



College of the Redwoods
**DSPS Student Satisfaction
Survey Report**

Spring 2011

This Report Provided By
The Office of Institutional Research

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Introduction

The DSPS Student Satisfaction Survey (DSPS Survey) was constructed to measure DSPS students' satisfaction with DSPS services, resources, availability and staff.

DSPS Overview

Since its inception in 1975, Disabled Students Programs and Services (DSPS) at College of the Redwoods (CR) has grown to serve an average of 1200 students with disabilities per year. The major objective of the DSPS office at CR is to assure educational access for students with disabilities. DSPS concentrates its efforts on providing services that are not available elsewhere in the College.

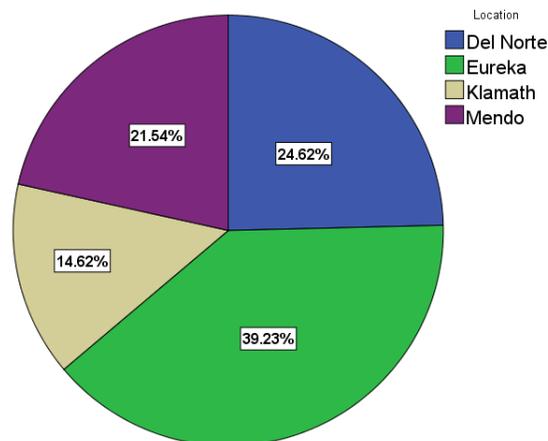
Some of the services that are available to students with disabilities through DSPS include: counseling, priority registration, learning disability assessment, testing accommodations, liaison to campus and community, note takers, readers, textbooks in alternate formats, sign language interpreters, real-time captioning, mobility assistance, tape recorders, and special course offerings. The accommodations that are available may vary on each of the CR campuses.

Survey Administration

The DSPS Survey was administered in the respective campus locations using convenience sampling. Staff distributed surveys to students using DSPS services over a span of four weeks during the 2011 spring semester. Surveys were administered in a variety of locations where DSPS services are used including the Light Center, High Tech Center, DSPS Office, and in DSPS classes.

The 2011 DSPS Survey resulted in 130 responses. Fifty-one responses were received from the Eureka campus, 32 responses were received from the Del Norte campus, 28 responses were received from the Mendocino campus, and 19 were received from the Klamath-Trinity Instructional Site. Table 1 displays the percentage of surveys represented by each campus.

Table 1: Responses by Campus



Findings

Services

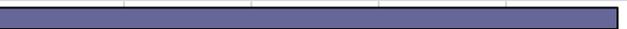
The majority of respondents (93.8%) are satisfied with the services received from DSPS (see Table 2). While 4.6% of respondents indicated feeling neutrality with the services received from DSPS, no respondents indicated dissatisfaction with DSPS services.

Table 2: Overall Satisfaction with DSPS Services

Satisfied	93.8%				
Neutral	4.6%				
Dissatisfied	0.0%				

As shown in Table 3, the majority of respondents (91.3%) indicated satisfaction with academic counseling and advising. Approximately seven percent (7.1%) of respondents indicated feelings of neutrality with academic counseling and advising while 1.6% of respondents expressed dissatisfaction with academic counseling and advising.

Table 3: Satisfaction with Academic Counseling and Advising

Satisfied	90.3%				
Neutral	9.7%				
Dissatisfied	0.0%				

Just under half of the respondents (46.2%) indicated using note taker services provided by DSPS. Of those respondents, over half (53.3%) indicated satisfaction with the service (see Table 4).

Table 4: Satisfaction with Note Taker Services

Satisfied	53.3%				
Neutral	20.0%				
Dissatisfied	26.7%				

Over seventy percent (70.8%) of respondents indicated they use testing accommodations. Of those respondents, the vast majority (92.4%) are satisfied with the service (see Table 5).

Table 5: Satisfaction with the Provision Of Testing Accommodations

Satisfied	92.4%				
Neutral	6.5%				
Dissatisfied	1.1%				

Of those 65.4% of respondents who indicated that they utilize equipment (e.g.–scooter, tape recorders, special furniture), 80% indicated satisfaction with the quality of the equipment (as shown in Table 6).

Table 6: Satisfaction with the Quality of Equipment

Satisfied	80.0%					
Neutral	18.2%					
Dissatisfied	1.2%					

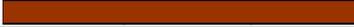
Classes

Overall, respondents indicated high levels of satisfaction (92% mean) with special classes offered by DSPS. Less than a quarter (22.3%) of respondents indicated they had taken Guidance 143–LD Testing. Eighty-six percent of those who had taken Guidance 143–LD Testing expressed satisfaction with the class (see Table 7).

Almost half (48.5%) of the respondents indicated having taken Guidance 145–Applied Study Skills. Ninety-four percent indicated satisfaction with the class. Few students (11.5%) indicated having taken Guidance 180. Eighty-eight percent of respondents who had taken Guidance 180–Assistive Technology expressed satisfaction with the class.

The majority of respondents indicated they had not taken Guidance 379–Introduction to Assistive Technology or Adaptive PE classes–90, 98, or 302 (92.3% and 74.6% respectively). Of those who took Guidance 379–Introduction to Assistive Technology, ninety percent indicated satisfaction with the class. All of those who took Adaptive PE classes–90, 98, or 302 indicated satisfactions with the class.

