

Customer Satisfaction and Student Learning Outcomes Spring 2009

Survey of Student Satisfaction with Intake Appointment

Assessment: A student satisfaction survey was implemented at the beginning of Spring Semester 2009 from the first week of class in January through the third week in April. The survey measured new student satisfaction and understanding of requirements and procedures during the initial intake appointment with Disability Services. Assessment is ongoing. Students had the choice to rate services with the following options: Poor, Fair, Adequate, Good, Excellent. Students were able to place their completed surveys in a box to protect anonymity.

Results: A total of 32 students completed the survey right after their initial intake appointment. When asked about effectiveness of the general guidance and advisement services offered by Disability Services staff during intake, thirty students chose an excellent response and two chose the good response. In response to a question about the degree to which staff were helpful understanding and capable of providing services, thirty one applicants responded with excellent and one chose good. The next question rated the availability of staff when scheduling the intake appointment. Thirty respondents replied that availability was excellent and two rated it as good. The physical accessibility of the Disability Services office itself was rated good by nine students and excellent by twenty three students. When rating the presentation of the requirements for services, one student described them as adequate, while seven students described them as good and twenty four chose an excellent response. The final question asked how well your needs overall were met during the intake interview. One student replied with an adequate response, while two chose good as their answer and twenty nine chose excellent as their answer.

Outcome: Overall student satisfaction with the intake appointment is very good.

Requested Information: Incoming Freshmen students had questions about other resources on campus

Changes made Due to Response: Printed information regarding Learning Communities and Navigate Freshmen Orientation will be included in intake packets.