

**Office of Disability Services  
Customer Satisfaction & Student Learning Outcomes Fall 2008**

**Survey of Student Satisfaction with Intake Appointment**

**Assessment:** A student satisfaction survey was implemented at the beginning of Fall Semester 2008 from the first week of class in mid-August through the first week in October. The survey measured new student satisfaction and understanding of requirements and procedures during the initial intake appointment with Disability Services. Assessment will be ongoing.

**Results**

A total of 18 students completed the survey right after their initial intake appointment. 77% of the students reported on the survey that the presentation of the requirements for service (documentation requirements and student responsibilities) was excellent. 77% of the students reported that the general guidance and advice offered was excellent. 72% of the students gave an excellent rating for the degree that Disability Services staff was helpful, understanding and capable of providing services. 72% of the students gave an excellent rating to the question of how well their overall needs were satisfied.

**Learning Outcome:** Slightly more than three fourths of the students surveyed stated that the information provided to them during the intake appointment helped them understand the documentation requirements, options for assessment, resources on campus and their responsibilities.

**Requested information:** During intake appointments, and on survey, students mentioned their lack of study skills and lack of note taking skills as problems.

**Changes made due to responses:** The change made to address this need was to seek out, and add additional printed information about study skills and note taking skills to the intake folder. Printed information about AASU 1101 Strategies for Success class is now included in folder also.