



Disability Support Services

Student Survey Report

Spring 2014

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SECTION 1: SURVEY OVERVIEW

INTRODUCTION:

UAB Disability Support Services conducted a student survey to seek the input of registered DSS students regarding their impressions of the services provided to students with disabilities at UAB. The survey was designed to evaluate student impressions and level of satisfaction in the following areas:

- Working with DSS and UAB faculty
- Accessibility of campus facilities and programs
- Delivery of accommodations (i.e. test proctoring services, interpreting/CART services)
- Additional DSS services (i.e. academic coaching, counseling sessions, Assistive Technology evaluations)

METHOD:

To assess satisfaction levels of services for students with disabilities, DSS conducted an online survey open to all active DSS students. The questionnaire included 40 questions in the format of multiple choice, Likert-scale, and open-ended questions housed within the survey program, *Qualtrics*.

On April 11th, 2014, an email invitation containing a brief description and link to the survey was sent to all currently active DSS students. In addition to an email, flyers with information on accessing the survey were placed in various locations of high traffic throughout the DSS office. Student assistants and counselors were also given informational flyers to hand out to students who visited the office. Lastly, a link to the survey was posted on the main page of the DSS website. To encourage student participation, a Livescribe Smart Pen was approved as a give-away item. The winner of the Livescribe Smart Pen was selected randomly at the close of the survey.

The survey remained open until April 22, 2014.

SECTION 2: DESCRIPTION OF SAMPLE

All DSS students with an active status as of April 11, 2014 were invited via email to participate in the survey.

Of the 400 students who received the survey, 42 responded for an overall response rate of 10%.

Demographics:

With which gender do you identify?	N	Percentage (%)
Male	11	26
Female	32	74
Transgender	0	0
Other	0	0
With which race/ethnicity do you identify?		
African-American	6	14
Asian	2	5
Caucasian	33	77
Hispanic	0	0
Native American	2	5
International student	1	2
Other	1	2
Filipino		
Which describes your age?		
18 or younger	3	7
19-20	6	14
21-22	6	14
23-24	3	7
25-30	13	30
31-40	7	16
41 or older	5	12
What is your university classification?		
Freshman	7	16
Sophomore	4	9
Junior	5	12
Senior	9	21
Graduate	14	33
Non-degree seeking	0	0
Post-baccalaureate	4	9
What is your overall GPA?		
Less than 2.0	0	0
2.00-2.50	0	0
2.51-3.00	6	16
3.01-3.50	9	24
3.51-4.00	22	59

On average, how many hours each day do you spend studying outside of class?		
0-1 hours	2	5
2-3 hours	13	30
4-5 hours	11	26
More than 5 hours	16	37
I don't know how to study	1	2

What, if any, extra-curricular activities are you involved with at UAB? (select all that apply)	N	%
Academic club/honor society	13	32
Athletics	2	5
Community service/volunteer work	15	37
Performing arts	2	5
Student government	3	7
I'm not involved in any extra-curricular activities and choose not to be	12	29
I'm not involved in any extra-curricular activities, but would like to be	6	15
Other	8	20
UAB Baseball Diamond Girls		
SAACS		
Student Life Group		
Fraternity		
BCM		
ACM		
Do you have any of the following types of disabilities? (select all that apply)		
ADD/ADHD	12	29
Learning Disability	3	7
Psychiatric Disability	11	27
Blindness/Visual Impairment	2	5
Deafness/Hearing Impairment	4	10
Mobility Impairment	4	10
Autism Spectrum Disorder	0	0
Traumatic Brain Injury	2	5
Other	18	44
Depression and Anxiety		
Crohn's Disease		
Color Blind		
Narcolepsy		
Prefer not to answer		
PKU, GAD		
Food Allergy		
Neurologic		

Chronic Migraine		
Dystonia		
Cystic Fibrosis		
Physical Disability		
Joint Hypermobility Syndrome		
Migraines		
Back and Neck Injury		
Generalized Anxiety Disorder		
Cervical Vertebrae		

SECTION 3: SUMMARY OF RESULTS

Overall, respondents report high levels of satisfaction with DSS and the services offered to students with disabilities at UAB. Below is a summary of the most compelling findings from the survey data.

