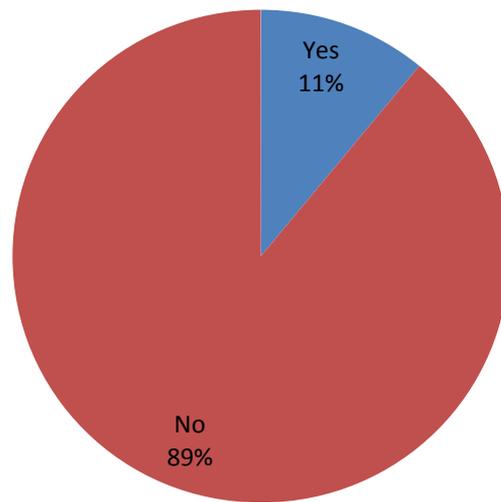


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	0.0%	0
Somewhat disagree	6.7%	1
Somewhat agree	13.3%	2
Agree	33.3%	5
Strongly Agree	46.7%	7
Total		15

Comments

Count	Response
1	n/a

50. Did you join the Peer Mentor Program? If "no", would you mind letting us know why not? If "yes", please feel free to elaborate on your experience this past year and/or make suggestions for the future.



Value	Percent	Count
Yes	10.9%	14
No	89.1%	114
Total		128

Comments

Count	Response
1	Did not know about it.
1	Didn't know this was a program offered at poly.
1	Didn't realize it was a possibility. I don't know if I would be useful to other students.
1	Don't know what it is
1	Don't really know what it is.
1	Don't remember ever having a peer mentor for DRC.
1	Due to my high anxiety levels, I felt too nervous to participate in the program.
1	Forgot about it when I was notified.
1	Have not heard of it.
1	Haven't had a chance to, but I'd like to :)
1	Haven't heard of it.
1	I am interested in joining the Peer Mentor Program and have not yet had time to join.
1	I am not aware of the Peer Mentor Program. I would be interested.

1	I did not feel welcomed.
1	I did not have the time to but I did do the LINKS program a few years ago.
1	I did not have time
1	I did not know anything about it!
1	I didn't feel that it would be necessary.
1	I didn't feel the need to.
1	I didn't join the peer mentoring program because I have very little extra time.
1	I didn't know about it
1	I didn't know what it was
1	I didn't really know enough about it.
1	I do not know about the peer mentoring program.
1	I don't know about your peer mentor program.
1	I don't know what it is or if I'm a good fit for getting involved.
1	I don't know what it is.
1	I don't know what that is
2	I don't know what that is.

1	I don't know what the Peer Mentor Program is.
1	I felt I didn't have the time but I may consider it
1	I had an SSS links mentor first year, but none since then
1	I have a very busy work and school schedule
1	I have good support from family and friends and did not feel I required a peer mentor.
1	I have not heard of it.
1	I have not yet applied to be apart of this program, I am very interested though.
1	I haven't had time yet but I might check it out later.
1	I haven't heard of it.
1	I just never got around to it but i am looking into it for next year.
1	I just never got around to it.
1	I never heard about it.
1	I really like my mentor Sarah! She's amazing. :D
1	I was having a little trouble getting into the groove of college.
1	I was not aware of it
1	I was not informed about this program

1	I was part of the Poly Pals program with MEP
1	I'm not aware of this program
1	I'm not sure what it is
1	I'm quite busy focusing on studying and school
1	Lack of time
1	Not aware of this program at this point
1	They could not match me with anyone
1	no time
1	not enough time
1	Because I don't trust someone my age to mentor me. It's actually kind of weird in my opinion, and others that I've spoke with. If someone is going to mentor me, I want them to be smarter and a decent amount older than I am.
1	I just do not have the time to fit it into my busy schedule and I am comfortable asking my Access Specialist any questions I may have.
1	With my disorder, I don't feel that I could help anyone since what I have is so rare. And even if someone so had it, their situation could be so different than mine.
1	I don't know much about it and I have enough trouble dealing with my own problems to help someone else.

