De Anza College Office of Institutional Research and Planning

To: Laureen Balducci, DSPS Dean and

Marilyn Booye, DSPS Supervisor

From: Ola Sabawi, Research Analyst

Date: 6/7/2019

Subject: DSPS Satisfaction Surveys – Spring 2019

Two DSPS satisfaction surveys were sent on May 15th, 2019. Participants were instructed to complete the surveys by May 29th, and a reminder to complete the surveys was sent on May 23rd. The faculty and staff survey was sent to approximately 825 faculty members and 40 DSPS staff members. Out of the 865 faculty and staff members, 153 responses were collected resulting in an 18% response rate. The student satisfaction survey was sent to 1,350 students and collected 185 responses resulting in a 14% response rate.

Faculty and Staff Survey Highlights

- 61% (93) of respondents were employed full-time while 39% (59) were employed part-time.
- 61% (94) of respondents indicated they interacted with DSPS 4 or more times in the past year while 38% (58) interacted with DSPS 3 times or less in the past year.
- 84% (129) agreed or strongly agreed that they were aware of the different disability accommodations and services provided by DSPS.
- 91% (139) agreed or strongly agreed that DSPS responses in a timely manner when they are contacted regarding questions/concerns for a student.
- 82% (126) agreed or strongly agreed that they feel confident in their ability to create accessible materials for their class.
- 68% (104) of respondents indicated they have a disability statement on their syllabus that informs students to register with DSPS if they have a disability and asks them about their learning needs.
- 54% (83) indicated they would not like to be provided with a sample statement for use in the future while 41% (62) indicated they would like to be provided with a sample statement.

Student Survey Highlights

- 97% (179) of survey respondents agreed or strongly agreed that overall, the college is responsive to students with disabilities.
- 90% (167) of respondents agreed or strongly agreed that overall, DSPS services contributed to their success in college.
- 86% (159) agreed or strongly agreed that they self-advocated with their instructors about the need for accommodation.
- 87% (162) agreed or strongly agreed that they can explain the connection between their academic adjustments and their disability.
- 87% (162) agreed or strongly agreed that their academic adjustment has helped them reach their educational goal.
- 94% (173) agreed or strongly agreed that the DSPS office is a welcoming and positive environment making it comfortable to request assistance.
- 72% (134) of respondents indicated they are not aware of the process to file complaints with the DSPS office while 27% (50) indicated they were aware of that process.
- 91% (169) indicated they have never filed a complaint with DSPS while 9% (16) indicated that they have.

2019 DSPS Satisfaction Survey - Faculty and Staff

1. Employment Status:

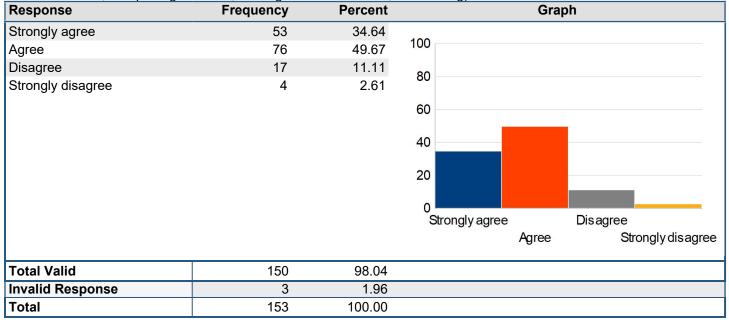
Response	Frequency	Percent		Gra	ph
Full Time	93	60.78	400		
Part Time	59	38.56	100		
			80		
			60		
			40		
			20		
			0		
			ŭ	Full Time	Part Time
Total Valid	152	99.35			
Invalid Response	1	0.65			
Total	153	100.00			

2. Approximately, how many times in the past year have you interacted with DSPS?

Response	Frequency	Percent			Grap	h	
0	6	3.92	400				
1-3	52	33.99	100				
4-6	42	27.45	00				
7 or more	52	33.99	80				
			60				
			40				
			20				
			0	1			
			ŭ	0	1-3	4-6	7 or more
Total Valid	152	99.35					
Invalid Response	1	0.65					
Total	153	100.00					

3. I am aware of the different disability accommodations and services provided by DSPS (e.g., Adaptive Computer Lab,

Alternate Media, Interpreting Services, Testing Accommodations, Note-taking)



4. When I have contacted DSPS regarding questions/concerns for a student, I have received a response in a timely manner.

Response	Frequency	Percent	Graph
Strongly agree	82	53.59	400
Agree	57	37.25	100
Disagree	7	4.58	80
Strongly disagree	5	3.27	80
			60
			40
			20
			0
			Strongly agree Disagree
			Agree Strongly disagree
Total Valid	151	98.69	
Invalid Response	2	1.31	
Total	153	100.00	

5. I feel confident in my ability to create accessible materials for my class.

Response	Frequency	Percent	Graph
Strongly agree	47	30.72	400
Agree	79	51.63	100
Disagree	21	13.73	80
Strongly disagree	3	1.96	60
			60
			40
			20
			0 Strongly agree Disagree
			Agree Strongly disagree
Total Valid	150	98.04	
Invalid Response	3	1.96	
Total	153	100.00	

6. Do you have a disability statement on your syllabus that informs students to register with DSPS if they have a disability and asks them about their learning needs?