Table 7: Levels Of Satisfaction With DSPS Classes

Guidance 143	86%					
Guidance 145	94%					
Guidance 180	88%					
Guidance 379	90%					
Adaptive PE	100%					

Staff

As is displayed in Table 8 on the following page, the vast majority of respondents are satisfied (90.5%) with the availability of DSPS staff. Under ten percent (8.6%) of respondents indicated feelings of neutrality regarding the availability of DSPS staff, and no respondents indicated dissatisfaction with the availability of staff. Many qualitative comments focused on the desire for increased hours, staff and equipment because of an increase in student demand. This may have led to the indication of dissatisfaction by some respondents.

Table 8: Satisfaction with the Availability Of Staff

Satisfied	90.5%	
Neutral	8.6%	
Dissatisfied	0.9%	

The majority of respondents are satisfied (94.8%) with the attitude of DSPS staff (as shown in Table 9). A small percentage (4.3%) of respondents indicated feelings of neutrality regarding the attitude of DSPS staff, and less than one percent (0.9%) expressed dissatisfaction with the attitude of DSPS staff.

Table 9: Satisfaction with the Attitude of Staff

Satisfied	94.8%	
Neutral	4.3%	
Dissatisfied	0.9%	

Support

Respondents indicated high levels of satisfaction with support received from DSPS (74% mean). Respondents were asked to rate their level of satisfaction regarding four areas: responsiveness of campus, instructional support, wait time and hours of operation.

Responsiveness of Campus

Over three quarters of respondents (77.2%) indicated satisfaction with the campus’ responsiveness to the needs of students with disabilities. In contrast, 5.5 percent of respondents were dissatisfied with campus responsiveness to the needs of students with disabilities while 17.3% of respondents were neutral.

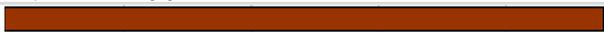
Table 10: Campus Responsiveness to the Needs of Students with Disabilities

Satisfied	77.2%	
Neutral	17.3%	
Dissatisfied	5.5%	

Wait Time for Instructor/Counselor

Over three quarters of respondents (82.1%) indicated satisfaction with the wait time for an appointment with an instructor or counselor (see Table 11). Just over seventeen percent (17.1%) of respondents indicated feelings of neutrality regarding the wait time for an appointment with an instructor or counselor while only 0.9% indicated dissatisfaction with the wait time for an appointment with an instructor or counselor.

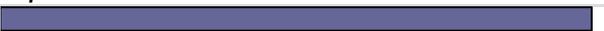
Table 11: Wait Time for an Appointment with an Instructor or Counselor

Satisfied	82.1%				
Neutral	17.1%				
Dissatisfied	0.9%				

Hours of Operation

As is shown in Table 12, almost three quarters of respondents (72.9%) indicated satisfaction with the hours of operation for DSPS. While 19.5% of respondents indicated feelings of neutrality regarding the hours of operation, less than ten percent (7.6%) indicated dissatisfaction with the hours of operation. Many of the qualitative comments at the end of the survey focused on the desire for extended hours which may have led to the level of dissatisfaction.

Table 12: Hours of Operation

Satisfied	72.9%				
Neutral	19.5%				
Dissatisfied	7.6%				

Qualitative Comments

Desire for Extended Hours

- Need office hours that will meet students who are working uneven hours.
- Could use more hours
- I wish the DSPS was open until 5:00pm.
- Hope 9-5 and other than that great.
- It would be nice if the DRC opened at 8am to 4:30pm
- Longer hours on Fridays(?)
- More open hours, but so far everything's good.
- I would not mind being able to come in earlier. Also I would not mind being able to stay later. 6am - 6pm would be nice.
- I would like to see the hours increased to allow for evening study hours
- Light center should be open both earlier and later
- It would be nice to have the hours extend further into evening hours as most of my time in class is during the morning and afternoon.
- I'm very satisfied with all of the team effort it takes for DSPS to exist, & be successful for the students. The only concern, not really a concern, but rather an idea, is with the hours of operation. I think it would be beneficial if the guidance center was left open until 5pm instead of 3:30pm. However, don't get me wrong, I do understand that even having the guidance center even open at all is a great opportunity. Thank you, for all of you!!
- Hours could be longer, say to 4:30pm. Otherwise, very useful.

Desire for Increased Staff

- Need better access to staff for online classes.
- Need more tutors & can't get one-to-one often enough. Staff break their necks to help everyone, but you can't cut them in two to spread them around - they need help. Not enough equipment to go around.
- Need more tutors
- I marked neutral because I didn't get much use from the DSPS program as I would have liked to get. If I could have a little extra help like extra tutoring with a one-on-one tutor would have been nice for me. I will hope that in the future I will have tutoring help. I really think it will help in the next semester.

Desire for Additional Services/Equipment

- I think Carole Freeman is very helpful and responsive to any problems. Though, I do think we need to provide better and more updated equipment, such as tape recorders and such.
- More information about how to obtain all the tools that the DSPS offers students
- Volume of students is higher. Here they need more space and ventilation; quiet rooms
- Very good job in all areas - could use a little more room - great job!
- Quiet rooms are adjoining to study room. Can overhear while testing. Library is quieter.
- Being disabled it hard to stand or walk for long periods at a time. I would to know if CR has transportation (to and from sch?)
- Maybe you can offer a room for everyone to study in at lunch so we can learn together.

- I think here at KTIS there can be more accommodation for students with disabilities
- Could use more disabled parking near the Light Center & library. Disabled access to the baseball field/stands is non-existent. Disabled access to the softball field/stands needs paving/improvement.
- Would like smaller tape recorders available or digital recorders with instructions.
- With the increased enrollment and limited equipment, there should be a policy limiting personal use of computers. I needed to print a paper today to get input and all the computers were occupied with 4 of them being people on facebook. I have had to invest in hardware and software to accommodate my classes. Wi-fi would be useful for expanding availability of services by incorporating personal equipment into use. Consider including photoshop illustrator & indesign into programs available on computers these are classed which need outside instructional support. Thanks for all the help. My education reflects the resources accessed here.

