Student Disability Resource Center (SDRC) Survey
Findings & Analysis

Prepared by:

Dr. Hap Cox, Assoc. Director of University Counseling Center
Rachel Croker, University Relations Coordinator
Carol Valdivia, Marketing Communications Student
The Purpose of The Student Disability Resource Center Survey

In keeping with our efforts to serve both our students and the entire university community better *this survey has been developed to solicit feedback concerning how we can better assist our UWF disabled students.*
Survey Method

Our survey population (253 persons in total) consists of all currently enrolled Student Disability Resource Center participants. Also included are Spring/Summer ’04 enrolled students who indicated on their admissions application that they would like to be given special consideration based on a disability.

Our dissemination method: a mailer that included a cover letter, the survey, a business reply envelope and a UWF keychain. Mailer vs. online method was utilized as the online mass email would have made our population too large for accurate and efficient feedback. A specialty item was included as a reward mechanism for returning the survey. Fifty eight responses have been returned, 23%, a positive response for a mailer.

Our data analysis method included the use of the SPSS UWF statistical database system. Responses from the survey were compiled into the system and charts were developed for single variable responses. Multiple or ranking variable responses were counted and charts developed. Responses to the variable “other” are measured based on the response being either positive or negative and the number of occurrences to determine the development of categorical information.
Survey Question 1:
Have You Ever Used Student Disability Resource Ctr?

Findings: Large percentage of Disabled Students are utilizing our services during the period of the survey being conducted.
Question 2: If You Have Never Used Student Disability Resource Center, What is The Primary Reason?

Other Comments:
- It is difficult to get anything done. At TCC where I went for 3 years we had early registration for all DSS students and it was more user friendly. I would love to have a note taker for some of my classes, but there are too many things you have to go thru.
- I did not need them while I was here.
- Did not need to this past semester.

Findings: Some students still unaware of services available and some students need assistance with service availability.
**Question 3:**
How Did You First Learn of Student Disability Resource Center?

Findings: Application Package extremely effective in bring about awareness of SDRC Services; Information provided from previous colleges or universities is also an effective mechanism of awareness; our relationships with other schools is very important.

**Other Comments:**
- High School Liaison
- Relative
- Working here at UWF
- Student Support Services
- Registrar's office pamphlet
Question 4: When Did You First Apply for Assistance at SDRC?

Findings: Largest percentage of students become part of the SDRC community after completing the 1st semester; reaching out to students before entering UWF may help to increase the number of students having the assistance they need prior to the completion of 1st semester.
Question 5: Which Services Have You Used?

Other Comments:

1. ask for and got satisfactory seating arrangement in classroom
2. typing
1. FM system
2. extra time on assignments
1. Meet with counselor to discuss available services should ever need them.
2. gasoline allowance
1. used laptop in class to take notes
2. transport to class.
1. tuition assistance and sponsoring
3. transportation
1. larger print tests
4. info resource
1. flat table and chair
4. use of laptop
1. desk, accommodations
4. Computer lab employees UWF FWB
1. professor awareness
Question 5: Which Services Have You Used Cont.?

Ranking Order Listing: Top 3 most heavily weighted usage of services to students

Findings: Top weighted rankings are the extended time on tests, followed by the note taking, separate testing accommodations and tutoring
Question 6:
How Often at UWF Do You Use Any of The Services Listed In Question 5?

Findings: Largest percentage of students utilize SDRC services once or twice a semester, but significant usage for daily and weekly usage as well. Next survey will better gauge the relationship between what services are used, when and how often.
Question 7: Are Services Offered at Times Convenient To Your Schedule?

Other Comments: If no, what times would be convenient?

- I attend night classes-no services at night but always available during the day and very helpful.
- Certain people are in their offices only at certain times and those times always seem to fall on my busiest day.
- Tough to find convenient tutoring.

Findings: Significantly large percentage of students are satisfied with service times being convenient to their schedules.
Question 8: Are You Aware of The Special Adaptive Software Available in The ArgoNet Labs?

Findings: Need to promote the special adaptive software in the ArgoNet Labs.

Question 9: Are There Any Enabling Technology Tools or Software That You Need, Whether Provided at UWF or Not?