1	I didn't join the Peer Mentoring Program with the DRC because I feel that I am going to have a very busy and heavy year next year in preparation of knocking out as many classes as I can. I don't feel that it would be fair to the program if I was not fully engaged in the activities and social events as well as being there for the new students.
1	I didn't join because I didn't feel my success at Cal Poly would rely on a mentor that also used the DRC.
1	I haven't been in as close of contact with my Mentor these past quarters because she is graduating, but she really helped me out a lot last year with disability related concerns that I have had.
1	I have been very busy and worry that I would not have the time that a mentee would need. I am hoping that next Fall or Winter I will be able to be one.
1	I didn't think it was for me. I find it more helpful when my disability is not openly talked about and "in my face" but I considered participating several times because I can see it being helpful to have someone "show you the ropes" and how to succeed whole dealing with a disability.
1	Don't bother with the online log, no one is going to fill it out anyway. overall a good experience, tho
1	I tend to only use the testing accommodations and only for finals, not midterms. I do this because I want to challenge myself, even if it is at the expense of my grades, but at the end of the quarter, when it comes to a much longer comprehensive final, I choose to use my accommodations to prove that my understanding, instead of my test-taking skills. For that reason, I do not feel like I utilize

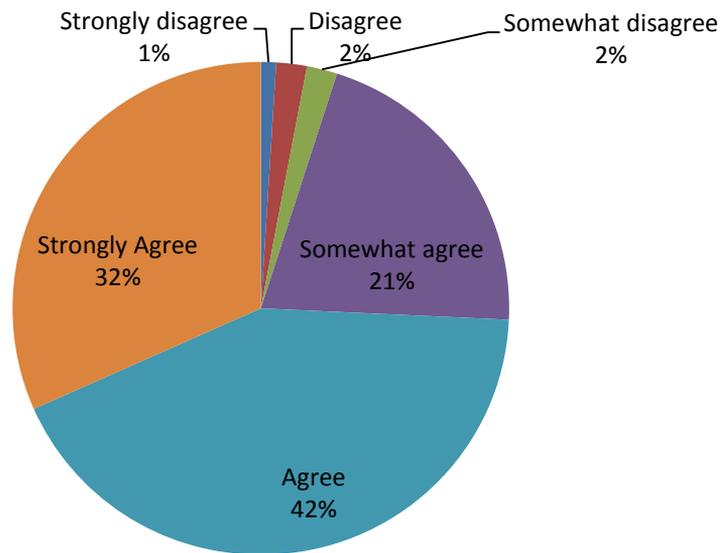
	the DRC in a comprehensive enough way to mentor a peer.
1	I never felt I had the time or energy to add another item to my list of responsibilities/programs i'm involved in.
1	have activities that bond mentors and mentees, checkin on mentors to see if they've been spending time with mentees and vice versa
1	I absolutely loved it! I only wish I was feeling better to be more involved in the program. My mentee listened to me and took my advice and succeeded because of it. My mentee is off to bigger and better things! I am so proud :)
1	It was great during Fall Quarter, but then me and my mentor disconnected during Winter quarter (aka we did not meet up) and we have not reconnected since then. So I do not feel as though I have a "Mentor" any more
1	I am involved in many other clubs and organizations on campus and therefore have little extra time.
1	I was able to work with the DRC and my instructors on my own and didn't feel the need for a mentor.
1	I did not feel the need to access further support as I met people with the same problems as me on my own and felt like I needed to spend time focusing on other areas of my life instead.
1	I'm an EE student and I'm bad at calendaring, so unfortunately I felt that I had little time to explore this option.

During the 2012-2013 academic year:

	<p>Strongly Disagree Neutral Strongly Agree</p>
<p>I am independent in managing my disability related needs.</p>	<p>☆☆☆☆☆☆</p> <p>Average Rank:</p> <p>Count: 0</p> <p>StdDev:</p> <p>Max:</p>
<p>I am personally responsible for managing my disability related needs.</p>	<p>☆☆☆☆☆☆</p> <p>Average Rank:</p> <p>Count: 0</p> <p>StdDev:</p> <p>Max:</p>
<p>I am knowledgeable about my rights and responsibilities.</p>	<p>☆☆☆☆☆☆</p> <p>Average Rank:</p> <p>Count: 0</p> <p>StdDev:</p> <p>Max:</p>
<p>I successfully assess my own</p>	<p>☆☆☆☆☆☆</p> <p>Average Rank:</p>