Experiences working with DSS and UAB faculty

Respondents Strongly Agree that their overall experience working with DSS has been positive.

- The majority of respondents Strongly Agree that DSS appointments with DSS staff have been met in a timely manner (Q9), have found the DSS staff to be friendly (Q10), and helpful (Q11).
- The majority of respondents Strongly Agree that DSS staff encourages students to self-advocate (Q16) and has provided referral information, when necessary (Q17)
- 67% of respondents rate their overall experience with DSS as Excellent (Q38)
- 88% of respondents will definitely recommend DSS services to fellow students with disabilities (Q39)

Respondents Strongly Agree that their overall experience working with UAB faculty has been positive.

- The majority of respondents Strongly Agree that instructors have been cooperative in the implementation of approved accommodations (Q19)
- The majority of respondents Strongly Agree that instructors have kept disability-related information confidential (Q20)

Accessibility of campus facilities and programs

Respondents Strongly Agree that campus facilities and programs are accessible for students with disabilities.

- The majority of respondents Strongly Agree that they've had few, if any, problems accessing building/facilities on campus due to disability (Q21)
- The majority of respondents Strongly Agree that they are able to fully participate in activities on campus despite having a disability (Q22)
- 88% of respondents Strongly Agree or Agree that UAB is a welcoming environment for students with disabilities (Q23)

Delivery of accommodations

Overall, respondents either Strongly Agree or Agree that they are satisfied with the delivery of approved accommodations.

- The majority of respondents Strongly Agree that accommodations provided have contributed to an improvement in academic performance (Q12)
- The majority of respondents who have taken exams in DSS Agree that DSS testing facilities are adequate for their needs (Q27)
- 2 out of the 3 respondents who receive either sign language interpreting or CART services, Strongly Agree that they are satisfied with the quality of the service provided (Q36)
 - 1 out of the 3 students Disagree that they are satisfied with the quality of service

Additional DSS Services (i.e. Academic Coaching, Counseling, Assistive Technology Evaluations)

Respondents either Strongly Agree or Agree that the additional services received from DSS staff contributed to an improvement in academic and/or personal life.

- Of the 8 respondents who receive Academic Coaching or Counseling Services, 6 of them either Strongly Agree or Agree that the additional services contributed to improvement (Q31)
 - 2 of the respondents remain Neutral
- The 2 respondents who participated in an Assistive Technology evaluation either Strongly Agree or Agree that the evaluation contributed to improvement (Q34)

Open Ended Questions

Q37. Do you have any comments about your responses or DSS services or facilities?

There are two main areas in which feedback can be categorized: experiences with DSS and experiences working with UAB faculty.

There are positive comments expressing appreciation for how DSS has made the college experience more enjoyable. Concerns expressed regarding DSS services include limited parking and difficulty finding peer notetakers.

In terms of experiences with faculty, two respondents report a concern working with an instructor. Concerns included an instructor not wanting to provide extended time accommodation and an instructor making an inappropriate comment when provided an accommodation letter.

Q40. If you have any additional comments about your experiences with DSS, or suggestions for how we might improve the quality of services we provide to DSS students, please enter them in the field below.

There were several comments indicating that DSS staff is friendly and helpful. A few suggestions include: making DSS presence known to student population already on campus, provide split projector output terminal in classrooms, and provide a list of rooms equipped with assistive listening devices.

For a complete list of responses to Q 37 and Q40 please refer to Appendix.

