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Services for Students with Disabilities Survey, 2009

Satisfaction with Services for Students with Disabilities

Prepared by the Office of Institutional Research

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This report presents results from a survey of students who use Loyola's Services for Students with Disabilities (SSWD). The survey included a number of questions on satisfaction with various aspects of SSWD, including staff, services, and accommodations, as well as understanding of SSWD policies and procedures. Responses to these multiple choice questions were on a scale from 0 to 3. In addition to the multiple choice questions, students were given the chance to write in additional comments, and those comments are incorporated into the conclusions of this report.

The survey was administered online in October, 2009, to all students who were using SSWD services during the Fall, 2009 term. Out of approximately 385 students with valid email addresses, 154 responded to the survey, for a response rate of about 40%. Sixty three (41%) of the 154 provided additional comments.

Key findings

- Three fifths of the respondents were very satisfied with the time it took to receive a response from SSWD to a question or concern, and only 5% were not satisfied (see Table 1). The average response was 2.53 on the 0 (very dissatisfied) to 3 (very satisfied) point scale (see Table 2).
- Findings were similar for students' comfort level with going to SSWD staff about a concern or problem, with 59% reporting that they felt very comfortable, and an average of 2.51 out of 3.
- Over half of the respondents said that services overall from the SSWD were excellent, and another 38% said they were good. The average was 2.39 out of 3.
- The great majority of students said they understood SSWD policies and procedures well or very well (89%).

- Satisfaction with faculty effectiveness was also fairly high, with 47% percent reporting that faculty were very effective, and an average of 2.38 out of 3.
- The accommodation used by the greatest number of respondents was extended time for tests (64%), followed by private testing (42%; see Table 3). Twenty nine percent of respondents were using Note Taker, and only 13% were using large print or audio reading materials.
- Of these accommodations, students using extended time for tests were most satisfied (47% very satisfied), with an average satisfaction level of 2.37 out of 3 (see Tables 4 and 5). Those using Note Taker were least satisfied (25% very satisfied), with an average of only 1.95 out of 3.

Conclusions

- The great majority of respondents were satisfied with SSWD services overall.
- Students also reported feeling comfortable with staff members and being satisfied with response time from staff.
- Most of the comments about individual staff members were very positive.
- Those using Note Taker were least satisfied with their accommodation, primarily because the notes they received were sometimes handwritten and hard to read.
- The students were mostly satisfied with the other accommodations offered. Several students commented, though, on the fact that "private testing" was often not really private (for example, taking place in a hallway).
- Although overall ratings of faculty effectiveness were positive, there were quite a few students who reported having had difficulties with at least one professor. Several of them suggested more direct contact between SSWD staff and faculty, as well increasing faculty awareness.

Table 1 Satisfaction, Comfort Level, and Understanding of Policies (percents)			
		Percent	Number
Satisfaction with response time to questions and concerns	Very dissatisfied	1.3	2
	Dissatisfied	3.9	6
	Satisfied	35.3	54
	Very satisfied	59.5	91
	Total	100.0	153
Comfort with going to staff about concern or problem	Very uncomfortable	2.0	3
	Uncomfortable	4.6	7
	Comfortable	34.2	52
	Very comfortable	59.2	90
	Total	100.0	152
Satisfaction with overall services	Poor	2.6	4
	Fair	7.3	11
	Good	38.4	58
	Excellent	51.7	78
	Total	100.0	151
Understanding of policies and procedures	Not at all	1.3	2
	Not very well	9.8	15
	Well	47.1	72
	Very well	41.8	64
	Total	100.0	153
Satisfaction with faculty effectiveness in addressing needs	Very ineffective	1.3	2
	Ineffective	6.5	10
	Effective	45.1	69
	Very effective	47.1	72
	Total	100.0	153

Source: SSWD Survey, 2009

Table 2 Satisfaction, Comfort Level, and Understanding of Policies (averages)		
	Average	Number
Satisfaction with response time to questions and concerns	2.53	153
Comfort with going to staff about concern or problem	2.51	152
Satisfaction with overall services	2.39	151
Understanding of policies and procedures	2.29	153
Satisfaction with faculty effectiveness in addressing needs	2.38	153

Source: SSWD Survey, 2009

Note: Scale from 0 to 3

Table 3 Use of Accommodations (percents)			
		Percent	Number
Have used Note Taker	Have used	29.1	44
	Have not used	70.9	107
	Total	100.0	151
Have used large print or audio reading materials	Have used	13.2	20
	Have not used	86.8	131
	Total	100.0	151
Have used extended time for tests	Have used	63.8	97
	Have not used	36.2	55
	Total	100.0	152
Have used private testing	Have used	41.7	63
	Have not used	58.3	88
	Total	100.0	151

Source: SSWD Survey, 2009

Table 4 Satisfaction with Accommodations (percents)			
		Percent	Number
Note Taker program	Very dissatisfied	6.8	3
	Dissatisfied	15.9	7
	Satisfied	52.3	23
	Very satisfied	25.0	11
	Total	100.0	44
Large print or audio reading materials	Dissatisfied	10.0	2
	Satisfied	55.0	11
	Very satisfied	35.0	7
	Total	100.0	20
Extended time for tests	Very dissatisfied	1.0	1
	Dissatisfied	8.2	8
	Satisfied	43.3	42
	Very satisfied	47.4	46
	Total	100.0	97
Private testing	Very dissatisfied	4.8	3
	Dissatisfied	7.9	5
	Satisfied	44.4	28
	Very satisfied	42.9	27
	Total	100.0	63

Source: SSWD Survey, 2009

Table 5 Satisfaction with Accommodations (averages)		
	Average	Number
Note Taker program	1.95	44
Large print or audio reading materials	2.25	20
Extended time for tests	2.37	97
Private testing	2.25	63

Source: SSWD Survey, 2009

Note: Scale from 0 to 3