Appreciation for Staff

- Our class is excellent. Instructor is very good
- Good class
- The test sucked, but Carol was very nice and encouraging
- I think that Carol is a wonderful person. She also is very informative and tries to meet all the needs of each student. Carol is a very good part of this college.
- They are doing their best in helping us
- Great staff & support
- The DSPS staff are extremely helpful, and I feel fortunate to have them at this campus.
- Great fun staff this year, easy going and everything. Very informative.
- I would prefer to have Galal as my tutor for the whole time I'm receiving tutoring "please"
- Galal is a really good teacher. He needs more love and money!
- I think there need to be more hours available like for those students whom work during the hours which DSPS is open. Also, some late night hours (after 5pm) would be awesome. Thanks for asking!
- Holli Wendt, Erica Silver and Don Arthur are very kind, helpful and have great advice. They totally boost my confidence, especially when I feel I can't do something or succeed. They are definitely people I look up to and have definitely inspired me to excel in school and life and have put in great time and effort to push and lead me in the right direction not only in academics, but in life itself! They are genuinely amazing people.
- The DSPS staff is outstanding and understanding. They are patient and kind. The staff available to help with tutoring is also wonderful. I have never felt this accepted in any program I have been involved with.
- They are nice. Love their attitudes very much. Erica reminds me of me. We have a mutual understanding. Everyone should come into the DRC for help.
- The staff is DSPS is always helpful. They always appear upbeat and enthusiastic. Every time I come in, they ask how I'm doing and offer to help me. This is by far the best place on campus. They are very organized and work well with all of the students receiving assistance. I wish I had always had their services! They're doing an excellent job.
- Helping me with my plans and decision-making has been key to my success in school. Testing brings so much anxiety and the continued support and allowances have helped

me so much. Mary Thompson has been a fabulous organized counselor and her understanding & patience are awesome.

- I have been helped greatly by everyone. Thank you!
- Chris is a #1 English tutor. Need more like him!
- DSPS has been fantastic for me. Starting with the testing experience with Tamara, my experience has been very helpful. It is a very supportive community. I am always warmly greeted by Chris when I come in (I hope whoever you get to replace him next semester not only has technical expertise and tutoring skills, but is also warm and personable like Chris is). Sly, Jeff, and Molly are all wonderful tutors. Dr Harry has been very helpful to me in personal counseling.

Appreciation for Classes/Instructors

- S. Larkins land PE class is just right
- The adaptive PE classes are serving an invaluable need for those of us with disabilities. It is such a worthwhile program. Long may it continue.
- Appreciate the staff and tutors. This class has been an academic life savior =)
- I am very satisfied with my teacher "Mr. Wright" concern & understanding with my health. He makes sure I am seated close to him, just in case I have a seizure. He made sure there would be objects that I can hit if I did fall. And he always makes sure I am comfortable and feeling good. The class time & assignments I missed from being in the hospital; he gave me more than enough time & help to catch up.
- Excellent staff - a well oiled machine. Always very helpful every time I come in.
- I really thankful how helpful all the DSPS instructor is to me. I'm more confident in college now that I have the help I need. Thank you.

Appreciation for Services

- Thanks so much. You're doing a great job!
- AMAZING!! :-)
- All good
- I am so grateful for DSPS. It has made my first semester of college so much easier.
- I am grateful for the DSPS program. I hope it continues. :)
- All I want to say is without the DSPS and the DRC I would have never passed my classes, and graduated from college
- Good support w/ planning in career choice. Excellent!
- Could not be able to do well in classes without help that I get from the staff in DSPS. They help me with understanding and comprehension of assignments. They are more than accommodating for my disabilities. Couldn't have made it though without them. They are the best. :)
- I think DSPS is doing a great job in helping students do the work they need to do, to get their goals accomplished. I feel they go above and beyond to go that extra mile for the student. They really show they care and that it's not just a pay slot for them. Keep the good work up because I need and do appreciate everything you've done for me. Thank you.
- I think it's getting better. I think it's because main campus has handled this for so long. The commute and time saving this has helped. DSPS gives a lot of encouragement, help and understands with everything I am going through. Sometimes it had to keep my

motivation going - you guys always help. I am very satisfied and looking forward to the fall.

- I am very thankful for all the help I have received.
- I am just satisfied with all services. I am happy you are there.
- The disabled student program has helped immensely. I find the services they offer very helpful.
- DSPS is a very helpful program. I personally like it. It helps me a lot throughout the years that I attended classes here at CR. Thank you to all the staffs you guys awesome.
- DSPS is a true asset. The Light Center has made my education a reachable goal. Kudos to both!
- I would not have had the success I've had if I didn't have the resource of the Light Center and its staff.
- Great services. Thank you.

Miscellaneous

- Sorry, I have almost no interaction with DSPS
- Never had good luck with the notes. They were not the notes I needed.
- Extensive testing process for 143 is a little frustrating.
- I really appreciate everyone! One thing I would ask is that when I have an appointment with a tutor that they are on time and not help others on the time I have scheduled.
- I really enjoy everyone in the DSPS light center. They are very helpful. The only suggestion I would have is some students tend to use the computers for gaming and surfing the web while other students have homework to do. Other than that, I love it. It has kept me at over a 90% in my math class so far at mid semester. So thank you.

Eureka Campus Findings

Services

All of the Eureka respondents (100%) were satisfied with the services received from DSPS (see Table 13).