SECTION 4: CONCLUSION




DSS staff is encouraged by the results of the 2014 Student Survey. Overall, it appears that the respondents are satisfied with the services they are receiving through UAB. There were a few comments included in the open-ended questions that concern DSS staff that pertain to issues with working with instructors (i.e. not providing extended time accommodation and making a student feel uncomfortable when presented an accommodation letter). DSS plans to incorporate the concerns reported by respondents into the updated Faculty Training presentation.

APPENDIX: DETAILED SURVEY RESULTS




The following section includes detailed results from each survey question in a report generated by *Qualtrics*.

Please note: Questions 1-8 were used to gather demographic information. The breakdown of demographics is reported in Section 2.




Q9. My requests for appointments with DSS staff have been met in a timely manner.

#	Answer		Response	%
1	Strongly Agree		29	67
2	Agree		13	30
3	Neutral		0	0
4	Disagree		1	2
5	Strongly Disagree		0	0
	Total		43	100




Q10. I have found the DSS staff to be friendly.

#	Answer		Response	%
1	Strongly Agree		31	72
2	Agree		11	26
3	Neutral		0	0
4	Disagree		1	2
5	Strongly Disagree		0	0
	Total		43	100





Q11. I have found the DSS staff to be helpful.

#	Answer		Response	%
1	Strongly Agree		30	70
2	Agree		12	28
3	Neutral		0	0
4	Disagree		1	2
5	Strongly Disagree		0	0
	Total		43	100




Q12. The accommodations provided by the DSS office have contributed to an improvement in my academic performance.

#	Answer		Response	%
1	Strongly Agree		21	51
2	Agree		18	44
3	Neutral		2	5
4	Disagree		0	0
5	Strongly Disagree		0	0
	Total		41	100%





Q13. I have found the DSS Student Portal easy to use.

#	Answer		Response	%
1	Strongly Agree		17	44
2	Agree		16	41
3	Neutral		4	10
4	Disagree		0	0
5	Strongly Disagree		2	5
	Total		39	100




Q14. I have found the DSS website to be informative.

#	Answer		Response	%
1	Strongly Agree		12	32
2	Agree		20	53
3	Neutral		6	16
4	Disagree		0	0
5	Strongly Disagree		0	0
	Total		38	100





Q15. I have found the DSS website to be user friendly.

#	Answer		Response	%
1	Strongly Agree		12	32
2	Agree		19	50
3	Neutral		6	16
4	Disagree		0	0
5	Strongly Disagree		1	3
	Total		38	100




Q16. The DSS staff has encouraged me to advocate for myself with UAB faculty and staff members, when appropriate.

#	Answer		Response	%
1	Strongly Agree		18	45
2	Agree		14	35
3	Neutral		8	20
4	Disagree		0	0
5	Strongly Disagree		0	0
	Total		40	100


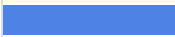


Q17. The DSS staff has provided me with information on various support services available on campus, such as the Counseling & Wellness Center, Student Health, the Academic Success Center and the University Writing Center.

#	Answer		Response	%
1	Strongly Agree		18	42
2	Agree		15	35
3	Neutral		6	14
4	Disagree		4	9
5	Strongly Disagree		0	0
	Total		43	100

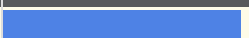



Q18. I am able to discuss my accommodations with my instructors in an appropriate and effective manner.

#	Answer		Response	%
1	Strongly Agree		18	44
2	Agree		18	44
3	Neutral		5	12
4	Disagree		0	0
5	Strongly Disagree		0	0
	Total		41	100






Q19. My instructors at UAB have been cooperative in implementing the accommodations approved for me by the DSS office.

#	Answer		Response	%
1	Strongly Agree		22	54
2	Agree		15	37
3	Neutral		3	7
4	Disagree		1	2
5	Strongly Disagree		0	0
	Total		41	100


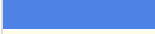


Q20. My instructors at UAB have kept my disability-related information confidential.

