

2011
Quality Improvement Program
Satisfaction Surveys

SLO DRC Student Satisfaction
Questionnaire

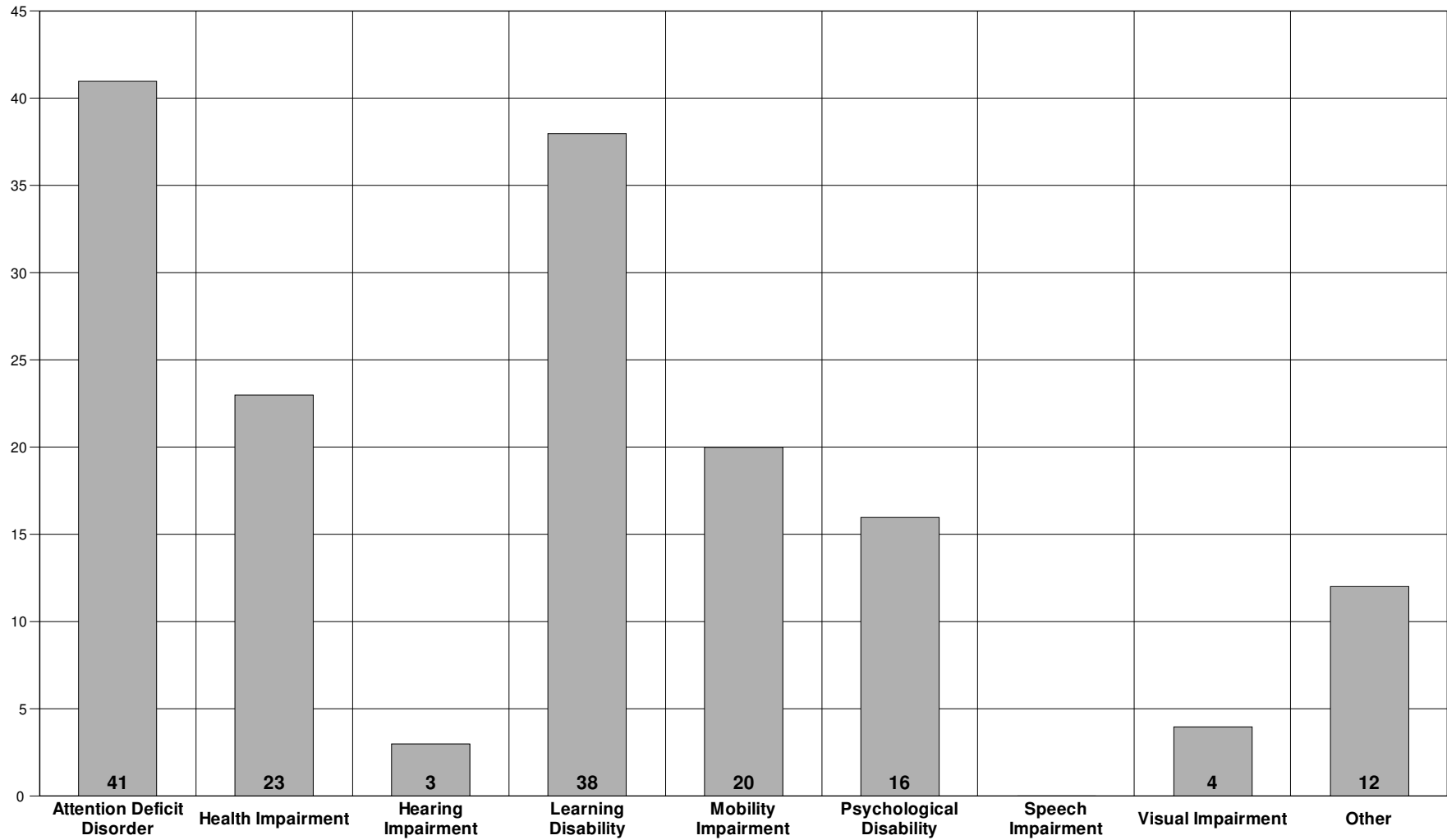
Prepared by:
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Quality Initiatives
Office of the Chancellor
Software: SNAP Professional 10
Report Date: 07/13/11

ALL RESULTS

Counts Analysis % Respondents		Attention Deficit Disorder	Health Impairment	Hearing Impairment	Learning Disability	Mobility Impairment	Psychological Disability	Speech Impairment	Visual Impairment	Other
Total										
Base	157	41 26%	23 15%	3 2%	38 24%	20 13%	16 10%	- -	4 3%	12 8%
What is your primary disability?	157	41 26%	23 15%	3 2%	38 24%	20 13%	16 10%	- -	4 3%	12 8%

ALL RESULTS

What is your primary disability?

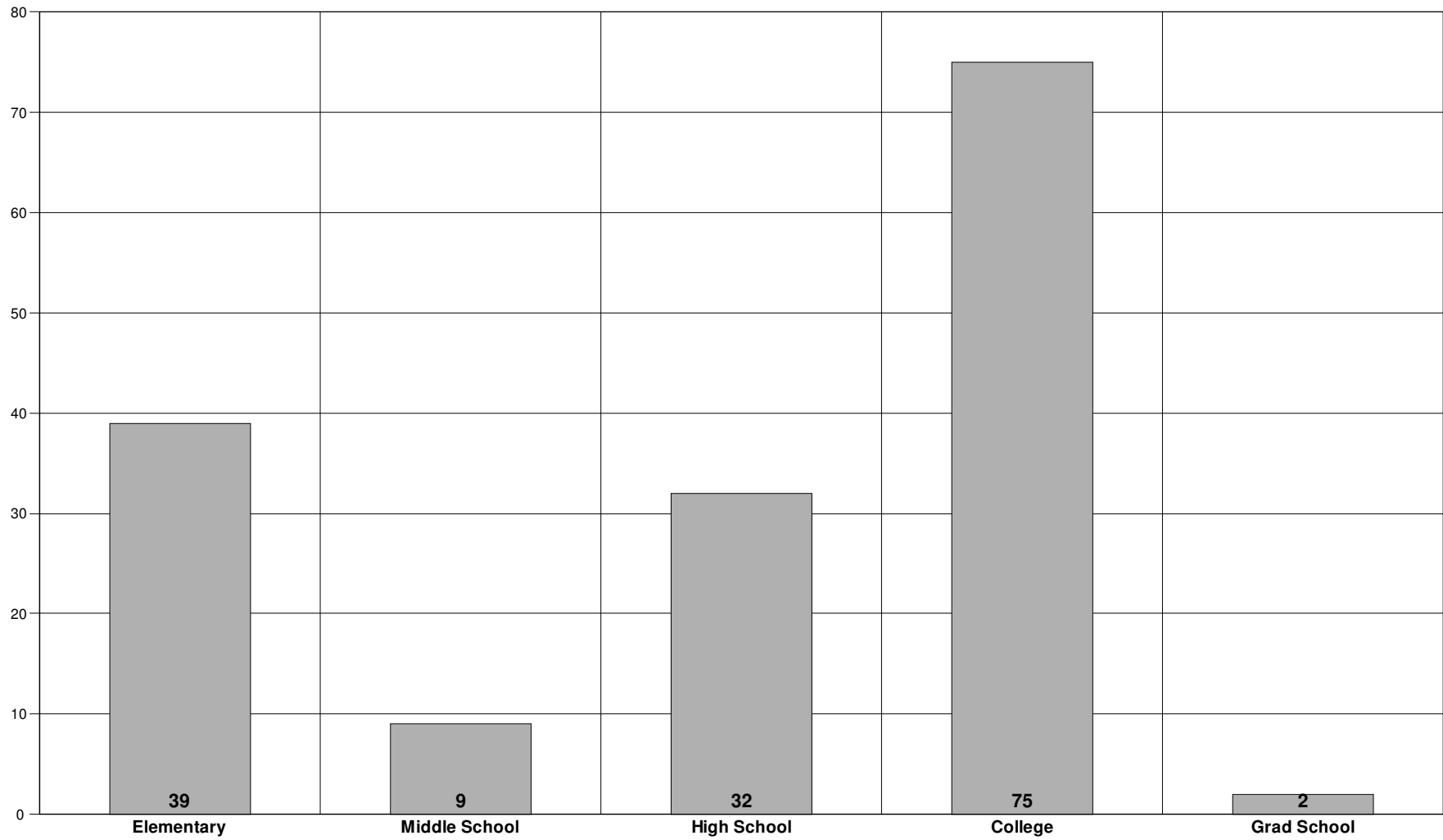


ALL RESULTS

If ""Other"" Please Specify:
<i>Difficulty with motor movement, and cognitive due to medication.</i>
<i>diabetes</i>
<i>Anxiety</i>
<i>Comorbid Anxiety, Panic Disorder (and Test Anxiety)</i>
<i>Testing Anxiety</i>
<i>OCD</i>
<i>Narcolepsy</i>
<i>Narcolepsy</i>
<i>Chronic Headaches/Migraines</i>
<i>anxiety</i>
<i>TBI</i>
<i>General Anxiety Disorder</i>
<i>Slow processing speed</i>
<i>broken writing wrist</i>

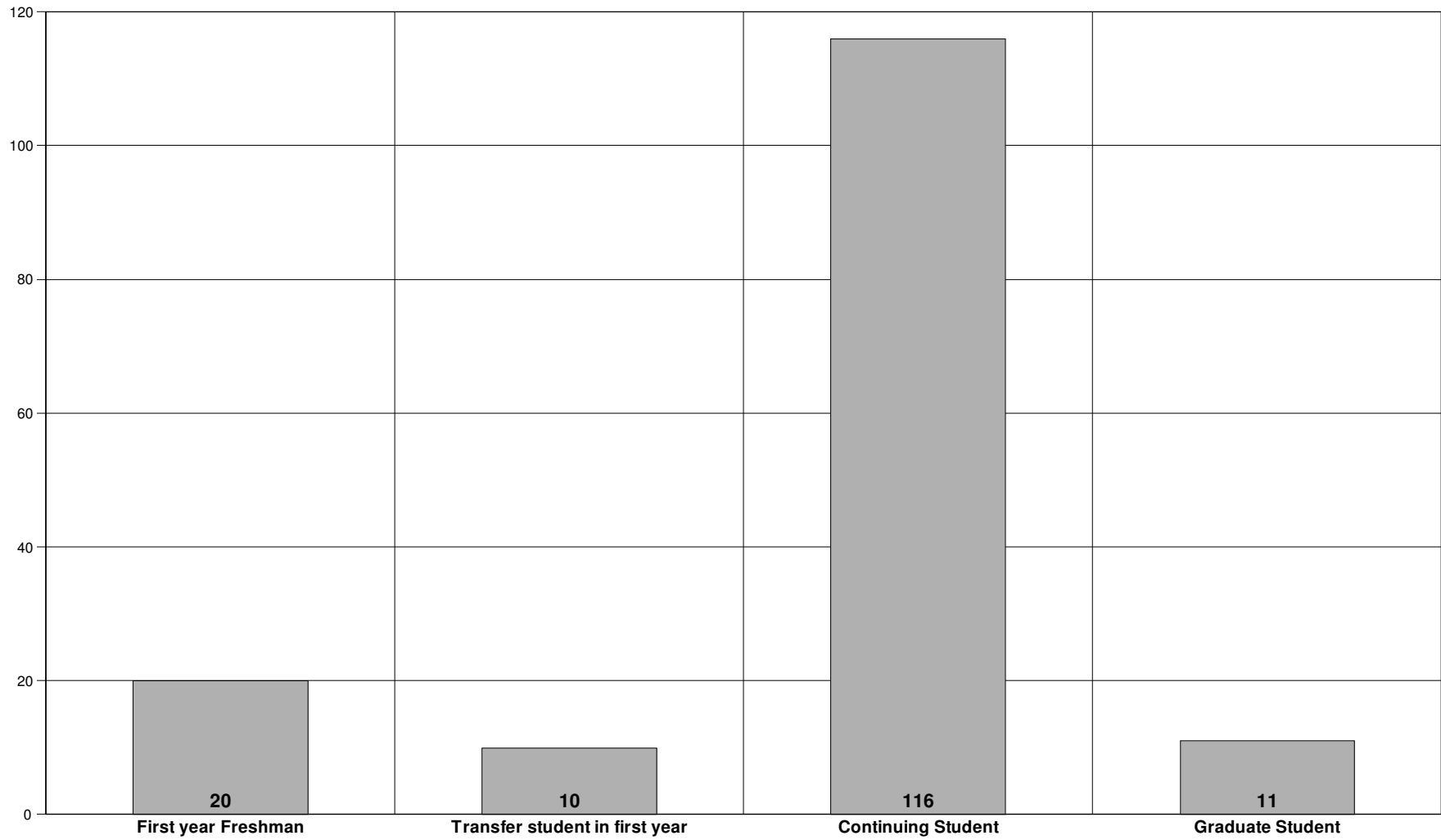
ALL RESULTS

Counts						
Analysis %						
Respondents	Total	Elementary	Middle School	High School	College	Grad School
Base	157	39	9	32	75	2
		25%	6%	20%	48%	1%
When was your disability identified?	157	39	9	32	75	2
		25%	6%	20%	48%	1%

ALL RESULTSWhen was your disability identified?

ALL RESULTS

Counts Analysis % Respondents		First year Freshman	Transfer student in first year	Continuing Student	Graduate Student
Total					
Base	157	20 13%	10 6%	116 74%	11 7%
Year in school:	157	20 13%	10 6%	116 74%	11 7%

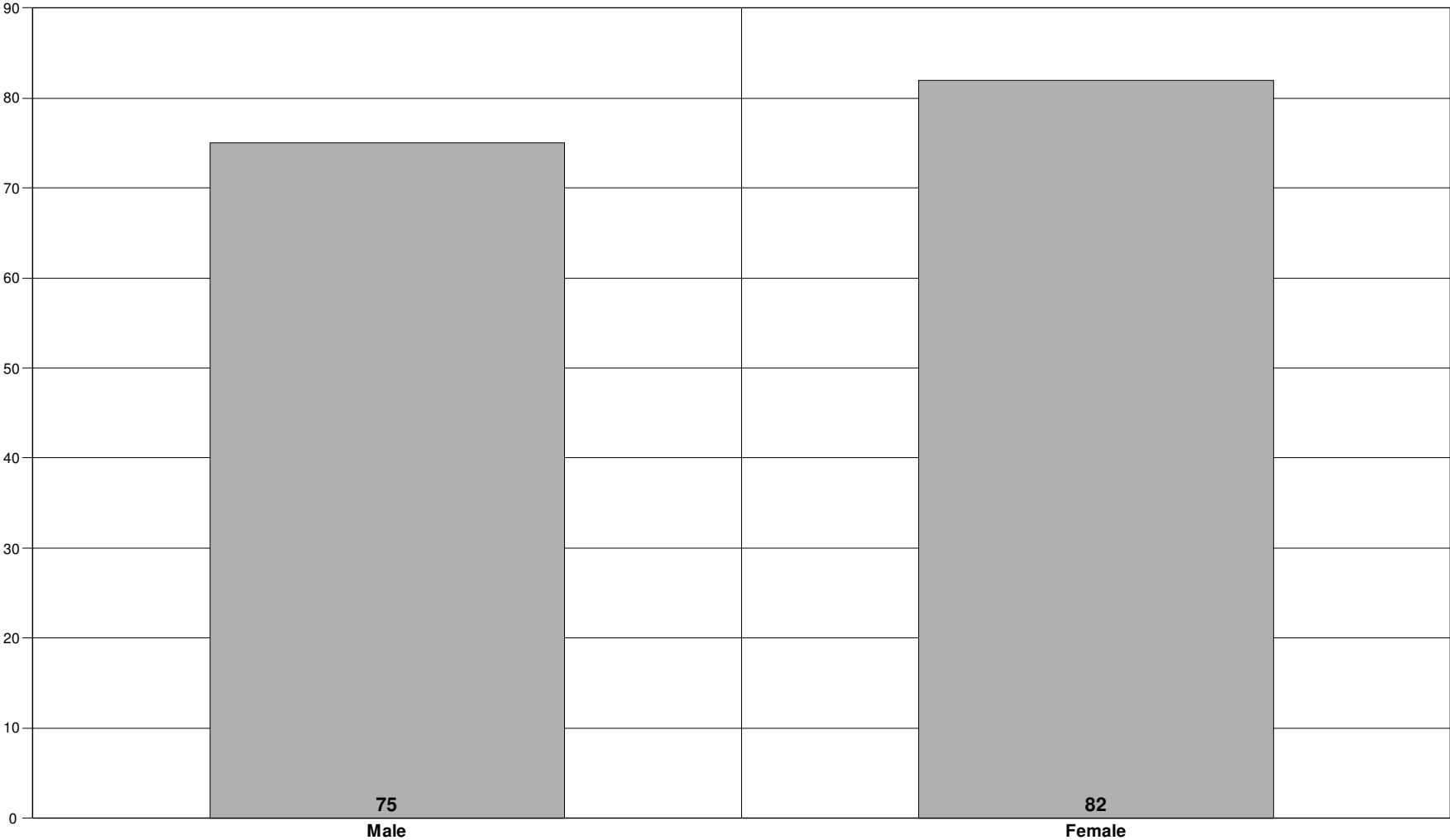
ALL RESULTSYear in school:

ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Male	Female
Base	157	75 48%	82 52%
Gender:	157	75 48%	82 52%

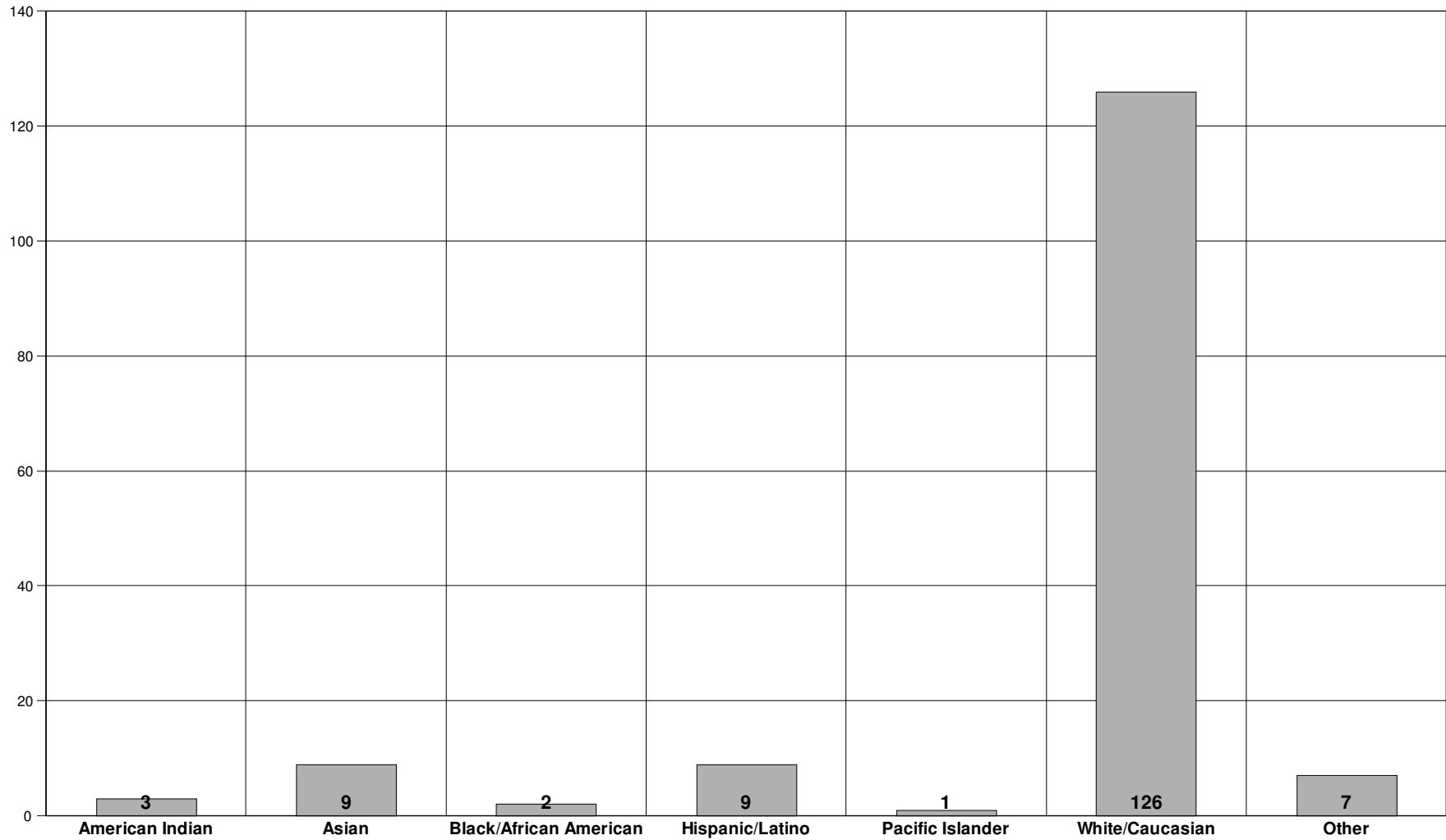
ALL RESULTS

Gender:



ALL RESULTS

Counts Analysis % Respondents								
	Total	American Indian	Asian	Black/African American	Hispanic/Latino	Pacific Islander	White/Caucasian	Other
Base	157	3	9	2	9	1	126	7
		2%	6%	1%	6%	1%	80%	4%
Ethnicity:	157	3	9	2	9	1	126	7
		2%	6%	1%	6%	1%	80%	4%

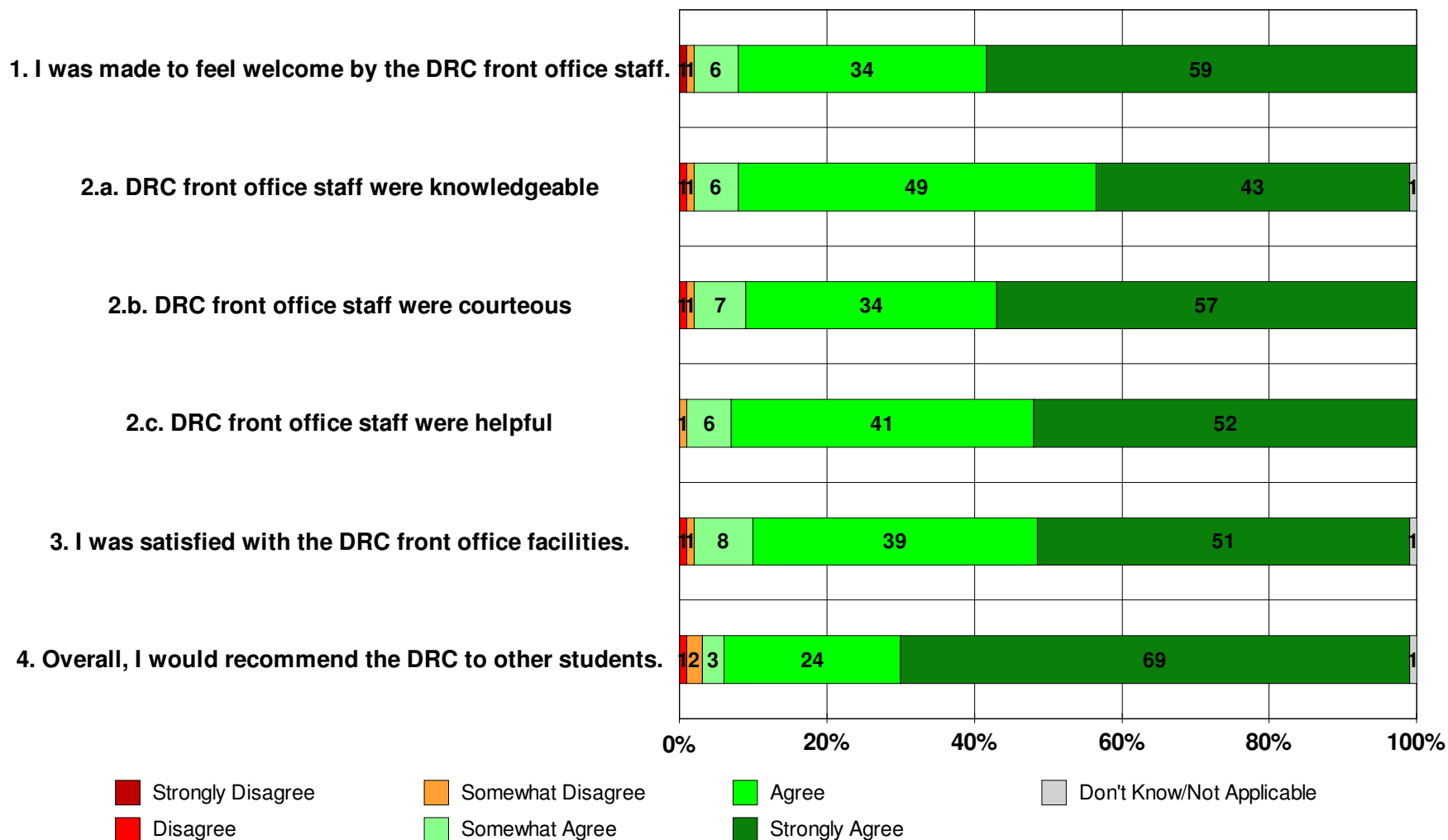
ALL RESULTS**Ethnicity:**

ALL RESULTS

If ""Other"" Please Specify:
<i>mixed White, Asian</i>
<i>I am multiracial this only allows me to choose one ethnicity.</i>
<i>Hispanic and White</i>
<i>Iranian</i>
<i>white/hispanic/asian</i>
<i>half Asian & Half Caucasian</i>
<i>Ethiopian American</i>

ALL RESULTS

Counts Analysis % Respondents		Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Don't Know/Not Applicable	Mean
Base	942	1 0%	6 1%	9 1%	55 6%	348 37%	519 55%	4 0%	5.45
1. I was made to feel welcome by the DRC front office staff.	157	1 1%	- -	1 1%	9 6%	53 34%	93 59%	- -	5.50
2.a. DRC front office staff were knowledgeable	157	- -	1 1%	1 1%	10 6%	77 49%	67 43%	1 1%	5.33
2.b. DRC front office staff were courteous	157	- -	1 1%	1 1%	11 7%	54 34%	90 57%	- -	5.47
2.c. DRC front office staff were helpful	157	- -	- -	2 1%	9 6%	65 41%	81 52%	- -	5.43
3. I was satisfied with the DRC front office facilities.	157	- -	2 1%	1 1%	12 8%	61 39%	80 51%	1 1%	5.38
4. Overall, I would recommend the DRC to other students.	157	- -	2 1%	3 2%	4 3%	38 24%	108 69%	2 1%	5.59

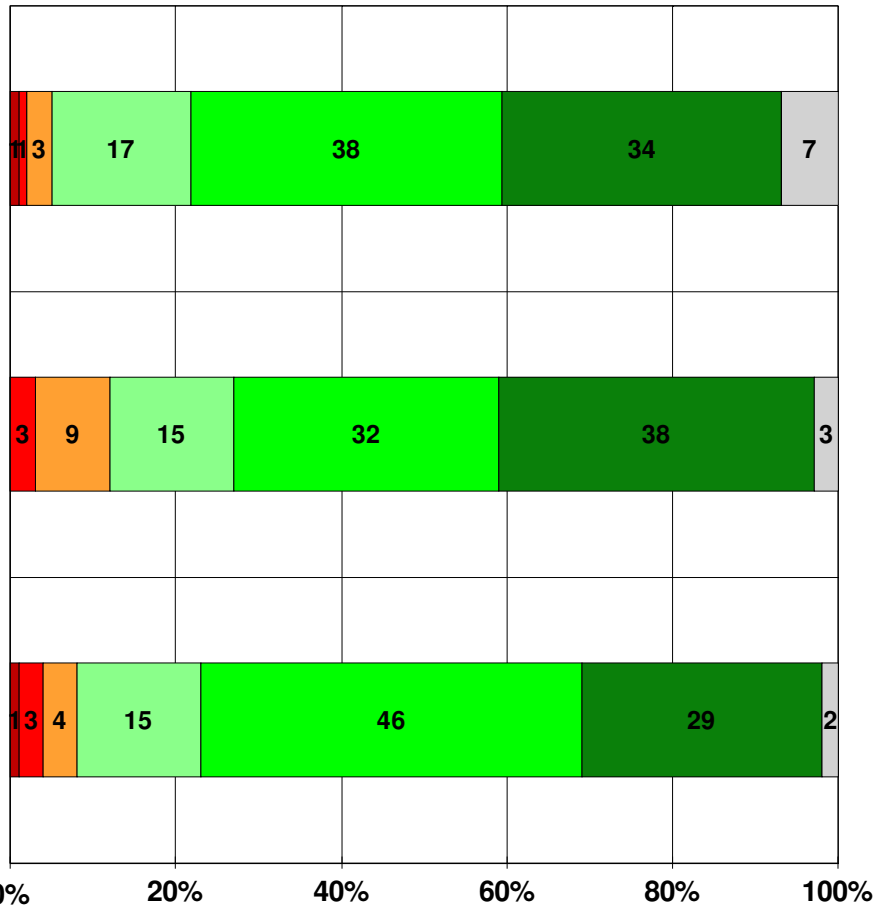
ALL RESULTSHow much do you agree or disagree with the following statements?

ALL RESULTS

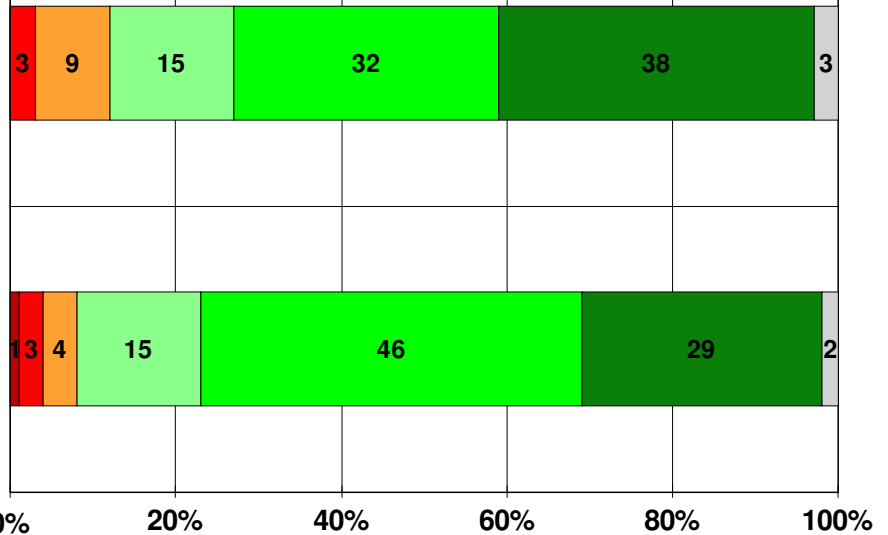
Counts Analysis % Respondents									
	Total	Very Unwilling	Unwilling	Somewhat Unwilling	Somewhat Willing	Willing	Very Willing	Don't Know/Not Applicable	Mean
Base	471	3 1%	11 2%	24 5%	74 16%	183 39%	158 34%	18 4%	4.98
5. How willing were your instructors to provide requested accommodations (extended time, note takers, etc.)?	157	1 1%	1 1%	4 3%	27 17%	59 38%	54 34%	11 7%	5.08
6. How willing were you to speak with instructors about the need for accommodations?	157	- -	5 3%	14 9%	24 15%	51 32%	59 38%	4 3%	4.95
7. Overall, how responsive is the campus to students with disabilities?	157	2 1%	5 3%	6 4%	23 15%	73 46%	45 29%	3 2%	4.92

ALL RESULTS**How much do you agree or disagree with the following statements?**

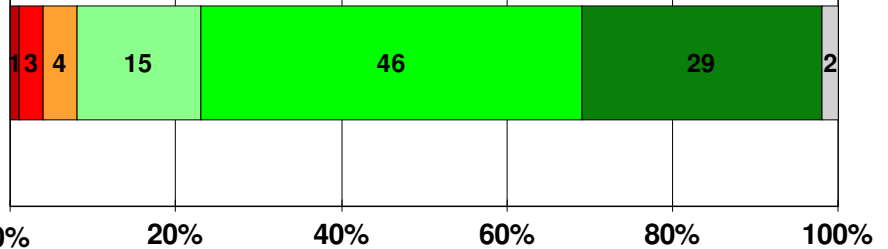
5. How willing were your instructors to provide requested accommodations (extended time, note takers, etc.)?



