

De Anza College Office of Institutional Research and Planning

To: Lauren 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

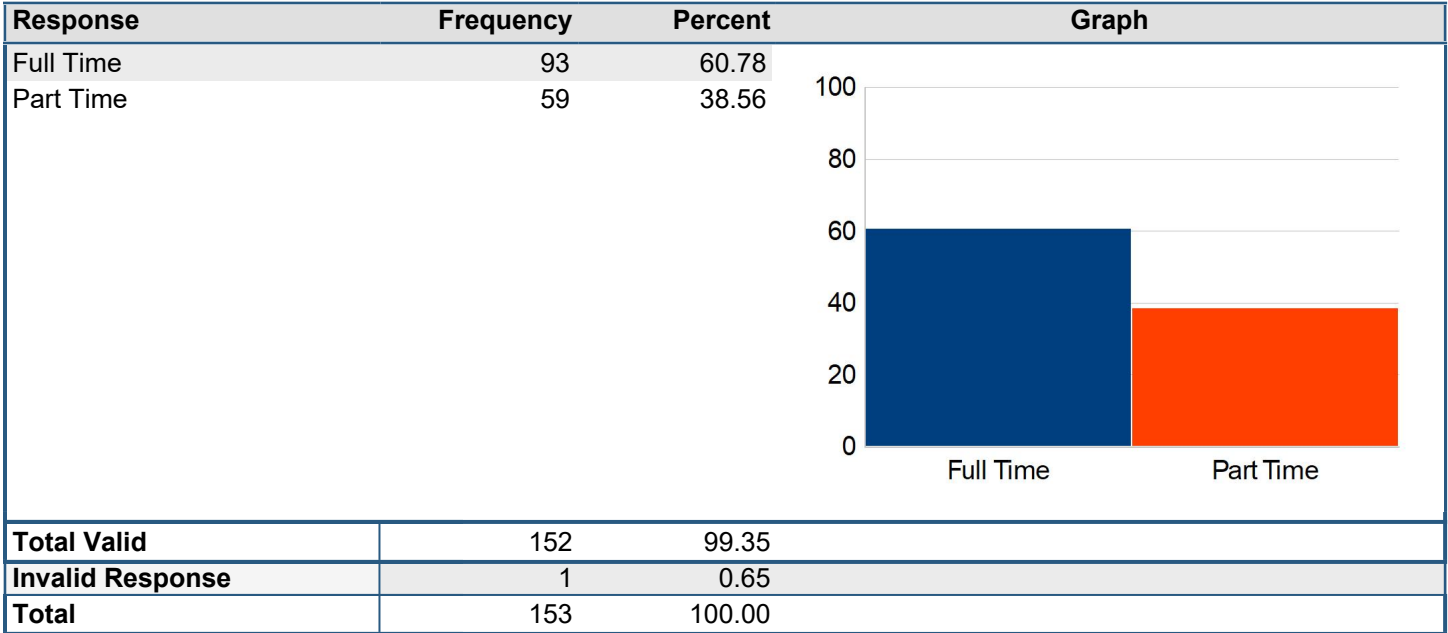
- 61% (93) of respondents were employed full-time while 39% (59) were employed part-time.
- 61% (94) of respondents indicated they interacted with DSPS 4 or more times in the past year while 38% (58) interacted with DSPS 3 times or less in the past year.
- 84% (129) agreed or strongly agreed that they were aware of the different disability accommodations and services provided by DSPS.
- 91% (139) agreed or strongly agreed that DSPS responds 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

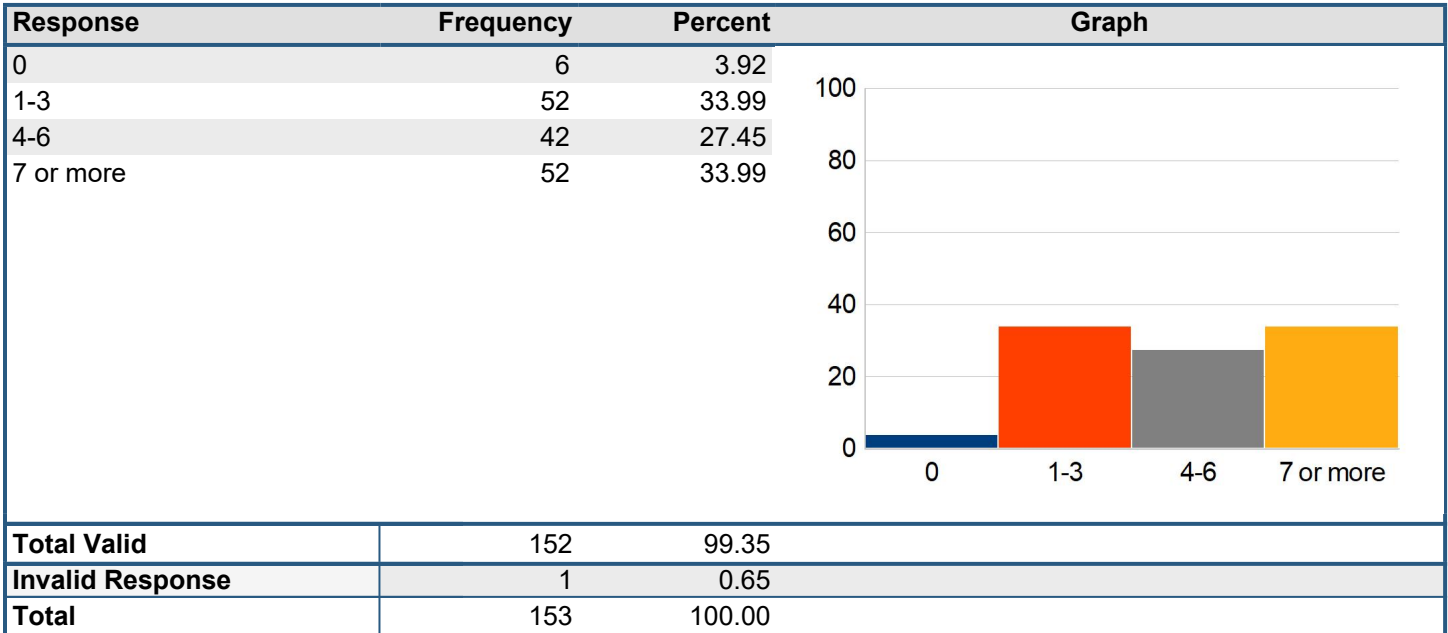
- 97% (179) of survey respondents agreed or strongly agreed that overall, the college is responsive to students with disabilities.
- 90% (167) of respondents agreed or strongly agreed that overall, DSPS services contributed to their success in college.
- 86% (159) agreed or strongly agreed that they 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