#	Answer		Response	%
1	Strongly Agree		21	50
2	Agree		14	33
3	Neutral		6	14
4	Disagree		1	2
5	Strongly Disagree		0	0
	Total		42	100





Q21. I have had few, if any, problems accessing academic buildings or other facilities on campus due to my disability.

#	Answer		Response	%
1	Strongly Agree		19	59
2	Agree		6	19
3	Neutral		2	6
4	Disagree		1	3
5	Strongly Disagree		4	13
	Total		32	100



Q22. I have been able to participate fully in events and activities of interest to me on campus, despite my disability.

#	Answer		Response	%
1	Strongly Agree		16	43
2	Agree		12	32
3	Neutral		7	19
4	Disagree		2	5
5	Strongly Disagree		0	0
	Total		37	100




Q23. I would describe UAB as a welcoming environment for students with disabilities.

#	Answer		Response	%
1	Strongly Agree		19	45
2	Agree		18	43
3	Neutral		4	10
4	Disagree		1	2
5	Strongly Disagree		0	0
	Total		42	100

Q24. Including the present, have you lived in a university residence hall?

#	Answer		Response	%
1	Yes		15	36
2	No		27	64
	Total		42	100

Q25. I have found the residential facilities to be accessible.

#	Answer		Response	%
1	Strongly Agree		7	50
2	Agree		6	43
3	Neutral		0	0
4	Disagree		1	7
5	Strongly Disagree		0	
	Total		14	100

Q26. Do you take your exams in the DSS office?

#	Answer		Response	%
1	Yes		15	35
2	No		28	65
	Total		43	100

Q27. The testing facilities are adequate to my needs.

#	Answer		Response	%
1	Strongly Agree		5	36
2	Agree		8	57
3	Neutral		1	7
4	Disagree		0	0
5	Strongly Disagree		0	0
	Total		14	100



Q28. I have had few, if any, problems scheduling my exams at DSS.

#	Answer		Response	%
1	Strongly Agree		7	50
2	Agree		6	43
3	Neutral		0	0
4	Disagree		1	7
5	Strongly Disagree		0	0
	Total		14	100



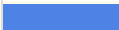
Q29. The DSS testing computers, adaptive software, and technologies are adequate for my needs.

#	Answer		Response	%
1	Strongly Agree		4	44
2	Agree		4	44
3	Neutral		1	11
4	Disagree		0	0
5	Strongly Disagree		0	0
	Total		9	100



Q30. Have you participated in any of the additional services provided by DSS including Academic Coaching or Counseling?

#	Answer		Response	%
1	Yes		9	21
2	No		34	79
	Total		43	100



Q31. The additional services I received from DSS staff contributed to an improvement in my academic and/or personal life.

#	Answer		Response	%
1	Strongly Agree		3	38
2	Agree		3	38
3	Neutral		2	25
4	Disagree		0	0
5	Strongly Disagree		0	0
	Total		8	100

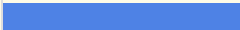

Q32. The DSS Counselor I met with was able to understand me and meet my needs.

#	Answer		Response	%
1	Strongly Agree		3	38
2	Agree		5	63
3	Neutral		0	0
4	Disagree		0	0
5	Strongly Disagree		0	0
	Total		8	100



Q33. Have you participated in an Assistive Technology Evaluation?

#	Answer		Response	%
1	Yes		2	5
2	No		40	95
	Total		42	100



Q34. The recommendations I received as a result of my evaluation from DSS staff contributed to an improvement in my academic and/or personal life.

#	Answer		Response	%
1	Strongly Agree		1	50
2	Agree		1	50
3	Neutral		0	0
4	Disagree		0	0
5	Strongly Disagree		0	0
	Total		2	100

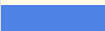

Q35. Do you use sign language interpreters or CART (real-time captioning) provided by the DSS office?

#	Answer		Response	%
1	Yes		3	7
2	No		39	93
	Total		42	100

Q36. How satisfied are you with the quality of interpreting or captioning services you've received from DSS?