6. How willing were you to speak with instructors about the need for accommodations?



7. Overall, how responsive is the campus to students with disabilities?



Very Unwilling
Unwilling

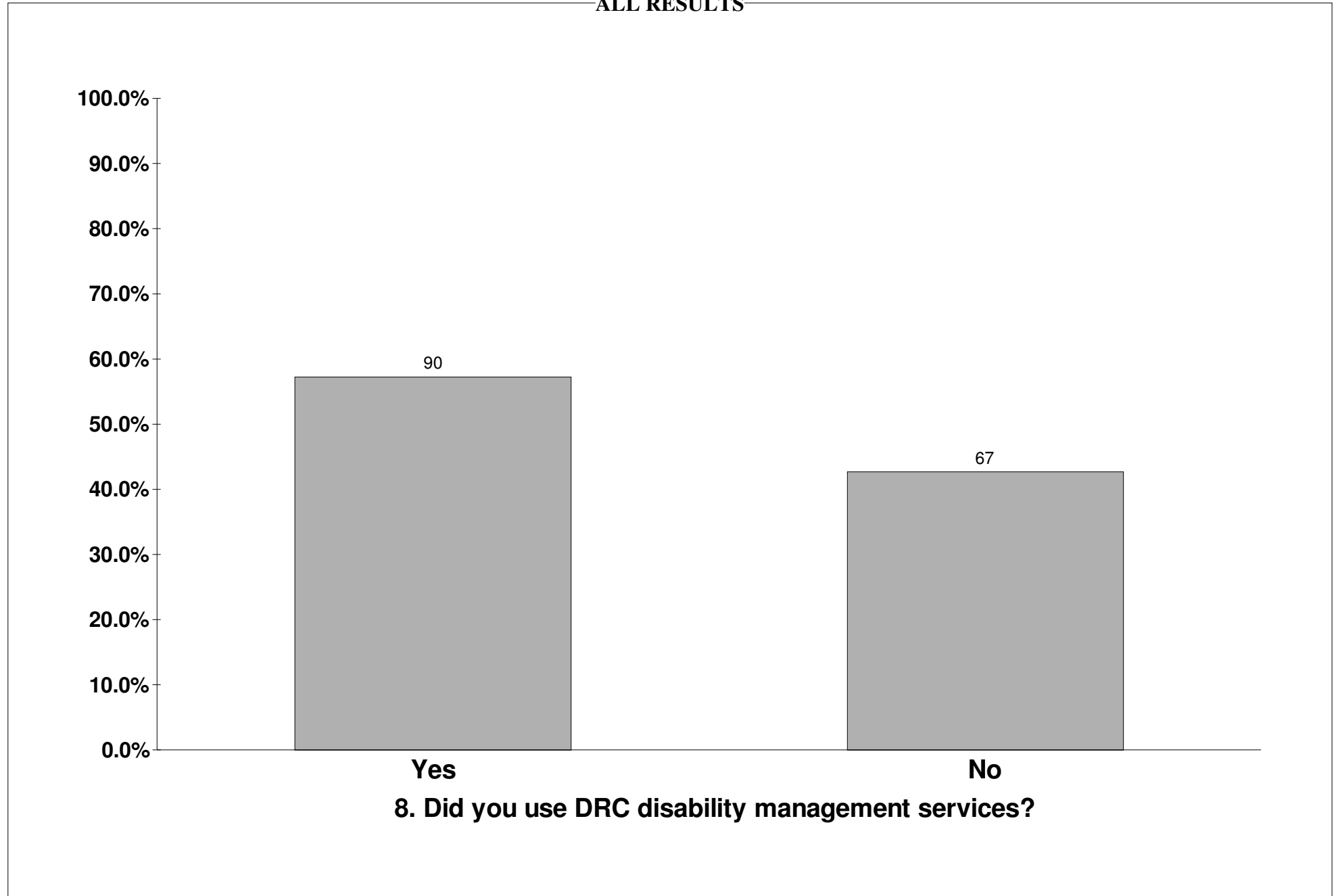
Somewhat Unwilling
Somewhat Willing

Willing
Very Willing

Don't Know/Not Applicable

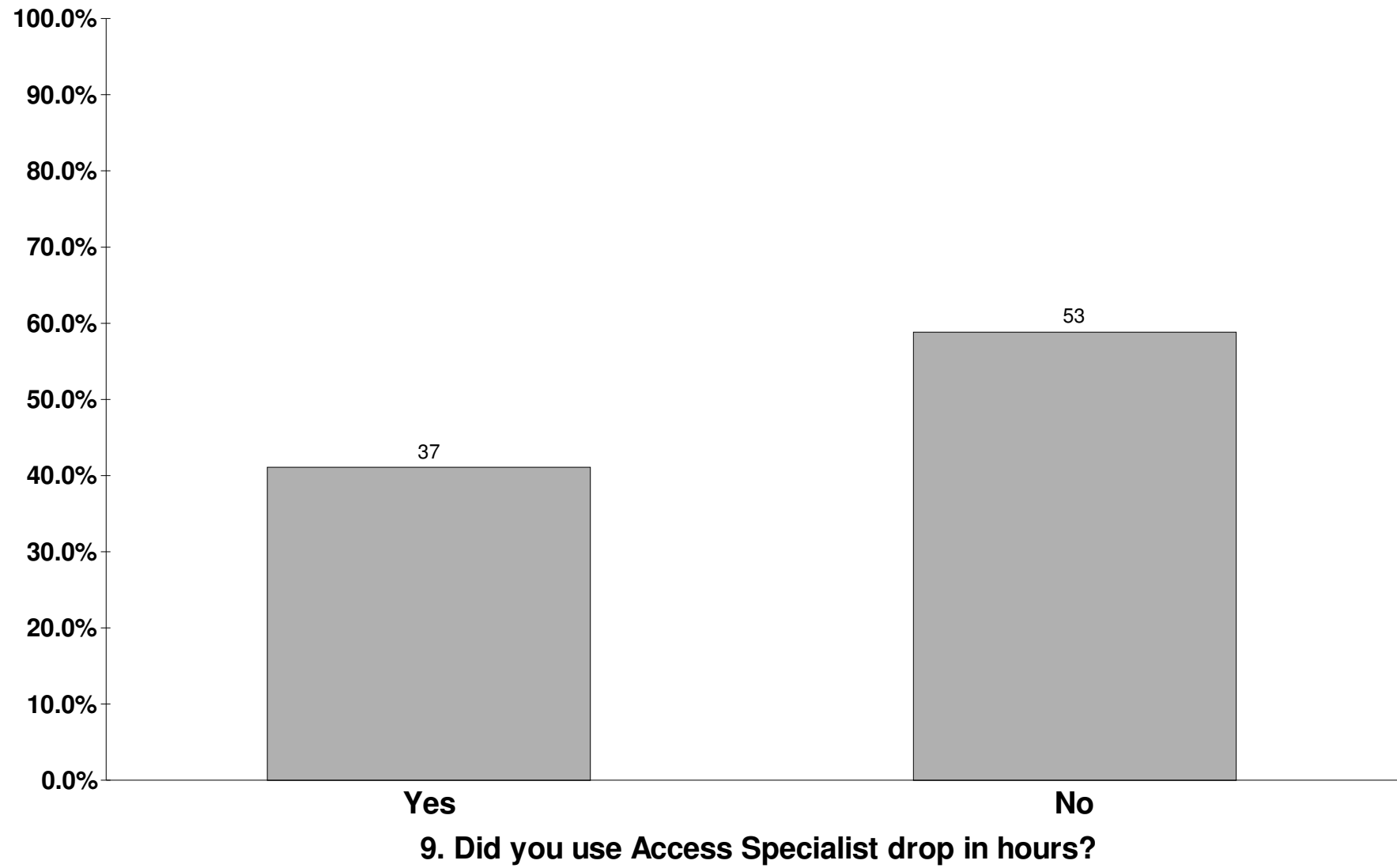
ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Yes	No
Base	157	90 57%	67 43%
8. Did you use DRC disability management services?	157	90 57%	67 43%

ALL RESULTS

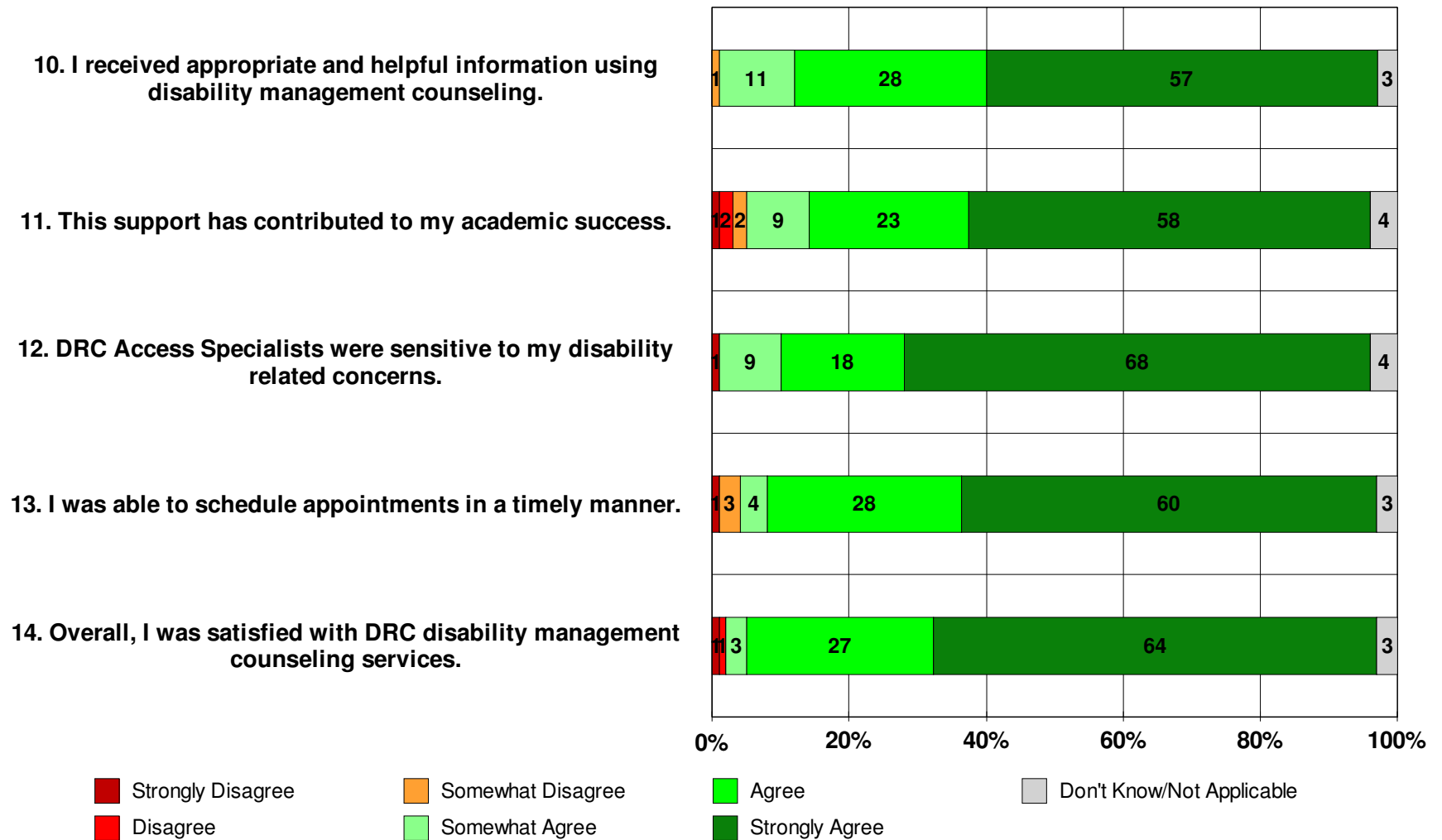
ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Yes	No
Base	90	37 41%	53 59%
9. Did you use Access Specialist drop in hours?	90	37 41%	53 59%

ALL RESULTS

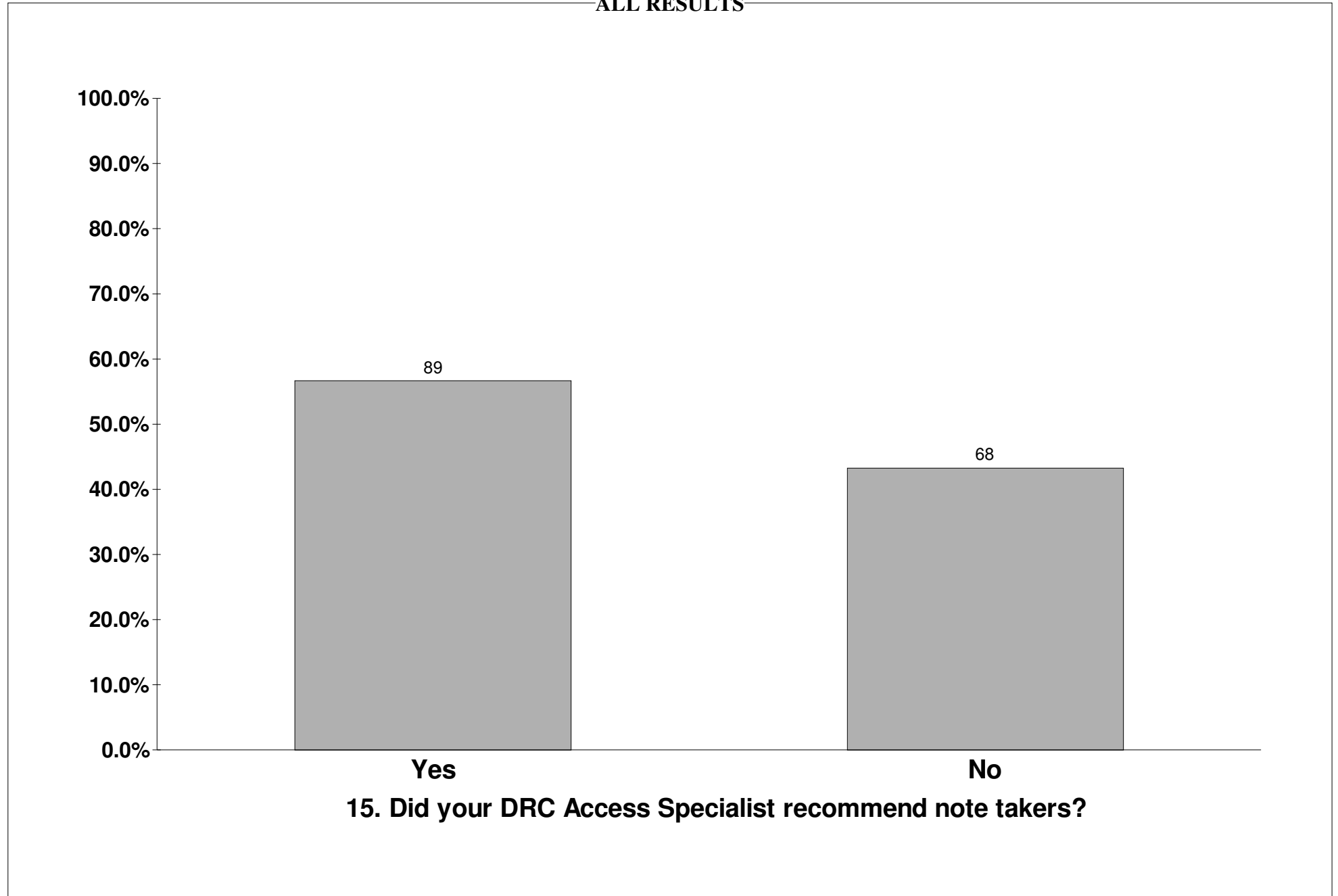
ALL RESULTS

Counts Analysis % Respondents									
	Total	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Don't Know/Not Applicable	Mean
Base	450	4 1%	3 1%	6 1%	33 7%	111 25%	276 61%	17 4%	5.48
10. I received appropriate and helpful information using disability management counseling.	90	- -	- -	1 1%	10 11%	25 28%	51 57%	3 3%	5.45
11. This support has contributed to my academic success.	90	1 1%	2 2%	2 2%	8 9%	21 23%	52 58%	4 4%	5.35
12. DRC Access Specialists were sensitive to my disability related concerns.	90	1 1%	- -	- -	8 9%	16 18%	61 68%	4 4%	5.57
13. I was able to schedule appointments in a timely manner.	90	1 1%	- -	3 3%	4 4%	25 28%	54 60%	3 3%	5.46
14. Overall, I was satisfied with DRC disability management counseling services.	90	1 1%	1 1%	- -	3 3%	24 27%	58 64%	3 3%	5.55