Response	Frequency	Percent		Gra	ph
Yes	104	67.97			
No	44	28.76	100		
			80		
			60		
			40		
			20		
			0		
			Ü	Yes	No
Total Valid	148	96.73			
Invalid Response	5	3.27			
Total	153	100.00			

7. Would you like to be provided with a sample statement for use in the future?

Response	Frequency	Percent		Gra	oh	
Yes	62	40.52	100			
No	83	54.25	100			
			80			
			60			
			40			
			20			
			0			
			U	Yes	No	
Total Valid	145	94.77				
Invalid Response	8	5.23				
Total	153	100.00				

2019 DSPS Satisfaction Survey - Students

1. Overall, the college is responsive to students with disabilities.

Response	Frequency	Percent	Graph
Strongly agree	101	54.59	400
Agree	78	42.16	100
Disagree	4	2.16	80
Strongly disagree	2	1.08	60
			60
			40
			20
			0
			Strongly agree Disagree
			Agree Strongly disagree
Total Valid	185	100.00	
Total	185	100.00	

2. Overall, DSPS services contributed to my success in college.

Response	Frequency	Percent	Graph
Strongly agree	94	50.81	100
Agree	73	39.46	100
Disagree	13	7.03	80
Strongly disagree	2	1.08	80
			60
			40
			20
			0 Strongly agree Dis agree
			Agree Strongly disagree
Total Valid	182	98.38	
Invalid Response	3	1.62	
Total	185	100.00	

3. I self-advocated with my instructors about the need for accommodation.

Response	Frequency	Percent	Graph
Strongly agree	68	36.76	400
Agree	91	49.19	100
Disagree	18	9.73	80
Strongly disagree	5	2.70	80
			60
			40
			20
			0
			Strongly agree Disagree
			Agree Strongly disagree
Total Valid	182	98.38	
Invalid Response	3	1.62	
Total	185	100.00	

4. I can explain the connection between my academic adjustments and my disability.

Response	Frequency	Percent	Graph
Strongly agree	72	38.92	400
Agree	90	48.65	100
Disagree	15	8.11	80
Strongly disagree	3	1.62	80
			60
			40
			20
			0
			Strongly agree Disagree
			Agree Strongly disagree
Total Valid	180	97.30	
Invalid Response	5	2.70	
Total	185	100.00	

5. My academic adjustment has helped me reach my educational goal.

Response	Frequency	Percent	Graph
Strongly agree	77	41.62	100
Agree	85	45.95	100
Disagree	12	6.49	80
Strongly disagree	4	2.16	00
			60
			40
			20
			0
			Strongly agree Disagree
			Agree Strongly disagree
Total Valid	178	96.22	
Invalid Response	7	3.78	
Total	185	100.00	

6. DSPS office is a welcoming and positive environment making it comfortable to request assistance.

Response	Frequency	Percent	Graph
Strongly Agree	109	58.92	100
Agree	64	34.59	100
Disagree	6	3.24	80
Strongly disagree	4	2.16	80
			60
			40
			20
			0
			Strongly Agree Disagree
			Agree Strongly disagree
Total Valid	183	98.92	
Invalid Response	2	1.08	
Total	185	100.00	

7. Are you aware of the process to file complaints with the DSPS office?

Response	Frequency	Percent		Gra	oh	
Yes	50	27.03	400			
No	134	72.43	100			_
			80			
			60			
			40			
			20			
			0	Yes	No	-
				162	NO	
Total Valid	184	99.46	·			
Invalid Response	1	0.54				
Total	185	100.00				

8. Did you/have you ever filed a complaint?

Response	Frequency	Percent		Gra	ph
Yes	16	8.65	400		
No	169	91.35	100		
			80		
			60		
			40		
			20		
			0		
				Yes	No
Total Valid	185	100.00			
Total	185	100.00			

9. Was your complaint resolved?

Response	Frequency	Percent	t Graph
Yes	12	6.49	100
No	8	4.32	100
Pending	4	2.16	80
Not Applicable	160	86.49	30
			60
			40
			20
			0
			Yes Pending
			No Not Applicable
Total Valid	184	99.46)
Invalid Response	1	0.54	
Total	185	100.00	

10. How long did it take to get resolved?

Response	Frequency	Percent	Graph
Less than one week	12	6.49	100
One to two weeks	3	1.62	100
Two to four weeks	3	1.62	80
Four to six weeks	0	0.00	ω
Longer than six weeks	3	1.62	60
Not Applicable	162	87.57	w
			40
			20
			0 Less than one week Two to four weeks Longer than six weeks One to two weeks Four to six weeks Not Applicable
Total Valid	183	98.92	
Invalid Response	2	1.08	
Total	185	100.00	