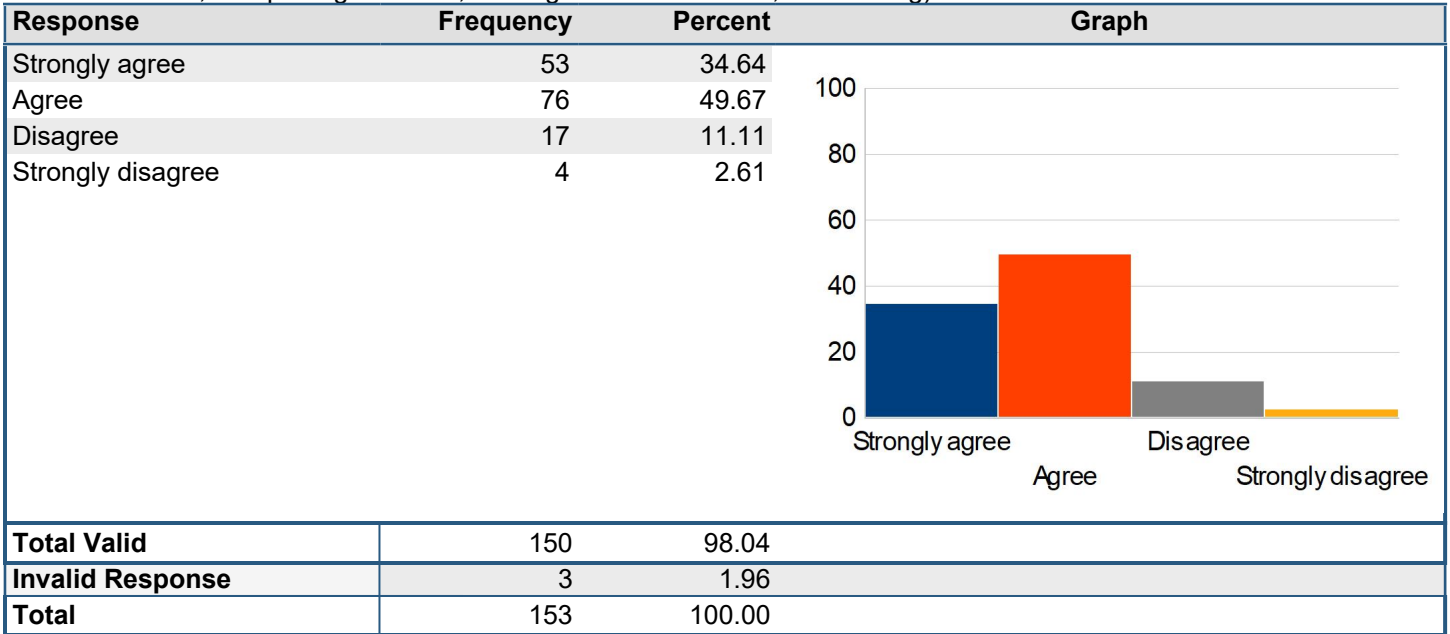
1. Employment Status:



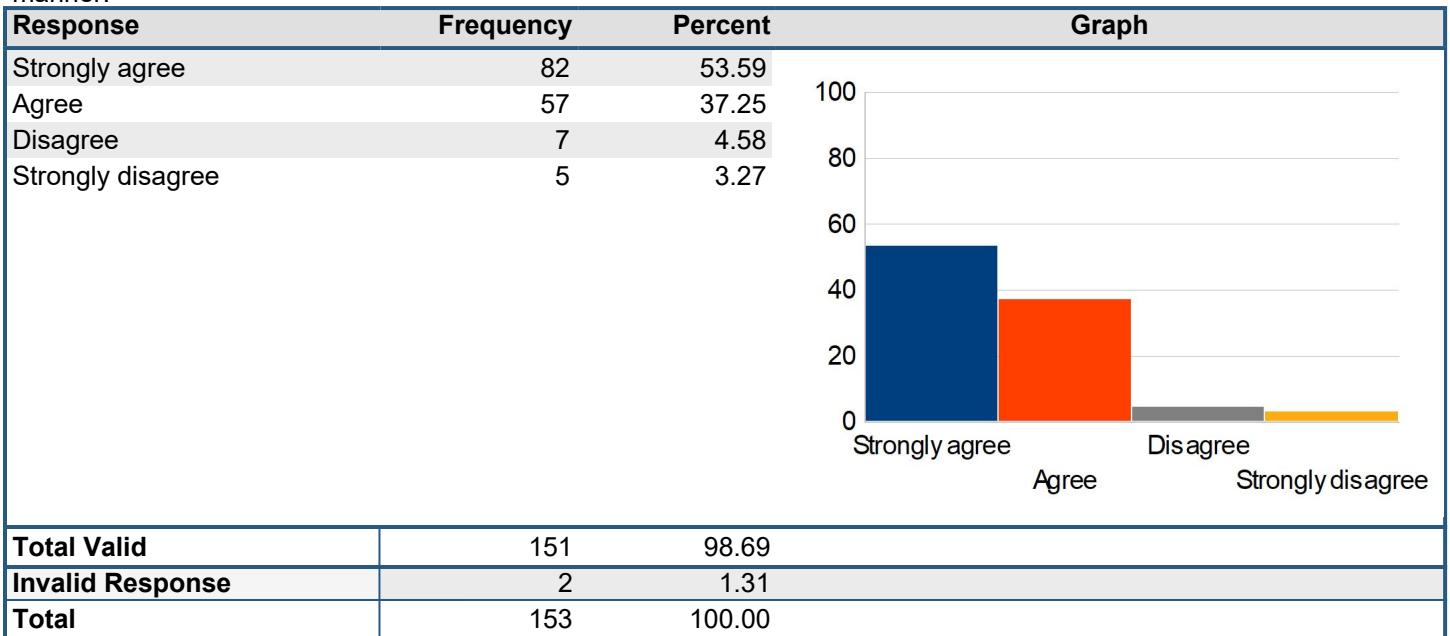
2. Approximately, how many times in the past year have you interacted with DSPS?