Table 13: Overall Satisfaction with DSPS Services

Satisfied	100.0%	
Neutral	0.0%	
Dissatisfied	0.0%	

As shown in Table 14, all of Eureka respondents (100%) indicated satisfaction with academic counseling and advising.

Table 14: Satisfaction with Academic Counseling and Advising

Satisfied	100.0%	
Neutral	0.0%	
Dissatisfied	0.0%	

Over half of the Eureka respondents (52.9%) indicated they do not use note taker services provided by DSPS. Of those respondents who do utilize note taker services, less than half (37.5%) indicated satisfaction with the service (see Table 15). Approximately sixteen percent (16.7%) of respondents indicated feeling of neutrality regarding note taker services while 45.8% indicated dissatisfaction with note taker services. Some qualitative comments focused on not being provided a note taker which may have led to indications of dissatisfaction.

Table 15: Satisfaction with Note Taker Services

Satisfied	37.5%	
Neutral	16.7%	
Dissatisfied	45.8%	

About thirty-three (33.3%) percent of Eureka respondents indicated they do not use testing accommodations, however, of those respondents who do use testing accommodations, the majority (94.1%) are satisfied with the service (see Table 16).

Table 16: Satisfaction with the Provision of Testing Accommodations

Satisfied	94.1%	
Neutral	5.9%	
Dissatisfied	0.0%	

Almost half of Eureka respondents (49%) indicated they do not use equipment provided by DSPS. Of those respondents who do utilize equipment (e.g. – scooter, tape recorders, special furniture), eighty-four percent (84%) indicated satisfaction with the quality of the equipment (as shown in Table 17). Sixteen

percent of respondents indicated feelings of neutrality regarding equipment provided by DSPS while no respondents indicated dissatisfaction.

Table 17: Satisfaction with the Quality of Equipment

Satisfied	84.0%	
Neutral	16.0%	
Dissatisfied	0.0%	

Classes

While 73% of respondents indicated they had not taken Guidance 143–LD Testing, eighty-eight percent of those who had taken Guidance 143–LD Testing expressed satisfaction with the class (see Table 18).

Of the respondents who had taken Guidance 145–Applied Study Skills, seventy-nine percent indicated satisfaction with the class. Eighty-eight percent of respondents who had taken Guidance 180–Assistive Technology expressed satisfaction with the class.

The majority of respondents indicated they had not taken Guidance 379–Introduction to Assistive Technology or Adaptive PE classes–90, 98, or 302 (77% and 80% respectively). Of those who took Guidance 379–Introduction to Assistive Technology, seventy-nine percent indicated satisfaction with the class. Of those who took Adaptive PE classes–90, 98, or 302, sixty-seven percent indicated satisfactions with the class.

Table 18: Levels of Satisfaction with DSPS Classes

Guidance 143	88%	
Guidance 145	79%	
Guidance 180	88%	
Guidance 379	79%	
Adaptive PE	67%	

Staff

As is shown in Table 19, the majority of Eureka respondents were satisfied (87.2%) with the availability of DSPS staff. Twelve percent (12.8%) of respondents indicated feelings of neutrality regarding the availability of DSPS staff and none indicated dissatisfaction with the availability of staff.

Table 19: Satisfaction with the Availability of Staff

Satisfied	87.2%	
Neutral	12.8%	
Dissatisfied	0.0%	

The majority of Eureka respondents were satisfied (95%) with the attitude of DSPS staff (as shown in Table 20). A small percentage (2.5%) of respondents

indicated feelings of neutrality regarding the attitude of DSPS staff and 2.5% of respondents expressed dissatisfaction with the attitude of DSPS staff.

Table 20: Satisfaction with the Attitude of Staff

Satisfied	95.0%	
Neutral	2.5%	
Dissatisfied	2.5%	

Support

Respondents indicated high levels of satisfaction with support received from DSPS. Respondents were asked to rate their level of satisfaction regarding four areas: responsiveness of campus, instructional support, wait time and hours of operation.

Responsiveness of Campus

Over eighty percent of Eureka respondents (84.6%) indicated satisfaction with the campus' responsiveness to the needs of students with disabilities. While just over twelve percent (12.8%) of the respondents were neutral and only two percent (2.6%) were dissatisfied with campus responsiveness to the needs of students (as shown in Table 21).

Table 21: Campus Responsiveness to the Needs of Students with Disabilities

Satisfied	84.6%	
Neutral	12.8%	
Dissatisfied	2.6%	

Wait Time for Instructor/Counselor

Almost ninety percent of Eureka respondents (89.1%) indicated satisfaction with the wait time for an appointment with an instructor or counselor (see Table 22). While eight percent (8.7%) of respondents indicated feelings of neutrality regarding the wait time for an appointment with an instructor or counselor, and 2.2% indicated dissatisfaction with the wait time for an appointment with an instructor or counselor.

Table 22: Wait Time for an Appointment with an Instructor or Counselor

Satisfied	89.1%	
Neutral	8.7%	
Dissatisfied	2.2%	

Hours of Operation

As is shown in Table 23, almost eighty percent of Eureka respondents (78.3%) indicated satisfaction with the hours of operation for DSPS. Approximately eleven percent (10.9%) of respondents indicated feelings of neutrality regarding the hours of operation, and another (10.9%) indicated dissatisfaction with the hours of operation.

Table 23: Hours of Operation

Satisfied	78.3%	
Neutral	10.9%	
Dissatisfied	10.9%	

Qualitative Comments: Eureka Campus

Desire for Extended Hours

Eureka respondents indicated a desire for extended hours.