ALL RESULTS**How much do you agree or disagree with the following statements?**

ALL RESULTS

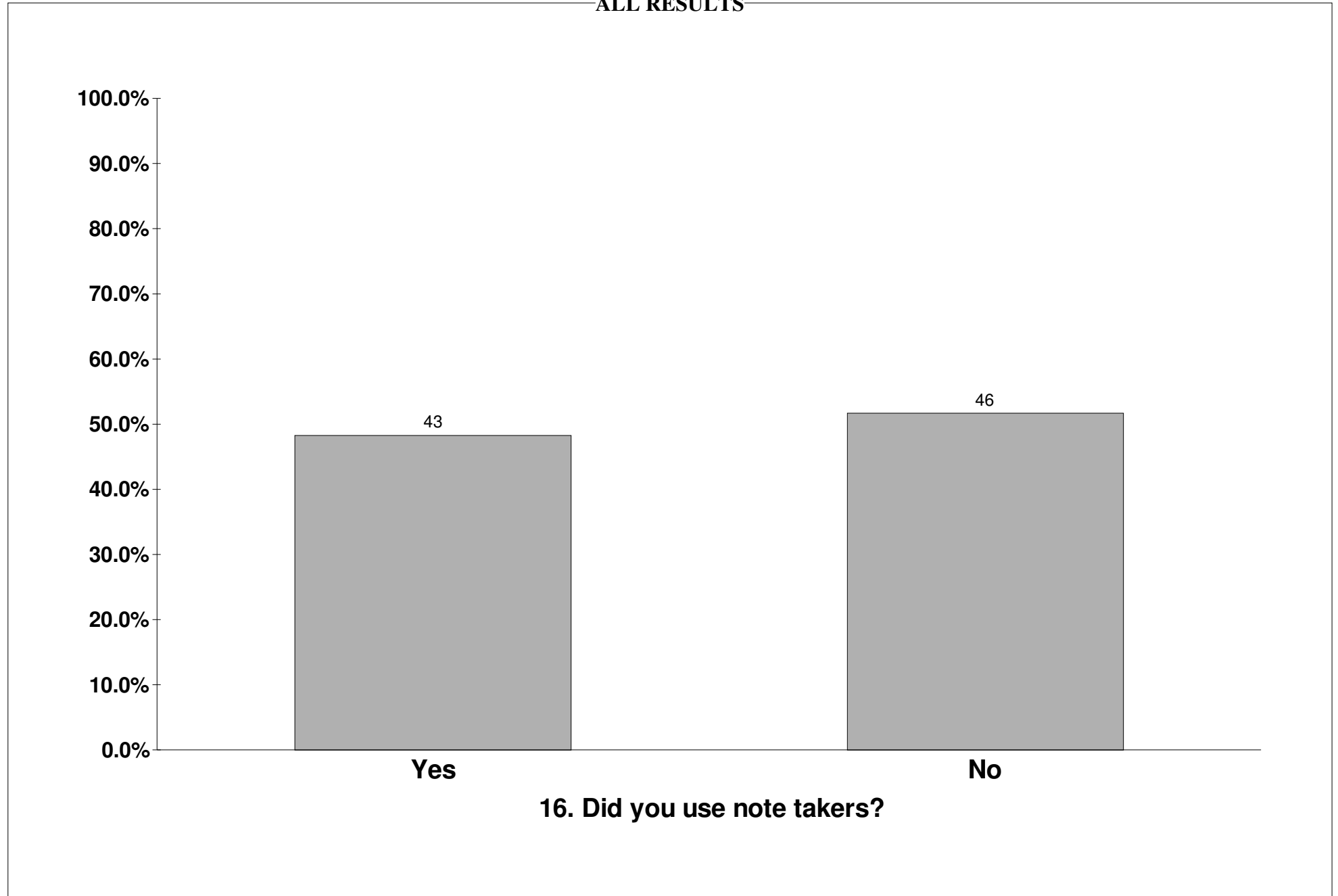
Counts			
Analysis %			
Respondents	Total	Yes	No
Base	157	89	68
		57%	43%
15. Did your DRC Access Specialist recommend note takers?	157	89	68
		57%	43%

ALL RESULTS

15. Did your DRC Access Specialist recommend note takers?

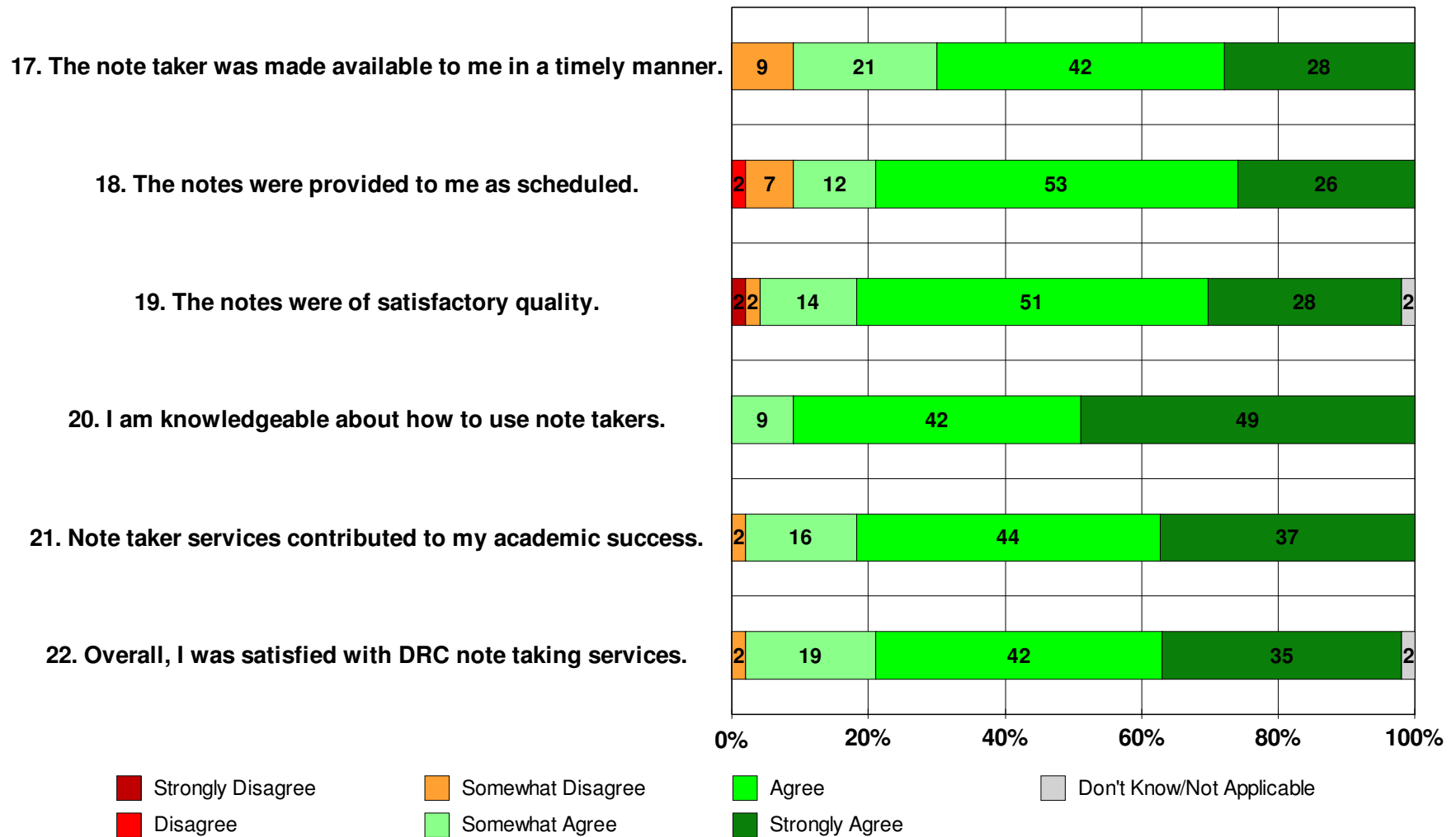
ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Yes	No
Base	89	43	46
		48%	52%
16. Did you use note takers?	89	43	46
		48%	52%

ALL RESULTS

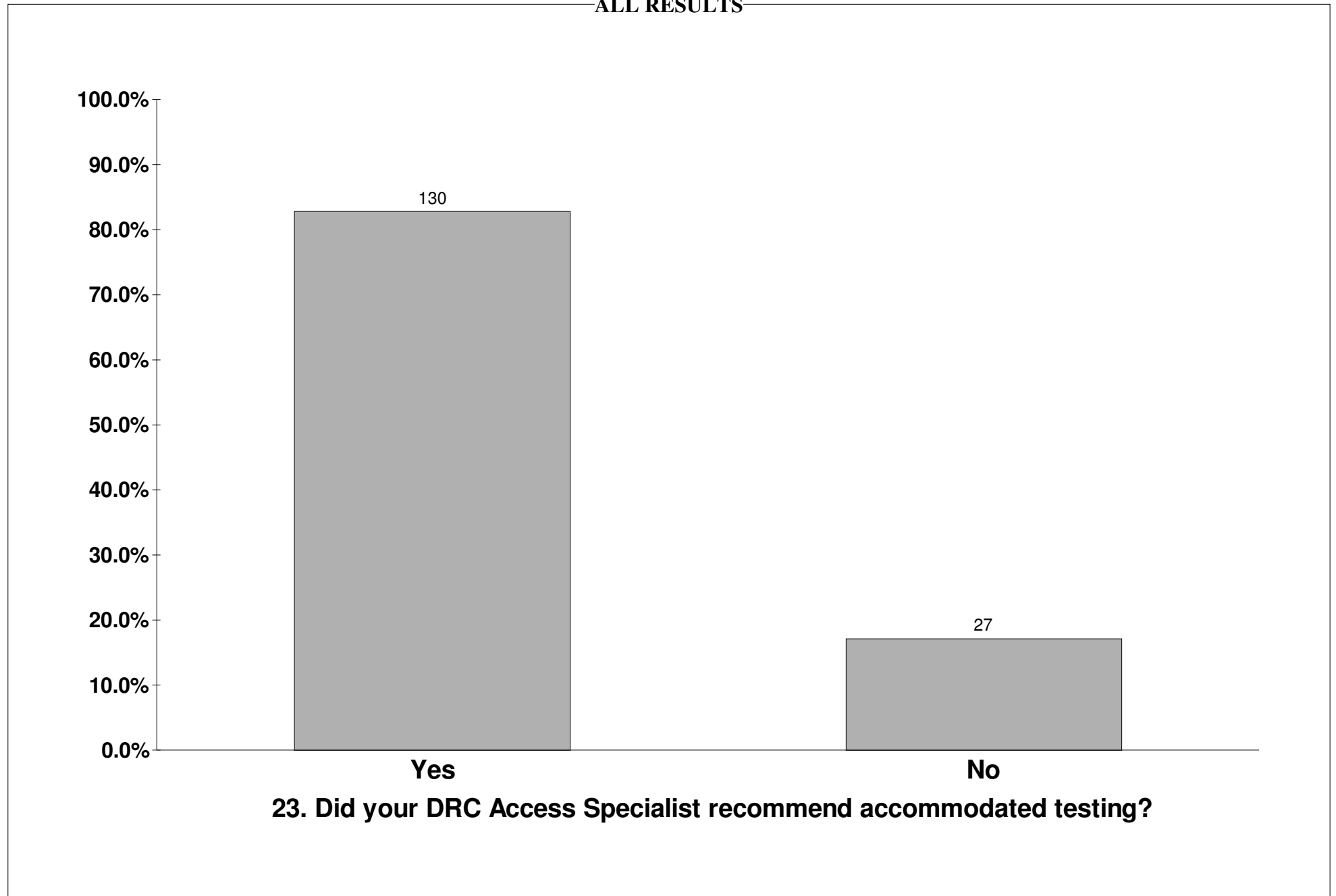
ALL RESULTS

Counts Analysis % Respondents	Total	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Don't Know/Not Applicable	Mean
Base	258	1 0%	1 0%	10 4%	39 15%	118 46%	87 34%	2 1%	5.08
17. The note taker was made available to me in a timely manner.	43	- -	- -	4 9%	9 21%	18 42%	12 28%	- -	4.88
18. The notes were provided to me as scheduled.	43	- -	1 2%	3 7%	5 12%	23 53%	11 26%	- -	4.93
19. The notes were of satisfactory quality.	43	1 2%	- -	1 2%	6 14%	22 51%	12 28%	1 2%	5.00
20. I am knowledgeable about how to use note takers.	43	- -	- -	- -	4 9%	18 42%	21 49%	- -	5.40
21. Note taker services contributed to my academic success.	43	- -	- -	1 2%	7 16%	19 44%	16 37%	- -	5.16
22. Overall, I was satisfied with DRC note taking services.	43	- -	- -	1 2%	8 19%	18 42%	15 35%	1 2%	5.12

ALL RESULTSHow much do you agree or disagree with the following statements?

ALL RESULTS

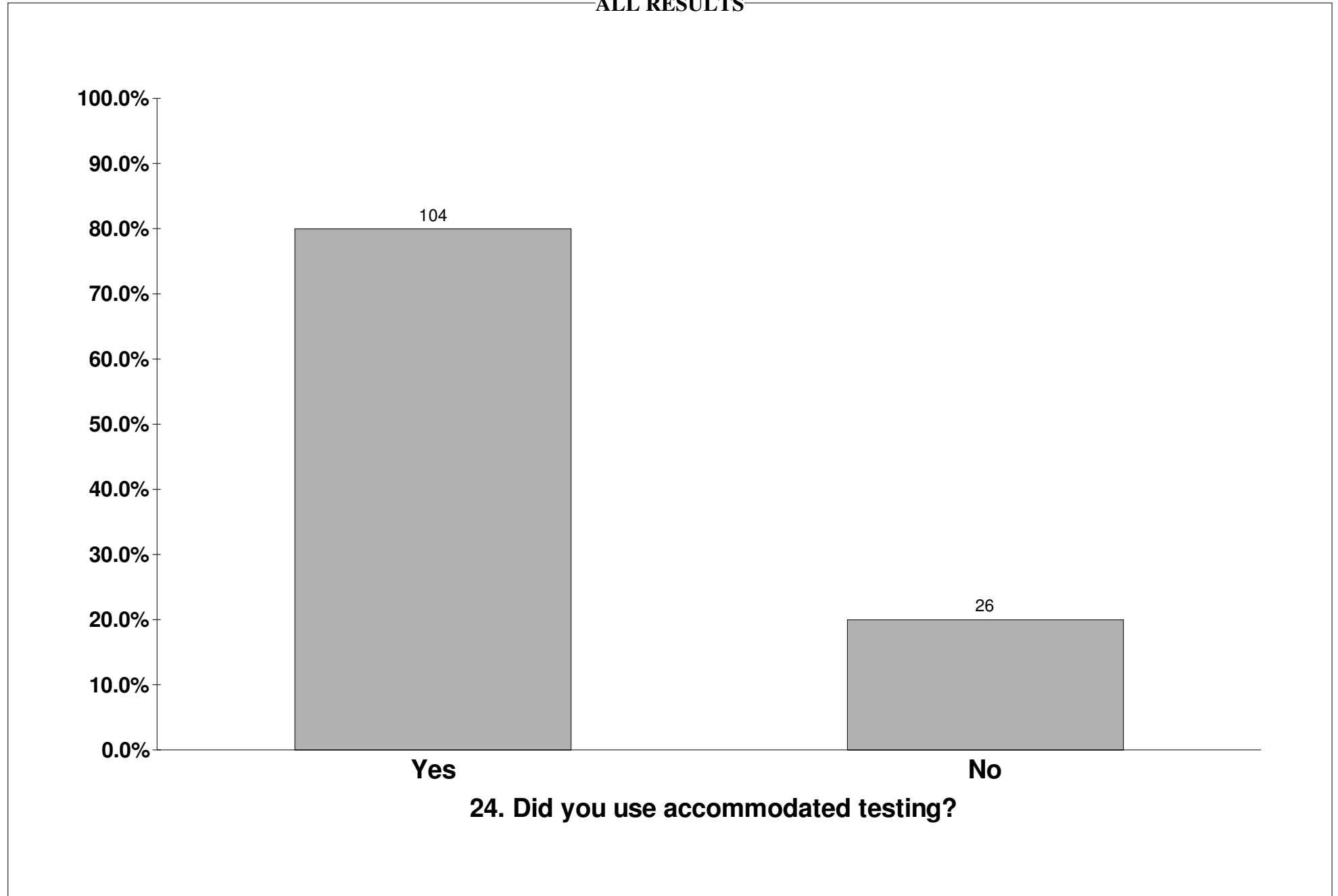
Counts			
Analysis %			
Respondents	Total	Yes	No
Base	157	130 83%	27 17%
23. Did your DRC Access Specialist recommend accommodated testing?	157	130 83%	27 17%