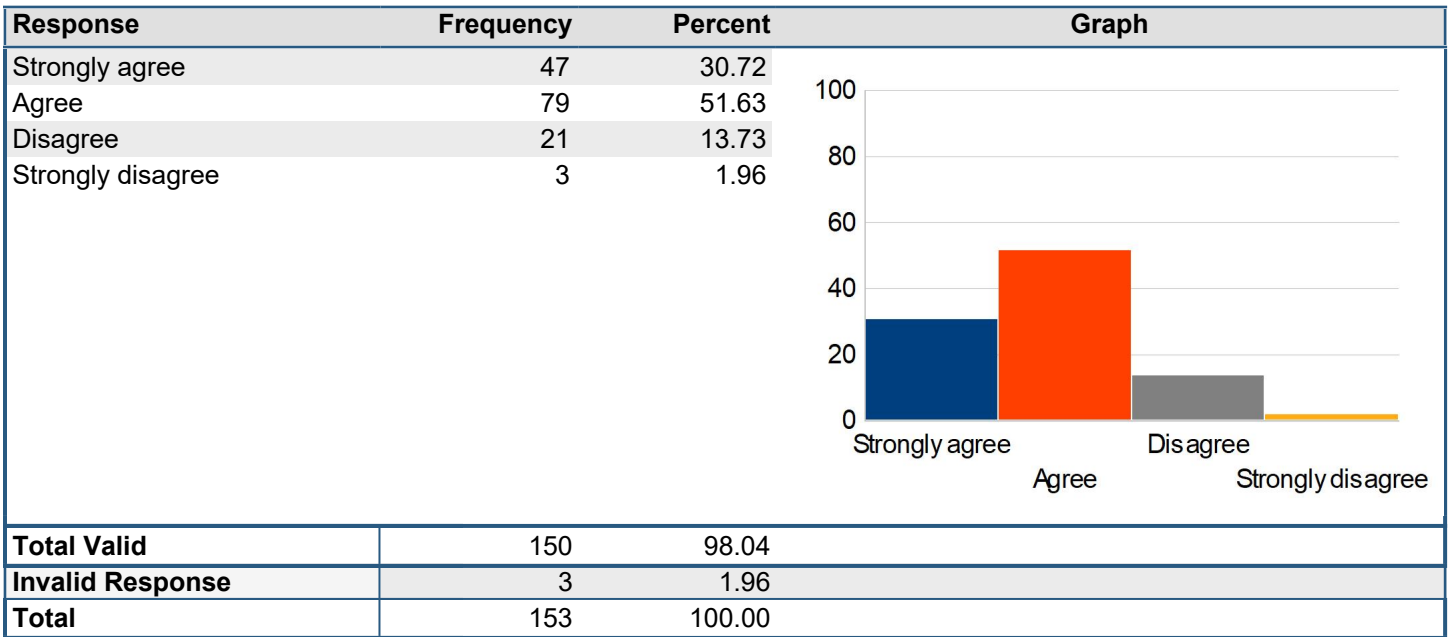
3. I am aware of the different disability accommodations and services provided by DSPS (e.g., Adaptive Computer Lab, Alternate Media, Interpreting Services, Testing Accommodations, Note-taking)



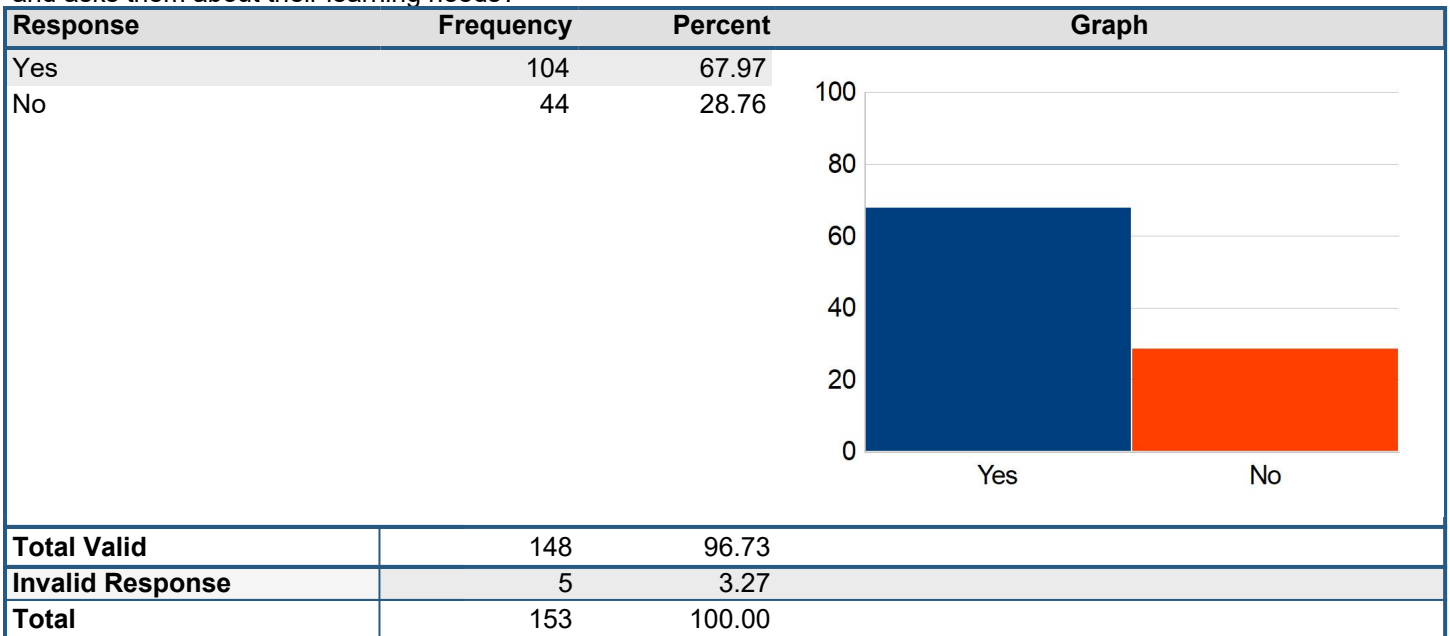
4. When I have contacted DSPS regarding questions/concerns for a student, I have received a response in a timely manner.