- I would like to see the hours increased to allow for evening study hours
- Light center should be open both earlier and later
- It would be nice to have the hours extended further into evening hours as most of my time in class during the morning and afternoon
- I'm very satisfied with all of the team effort it takes for DSPS to exist, & be successful for the students. The only concern, not really a concern, but rather an idea, is with the hours of operation. I think it would be beneficial if the guidance center was left open until 5pm instead of 3:30. However, don't get me wrong, I do understand that even having the guidance center even open at all is a great opportunity. Thank you, for all of you!!
- Hours could be longer, say to 4:30. Otherwise, very useful

Appreciation for Staff

Sixteen percent of Eureka respondents indicated an appreciation for DSPS staff.

- Helping me with my plans and decision-making has been key to my success in school. Testing brings so much anxiety and the continued support and allowances have helped me with so much. Mary Thompson has been a fabulous organized counselor and her understanding & patience are awesome.
- I have been helped greatly by everyone. Thank you!
- Chris is a #1 English tutor. Need more like him!
- DSPS has been fantastic for me. Starting with the testing experience with Tamera, my experience has been very helpful. It is a very supportive community. I am always warmly greeted by Chris when I come in (I hope whoever you get to replace him next semester not only has technical expertise and tutoring skills, but also warm and personable like Chris is.) Sly, Jeff, and Molly are all wonderful tutors. Dr. Harry has been very helpful to me in personal counseling.

Desire for Increased Staff

None of the Eureka respondents indicated a desire for increased staff.

Appreciation for Services

A quarter of respondents (25%) indicated an appreciation for DSPS services.

- DSPS is a very helpful program. I personally like it. It helps me a lot throughout the years that I attended here at CR. Thank you to all the staff you guys are awesome.
- DSPS is a true asset. The Light Center has made my education a reachable goal. Kudos to both!

- I would not have had the success I've had if I didn't have the resource of the Light Center and its staff
- Great services. Thank you.
- The disabled student program had helped immensely. I find the services they offer very helpful.

Desire for Additional Services

A very small percentage of respondents (2%) indicated a desire for additional services.

- Could use more disabled parking near the Light Center & library. Disabled access to the baseball fields/stands is non-existent. Disabled access to the softball field/stand needs paving/improvement.
- Would like smaller tape recorders available or digital recorders with instructions.
- With the increased enrollment and limited equipment, there should be a policy limiting computers were occupied with 4 of them being people on facebook. I have had to invest in hardware and software to accommodate my classes. Wi-fi would be useful for expanding availability of services by incorporating personal equipment into use. Consider including Photoshop illustrator & in design into programs available on computer these are classed with each need outside instructional support. Thanks for all the help. My education reflects the resources accessed here.

Miscellaneous

Nearly one quarter (23%) of respondents had miscellaneous comments.

- Never had good luck with the notes. They were not the notes I needed.
- Extensive testing process for 143 is a little frustrating.
- I really appreciate everyone! One thing I would ask is that when I have an appointment with a tutor that they are on time and not help others on the time I scheduled.
- I really enjoy everyone in the DSPS light center. They are very helpful. The only suggestion I would have is some students tend to use the computers for gaming and surfing the web while other students have homework to do. Other than that, I love it. It has kept me at over a 90% in my math classes so far at mid semester. So thank you.

Del Norte Campus Findings

Services

Over ninety percent of Del Norte respondents (93.8%) indicated an overall satisfaction with the services received from DSPS (see Table 24). No respondents indicated dissatisfaction with services received from DSPS.

Table 24: Overall Satisfaction with DSPS Services

Satisfied	93.8%	
Neutral	6.3%	
Dissatisfied	0.0%	

As shown in Table 25, the majority of Del Norte respondents (84.4%) indicated satisfaction with academic counseling and advising. Fifteen percent (15.6%) of respondents indicated feelings of neutrality with academic counseling and advising while no respondents expressed dissatisfaction with academic counseling and advising.

Table 25: Satisfaction with Academic Counseling and Advising

Satisfied	84.4%	
Neutral	15.6%	
Dissatisfied	0.0%	

Exactly half of the Del Norte respondents indicated they do not use note taker services provided by DSPS. Of those respondents who do utilize note taker services, fifty percent (50%) indicated satisfaction with the service (see Table 26). Almost forty percent (37.8%) indicated feelings of neutrality and the remaining respondents (12.5%) expressed dissatisfaction regarding note take services provided by DSPS.

Table 26: Satisfaction with Note Taker Services

Satisfied	50.0%	
Neutral	37.5%	
Dissatisfied	12.5%	

Twenty-five percent of Del Norte respondents indicated they do not use testing accommodations. Of those respondents who do use testing accommodations, the ninety-five percent (95.8%) are satisfied with the service (see Table 27). Four percent (4.2%) of the remaining respondents were neutral and none indicated dissatisfaction regarding the provision of testing accommodations.

Table 27: Satisfaction with the Provision of Testing Accommodations

Satisfied	95.8%	
Neutral	4.2%	
Dissatisfied	0.0%	

Only fifteen percent of Del Norte respondents (15.6%) indicated they do not use equipment provided by DSPS. Of those respondents who do utilize equipment (e.g.—scooter, tape recorders, special furniture), almost eighty percent (77.8%) indicated satisfaction with the quality of the equipment (as shown in Table 28). Nearly twenty-two (22.2%) of respondents indicated feelings of neutrality regarding the quality of equipment, while none of respondents indicated dissatisfaction with the quality of equipment.

Table 28: Satisfaction with the Quality of Equipment

Satisfied	77.8%	
Neutral	22.2%	
Dissatisfied	0.0%	

Classes

While the majority of respondents (72%) indicated they had not taken Guidance 143—LD Testing, seventy-one percent of those who had taken Guidance 143—LD Testing expressed satisfaction with the class (see Table 31).