<p>strengths and weaknesses.</p>	<p>Count: 0</p> <p>StdDev:</p> <p>Max:</p>
<p>I successfully communicate my disability related needs to others.</p>	<p>☆☆☆☆☆☆</p> <p>Average Rank:</p> <p>Count: 0</p> <p>StdDev:</p> <p>Max:</p>
<p>I am an effective consumer of services related to my disability needs.</p>	<p>☆☆☆☆☆☆</p> <p>Average Rank:</p> <p>Count: 0</p> <p>StdDev:</p> <p>Max:</p>
<p>Overall, DRC services contributed to my academic success.</p>	<p>☆☆☆☆☆☆</p> <p>Average Rank:</p> <p>Count: 0</p> <p>StdDev:</p> <p>Max:</p>

51. I am independent in managing my disability related needs.

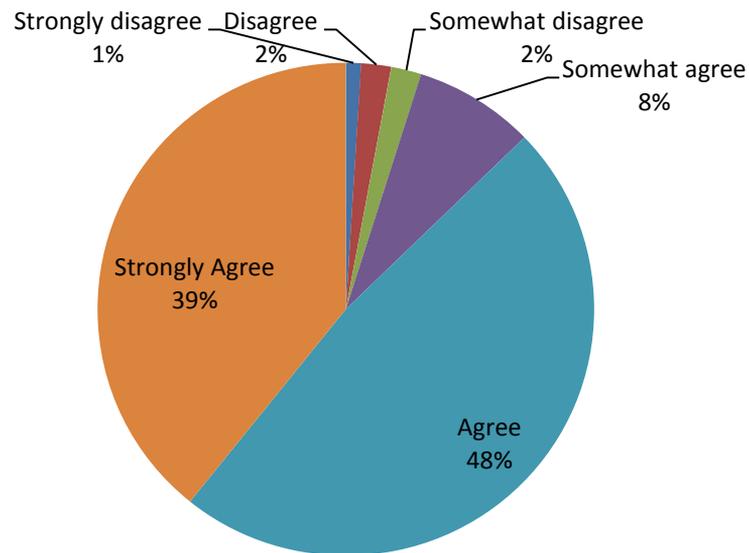


Value	Percent	Count
Strongly disagree	0.8%	1
Disagree	1.6%	2
Somewhat disagree	2.3%	3
Somewhat agree	20.9%	27
Agree	42.6%	55
Strongly Agree	31.8%	41
Total		129

Comments

Count	Response
1	I have a hard time asking for help
1	I relay on a lot of help from people and technology to get my through the day and school.
1	My parents are paying for an anxiety therapist who I skype with weekly
1	I have become more independent regarding this. But, my mother also has helped me a lot. Recently, I have been managing my disability related needs more and more.
1	My mother is my advocate and my aid in communicating with my doctor back home and relaying documents and information.

52. I am personally responsible for managing my disability related needs.

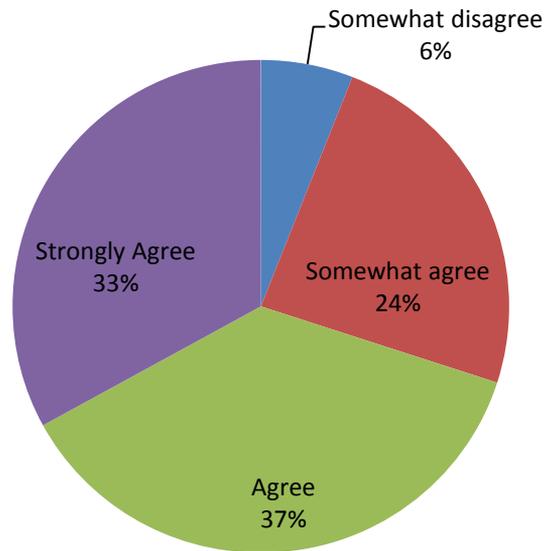


Value	Percent	Count
Strongly disagree	0.8%	1
Disagree	1.6%	2
Somewhat disagree	1.6%	2
Somewhat agree	7.8%	10
Agree	48.8%	63
Strongly Agree	39.5%	51
Total		129

Comments

Count	Response
1	I have phone meetings with my psychiatrist every other month or so.
1	I make sure to tell my teachers about my disability at the beginning of each quarter
1	I'm not quite sure what these questions mean

