

Disability Resource Center User Survey

Student Services Program Review, 2018 Cycle

Spring 2018
Total Responses: 70



1. How many semesters have you attended CSM?	Count	Pct
1-2 semesters	19	27.1%
3-4 semesters	17	24.3
5-6 semesters	16	22.9
7 or more semesters	18	25.7
Total	70	100.0%

2. How many semesters have you used services through the DRC?	Count	Pct
1-2 semesters	28	40.0%
3-4 semesters	17	24.3
5-6 semesters	11	15.7
7 or more semesters	12	17.1
Total	68	100.0%
Did not respond	2	

3. Overall quality of the DRC services received	Count	Pct
Excellent	53	76.8%
Very Good	11	15.9
Good	5	7.2
Fair	0	0.0
Poor	0	0.0
Total	69	100%
Did not respond	1	

4. Please rate the quality of the DRC services that you have used:	Excellent		Very Good		Good		Fair		Poor		Total		Did not use/ Missing
	#	%	#	%	#	%	#	%	#	%	#	%	
	a. Accessible classroom furniture	41	75.9	7	13.0	5	9.3	1	1.9	0	0.0	54	
b. Test taking/ Distraction reduced setting	45	71.4	15	23.8	2	3.2	1	1.6	0	0.0	63	100	7
c. Textbooks in alternate format	33	67.3	11	22.4	5	10.2	0	0.0	0	0.0	49	100	21
d. Note-takers in class	26	74.3	5	14.3	4	11.4	0	0.0	0	0.0	35	100	35
e. Academic counseling	35	62.5	16	28.6	3	5.4	2	3.6	0	0.0	56	100	14
f. Disability related counseling	34	65.4	11	21.2	5	9.6	2	3.8	0	0.0	52	100	18
g. SmartPen/ Recorder loan or instruction	33	75.0	5	11.4	6	13.6	0	0.0	0	0.0	44	100	26
h. Learning disability assessment	41	74.5	9	16.4	4	7.3	1	1.8	0	0.0	55	100	15
i. Learning disability specialist counseling/ advising	41	80.4	6	11.8	4	7.8	0	0.0	0	0.0	51	100	19
j. Assistive technology specialist	33	70.2	11	23.4	2	4.3	1	2.1	0	0.0	47	100	23
k. Courses	33	67.3	11	22.4	4	8.2	1	2.0	0	0.0	49	100	21

5. Hours of availability of the DRC office	Count	Pct
Excellent	37	53.6%
Very Good	22	31.9
Good	9	13.0
Fair	1	1.4
Poor	0	0.0
Total	69	100%
Did not respond	1	

6. Overall satisfaction with DRC staff	Count	Pct
Excellent	51	76.1%
Very Good	12	17.9
Good	4	6.0
Fair	0	0.0
Poor	0	0.0
Total	67	100%
Did not respond	3	

7. Please rate the helpfulness of DRC staff to help you understand your academic accommodations	Count	Pct
Excellent	53	77.9%
Very Good	11	16.2
Good	4	5.9
Fair	0	0.0
Poor	0	0.0
Total	68	100%
Did not respond	2	

8. Please rate your comfort level in being able to express your academic accommodation needs with your instructors	Count	Pct
Excellent	49	72.1%
Very Good	9	13.2
Good	6	8.8
Fair	4	5.9
Poor	0	0.0
Total	68	100%
Did not respond	2	

Narrative responses

5. Hours of availability of the DRC office. Please comment.

- Been busy don't really come here often
- Being open until 6 on Tuesdays would be great because then I can actually finish my tests that start at 3 on Tuesdays :)
- DRC is very helpful especially working with my learning disabilities
- Every time I need to visit the office, it's available.
- Everything fine
- Hours work perfectly for my schedule.
- I come when I can and show up early for appointments. Their availability works for me.
- I have had good experiences with DRC since I return a few semesters ago I have no complains about the service that has been provided for me by DRC.
- I have not had any problem with the hours.
- I have received prompt and professional assistance in regards to my disabilities and accommodations.
- I like the able hours
- I mostly come in the morning and it is always nice and quiet and I am always able to do my homework with no distractions
- I wish DRC had at least one Macintosh computer so disabled students in the DGME department could do some work outside of the very limited lab hours.
- I wish it was open on Friday a bit longer
- It was nice last semester when we had extended hours on a couple days a week. Also, it would be nice if they were open for a bit longer on Friday's.
- Its cool
- Its great
- more hours on Fridays
- They are always available
- They could be longer but no issues
- They have really help me a lot.
- They're open when I need them to be
- This is an excellent help to all those who need it. Thanks very much.
- When making counseling appointments, the staff tells you the times that the counselor is available till. I sometimes use the DRC when it comes to counseling appointments, testing accommodations and also study/homework.
- Would be nice if there hours were longer on Fridays.