Of the respondents who had taken Guidance 145—Applied Study Skills, eighty-six percent indicated satisfaction with the class. Three quarters (75%) of respondents who had taken Guidance 180—Assistive Technology expressed satisfaction with the class.

Over half of the respondents indicated they had not taken Guidance 379—Introduction to Assistive Technology or Adaptive PE classes—90, 98, or 302 (83% and 84% respectively). Of those who took Guidance 379—Introduction to Assistive Technology, seventy-five percent indicated satisfaction with the class. Of those who took Adaptive PE classes—90, 98, or 302, half of respondents (50%) indicated satisfaction with the class.

Table 29: Levels of Satisfaction with DSPS Classes

Guidance 143	71%	
Guidance 145	86%	
Guidance 180	75%	
Guidance 379	75%	
Adaptive PE	50%	

Staff

As is displayed in Table 30, over ninety percent of Del Norte respondents were satisfied with the availability of DSPS staff. Only 3.1% indicated dissatisfaction with the availability of DSPS staff.

Table 30: Satisfaction with the Availability of Staff

Satisfied	90.6%	
Neutral	6.3%	
Dissatisfied	3.1%	

The majority of Del Norte respondents were satisfied (90.3%) with the attitude of DSPS staff (as shown in Table 31). A small percentage (9.7%) of respondents indicated feelings of neutrality regarding the attitude of DSPS staff while no respondents expressed dissatisfaction with the attitude of DSPS staff.

Table 31: Satisfaction with the Attitude of Staff

Satisfied	90.3%	
Neutral	9.7%	
Dissatisfied	0.0%	

Support

Respondents indicated high levels of satisfaction with support received from DSPS. Respondents were asked to rate their level of satisfaction regarding four areas: responsiveness of campus, instructional support, wait time and hours of operation.

Responsiveness of Campus

Nearly eighty percent (77.4%) of Del Norte respondents indicated satisfaction with the campus’ responsiveness to the needs of students with disabilities. In contrast, 9.7% of respondents were dissatisfied with campus responsiveness to the needs of students with disabilities.

Table 32: Campus Responsiveness to the Needs of Students with Disabilities

Satisfied	77.4%	
Neutral	12.9%	
Dissatisfied	9.7%	

Wait Time for Instructor/Counselor

The majority of Del Norte respondents (80.6%) indicated satisfaction with the wait time for an appointment with an instructor or counselor (see Table 33). Nineteen percent (19.4%) of respondents indicated feelings of neutrality regarding the wait time for an appointment with an instructor or counselor. No respondents indicated dissatisfaction with the wait time for an appointment with an instructor or counselor.

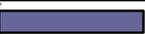
Table 33: Wait Time for an Appointment with an Instructor or Counselor

Satisfied	80.6%	
Neutral	19.4%	
Dissatisfied	0.0%	

Hours of Operation

As is shown in Table 34, more than half of Del Norte respondents (56.7%) indicated satisfaction with the hours of operation for DSPS. While 30% of respondents indicated feelings of neutrality regarding the hours of operation, and thirteen percent (13.3%) indicated dissatisfaction with the hours of operation. Many of the qualitative comments at the end of the survey focused on the desire for extended hours which may have led to the level of dissatisfaction.

Table 34: Hours of Operation

Satisfied	56.7%	
Neutral	30.0%	
Dissatisfied	13.3%	

Qualitative Comments: Del Norte Campus

Desire for Extended Hours

Thirty-seven percent of Del Norte respondents indicated a desire for extended hours.

- I wish the DSPS was open until 5:00pm
- Hope 9-5 and other than that great.
- It would be nice if DRC opened at 8am to 4:30pm
- Longer hours on Fridays (?)
- More open hours, but so far everything's good
- I would not mind being able to come in earlier. Also I would not mind being able to stay longer. 6am-6pm would be nice.

Desire for increased staff

- Need more tutors & can't get one-to-one often enough. Staff breaks their necks to help everyone, but you can't cut them in two to spread them around- they need help. Not enough equipment to go around.

Appreciation for Staff

Almost one third (32%) of Del Norte respondents indicated an appreciation for DSPS staff.

- They are doing their best in helping us.
- Great staff & support
- The DSPS staff are extremely helpful, and I feel fortunate to have them at this campus
- Great fun staff this year, easy going and everything. Very informative.
- I would prefer to have Galal as my tutor for the whole time I'm receiving tutoring "please"
- Galal is a really good teacher. He needs more love and money!
- I think there needs to be more hours available like for those students whom work during the hours which DSPS is open. Also, some late night hours (after 5pm) would be awesome. Thanks for asking!
- Holli Wendt, Erica Silver, Don Arthur are very kind, helpful and have great advice. They totally boost my confidence, especially when I feel I can't do something or succeed. They are definitely people I look up to and have definitely inspired me to excel in school and life and have put in great time and effort to push and lead me in the right direction not only in academics, but in life itself! They are genuinely amazing people.
- The DSPS staff is outstanding and understanding. They are patient and kind. The staff available to help with tutoring is also wonderful. I have never felt this accepted in any program I have been involved with.
- They are nice. Love their attitudes very much. Erica reminds me of me. We have a mutual understanding. Everyone should come into the DRC for help.

- Appreciate the staff and tutors. This class has been an academic life savior =)
- The staff is DSPS is always helpful. They always appear upbeat and enthusiastic. Every time I come in, they ask how I'm doing and offer to help me. This is by far the best place on campus. They are very organized and work well with all of the students receiving assistance. I wish I had always had their services! They're doing an excellent job.