53. I am knowledgeable about my rights and responsibilities.

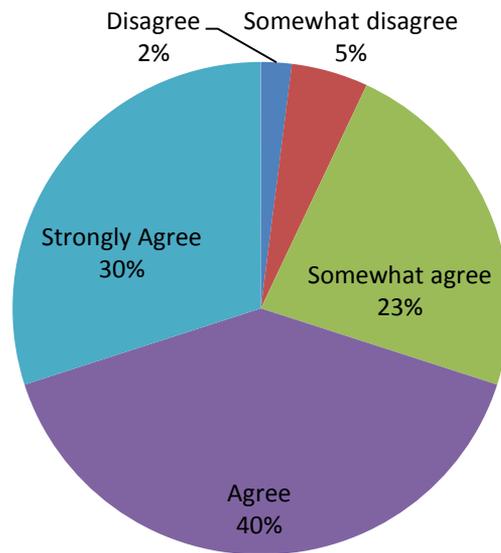


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	0.0%	0
Somewhat disagree	6.2%	8
Somewhat agree	24.0%	31
Agree	37.2%	48
Strongly Agree	32.6%	42
Total		129

Comments

Count	Response
1	I am not sure about all my rights and responsibilities
1	That hasn't been completely clear, I'm always researching to learn what my rights are as far as that goes.
1	It's a lot of info to take in and I haven't used all of the services yet, so it's still a little overwhelming to me.

54. I successfully assess my own strengths and weaknesses.

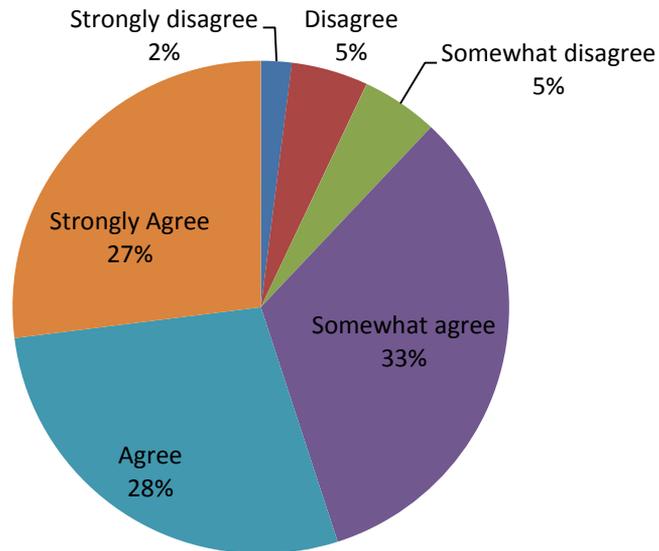


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	2.3%	3
Somewhat disagree	4.7%	6
Somewhat agree	23.3%	30
Agree	39.5%	51
Strongly Agree	30.2%	39
Total		129

Comments

Count	Response
1	Amy helps me with this too, when I get overwhelmed she brings up all the good parts of me ;)
1	I tend to believe that I can do more than I am able to with my disability.
1	Sometimes I don't fully understand all of my weaknesses.
1	I often think that I can do something on my own and don't need assistance, but then start to notice that things are going wrong.

55. I successfully communicate my disability related needs to others.

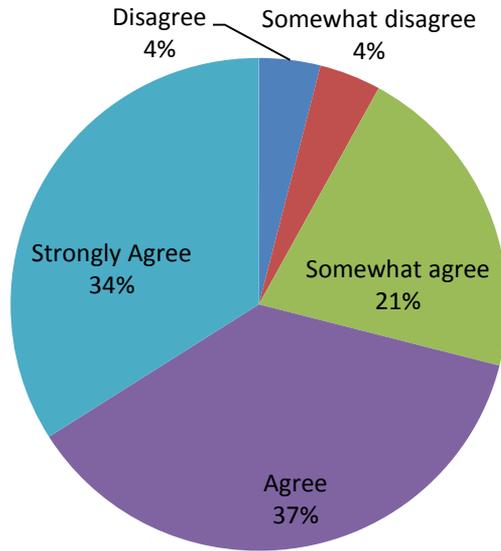


Value	Percent	Count
Strongly disagree	1.6%	2
Disagree	4.7%	6
Somewhat disagree	5.4%	7
Somewhat agree	33.3%	43
Agree	27.9%	36
Strongly Agree	27.1%	35
Total		129

Comments

Count	Response
1	I could communicate better to some professors.
1	It's still a little hard for me to do this with my teachers.
1	Sometimes I will think I have informed everyone but will miss someone and misunderstandings occur
1	I am shy talking about my disability, especially because I was diagnosed as a young adult. I fear people won't take me as seriously.