ALL RESULTS

23. Did your DRC Access Specialist recommend accommodated testing?

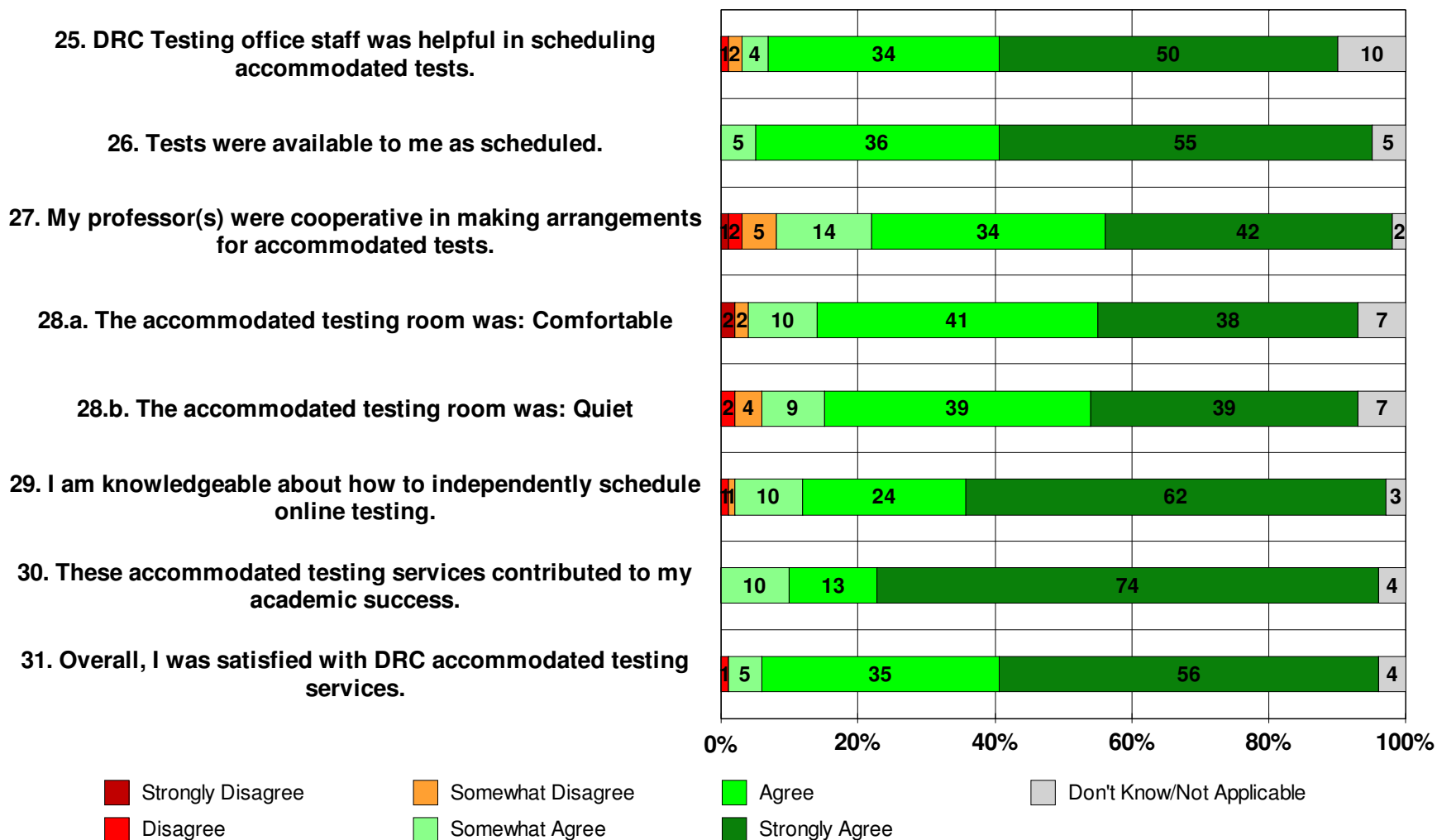
ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Yes	No
Base	130	104	26
		80%	20%
24. Did you use accommodated testing?	130	104	26
		80%	20%

ALL RESULTS

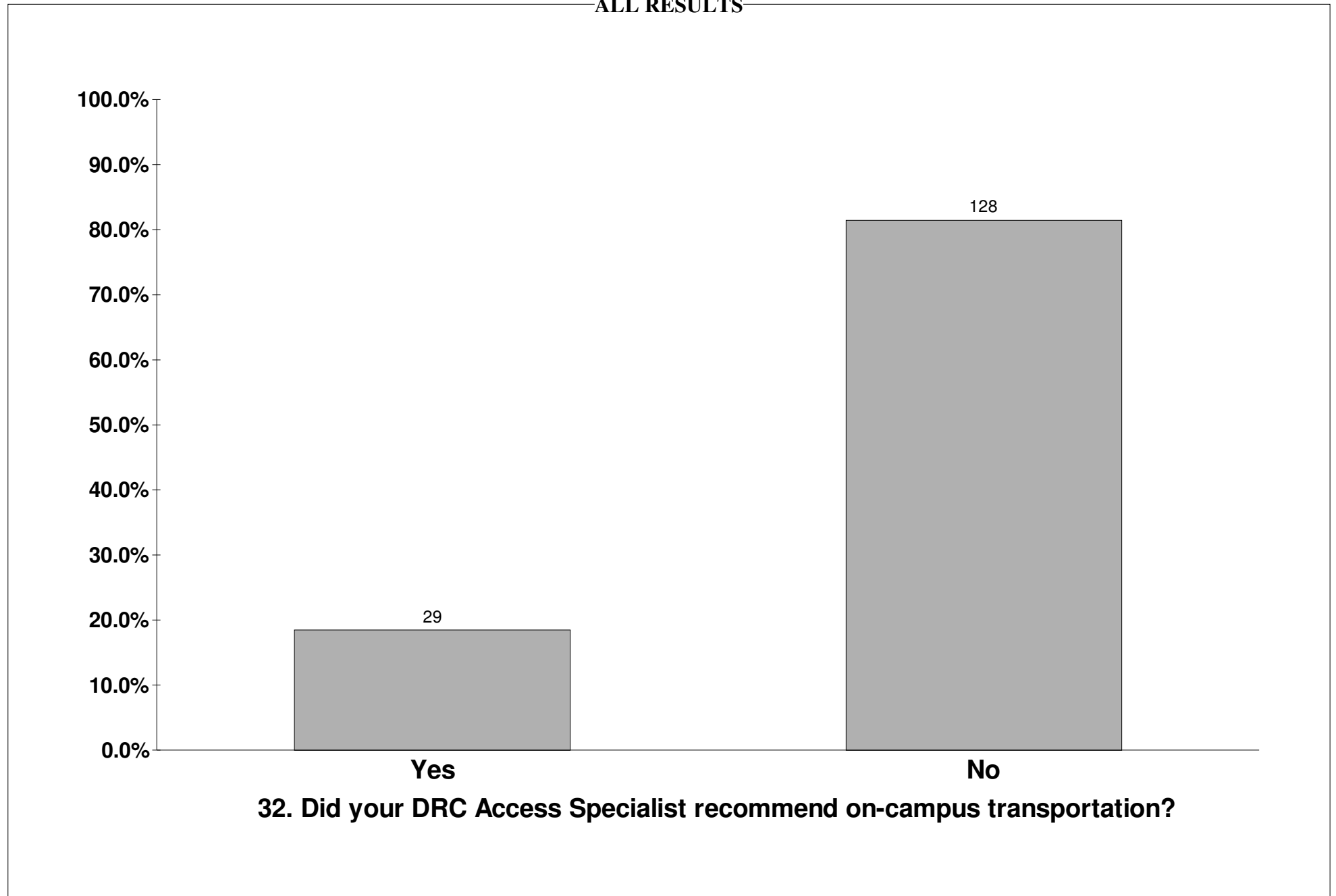
ALL RESULTS

Counts Analysis % Respondents	Total	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Don't Know/Not Applicable	Mean
Base	832	3 0%	7 1%	14 2%	68 8%	265 32%	433 52%	42 5%	5.38
25. DRC Testing office staff was helpful in scheduling accommodated tests.	104	- -	1 1%	2 2%	4 4%	35 34%	52 50%	10 10%	5.44
26. Tests were available to me as scheduled.	104	- -	- -	- -	5 5%	37 36%	57 55%	5 5%	5.53
27. My professor(s) were cooperative in making arrangements for accommodated tests.	104	1 1%	2 2%	5 5%	15 14%	35 34%	44 42%	2 2%	5.09
28.a. The accommodated testing room was: Comfortable	104	2 2%	- -	2 2%	10 10%	43 41%	40 38%	7 7%	5.19
28.b. The accommodated testing room was: Quiet	104	- -	2 2%	4 4%	9 9%	41 39%	41 39%	7 7%	5.19
29. I am knowledgeable about how to independently schedule online testing.	104	- -	1 1%	1 1%	10 10%	25 24%	64 62%	3 3%	5.49
30. These accommodated testing services contributed to my academic success.	104	- -	- -	- -	10 10%	13 13%	77 74%	4 4%	5.67
31. Overall, I was satisfied with DRC accommodated testing services.	104	- -	1 1%	- -	5 5%	36 35%	58 56%	4 4%	5.50

ALL RESULTSHow much do you agree or disagree with the following statements?

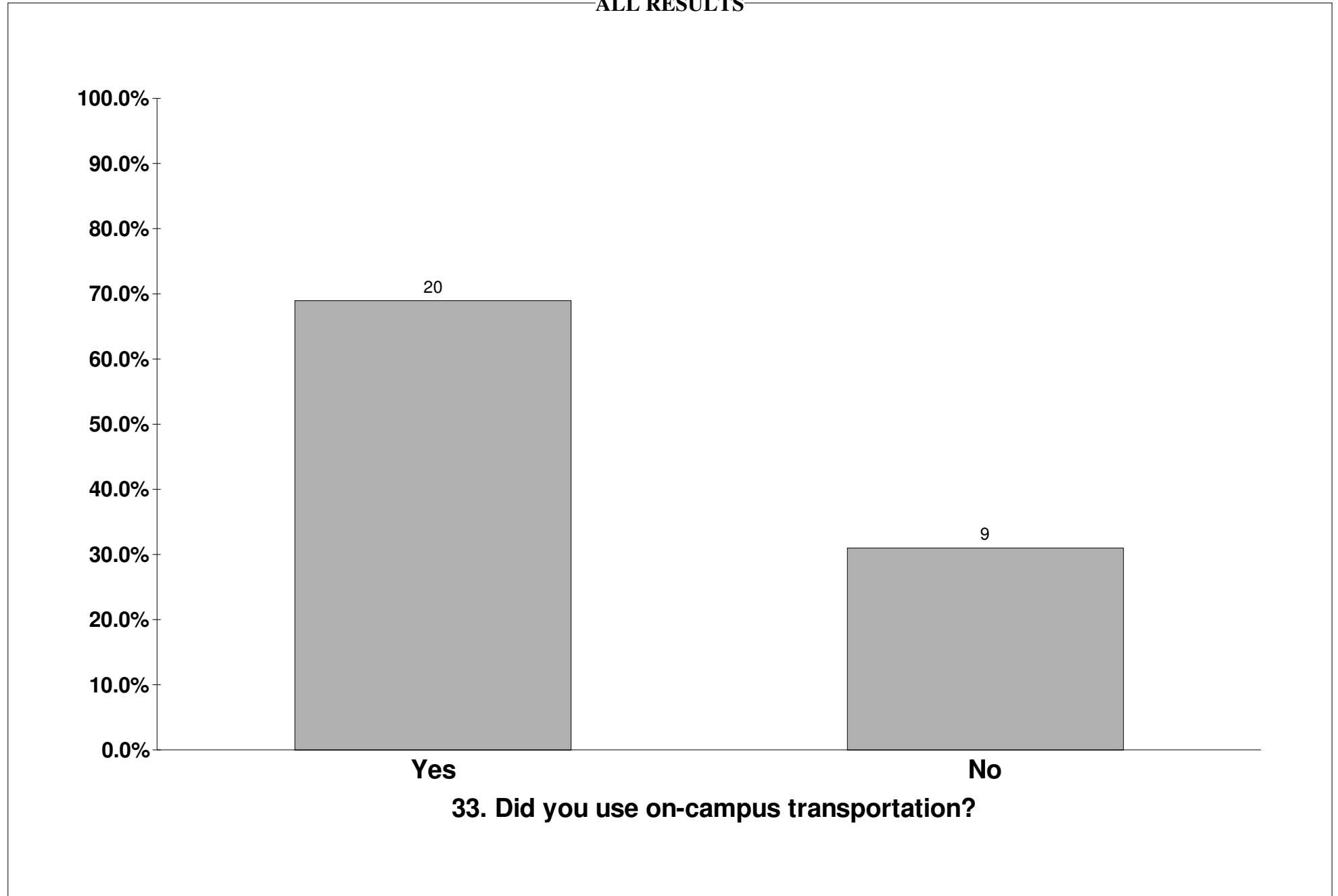
ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Yes	No
Base	157	29 18%	128 82%
32. Did your DRC Access Specialist recommend on-campus transportation?	157	29 18%	128 82%

ALL RESULTS

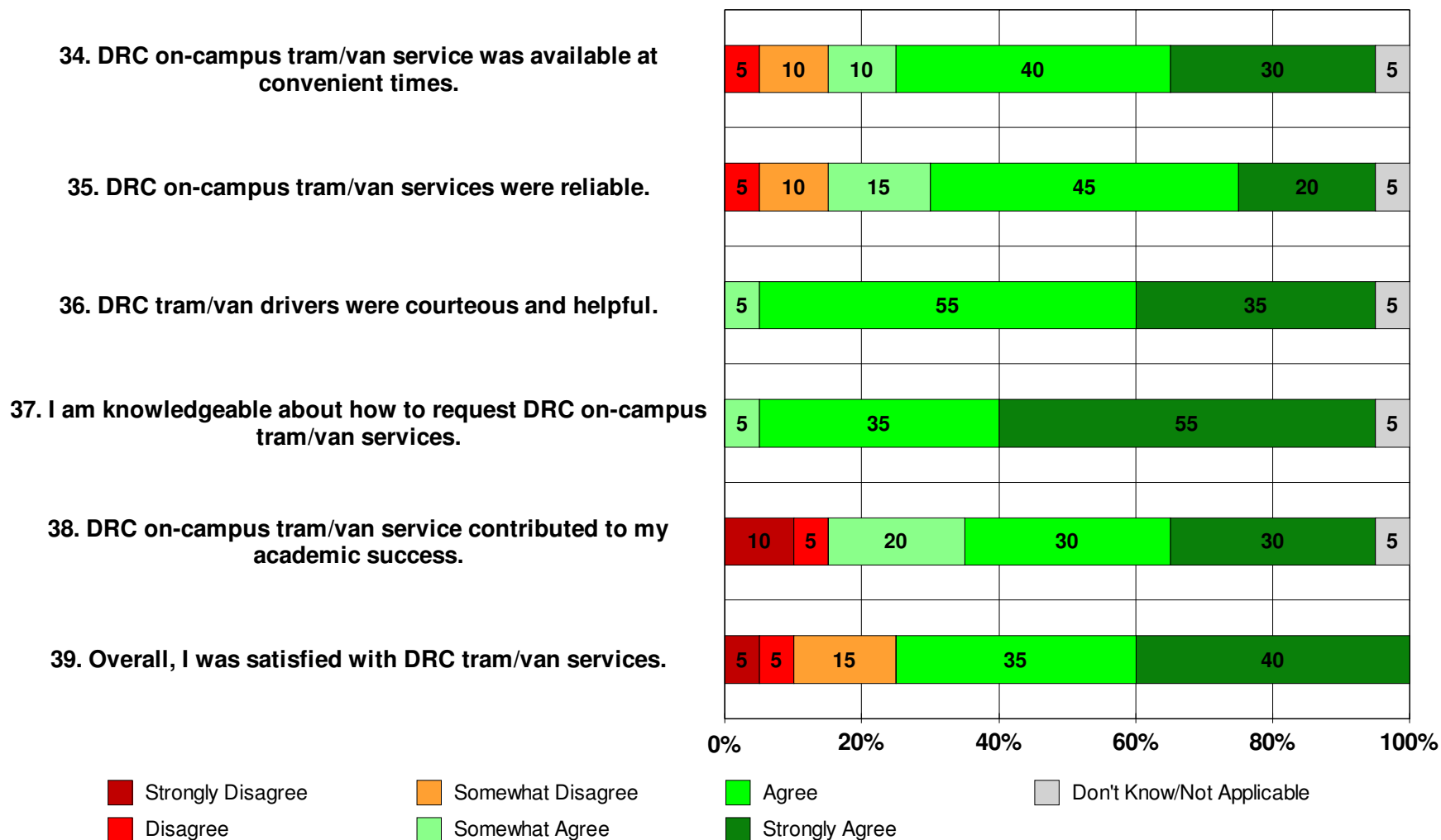
ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Yes	No
Base	29	20	9
		69%	31%
33. Did you use on-campus transportation?	29	20	9
		69%	31%