Appreciation for Services

Thirty-seven percent of Del Norte respondents indicated an appreciation for DSPS services.

- I am so grateful for DSPS. It has made my first semester of college so much easier
- I am grateful for the DSPS program. I hope it continues 😊
- All I want to say is without the DSPS and the DRC I would have never passed my classes, and graduate from college.
- Good support w/ planning in career choice. Excellent!
- Could not be able to do well in classes without help that I get from the staff in DSPS. They help me with understanding and comprehension of assignments. They are more than accommodating for my disabilities. Couldn't have made it without them. They are the best 😊

Desire for Additional Services

Sixteen percent of Del Norte respondents indicated a desire for additional services.

- More information about how to obtain all the tools that the DSPS offers students
- Volume of students is higher. Here they need more space and ventilation; quiet rooms
- Very good job in all areas-could use a little more room-great job!
- Quiet rooms are adjoining to study room. Can overhear while testing. Library is quieter.

Miscellaneous

There are no miscellaneous responses for Del Norte campus.

Mendocino Campus Findings

Services

All of the Mendocino respondents (100%) are satisfied with the services received from DSPS (see Table 35).

Table 35: Overall Satisfaction with DSPS Services

Satisfied	100.0%	
Neutral	0.0%	
Dissatisfied	0.0%	

As shown in Table 36, the majority of Mendocino respondents (90.9%) indicated satisfaction with academic counseling and advising. Approximately ten percent (9.1%) of respondents indicated feelings of neutrality with academic counseling and advising and none of respondents expressed dissatisfaction with academic counseling and advising.

Table 36: Satisfaction with Academic Counseling and Advising

Satisfied	90.9%	
Neutral	9.1%	
Dissatisfied	0.0%	

Three quarters of the Mendocino respondents (71.4%) indicated they do not use note taker services provided by DSPS. Of those respondents who do utilize note taker services, the majority (75%) indicated satisfaction with the service (see Table 37). Twenty-five percent (25%) of respondents indicated feelings of neutrality regarding note taker services while no respondents indicated dissatisfaction.

Table 37: Satisfaction with Note Taker Services

Satisfied	75.0%	
Neutral	25.0%	
Dissatisfied	0.0%	

Forty-two percent (42.9%) of Mendocino respondents indicated they do not use testing accommodations, however, of those respondents who do use testing accommodations, the vast majority (93.8%) were satisfied with the service (see Table 38).

Table 38: Satisfaction with the Provision of Testing Accommodations

Satisfied	93.8%	
Neutral	6.3%	
Dissatisfied	0.0%	

Thirty-five percent of Mendocino respondents indicated they do not use equipment provided by DSPS. Of those respondents who do utilize equipment (e.g.—scooter, tape recorders, special furniture), nearly eighty percent (77.8%) indicated satisfaction with the quality of the equipment (as shown in Table 39). Sixteen percent (16.7%) of respondents indicated feelings of neutrality regarding the quality of equipment while and small percent of 5.6% indicated dissatisfaction.

Table 39: Satisfaction with the Quality of Equipment

Satisfied	77.8%	
Neutral	16.7%	
Dissatisfied	5.6%	

Classes

Overall, Mendocino respondents indicated high levels of satisfaction with special classes offered by DSPS. Please note: Respondents either failed to respond or indicated not taking Guidance 145—LD testing, Guidance 180—Assistive Technology, and Guidance 379—Introduction to Assistive Technology.

While 63% percent of respondents indicated they had not taken Guidance 143—LD Testing, one-hundred percent of those who had taken Guidance 143—LD Testing expressed satisfaction with the class (see Table 40). Of those who took Adaptive PE classes—90, 98, or 302, one-hundred percent indicated satisfaction with the class.

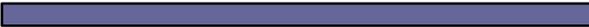
Table 40: Levels Of Satisfaction With DSPS Classes

Guidance 143	100%	
Guidance 145	-	
Guidance 180	-	
Guidance 379	-	
Adaptive PE	100%	

Staff

As is displayed in Table 41, over ninety percent (92.3%) of respondents are satisfied with the availability of DSPS staff. Nearly eight percent (7.7%) of respondents indicated feelings of neutrality regarding the availability of DSPS staff and none indicated dissatisfaction with the availability of staff.

Table 41: Satisfaction with the Availability of Staff

Satisfied	92.3%	
Neutral	7.7%	
Dissatisfied	0.0%	

Mendocino respondents indicated 96.2% of satisfaction with the attitude of DSPS staff (as shown in Table 42). While only 3.8% of respondents indicated

feelings of neutrality and none showed dissatisfaction regarding the attitude of DSPS staff.

Table 42: Satisfaction with the Attitude of Staff

Satisfied	96.2%	
Neutral	3.8%	
Dissatisfied	0.0%	

Support

Mendocino respondents indicated high levels of satisfaction with support received from DSPS. Respondents were asked to rate their level of satisfaction regarding four areas: responsiveness of campus, instructional support, wait time and hours of operation.

Responsiveness of Campus

Nearly ninety percent of Mendocino respondents (87.5%) indicated satisfaction with the campus' responsiveness to the needs of students with disabilities (see Table 43). In contrast, only twelve percent (12.5%) of respondents were neutral and none were dissatisfied.

Table 43: Campus Responsiveness to the Needs of Students with Disabilities

Satisfied	87.5%	
Neutral	12.5%	
Dissatisfied	0.0%	

Wait Time for Instructor/Counselor

Nearly eighty percent (76.2%) of Mendocino respondents indicated satisfaction with the wait time for an appointment with an instructor or counselor (see Table 44). Only twenty-three percent (23.8%) of respondents indicated feelings of neutrality regarding the wait time for an appointment with an instructor or counselor, while no respondents indicated dissatisfaction with the wait time for an appointment with an instructor or counselor.