56. I utilize my approved accommodations and services.

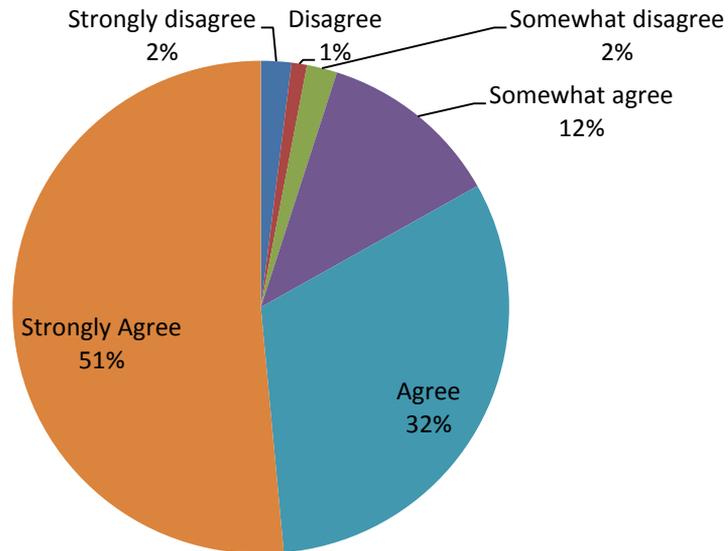


Value	Percent	Count
Strongly disagree	0.0%	0
Disagree	3.9%	5
Somewhat disagree	3.9%	5
Somewhat agree	20.9%	27
Agree	37.2%	48
Strongly Agree	34.1%	44
Total		129

Comments

Count	Response
1	I haven't consistently used the extra time, though regret it later usually.
1	Well since I didn't get the ones I needed, NO.
1	I am not sure if I utilize ALL my approved accommodation services to the full extent because I am not aware of them.
1	I chose not to use the notetaker because I wasn't comfortable having to meet her in person to get the notes. I would rather pick them up at the DRC.

57. Overall, DRC services contributed to my academic success.



Value	Percent	Count
Strongly disagree	2.3%	3
Disagree	0.8%	1
Somewhat disagree	1.6%	2
Somewhat agree	11.6%	15
Agree	31.8%	41
Strongly Agree	51.9%	67
Total		129

Comments

Count	Response
1	DRC has helped me tremendously with my academic success. Thank You Amy!!!
1	I don't know how I made it this far without extended testing time
1	I haven't been using the service long enough to give a definitive answer to this question.
1	I made Dean's List last quarter!
1	I would not be able to be in school without DCR. They is no way that I could write.
1	While I have only been using DRC services for a short time they have been very helpful.
1	I personally thank Amy Gode for helping me understand that people are willing to help if I willing to ask. Two years ago I would have never been able to admit I needed help let alone write these words.
1	Very much so. But the front staff are a let down to the rest of DRC. Please remember this is where a person like me should feel safe. If people do not do well with people with health problems they should work somewhere else. I am also extremely smart and sensitive , so I can see that the front end staff, spend more time complaining. They as I said before are often really rude and that is just not acceptable. I thinks some of them look down on people with mental health issues . We have to deal with

	<p>enough stigma as it is and DRC should be the last place where one feels uncomfortable. I like my access specialist and some of the other people.</p>
1	<p>This program has definitely been extremely helpful in allowing me to succeed in my college career!!!</p>

58. Please provide your comments, criticisms, accolades ... We genuinely would like to know!

Count	Response
1	Amy Gode has been such amazing help!
1	Amy Gode is the most welcoming person I've met at Cal Poly.
1	DRC is a huge blessing. I owe my academic success to DRC.
1	Doing a great job.
1	Everything is great!
1	Golf carts could use better shock-absorbing technology (suspension)
1	I am so grateful for the DRC!!
1	I only use it for the priority registration so i can plan in time to eat and manage my diabetes
1	I really appreciate all the DRC does for me and others. Great job!!
1	Keep it up! :)
1	Lisa has been a great help and very encouraging through out the year.
1	My experience was been great with the DCR.