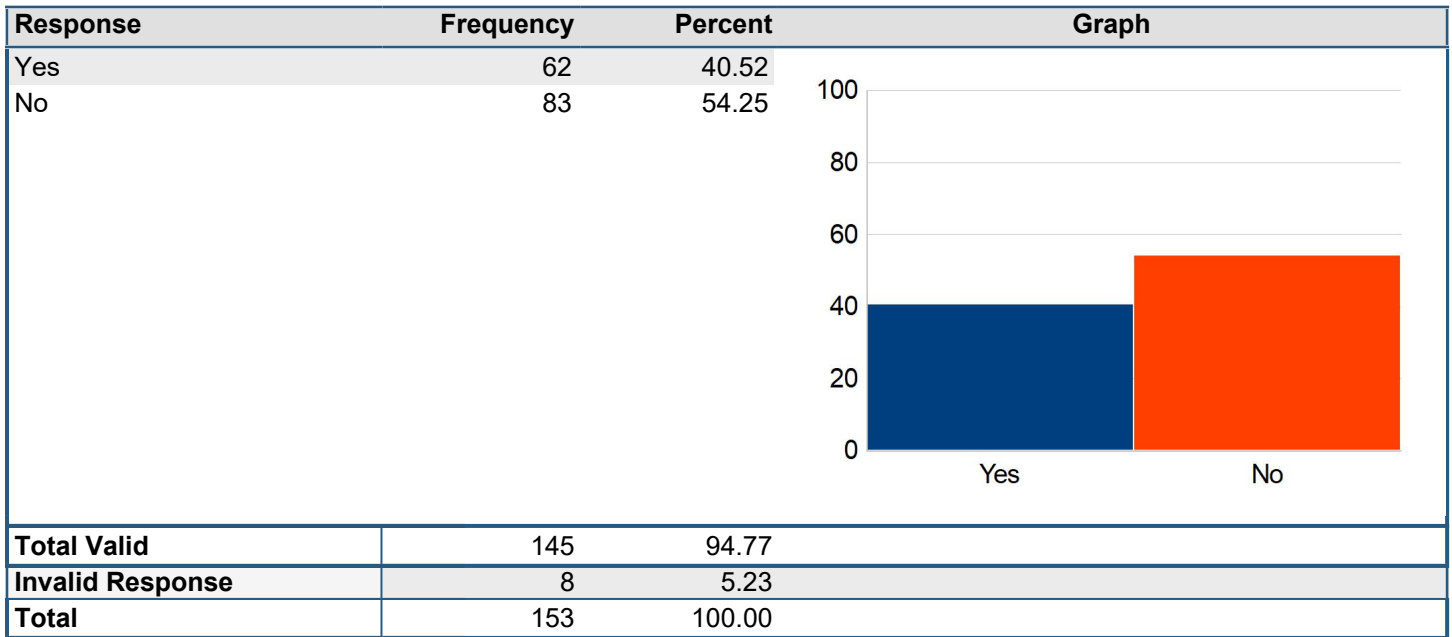
5. I feel confident in my ability to create accessible materials for my class.