- Laptops for use during semester
- Closed-captioning
- Speech recognition software and training.
- More feedback to deal with the Financial aid office, more parking or help on this
- A computer program for vision therapy
- Reader software
- Just keep other students from using the computers in the labs.
- Jaws
Question 10: How Has The SDRC Staff Helped You Adjust to Campus Life?

**Areas of Campus Life Adjustment**

- Academic achievement: 35 responses
- Interactions with instructors: 15 responses
- Social involvement: 5 responses
- Activities of daily living: 4 responses
- Has not helped me adjust: 6 responses
- Other: 6 responses

**Other Comments:**
- They are there when needed. I did not need help adjusting as transferred from PJC.
- Just very nice and understanding, didn't make me feel bad about asking for help.
- Knowing they are available has given me peace of mind as I continue my education.
- Have not yet been helped.
- By providing very needed transportation this semester to classes.

**Findings:** Largest response in the area of academic achievement (YEAH!); interactions with instructors is also a large response—building student/instructor relations.
Question 11: Have The Student Disability Resource Center Staff Members Responded to Your Specific Needs?

Findings: Student Disability Resource Center is doing an outstanding job of meeting the needs of their customers.
Question 12: Help Us Improve Our Services. Please Provide Any Comments You Think Will Make This Program More Suited To Your Needs and The Adjustment to Life as a Student.

Instructor/Faculty/Staff Edu.:

Positive Comments:
None

Negative Comments:

- Send in monitors to classrooms and evaluate environment. This especially should be done for new instructors

- Some instructors don't accommodate my extra-time and space for separate testing needs although I provided documentation requesting services to the instructors at the beginning of the semester. One instructor stated to me that I had to "prove that" I qualified for services.

  - I think instructors should explain why students get dismissed from a program.

  - Make all new instructors take one hour familiarization class about disabled students before they are eligible to receive their FIRST paycheck.

  - EDUCATE professors about disabilities; professors are not knowledgeable; I had a professors deny my accommodations and disable student services had to talk to them. Seminars and mandatory meetings to educate the professors are desperately needed.
Question 12 Continued: Help Us Improve Our Services. Please Provide Any Comments You Think Will Make This Program More Suited To Your Needs and The Adjustment to Life as a Student.

Services/Resources:
Positive Comments:
DSS is very proactive. They have done an outstanding job in assisting me. Always dependable. I know I can count on DSS in any emergency.
Coming in as a Junior and being older than most students, there wasn't much adjustment needed. You have a very friendly staff and also very helpful. Thank you.
Although I haven't needed them up to this point, I'm satisfied with the caring staff and the prospect of availability if I require them in the future.
I think they are doing a great job and that nothing needs to be improved or adjusted.
All I need to do is ask and assistance is provided.
Services provided are excellent. Staff is helpful and courteous always.
I am currently receiving math tutoring from Joseph of DSS. I appreciate everything that Mrs. Fitzpatrick has done for me to ensure that I receive all the help I need. Thank you DSS-Remal and Verone
Laurie in DSS is fantastic. Ms. Fitzpatrick left me with the impression that I was a bother and my disabilities were hardly worthy of DSS support.

Negative Comments:
Need to have laptops available to those who need them. Great for note taking, etc. Also need to campaign for more handicapped parking especially at ALL entrances to ALL buildings. Some buildings are very hard to get to and the door openers don't all work.
Is it possible to get personalize copy for student to us on their computer
If small tape recorders were provided, it would be a great help.
Every semester send a note to student's instructors. I signed up for one semester and after that none of my professors were notified of my disability.
Financial aid is biased openly to disabled people in not helping with Voc. rehab. and explaining how a disabled person can get sponsoring and funding - even the counselors and their bosses won't help.
May be you could have an individual consultation with each member of SWANS to find out what their disability is and recommend the services that might be helpful and continue to follow up.
Ensure veterans services specifically asks all students if they need to use Disabled student services.
Once accepted, student should not have to reapply each semester - severe handicap for students not attending main campus (i.e. FWB campus)
Keeping computers in lab open for he visually impaired use!!! Please help.
Have follow-ups for students who only use the services a couple times a semester to see how they are doing.
Try to not make it so hard to see the services that are need. I have a learning dis. but the department close not think I needs many services but I do.
They could keep me in the loop more.
I attend Chipola college and I was told the services were not available to me.
To provide diversity training to all student assistants working with DSS.