1	Thank you Amy! I wouldn't be able to sit through a class without your help.
1	Thank you, DRC. You've been more help than you know. :)
1	The DRC helps me to achieve my goal in school. Without DRC I would not be as successful as I am.
1	You are so helpful!!
1	You guys are great! All of my drivers are always super chill and easy to talk to
1	You guys are very easy to work with and have contributed directly to my academic success.
1	You guys need more money so you can do more awesome stuff. This specially relates to testing
1	The DRC tram service has helped me so much this year. Not only does it stop my physical pain from acting out, but it allows me to connect with and meet other students who are in the same position. Thank you for your services, they are greatly appreciated :)
1	My access specialist, Amy Gode, was really understanding and helpful, and made my first year at Cal Poly so much better with the DRC services I was able to receive.
1	Amy is a wonderful access specialist! She showed me options I didn't even know existed. I think there needs to be a better way to communicate with teachers about disability.

1	The DRC has made college so much easier for me. I feel like I now have time to hang out with friends instead of studying and reading all the time. Thank you so so much!
1	Without my access specialist Jennifer Barker, I don't think i would have made it through Cal Poly. I am in my 4th year now and doing great! I really cant be any more appreciative of everything the DRC has helped me with.
1	DRC has been very helpful in making me feel like I can succeed, even though I have an attention deficit disability.
1	I have had a great experience with the DRC throughout my stay at Poly. Everyone associated with the DRC, especially my Access Specialist Vanessa are incredibly considerate and have helped me tremendously with all my disability related concerns. In addition, renting the Livescribe pen through the DRC has saved my life in lectures and helped to alleviate a lot of my anxiety associated with note taking. I don't know how I would have gotten this far at Poly without the DRC services!
1	Having someone to talk to about working through my add when I was stressed helped. Stress makes it harder for me to concentrate.
1	I really appreciate everything the DRC and especially Amy Gode has done for me. I will be graduating in the Fall and that would have not been possible without you guys! Thank you for everything!
1	I wish I could give back a fraction of what the DRC has given me. Everyone at the DRC has been terrific especially Amy.

1	clearer accommodations, free live scribe notebooks/pen ink, more attentive test-taking supervisors
1	What prevented me from using all DRC services was because I was afraid people would judge me when they'd see me use them (e.g. extended time, LiveScribe, note-takers)
1	I really enjoy taking tests at the DRC! I feel more confident when I have a bit more time along with a quiet, comfortable room. The DRC staff are always very nice and extremely helpful as well.
1	I really did not feel that the DRC reached out to me at all. I avoided going in just because I felt like I was "different" by going there and that made me feel bad and I don't want my disability to define who I am.
1	My disability is not one that requires a lot of "attention" given to it, but the DRC helps me when I do need to address it. My access specialist has also been vital to my emotional and academic success at Cal Poly. I can come to her with questions not necessarily directly related to my disability, and she is willing to answer my questions and help me navigate the college system. Her willingness to help me with any issue I bring to her is probably one of the main reasons I have been able to do so well in school.
1	Overall, I was very happy with the accommodations the DRC made for me and am happy that I received them. Everyone at the DRC is very helpful and friendly; they want to help you the best way they can.
1	The DRC has been nothing but helpful. I always feel respected and everyone I have interacted with at the DRC has been helpful

	and kind. Nothing but good things!
1	I appreciate the welcoming environment that all the staff in the DRC exude. Thank You for your commitment to students. I genuinely appreciate it!
1	The DRC services have been very helpful. My only negative comment is that the DRC should probably check in with the students it is helping throughout the year. I haven't spoken with anyone since I signed up and received approval for my necessary accommodations.
1	I would like to thank everyone at the DRC for their help support they provide to Cal Poly students: you are all awesome!
1	<p>Amy has been my rock and is so wonderful. She really cares and understands that I have other challenges in school and want to do well. She never lets me down and always has a solutions, a smile, and sometimes , I know she is tiered and tries to not show that, as she really cares about the student. Debbie is really nice too. I think the other staff need training in common courtesy.</p> <p>They are getting paid to do a job and a welcoming smile would be nice. If some of those students go out into the world like that they would get fired. Other than that I love DRC and I know they need more space and a place where students can study would be great. WE pay a ton of money and Cal Poly should provide a computer room and study room. I cannot use the gym so my money should go to that or something. There is no where to study and I have always had a place at other schools where I can study with just DRC students. Even Cuesta has that for DRC students. I think over all Cal Poly needs to look at this. More people are coming back from war and if they new they had a good place to study , maybe they would come to Cal Poly. I also</p>