6. Overall satisfaction with DRC staff

- All staff are kind and helpful
- All staffs are very helpful and caring
- All the DRC staff are really nice and helpful.
- Always welcoming
- [Name redacted] and team at DRC are like my second family. They are so understanding and supportive.
- [Name redacted] is always ready to answer in of my questions. And she helps me with anything that I need if she is knows about it.
- Every time I need help they are more than accommodating with trying to get me the resources that I need
- Everyone goes out of their way to help me with anything.

- Everyone is nice and helpful
- Everyone is super nice
- Excellent attendance
- Good staff all them very nice
- Great staff and always helpful.
- I have received prompt assistance when requesting letters required by the VA to outline and validate my accommodations.
- I like it
- I've had no problems, mentioning my concerns and having my questions answered.
- No Comment
- Nothing but great things to say about [Name redacted] and [Name redacted]. Some poor communication with counseling services.
- Really supportive, nice, and caring
- Staff are very courteous and friendly and extremely helpful
- Staff is very helpful and very kind.
- Super friendly and incredibly helpful. Compassionate and understanding. The staff here is approachable and has wonderful student service skills.
- They're absolutely amazing and nice
- Very caring staff.
- Very friendly and helpful staff, always super welcoming.
- Very helpful and friendly
- Very nice and always happy to help me when they can.
- Very nice and friendly which I appreciate and makes working with them easy.
- When it comes to scheduling a counseling appointment, they also send you an email to confirm that you have an appointment with a counselor on this day. I wish they can also send you a text message to confirm your counseling appointment but so far, email is also a great way too.

9. What DRC services do you find most useful?

- Able to take test either in a cubicle or a room; also able to do study with less distraction
- All
- All of it is very useful.
- All the various services to assist students with handicaps
- Alternate media was tremendously helpful. I appreciated the option to have my textbooks in audio format.
- Asking for help
- Computer Lab, kurzweil, Test Taking
- Computer/Printing
- Counseling
- Counseling appointments
- Counseling Appointments.
- Extended test time, distraction reduced setting, note taker, assistive technology (Kurzweil, Learning Ally), and Sonocent
- Extended Testing.
- Extended time on my exams, and using the Smart pen to record my lecture.
- Extra time for test taking and a quiet place to do hw
- I find kurzweil to be the most useful, because I'm not that good of a reader and kurzweil helps me even to stay focus when reading.
- I find test tasking services and the overall support they can offer the most helpful

- I find that having a place to study where I am not constantly being judge, is what makes DRC different from other study rooms. Bonus, it's super quiet and everyone here is considerate.
- I love the rooms where I can take my test because it helps me concentrate more and the tutoring they have especially in math, Briana is very patient and will explain the problem if I do not understand it, overall it is a great place to even hang out.
- I use the computer
- On my compuor, I would like to have that flashdrive so I can download the things I need also print out some papers so will help.
- Talking with counselor and being given rooms to lessen distraction has helped me a lot.
- Test accommodation
- test accommodations and counseling
- Test Accommodations and extra tutoring
- Test help
- Test Room
- Test taking
- Test taking
- Test taking accomodation, Study/homework, counseling services, computer lab and also friendly staff to help you with asking general questions.
- Test taking and e-textbooks for Kurzweil.
- test taking in the DRc
- Test taking, computers and printing
- Test-taking, disability counseling and SEP counseling
- Testing accommodations
- Testing accomodations and textbook support.
- the computer lab and counseling
- The distraction reduced setting, note taker's, and textbooks in alternate format.
- The lab
- The printing
- The private rooms for testing
- The Technology
- The test taking accomadation
- They help me to be more comfortable going for help. They given me all the accommodation that help me to succeed.
- Tutoring ! so much help and being able to come in here for test
- Using the smartpen and having the ability to get extra time on the tests
- What classes I should take and extended test taking.

10. What additional DRC services would you like us to provide?

- A break room with free food?
- Additional software such as photoshop and illustrator in the drc lab since it is necessary for some classes and other locations which have said software are not easily accessible
- All the ones that are proved are good
- At this time I can't think of any, so far the services I've used have been great.
- Availability on Weekends
- Food
- Having the book is her. Its on the test.
- Help on Tests and Quizzes.
- I am good on everything that they have.
- I feel all my needs are already taken care of.

- I think all the services that you provide are great
- I think DRC is perfect
- I would like for the DCR to have more tutors for different subjects but other than that they are doing a fantastic job
- I would like them to provide that it would be okay to use our notes if the teacher permits one to use them during test or quiz.
- If you guys could have a Mac Computer to use, that would be awesome. We don't have enough up to date Macs on campus. Also, if you could provide more tutoring services in DRC that might have kept me from dropping so many GE classes over the years.
- Just for it to be open for a bit long
- Late night hours Monday-Thursday only.
- Longer hours on Friday
- Longer hours so I can take my tests in the DRC for my night class
- Places outside of campus that have good tutors for college academics.
- That we can use notes during our tests would be helpful.
- The same great services.