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

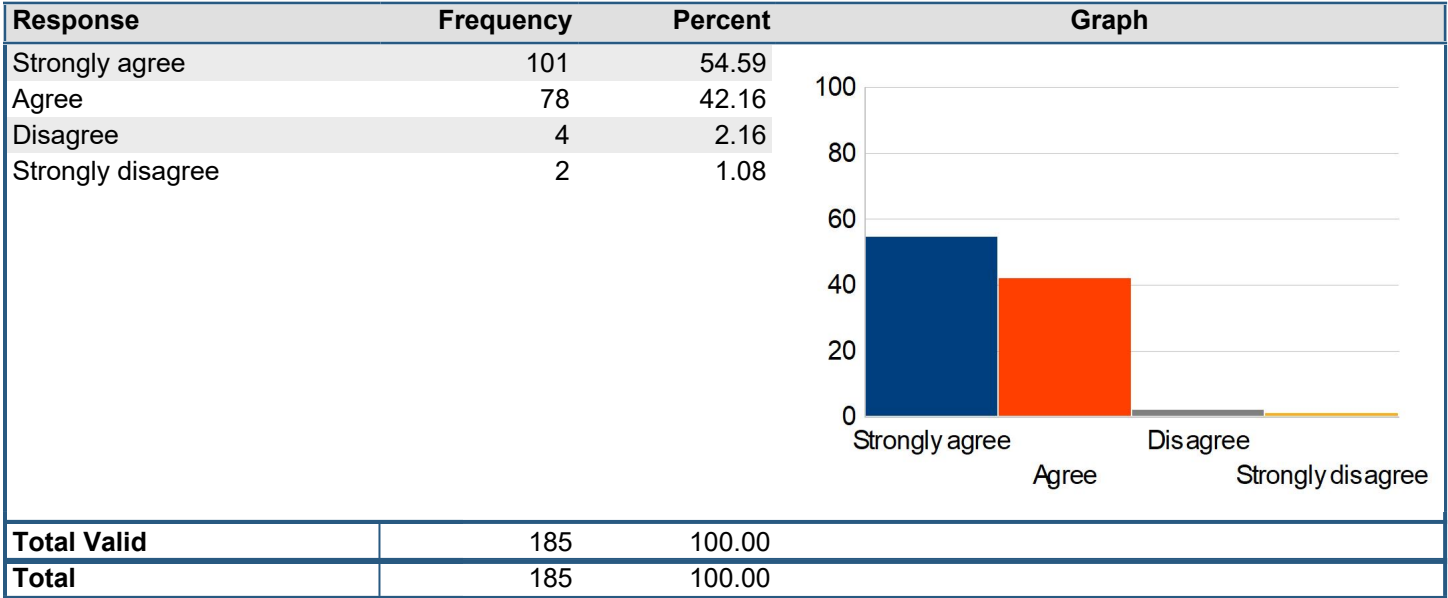


7. Would you like to be provided with a sample statement for use in the future?

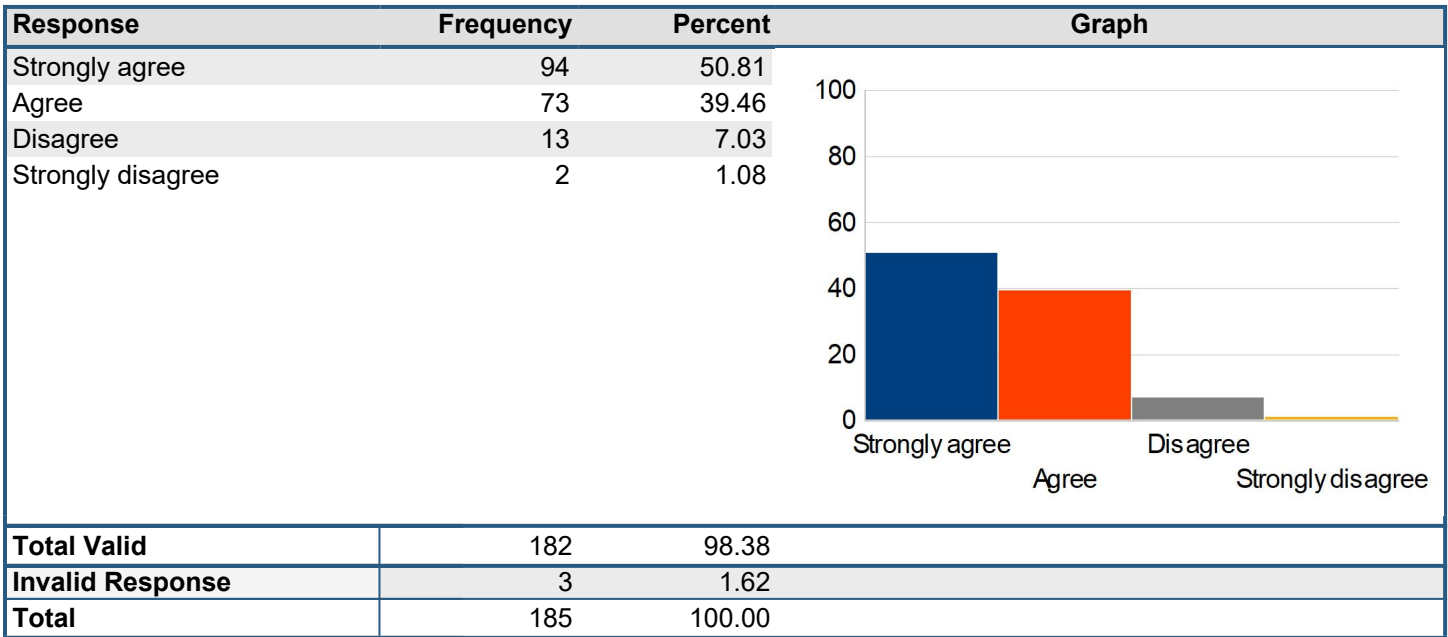


2019 DSPS Satisfaction Survey - Students

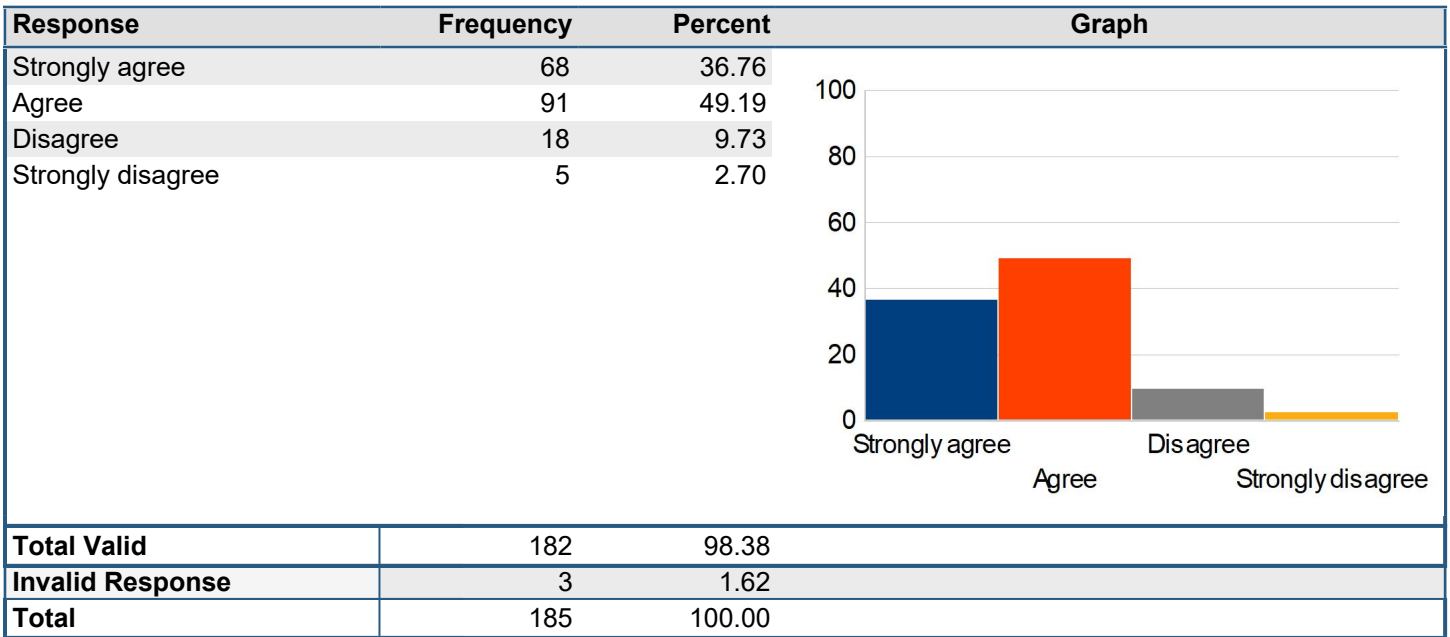
1. Overall, the college is responsive to students with disabilities.