	<p>think there should be open days and more education at Cal Poly about mental illness, how to get well, how to stay well. A lot of students end up being depressed or stressed so intervention would be good, Also education saves lives, and stops this stupid stigma of mental illness. Its 2015 and people are living in the dark ages . I think DRC should have an open house and have people who are directly involved with the staff who are DRC Students. Also more peers to help other students. My first few weeks , were hell and I nearly left. I was crying every days, lost on campus, could not get transport etc. IT was overwhelming enough for other students, let a loan a student with a disability, so help in the first few week, on Poly Learn, etc, where classes are, would help people stay and not give up Its a big campus and when you are new is a task in the heat to get around. As I stated early a lot of staff and faculty are REALLY rude and unhelpful, so that makes it even worse . I love my fellow students but the staff, and faculty are not that good, They think they are so superior and need to get some manners, Manners are so important and a friendly smile and helping hand go a long long long way in this world. If I sound harsh , so be it, I try to be kind even when I am struggling. I pay a lot of money to come to this school and some manners would be nice from other people , especially people who are this educated . Looks like the same old theifdooms , I have seen far to often when people have worked at the same place for a long time. I should not have to put up with that and we are supposed to be respectable people. Thank God for Amy and a few other people who have a smile and know the importance of my success is based on them helping me get there.</p>
1	<p>DRC has always been helpful through some very tough times with professors and housing. I have had 3 access specialists, Chris Parker Kennedy, Vanessa, and Lisa. All of them have been of tremendous help</p>

1	<p>The DRC has been very helpful for me. I am so thankful to have such an excellent program to receive services from. Sometimes addressing my disability is a hard and sensitive topic for me, but the DRC has made it easier and I feel more comfortable addressing it and taking advantage of the services.</p>
1	<p>Vanessa Dominguez has been a real asset to my college success. I always feel safe sharing my challenges with her and she always helps me overcome the situation at hand.</p>
1	<p>There were questions that I wish there was a N/A button because I am in the process of getting help from the DRC and so I'm not aware of all the opportunities DRC has to present to me.</p>
1	<p>Tech is great! but it always is a problem getting books scanned. Even Health:the basics took a week or more when thousands of people take that class. It would be smart just to have a list of commonly used books already in accesable formats on file ready to be given to students shuffling through all the same classes right away. And insted of scanning dozons of books each quarter just buid up a repository of book ready to be distributed</p>
1	<p>Amy my DRC specialist is sweet and unbelievably helpful. The entire DRC staff is always wonderful, I am extremely grateful.</p>
1	<p>Thank you, the DRC is helpful and it really can't do any more than it has already. I work best in a reverse classroom set up, but there is only 2 teachers in my department that do that.</p>
1	<p>The DRC has been nothing but wonderful to me! They really understand, even the staff are super nice. I hope this type of resource exists in other universities, because I honestly love it and I have no idea what I would have done without it.</p>

1	<p>This is my first quarter back from a two year medical and the drc was very quick to respond to my inquiries and get my paperwork through. Im specific, Amy Gode was extremely helpful. She suggested accomodations that I may need down the line, was extremely knowledgeable, and very pleasant to talk to. I have reccommended the drc to other students I have met with my condition and will continue to. Thank you for all that you have helped me with. You will be a major factor for my success at CalPoly</p>
1	<p>I really appreciate that there is a service center like the DRC, they are very helpful and knowledgeable about my needs.</p>
1	<p>Scheduling a test time can be tedious at times. Overall, I am satisfied with my resources that Drc has provided me with.</p>
1	<p>I love the friendliness of the staff and how ACCOMMODATING everyone is. I know thats their job to be a resource but everyone does it so exceptionally well that it makes it easy for the student to communicate their needs and get the help they need and deserve.</p>
1	<p>It would be helpful for professors to also be required to give extra time on site for exams, because there are some courses in which I would like to be able to ask my professors questions during the exam, but am unable to in the DRC room.</p>
1	<p>It has really been hugely helpful it would maybe be good if one has two exams in a row and finishes one early to be able to start the next right away</p>
1	<p>I really didn't like that i never received information about note taking this quarter. Also, I wish that DRC could ask professors to</p>

	<p>provide notes to students who have this accommodation since asking friends gets very tiring after a while and most of my friends have very poor notes.</p>
1	<p>Amy Gode has been a wonderful access specialist! I really appreciate all that she does to help and all the advice she has given!</p>
1	<p>Thank you so much for being a fantastic service! I only hope to see improvements from here on out. I was anxious to become a DRC student, but the center really put me at ease.</p>