ALL RESULTS

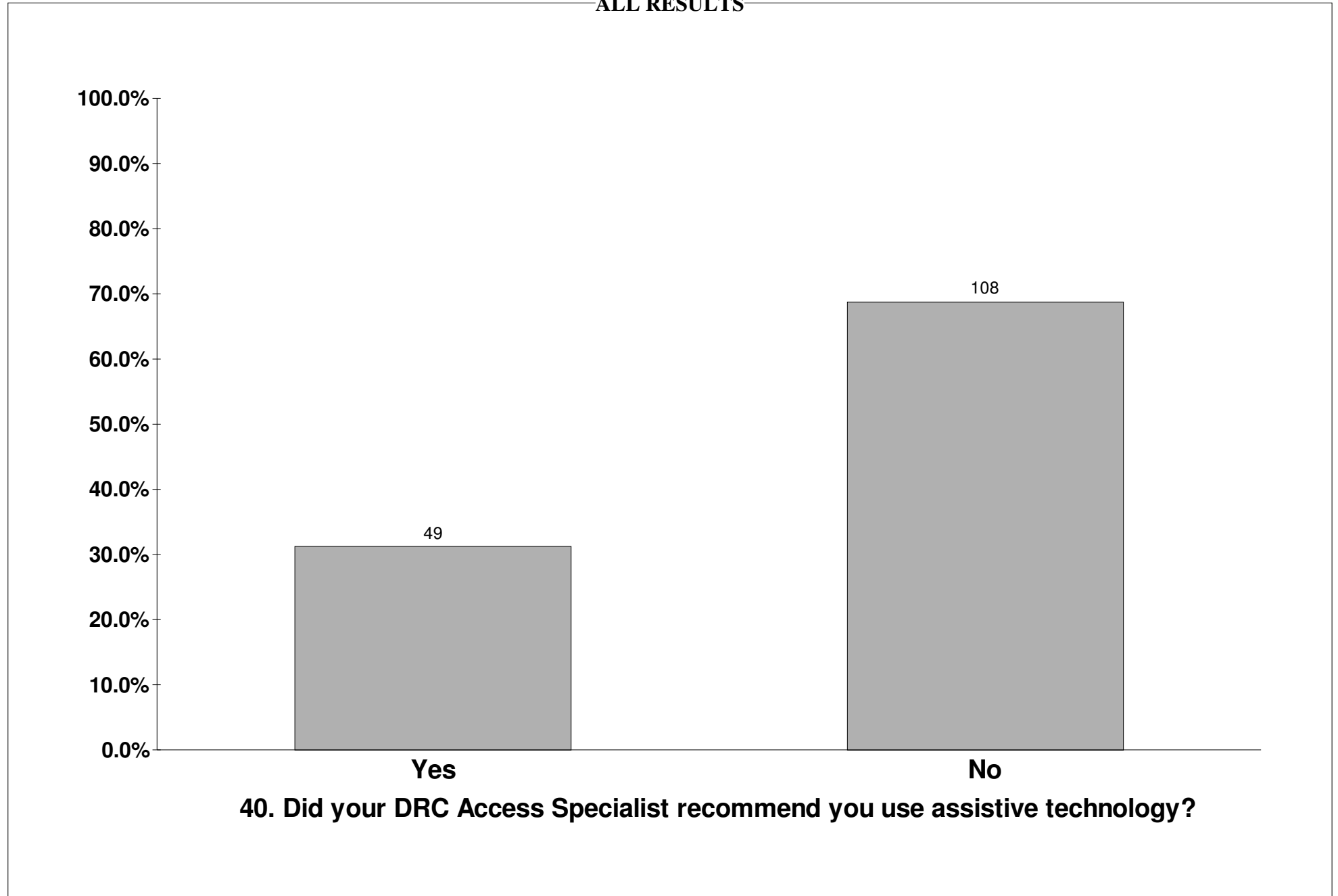
ALL RESULTS

Counts Analysis % Respondents		Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Don't Know/Not Applicable	Mean
Base	120	3 3%	4 3%	7 6%	11 9%	48 40%	42 35%	5 4%	4.94
34. DRC on-campus tram/van service was available at convenient times.	20	- -	1 5%	2 10%	2 10%	8 40%	6 30%	1 5%	4.84
35. DRC on-campus tram/van services were reliable.	20	- -	1 5%	2 10%	3 15%	9 45%	4 20%	1 5%	4.68
36. DRC tram/van drivers were courteous and helpful.	20	- -	- -	- -	1 5%	11 55%	7 35%	1 5%	5.32
37. I am knowledgeable about how to request DRC on-campus tram/van services.	20	- -	- -	- -	1 5%	7 35%	11 55%	1 5%	5.53
38. DRC on-campus tram/van service contributed to my academic success.	20	2 10%	1 5%	- -	4 20%	6 30%	6 30%	1 5%	4.53
39. Overall, I was satisfied with DRC tram/van services.	20	1 5%	1 5%	3 15%	- -	7 35%	8 40%	- -	4.75

ALL RESULTSHow much do you agree or disagree with the following statements?

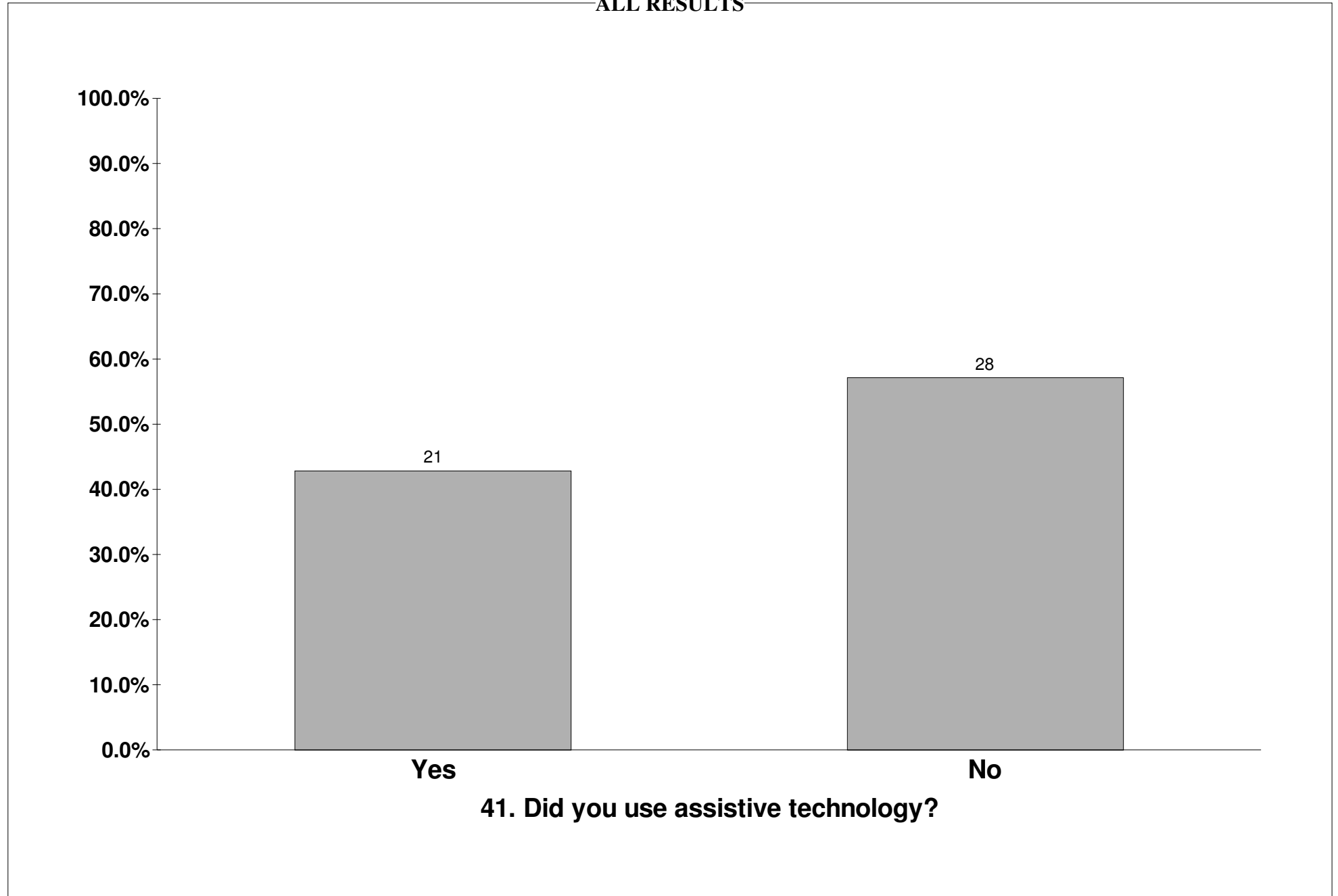
ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Yes	No
Base	157	49	108
		31%	69%
40. Did your DRC Access Specialist recommend you use assistive technology?	157	49	108
		31%	69%

ALL RESULTS

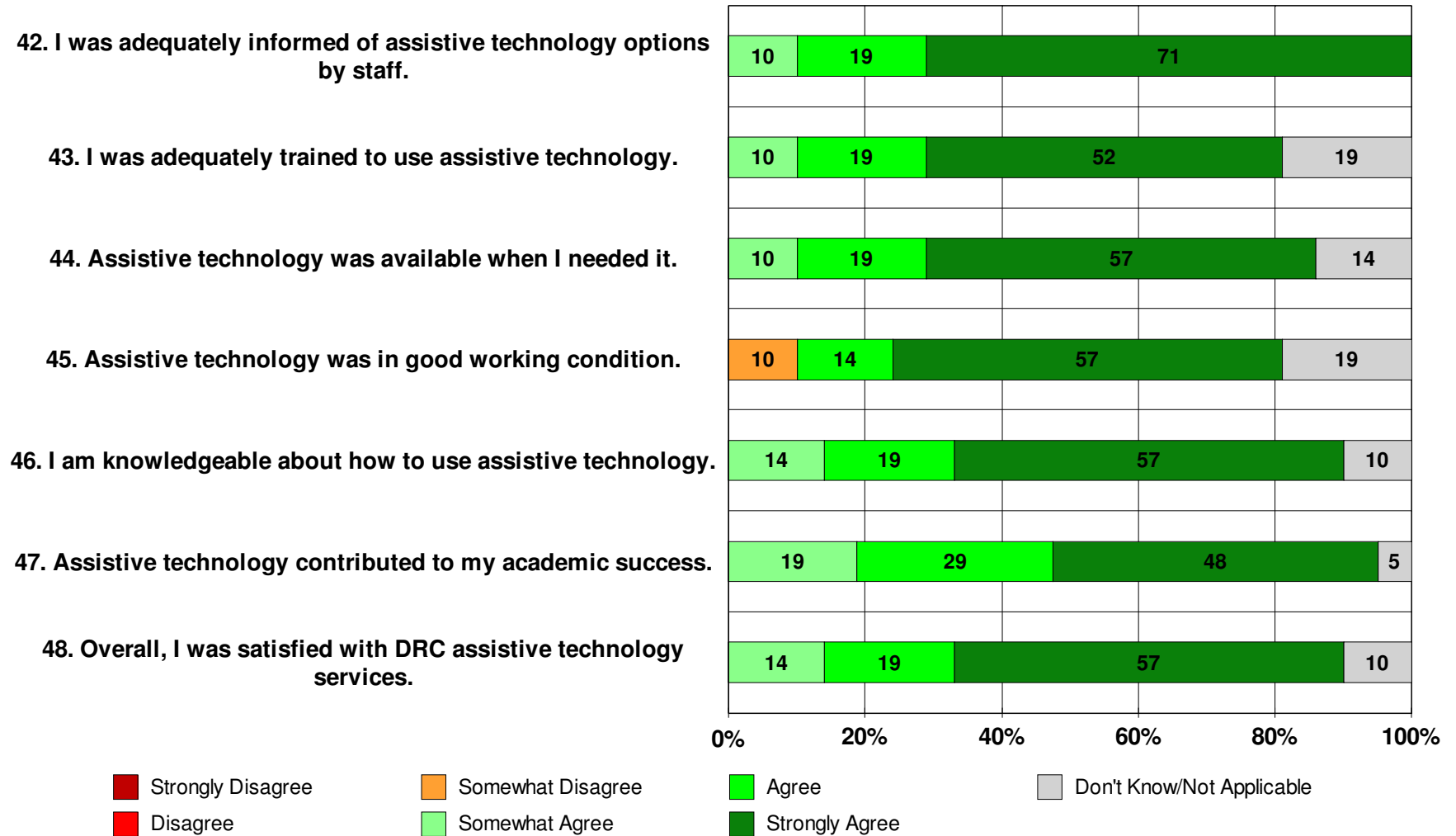
ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Yes	No
Base	49	21	28
		43%	57%
41. Did you use assistive technology?	49	21	28
		43%	57%