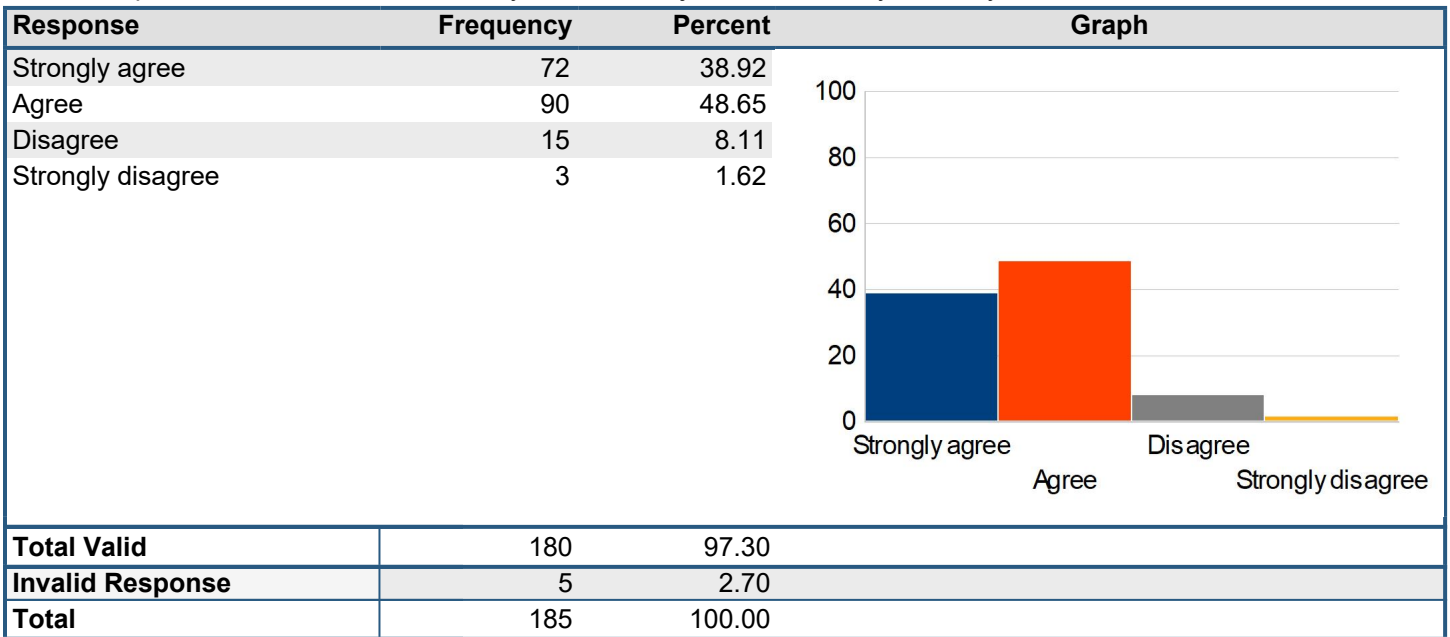
2. Overall, DSPS services contributed to my success in college.



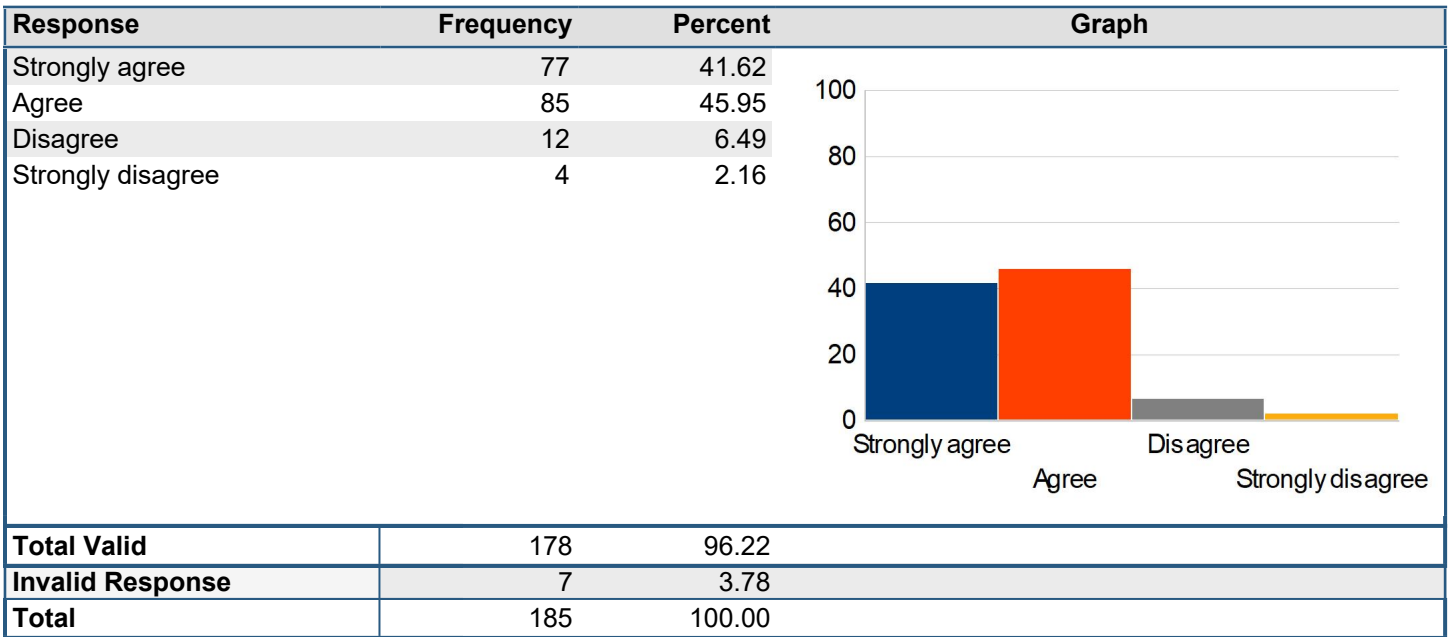
3. I self-advocated with my instructors about the need for accommodation.