#	Answer		Response	%
1	Strongly Agree		2	67
2	Agree		0	0
3	Neutral		0	0
4	Disagree		1	33
	Total		3	100

Q37. Do you have any comments about your responses or DSS services or facilities?

#	Answer		Response	%
1	Yes (please explain)		9	22
2	No		32	78
	Total		41	100

Yes (please explain)

Re. the first question: Transgender is not a gender. (For the sake of clarity, I'm not trans, but I wanted to say this anyway, because it is a really embarrassing and insulting mistake for you to have made.)

My instructor received the accommodations information from DSS but still did not want to give me the full extra time allowed. He said that other students would have appreciated extra time as well, and it wasn't fair for me to have double time on the exams. He hurried me to finish and would not answer any questions after the extra 15 minutes he had allotted.

DSS has made my transition from high school to college an enjoyable experience!

Put portal on blazernet and it is really hard to find notetakers

I had a teacher once when I went to discuss accommodations and handed him the form say: "oh so you're one of those" and it made me feel a little uncomfortable but the accommodations went fine and never had any problems implementing them or utilizing them after the initial meeting.

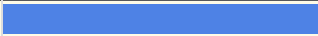


DSS have really helped me enjoy the university experience! Thanks! :-)

Please provide scientific calculators when needed.

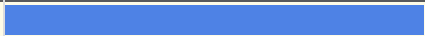

Need better parking

Need parking for access to DSS building.

Q38. How would you rate your overall experience(s) with DSS?

#	Answer		Response	%
1	Excellent		28	67
2	Good		12	29
3	Average		2	5
4	Below Average		0	0
5	Poor		0	0
	Total		42	100

Q39. Would you recommend DSS services to fellow UAB students with disabilities?

#	Answer		Response	%
1	Definitely Yes		37	88
2	Probably Yes		5	12
3	Probably No		0	0
4	Definitely No		0	0
	Total		42	100

Q40. If you have any additional comments about your experiences with DSS, or suggestions for how we might improve the quality of services we provide to DSS students, please enter them in the field below:

Text Response

DSS has been very helpful with and provided everything I need to get done with school...

I had to drop out of college in the past due to my disability, because I wasn't really aware of DSS and how it could help. I would suggest making your presence more obvious to the student body as a whole; some students only become disabled after they enter college, and they, like me, might not know about their options. I think students who come to college disabled usually have a better idea of what they can expect to find.

The staff is extremely friendly and very helpful. Also, they are very accommodating and go out of their way to help you. Finding good ways to approach professors about discussing the accommodations may be helpful.

Thank you for the help!

Would love to have every classroom at UAB to have split projector output terminal so that I can plug into it and look at my computer directly the instructor's slides. Also put a list of rooms where there is assistive listening devices.

The previous issue I had with DSS- too few computers- has been since resolved, and I am told the number of computers will continue to increase in the months to come.

Comment does not directly reflect upon DSS, but is offered as a potential area of concern for CS students with hearing impairments. CS 200 experience with lab instructor speaking with substantial accent and imprecise English was such that instruction/verbal exchange was fruitless, even with determined/persistent and creative efforts by CART provider Andrea Willard, so that, rather than needlessly expend DSS funds, I suspended my efforts to obtain instruction during office hours. This impact was intensified by the fact that the majority of ACM tutors spoke with such accents. In effort to overcome this, a state paid tutor was obtained - late (not at the beginning of course). There was a cumulative impact upon my ability to maintain academic standing concerning lab assignments. I would hope that DSS might seek a more balanced English/foreign accent ACM tutor selection. Also, perhaps, fluent/proper English should be a pre-requisite assignment as CS lab instructors. I am very much appreciative of DSS assistance, especially the constant/quick response and suggestions of Valerie DuBose. This feedback regarding my Spring Semester experience is supplied in hopes that DSS will evaluate the need to provide input into the selection criteria regarding ACM tutors and CS lab instructors. Thank you for all that you do.