ALL RESULTS

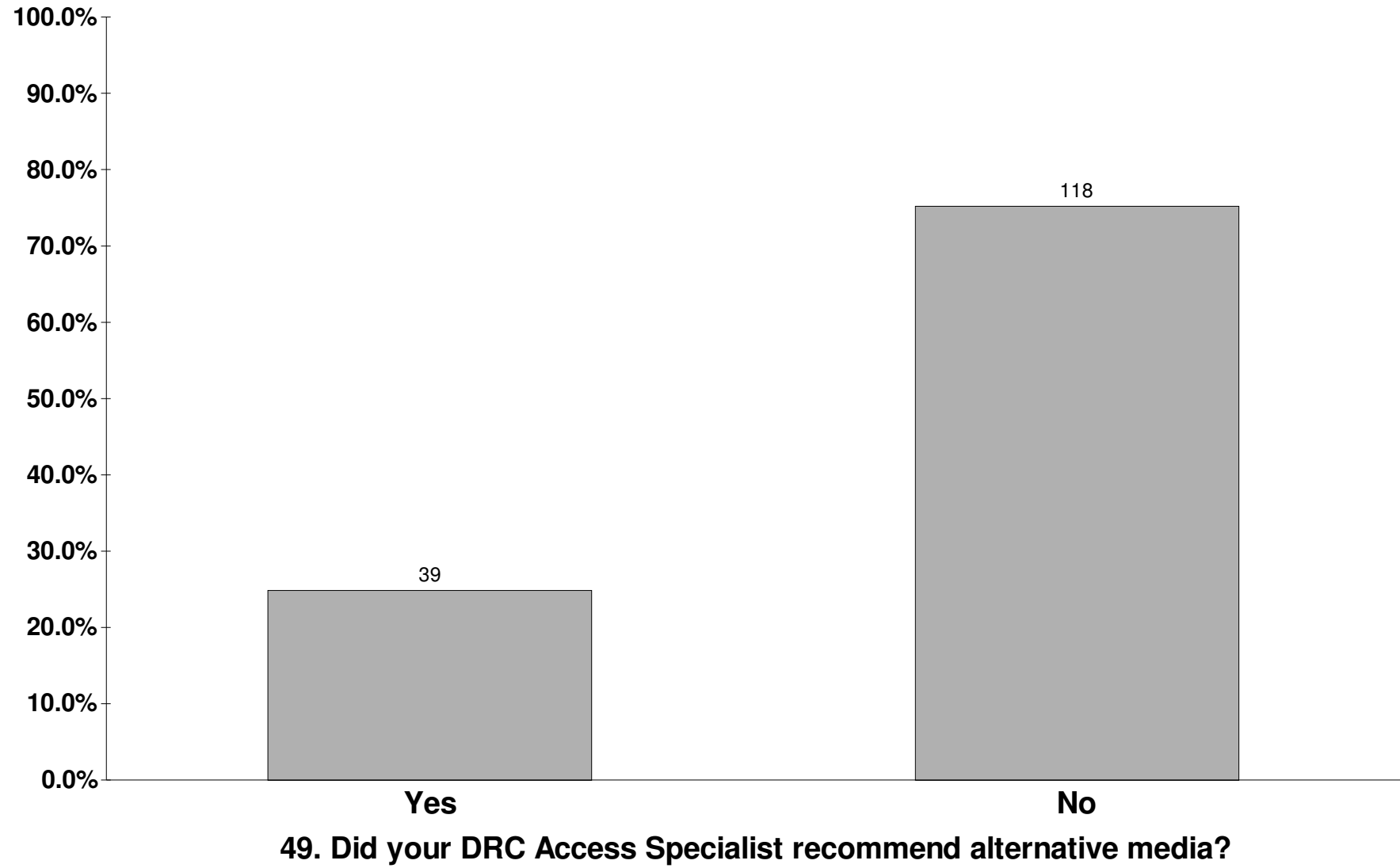
ALL RESULTS

Counts Analysis % Respondents		Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Don't Know/Not Applicable	Mean
Base	147	-	-	2	16	29	84	16	5.49
		-	-	1%	11%	20%	57%	11%	
42. I was adequately informed of assistive technology options by staff.	21	-	-	-	2	4	15	-	5.62
		-	-	-	10%	19%	71%	-	
43. I was adequately trained to use assistive technology.	21	-	-	-	2	4	11	4	5.53
		-	-	-	10%	19%	52%	19%	
44. Assistive technology was available when I needed it.	21	-	-	-	2	4	12	3	5.56
		-	-	-	10%	19%	57%	14%	
45. Assistive technology was in good working condition.	21	-	-	2	-	3	12	4	5.47
		-	-	10%	-	14%	57%	19%	
46. I am knowledgeable about how to use assistive technology.	21	-	-	-	3	4	12	2	5.47
		-	-	-	14%	19%	57%	10%	
47. Assistive technology contributed to my academic success.	21	-	-	-	4	6	10	1	5.30
		-	-	-	19%	29%	48%	5%	
48. Overall, I was satisfied with DRC assistive technology services.	21	-	-	-	3	4	12	2	5.47
		-	-	-	14%	19%	57%	10%	

ALL RESULTSHow much do you agree or disagree with the following statements?

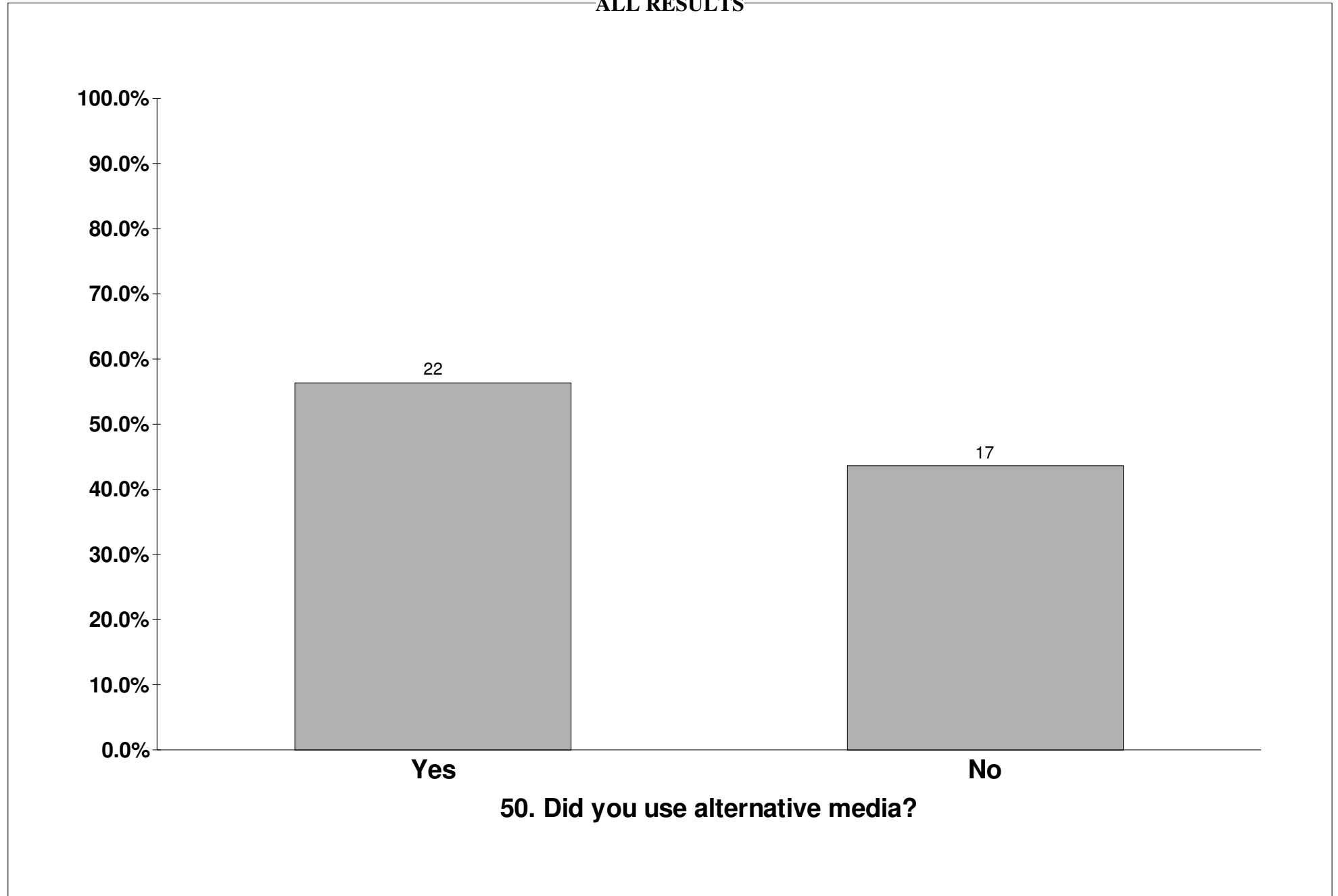
ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Yes	No
Base	157	39	118
		25%	75%
49. Did your DRC Access Specialist recommend alternative media?	157	39	118
		25%	75%

ALL RESULTS

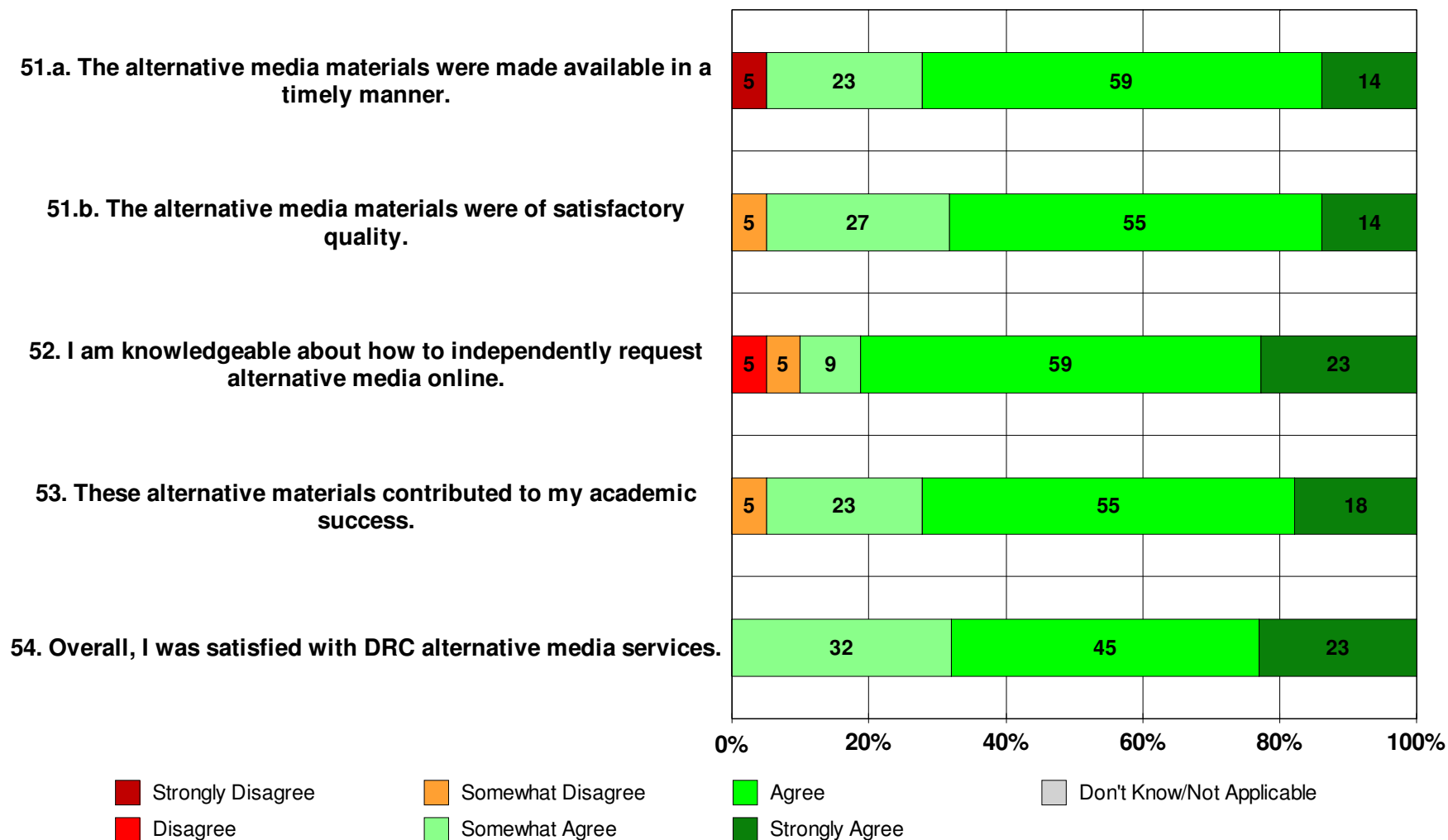
ALL RESULTS

Counts			
Analysis %			
Respondents	Total	Yes	No
Base	39	22	17
		56%	44%
50. Did you use alternative media?	39	22	17
		56%	44%

ALL RESULTS

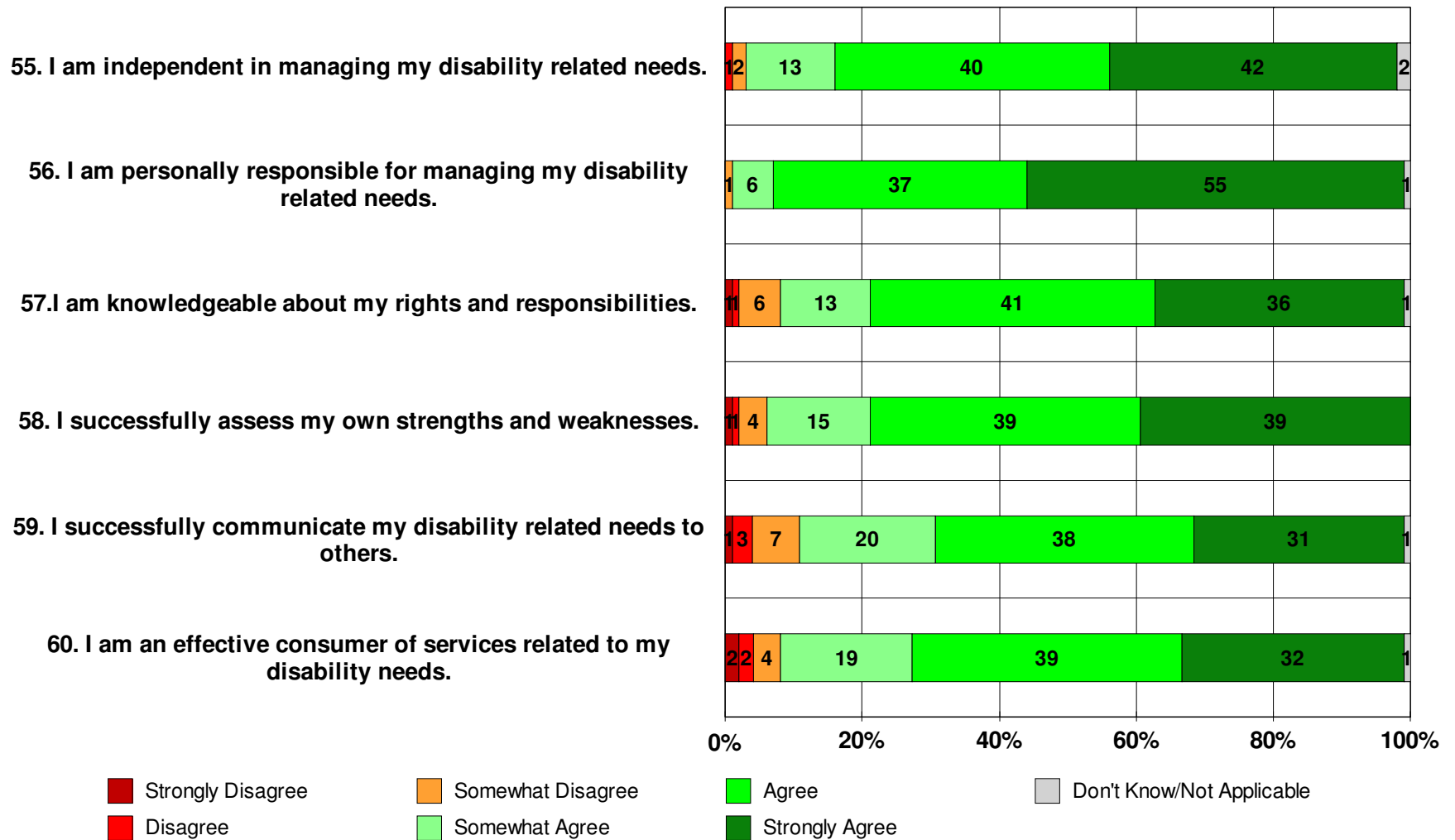
ALL RESULTS

Counts Analysis % Respondents									
	Total	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Don't Know/Not Applicable	Mean
Base	110	1 1%	1 1%	3 3%	25 23%	60 55%	20 18%	- -	4.84
51.a. The alternative media materials were made available in a timely manner.	22	1 5%	- -	- -	5 23%	13 59%	3 14%	- -	4.73
51.b. The alternative media materials were of satisfactory quality.	22	- -	- -	1 5%	6 27%	12 55%	3 14%	- -	4.77
52. I am knowledgeable about how to independently request alternative media online.	22	- -	1 5%	1 5%	2 9%	13 59%	5 23%	- -	4.91
53. These alternative materials contributed to my academic success.	22	- -	- -	1 5%	5 23%	12 55%	4 18%	- -	4.86
54. Overall, I was satisfied with DRC alternative media services.	22	- -	- -	- -	7 32%	10 45%	5 23%	- -	4.91

ALL RESULTSHow much do you agree or disagree with the following statements?

ALL RESULTS

Counts Analysis % Respondents									
	Total	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Don't Know/Not Applicable	Mean
Base	942	7 1%	13 1%	39 4%	135 14%	368 39%	372 39%	8 1%	5.10
55. I am independent in managing my disability related needs.	157	- -	2 1%	3 2%	20 13%	63 40%	66 42%	3 2%	5.22
56. I am personally responsible for managing my disability related needs.	157	- -	- -	1 1%	10 6%	58 37%	87 55%	1 1%	5.48
57. I am knowledgeable about my rights and responsibilities.	157	1 1%	2 1%	10 6%	21 13%	65 41%	57 36%	1 1%	5.04
58. I successfully assess my own strengths and weaknesses.	157	1 1%	2 1%	7 4%	23 15%	62 39%	62 39%	- -	5.10
59. I successfully communicate my disability related needs to others.	157	2 1%	4 3%	11 7%	31 20%	59 38%	49 31%	1 1%	4.85
60. I am an effective consumer of services related to my disability needs.	157	3 2%	3 2%	7 4%	30 19%	61 39%	51 32%	2 1%	4.91

ALL RESULTSHow much do you agree or disagree with the following statements?