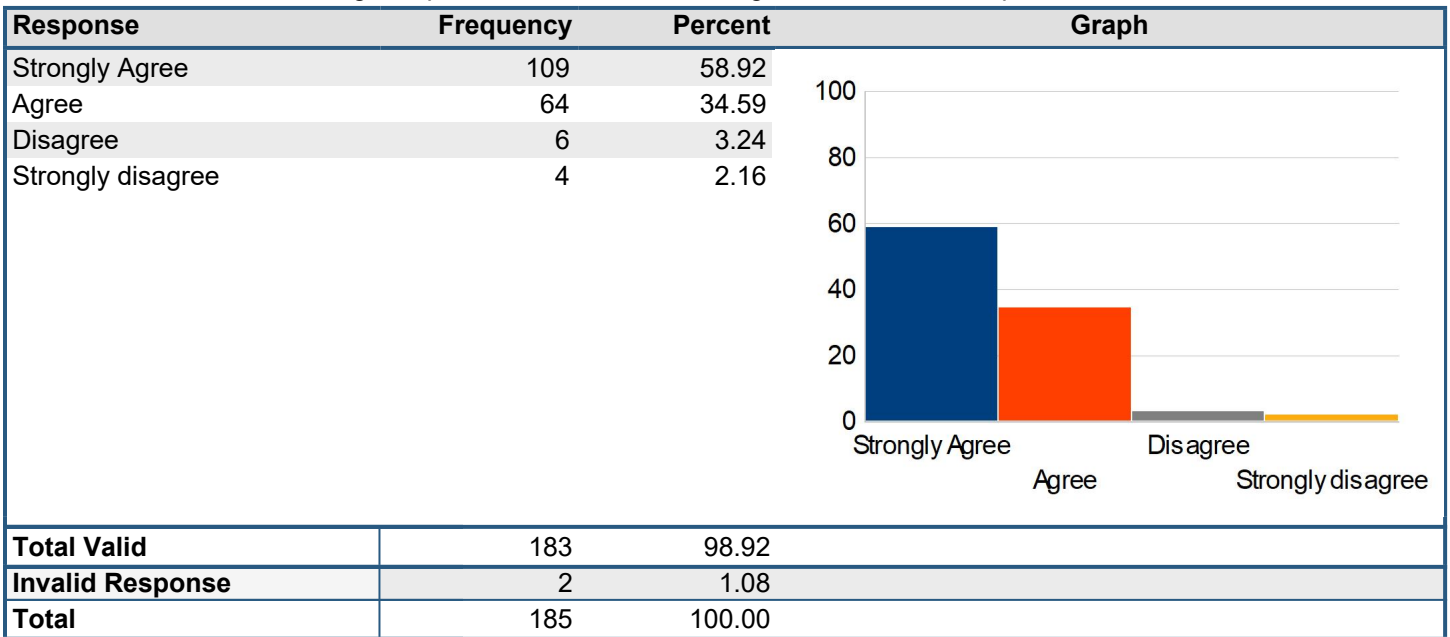
4. I can explain the connection between my academic adjustments and my disability.



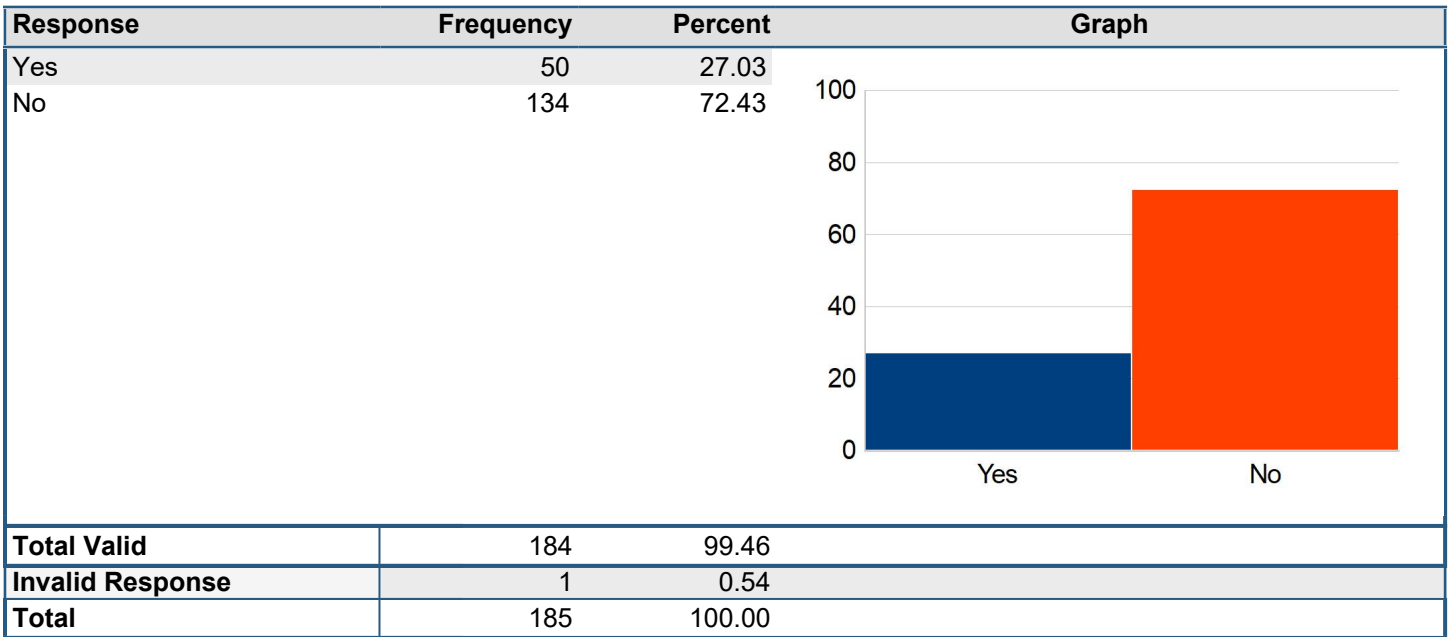
5. My academic adjustment has helped me reach my educational goal.



