

## **Survey of Graduating Students Satisfaction and Learning Outcomes Fall 2008**

**Assessment:** At the end of Fall Semester 2008, all twelve graduating seniors who had actively used accommodations from the Office of Disability Services were asked via email to complete a survey about their satisfaction and learning outcomes. The option to print out the survey and respond anonymously was given. Six graduating seniors responded. They were asked if they strongly agreed, agreed, were neutral, disagreed or strongly agreed or if the item was not applicable regarding 27 satisfaction and learning statements. Our basic learning outcome goals are that the student will be able to: identify their specific disability and the functional limitations resulting from the disability; describe their responsibilities and the procedures with the Office of Disability Services regarding the Advocacy Letter process and their accommodations and describe other resources available to help them on campus.

### **Results:**

1. When asked if they received adequate explanation of how to be approved for accommodations, five students strongly agreed and one agreed.
2. All six respondents strongly agreed that they were given adequate explanation of office procedures so they knew what their responsibilities were.
3. Next we asked if the staff had tried to help minimize embarrassing situations for students related to their disability and four strongly agreed and two agreed we had.
4. When asked if they received all the accommodations they requested, four respondents strongly agreed and two agreed.
5. All students strongly agreed that test accommodations had been properly provided.
6. Five students strongly agreed and one agreed that the staff respected their privacy and confidentiality.
7. All strongly agreed that they had received help in a timely manner from our staff.
8. Three students strongly agreed and three agreed that the Disability staff referred them to appropriate resources when they needed services we could not provide.
9. When asked if the Disability staff had a good understanding of their disability and their needs, five graduates strongly agreed and one agreed.
10. Four students strongly agreed that faculty had a good understanding of Disability Services and accommodations and two students agreed.
11. Five students strongly agreed and one agreed that they received encouragement from our staff.
12. All graduates strongly agreed that using accommodations helped them succeed academically.
13. When asked if the staff helped them learn how to discuss their disability with professors and self advocate, four students strongly agreed, one was neutral and one disagreed.
14. Four accommodation users strongly agreed and two agreed that our office supported and upheld the AASU Honor Code and Code of Conduct.
15. When asked if Disability Services supported and upheld the academic standard to make ensure that students learned everything they were supposed to, four grads strongly agreed, one agreed and one was neutral.

16. Five respondents strongly agreed and one agreed that our staff responded to their needs in a timely manner.
17. Everyone strongly agreed that the staff were accessible and approachable.
18. There was disagreement among the respondents when asked if physical accessibility to the Office of Disability Services for students with mobility impairments was good. Two strongly agreed it was, one agreed, one was neutral, one disagreed and one replied not applicable.
19. When asked if overall campus physical accessibility was good for students with mobility impairments, two strongly agreed, one agreed, one was neutral, and two replied not applicable.
20. Three strongly agreed that volunteer notetaking services were adequate, one agreed, one was neutral and one responded not applicable.
21. All graduates strongly agreed that they would recommend the Office of Disability Services to a new student.
22. When asked if the staff helped them understand their legal rights, two students strongly agreed, two agreed, one was neutral and one marked not applicable.
23. Three served students strongly agreed that our staff helped them gain insight into their disability, while two agreed and the final respondent disagreed.
24. Next we asked if staff helped students improve study skills, test taking and note taking skills. One strongly agreed, three agreed, one was neutral and one disagreed.
25. All graduates who received accommodations strongly agreed that working with us helped them become a more effective student.
26. There was unanimous strong agreement that our staff helped them learn to advocate for themselves.
27. There was strong agreement among all six students that our staff helped them feel more confident in their ability to succeed.

**Learning Outcome:** In addition to mastering our three basic student learning outcomes, students were satisfied with our program's effectiveness and our concern about their needs and their own development.

**Requested Information:** Information about how to approach professors and present advocacy letter was requested.

**Changes Made:** Disability Services Director developed insert for Advocacy Letter that gives suggestions for approaching professor and discussing advocacy letter appropriately.