How much do you agree or disagree with the following statements?

Analysis...: Q6.a~Q6.f, Q7.a~Q7.c, Q10.a~Q10.e, Q13.a~Q13.f, Q16.a~Q16.h, Q19.a~Q19.f, Q22.a~Q22.g, Q25.a~Q25.e, Q26.a~Q26.f

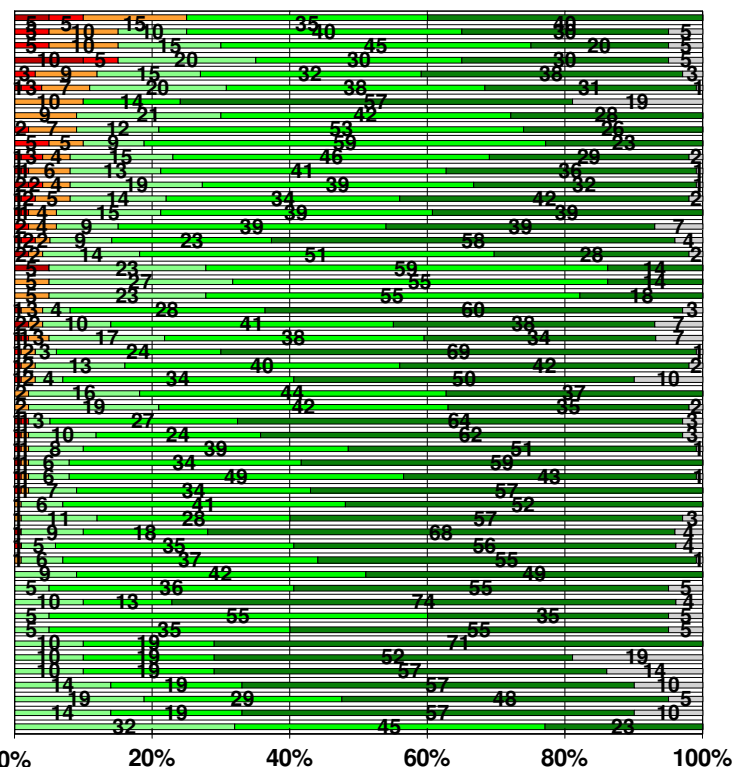
Filter.....: All Respondents

Options...: Transposed, Analysis Ordered

Cells.....: Analysis %, Respondents

How much do you agree or disagree with the following statements?

39. Overall, I was satisfied with DRC tram/van services.
 34. DRC on-campus tram/van service was available at convenient times.
 35. DRC on-campus tram/van services were reliable.
 38. DRC on-campus tram/van service contributed to my academic success.
 6. How willing were you to speak with instructors about the need for accommodations?
 59. I successfully communicate my disability related needs to others.
 45. Assistive technology was in good working condition.
 17. The note taker was made available to me in a timely manner.
 18. The notes were provided to me as scheduled.
 52. I am knowledgeable about how to independently request alternative media online.
 7. Overall, how responsive is the campus to students with disabilities?
 57. I am knowledgeable about my rights and responsibilities.
 60. I am an effective consumer of services related to my disability needs.
 27. My professor(s) were cooperative in making arrangements for accommodated tests.
 58. I successfully assess my own strengths and weaknesses.
 28.b. The accommodated testing room was: Quiet
 11. This support has contributed to my academic success.
 19. The notes were of satisfactory quality.
 51.a. The alternative media materials were made available in a timely manner.
 51.b. The alternative media materials were of satisfactory quality.
 53. These alternative materials contributed to my academic success.
 13. I was able to schedule appointments in a timely manner.
 28.a. The accommodated testing room was: Comfortable
 4. Overall, I would recommend the DRC to other students.
 55. I am independent in managing my disability related needs.
 25. DRC Testing office staff was helpful in scheduling accommodated tests.
 21. Note taker services contributed to my academic success.
 22. Overall, I was satisfied with DRC note taking services.
 14. Overall, I was satisfied with DRC disability management counseling services.
 29. I am knowledgeable about how to independently schedule online testing.
 3. I was satisfied with the DRC front office facilities.
 1. I was made to feel welcome by the DRC front office staff.
 2.a. DRC front office staff were knowledgeable
 2.b. DRC front office staff were courteous
 2.c. DRC front office staff were helpful
 10. I received appropriate and helpful information using disability management counseling.
 12. DRC Access Specialists were sensitive to my disability related concerns.
 31. Overall, I was satisfied with DRC accommodated testing services.
 56. I am personally responsible for managing my disability related needs.
 20. I am knowledgeable about how to use note takers.
 26. Tests were available to me as scheduled.
 30. These accommodated testing services contributed to my academic success.
 36. DRC tram/van drivers were courteous and helpful.
 37. I am knowledgeable about how to request DRC on-campus tram/van services.
 42. I was adequately informed of assistive technology options by staff.
 43. I was adequately trained to use assistive technology.
 44. Assistive technology was available when I needed it.
 46. I am knowledgeable about how to use assistive technology.
 47. Assistive technology contributed to my academic success.
 48. Overall, I was satisfied with DRC assistive technology services.
 54. Overall, I was satisfied with DRC alternative media services.



Strongly Disagree

Somewhat Disagree

Agree

Don't Know/Not Applicable

Disagree

Somewhat Agree

Strongly Agree

Your comments, criticisms, accolades.....We want to know!

Analysis...: Your comments, criticisms, accolades.....We want to know!

Filter.....: All Respondents

Your comments, criticisms, accolades.....We want to know!

I have really appreciated having the DRC van/tram available, I don't know how I could do these past 2 quarters without it. I thought the drivers were all nice, it is easy to get rides, the rides re dependable, everything has been fantastic.

I've experienced some difficulty with Professors in scheduling alternative testing, they required constant prompting to approve requests, and some did not seem to understand the process.

The DRC has been extremely helpful to me! The main area I see that could use improvement is the tram service being offered later in the day. I miss a lot of my afternoon/evening classes because I can't get to them.

none! thank you for being there!

Great resource. Has helped me with many struggles. I never received a note taker in some classes, which was unfortunate. Maybe if this happens in the future, professor's notes could be made available. Also it is very difficult to remember to sign 5 days up in advance for alternative testing. Maybe sending a reminder during week two of the quarter, when we have our syllabus would be incredibly helpful to DRC students. Overall, finding out I had a disability, and then having such a wonderful place to go for help was amazing. The staff was very kind and understanding and I just hope they know how appreciated they are! Thank you!

It would be nice to have a spots very close to each of the bus stop locations on campus.

The DRC has been extremely helpful to me this spring quarter. I am really glad I went in to speak with an access specialist who hwlped me utilize the possible accomodations.

The students working the front desk have been helpful, it is the other people who work downstairs in that area who haven't been helpful, and if anything make using the DRC stressful, which isn't helpful with anxiety. As far as professors being willing to accommodate, having one question to cover all of my professors is unfair. One of my professors is exceedingly helpful, the others not so.

I am finishing at Poly this term and I would NOT have been able to do this without the help, support, and accommodation of everyone in DRC. Chris Parker-Kennedy was a great help and support.

New student to DRC; just getting settled. However, I've already received a lot of help. Particularly helpful so far were the 1-on-1 appointments with my access specialist. Will be using additional services very soon.

I am very pleased with how organized and helpful the DRC is!

Your comments, criticisms, accolades.....We want to know!

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I can't think of anything to say other than the fact that I am very frustrated with everything. DRC is fine, my access specialist seemed very compassionate- but I feel like a moron on a non-moron's campus. I still don't know how to take advantage of Disability Management Services.... I told my specialist that I wanted to use it but never got information on how. Its all moot anyway...

I find the LiveScribe pen very helpful in studying. It's a useful tool for everyone to listen to the lecture a second or third time and pick up anything missed. The testing accommodations are somewhat quieter than a normal classroom. There is still a lot of noise from construction, vehicles, students outside but those factors are hard for the DRC to control. I appreciate the availability of earplugs and headphones to block out external noise. One improvement I suggest with the DRC alternate testing is letting the student know where the testing room will be. Testing is regularly in the DRC center, but final exams take place in another room. Students taking alternate exams and finals for the first time should be notified before the day of the exam on their CP portal or email. In my case I had to walk 25-30 minutes from the back of PCV to the DRC and then walk uphill to the UU when I could have taken only 15 minutes to get to the UU. While I did get some extra time to make up for the loss, I didn't have as much energy as I could have when taking the final.

My DRC specialist does not understand my needs and desires. She does not believe that I am independent in taking care of myself however when I do come to her for help I often get the answer that there is nothing she can do about it.

Over the course of the last two years, the DRC has been incredibly helpful, informative, friendly, and has contributed significantly to my academic success. I don't know what I would have done without these services and the help of the staff. Thank you so much for making this service available and for maintaining such a high quality of service!

Your comments, criticisms, accolades.....We want to know!

Analysis...: Your comments, criticisms, accolades.....We want to know!

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Jennifer Allen-Barker is an asset to DRC.

I love all of you at the Disability Resource Center. You all have helped me so much and I appreciate the services that I have received to help make me to be a success in school.

n/a

Great service

When I signed up for all my midterms and finals at the start of last quarter, the teachers forgot to respond to DRC. This quarter I'm signing up for testing when it is just a little over a week before the test date, and it's working better. If you would like us to sign up well ahead of the testing date, I would suggest a reminder e-mail to professors to approve testing. Thank you.

Everything was great, campus is just inaccessible

Keep up the good work!

Ive had an excellent history with the DRC and their support has been helpful in my academic successes

Your comments, criticisms, accolades.....We want to know!

Analysis...: Your comments, criticisms, accolades.....We want to know!

Filter.....: All Respondents

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I feel like the disability resource center is doing a very good job helping those who have disabilities but many students at Cal Poly who are not differently abled are very negative about the issues faced by students with disabilities. It would be cool to see some events to help the rest of the student population understand the need for the DRC.

I have benefited greatly from the use of the DRC and my access specialist. I do not think I would have been nearly as successful without the help of the DRC or my access specialist. I am very grateful to everyone who works for the DRC because they have made my attending Cal Poly and achieving as well as I have possible.

My DRC Access Specialist, Chris Parker Kennedy, was/is extremely helpful in regards to my disability.

Allowing for submitting portal requests 3 or 4 days prior would be nice as opposed to a week in advance would be nice. More adjustable testing chairs would be awesome (some are too low for the desks). Also, I don't know if anyone has worn the new plastic ridged ear plugs on but after about an hour they actually hurt. The foam ones were nice but they don't stay in as well. So maybe try a different brand? Thanks!

I really appreciate the services I've recieved, incl notetakers and RFDB Audiobooks. These services have been significant in my success at Cal Poly.

The DRC was very helpful in getting me to classes since calpoly is not very crutch friendly.

The trams are not very good at all. They are hard to get into when you have an injury. I almost injured myself again trying to get into and out of the trams.

I would not have been able to make it through freshman year without the DRC.

Thank you for helping me

One quarter I asked the DRC to find me a note taker for one of my classes. Several week or so later you sent me an email with a single interested note taker. I contacted the individual and after several conversations regarding where and when we were going to get together to figure out the details we realized we were not in the same class or section. The note taker was in a completely different class altogether. Not so helpful... Maybe make sure there the email to attract note takers is sent to the right classes.

It seems that when I was asked a question that the importance of me being able to decide what I wanted was made overly important.

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1) When I first started using the DRC, I was uncomfortable informing people (professors, students, etc.) about my disabilities. The format for requesting tests has been changed since I was a freshman, I am not more comfortable discussing it, and my closer peers are aware of my disabilities. 2) The online request testing system works well; however, may times I forget to request a test prior to a week before my test. It might be better to extend the time till the end of the day a week before. Also, many times my professors have changed the dates of the tests last minute making it difficult to work with the DRC. Lastly, twice my professor were the reasons I was not able to use the DRC accommodations because they did not approve of the test in time. It might be beneficial to stress to professor their involvement. 3) I stopped using the books on-tape my second year because it took to long to get my material back and I did not like the computerized voices. It was more distracting then helpful. I'm not sure how this might be improved. Overall, I am very grateful to the DRC services. It positively assisted my academic education. I knew I always had help and assistance if needed and it offered me a quiet and stress-free place to take my tests thus improving my overall grades.

It is sometimes difficult to get teachers to approve the accommodations in time. I wish there was a form that I could fill out with the teacher and hand into the DRC for approval if I am having trouble with the teacher approving the accommodations on time on-line. I understand the new online approval is a greener way to operate but I wish the forms were still and option when dealing with some teachers.

The testing facilities at the DRC make me extremely uncomfortable. I avoid them whenever I can because the cameras and one way glass gives me high anxiety (which I believe is a symptom of many friends I have who also use DRC facilities).

Very nice staff. Thank you for the help.

Love the bouncy ball in the testing room. Stress relief! Less love scribes who can't spell. I've had a few of those, and it's very frustrating to have to correct common words during a test.

Debbie and Chris at the DRC are both very supportive. Debbie has continuously gone out of her way to help me when a testing situation goes awry. Chris has been an excellent resource throughout my collegiate career at Cal Poly. I would not be here today if it weren't for these two people. I owe each of them a huge thank you.

My access specialist is the nicest person in the world! She is very helpful, and she will actually go above and beyond to find information for me. I think she deserves an award.

Your comments, criticisms, accolades.....We want to know!

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Brittany Roach at the front desk is amazingly helpful. I really feel like she goes out of her way for you!!! The note takers have been a bit unreliable and the testing room can be noisy (i.e. students will read the exam questions out loud). All in all, the DRC is a great place for students with disability related needs. Thank you.

I think that we need to meet with our advisers more.

I am grateful that these services are available to me! Thank you!

Overall everything is excellent. The primary issue I have with test taking is the large hurdle of asking professors questions. Sometimes a large portion of test time is unnecessarily wasted

The tram was much needed on a call in basis. Sometimes I would have to meet a group, or would get out of class early, but the tram would not be available. That was a pretty frequent problem and prevented me from doing a lot of things that could have helped my academic success.

the system let me register to take a test on an academic holiday which i didn't realize until later. by the time i realized it, changing the date messed with my schedule.

Thank you so much! After extended testing, my grades improved SIGNIFICANTLY! I couldn't have done it without the DRC!

I appreciate the services that the DRC provides and highly recommend to those with special needs. Chris is a wonderful, caring person and I appreciate her concern for my success as graduate student.

Brittany lanneo is amazing!

My access specialist (Mrs. Parker) was extremely helpful in helping me throughout the years. Also, my final and midterm scores went way up thanks to the DRC testing accommodations, so THANK YOU ALL SO MUCH!

Extended time with testing has really helped raise my grades and exhibit what I really know, rather than what I get finished. Thanks.

I have worked with Brittaney Innaeo for two years now. She has been very very helpful to me. She let me know about many of the tools available to me at Cal Poly which I don't think I would have ever known about without having had her assistance. I would not have been as successful without Brittaney's help. She is always available to me to talk through a problem and offer solutions. She helps me help myself. I think she is necessary to help advocate for me with the professors. it is clear that many of the professors do not seem to understand what dyslexia is and what my challenges are and Brittaney has been a great help in explaining and working with the professors to better understand what it takes for dyslexics to be successful.

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Back in 2010, when I was seeking alternate media form of textbooks, I was told that I needed to bring in a receipt of the book to show that I had paid for it (because the DRC can't just be giving out free copies of texts and decreasing the publisher's profits, I assume). I, however, can't afford to buy most of my textbooks at a bookstore, and get many from other students for very little with no receipt. Too bad.

Debbie and Jennifer Allen-Barker are amazing!

I have recently been made aware of other opportunities from my service specialist. Now that we are at the end of the academic year, these options are not as viable as they would have been earlier. This is not the fault of my specialist, as I have not been in contact as often as I should have. When I first started DRC some of these options were not available. I believe it would have helped me in a variety of my classes. I appreciate and encourage DRC to continue in their efforts to help students. I believe it makes a strong difference in success.

I am very satisfied with all my DRC services. Thank you for providing awesome staff members, alternative media, alternative testing and quiet testing rooms. Without these services I would have had quite a hard time passing my classes. Thanks you DRC, [REDACTED]

I have been very fortunate to have received assistance from the DRC!