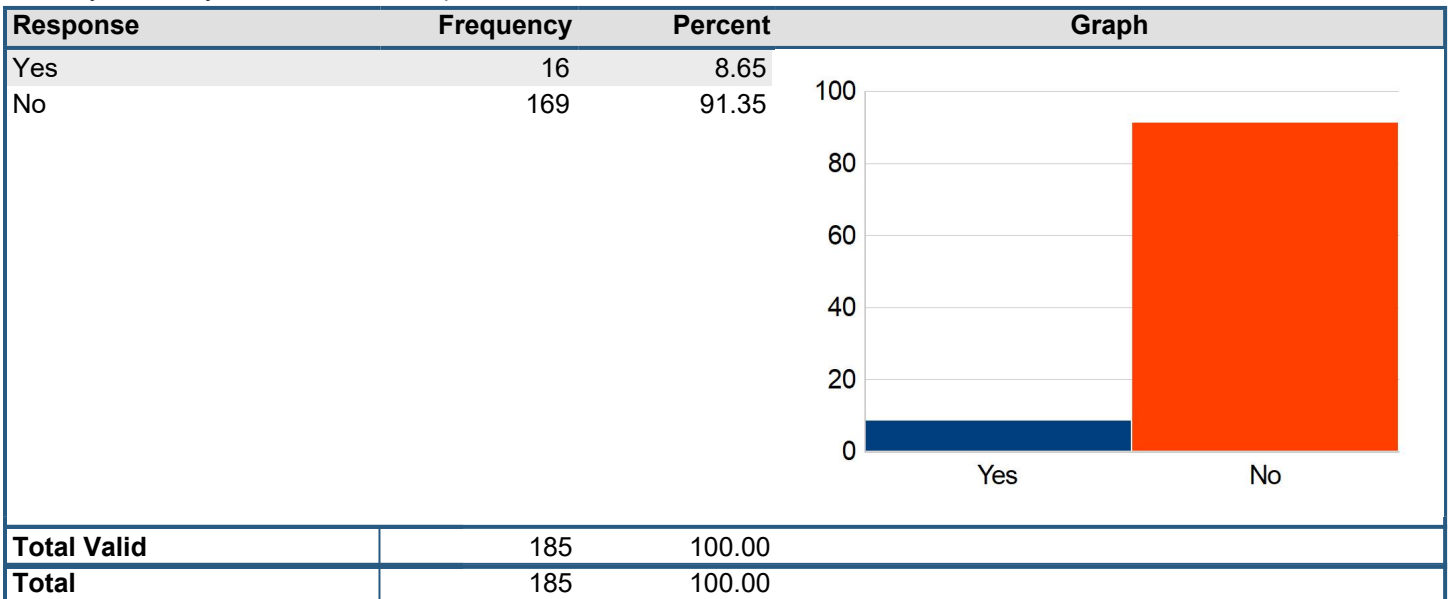
6. DSPS office is a welcoming and positive environment making it comfortable to request assistance.



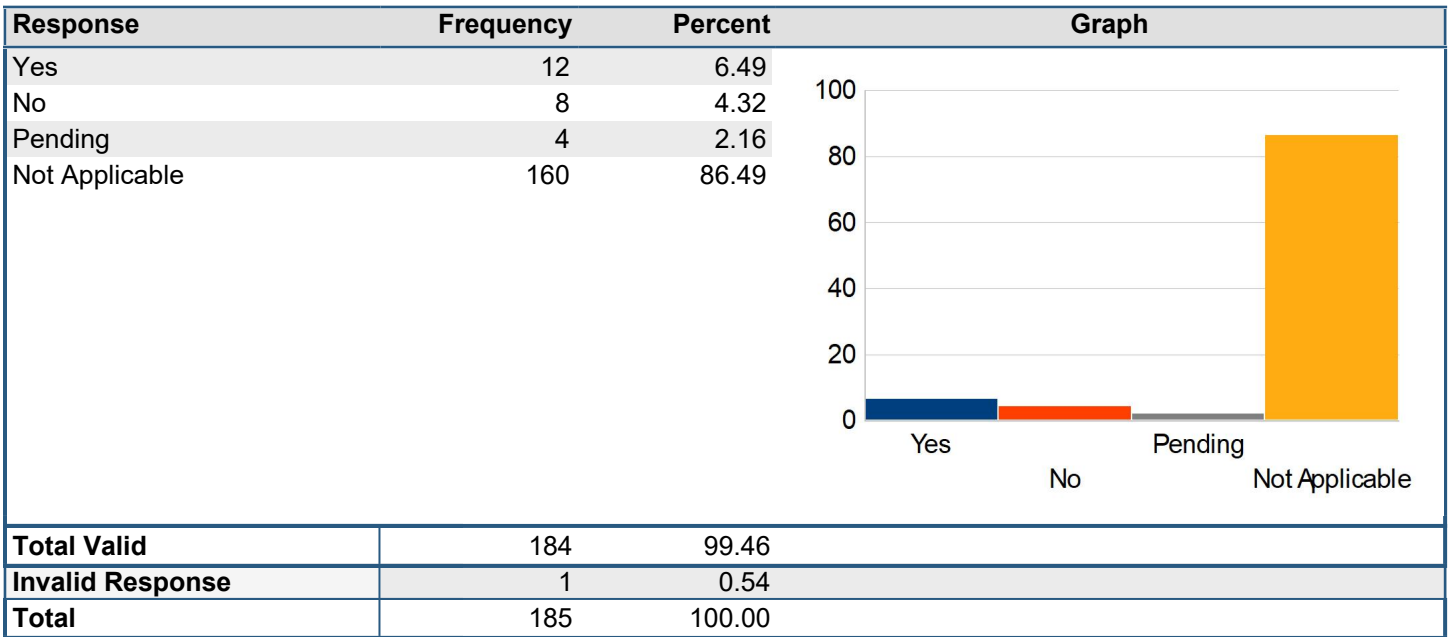
7. Are you aware of the process to file complaints with the DSPS office?



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



9. Was your complaint resolved?



10. How long did it take to get resolved?

