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Services for Students with Disabilities Survey, Fall 2010

Students Very Positive about Services for Students with Disabilities

Prepared by the Office of Institutional Research

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Loyola's Services for Students with Disabilities (SSWD) coordinates and provides accommodations for students with disabilities, both academic and housing-related. There are three main academic accommodations available. In the Note Taker program, another student in the class of an SSWD student is recruited to provide class notes to the SSWD student, which are intended to serve as supplementary to the SSWD student's own notes. The large print/audio service assists SSWD students in obtaining course texts in an alternative visual or audio format. SSWD's Testing Center provides a space for students to take exams when they require specific accommodations that preclude taking the exam with other students in the class.

In fall of 2010, 379 students using one of the above SSWD services were surveyed about their experience and satisfaction with SSWD and accommodations provided.¹ The survey was completed by 145 students, including 126 Lake Shore campus students and 19 Water Tower campus students.² The overall response rate was 38%.

Results of the survey are presented here. Responses were on a 0 to 3 point scale (e.g., 0 = not satisfied, 1 = somewhat satisfied, 2 = satisfied, and 3 = very satisfied). Table 1 shows averages on that scale, as well as percent in the two highest categories (e.g. satisfied and very satisfied). For reference, Table 2 shows detailed frequencies of responses, including all response categories.

Key findings

Experience with SSWD and faculty

- Satisfaction with overall services was high, at an average of 2.4 (on the scale from 0 to 3). Ninety two

¹ The survey had also been conducted in fall of 2009, but were no changes from 2009 to 2010, so the comparison is not reported here.

² Some WTC students were Law students whose accommodations were partially supervised by the Law School.

percent of all students reported being satisfied or very satisfied.

- Satisfaction with the amount of time SSWD staff took to respond to students' questions or problems was even higher, with an average of 2.6. Nearly all of the students said that they were satisfied or very satisfied with response time (98% overall).
- The average for comfort in going to SSWD staff with a concern problem was 2.5, with 93% of LSC students were comfortable or very comfortable.
- Given the SSWD's own standards, average student understanding of policies and procedures was relatively low, at 2.2. About 85% of respondents said they understood policies and procedures well or very well.
- Students were also asked to rate the effectiveness of faculty in providing accommodations. The average rating was 2.5. Ninety five percent said that faculty were effective or very effective.

Use of and satisfaction with academic services

- Thirty six percent of the respondents reported that they used the Note Taker service. The average rating of the service was 2.3, with about 89% being satisfied or very satisfied.
- About 10% of students had used large print/audio services. The average rating of the service was 2.3, with 93% satisfied or very satisfied.
- About 39% of students reported using the SSWD's Testing Center. The average rating was high, at 2.5, with 97% satisfied or very satisfied.

Conclusions

- Overall, student ratings of SSWD and its services were quite high.
- One of SSWD's strengths is that the staff responds quickly to student questions/concerns; very nearly all students were satisfied or very satisfied with response time.
- Students were also quite comfortable with staff; 94% overall felt comfortable or very comfortable. Frequently the comments students provided on the survey suggest that they are very satisfied with staff

in general, as well.

- Students find faculty effective in helping accommodate them; 95% said faculty were effective or very effective. Although students rated faculty overall so highly in effectiveness, though, comments indicate that there are some faculty who are quite uncooperative. Some students who ran into

difficulties with a faculty members said that faculty should be better education educated about provision of accommodations.

- Note Taker and the Testing Center are the services most often used by students, and satisfaction with those services and with large print/audio services was high..

Table 1		
Experiences and Satisfaction with Services for Students with Disabilities		
Overall services <i>0 = Poor; 1 = Fair; 2 = Good; 3 = Excellent</i>	Average	% good/ excellent
Overall services	2.4	91.7
Response time <i>0 = Not satisfied; 1 = Somewhat satisfied; 2 = Satisfied; 3 = Very satisfied</i>	Average	% satisfied/ very satisfied
Satisfaction with response time	2.6	97.9
Comfort with staff <i>0 = Very uncomfortable; 1 = Uncomfortable; 2 = Comfortable; 3 = Very comfortable</i>	Average	% comfortable/ very comfortable
Comfortable going to staff with concern/problem	2.5	93.8
Policies/procedures <i>0 = Not at all 1 = Not very well; 2 = Well; 3 = Very well</i>	Average	% well/ very well
Understand policies/procedures	2.2	84.8
Accommodations by faculty <i>0 = Very ineffective; 1 = Ineffective; 2 = Effective; 3 = Very effective</i>	Average	% effective/ very effective
Effectiveness of faculty in accommodations	2.5	95.2
Use of programs¹		% used program
Note Taker	---	35.9
Large print/audio	---	10.3
Testing Center	---	39.3
Satisfaction with programs <i>0 = Not satisfied; 1 = Somewhat satisfied; 2 = Satisfied; 3 = Very satisfied</i>	Average	% satisfied/ very satisfied
Note Taker ²	2.3	88.5
Large print/audio ^{2,3}	2.3	93.3
Testing Center ²	2.5	96.5
Total respondents	145	145

Source: Services for Students with Disabilities Survey, Fall 2010

¹ Not all students reported using a specific program.

² Includes only students who participated in program.

Table 2	
Experiences and Satisfaction with Services for Students with Disabilities	
	Percent
Overall services	
Poor	1.4
Fair	6.9
Good	37.5
Excellent	54.2
Satisfaction with response time	
Very dissatisfied	.0
Dissatisfied	2.1
Satisfied	36.6
Very satisfied	61.4
Comfortable going to staff with concern/problem	
Very uncomfortable	.0
Uncomfortable	6.3
Comfortable	35.4
Very comfortable	58.3
Understand policies/procedures	
Not at all	2.1
Not very well	13.1
Well	46.2
Very well	38.6
Effectiveness of faculty in accommodations	
Very ineffective	1.4
Ineffective	3.4
Effective	39.3
Very effective	55.9
Satisfaction with programs	
Note Taker¹	
Very dissatisfied	1.9
Dissatisfied	9.6
Satisfied	48.1
Very satisfied	40.4
Large print/audio¹	
Very dissatisfied	.0
Dissatisfied	6.7
Satisfied	53.3
Very satisfied	40.0
Testing Center¹	
Very dissatisfied	.0
Dissatisfied	3.5
Satisfied	45.6
Very satisfied	50.9
Total respondents	145

Source: Services for Students with Disabilities Survey, Fall 2010

¹ Includes only students who participated in program.