Table 44: Wait Time for an Appointment with an Instructor or Counselor

Satisfied	76.2%	
Neutral	23.8%	
Dissatisfied	0.0%	

Hours of Operation

As is shown in Table 45, over three quarters of Mendocino respondents (75%) indicated satisfaction with the hours of operation for DSPS. While 25% of respondents indicated feelings of neutrality regarding the hours of operation, none indicated dissatisfaction with the hours of operation.

Table 45: Hours of Operation

Satisfied	75.0%	
Neutral	25.0%	
Dissatisfied	0.0%	

Qualitative Comments: Mendocino Campus

Desire for Extended Hours

Eighteen percent of Mendocino respondents indicated a desire for extended hours.

- Need more office hours that will meet students who are working uneven hours
- Could use more hours

Appreciation for Staff

Forty-one percent of Mendocino respondents indicated an appreciation for DSPS staff.

- Our class is excellent. Instructor is very good.
- Good class
- The test sucked, but Carol was very nice and encouraging
- I think that Carol is a wonderful person. She also is very informative and tries to meet all the needs of each student. Carol is a very good part of this college.

Desire for Increased Staff

Over a quarter (27%) of Mendocino respondents indicated a desire for increased staff.

- Need better access to staff for online classes.

Appreciation for Services

Over a quarter (27%) of Mendocino respondents indicated appreciation for DSPS services.

- Thanks so much. You're doing a great job!
- AMAZING!! :-)
- All good

Desire for Additional Services

Eighteen percent of Mendocino respondents indicated a desire for additional services.

- I think Carol Freeman is very helpful and responsive to any problems. Though, I do think we need to provide better and more updated equipment, such as tape recorders and such.

Miscellaneous

Eighteen percent of Mendocino respondents indicated miscellaneous comments.

- Sorry, I have almost no interaction with DSPS

Klamath-Trinity Campus Findings

Services

Almost eighty percent of the Klamath respondents (78.9%) are satisfied with the services received from DSPS (see Table 46). Out of the remaining respondents, 21.1% indicated neutrality while none were dissatisfied with DSPS services.

Table 46: Overall Satisfaction with DSPS Services

Satisfied	78.9%	
Neutral	21.1%	
Dissatisfied	0.0%	

As shown in Table 47, out of the Klamath respondents, three quarters (73.7%) indicated satisfaction with academic counseling and advising. 26.3% were neutral and no respondents indicated dissatisfaction.

Table 46: Satisfaction with Academic Counseling and Advising

Satisfied	73.7%	
Neutral	26.3%	
Dissatisfied	0.0%	

Well over twenty-five percent (36.8%) of the Klamath respondents indicated they do not use note taker services provided by DSPS. Of those respondents who do utilize note taker services, over three quarters (75.0%) indicated satisfaction with the service (see Table 47). Approximately sixteen percent (16.7%) of respondents indicated feelings of neutrality regarding note taker services, while only 8.3% indicated dissatisfaction with note taker services.

Table 47: Satisfaction with Note Taker Services

Satisfied	75.0%	
Neutral	16.7%	
Dissatisfied	8.3%	

Only 5.6% of Klamath respondents indicated they do not use testing accommodations. Of the majority who do use testing accommodations, the majority (83.3%) are satisfied with the service (see Table 48). While 11.1% indicated neutrality and only 5.6% showed any feeling of dissatisfaction with the testing accommodations.

Table 48: Satisfaction with the Provision of Testing Accommodations

Satisfied	83.3%	
Neutral	11.1%	
Dissatisfied	5.6%	

Out of the Klamath respondents 21.1% indicated they do not use equipment provided by DSPS. Of those respondents who do utilize equipment (e.g. –

scooter, tape recorders, special furniture), eighty percent indicated satisfaction with the quality of the equipment (as shown in Table 49). Twenty percent of respondents indicated feelings of neutrality regarding equipment provided by DSPS, while no respondents indicated dissatisfaction.

Table 49: Satisfaction with the Quality of Equipment

Satisfied	80.0%	
Neutral	20.0%	
Dissatisfied	0.0%	

Staff

As shown in Table 51, the majority of Klamath respondents are satisfied (94.7%) with the availability of DSPS staff. Five percent (5.3%) of respondents indicated feelings of neutrality regarding the availability of DSPS staff and none indicated dissatisfaction with the availability of staff.

Table 51: Satisfaction with the Availability of Staff

Satisfied	94.7%	
Neutral	5.3%	
Dissatisfied	0.0%	

All of the Klamath respondents were satisfied (100%) with the attitude of DSPS staff (as shown in Table 52).

Table 52: Satisfaction with the Attitude of Staff

Satisfied	100.0%	
Neutral	0.0%	
Dissatisfied	0.0%	

Support

Respondents indicated high levels of satisfaction with support received from DSPS. Respondents were asked to rate their level of satisfaction regarding four areas: responsiveness of campus, instructional support, wait time and hours of operation.

Responsiveness of Campus

Over eighty percent of Klamath respondents (84.2%) indicated satisfaction with the campus' responsiveness to the needs of students with disabilities. While fifteen percent (15.8%) of the respondents were neutral and no respondents were dissatisfied with campus responsiveness to the needs of students (as shown in Table 53).

Table 53: Campus Responsiveness to the Needs of Students with Disabilities

Satisfied	84.2%	
Neutral	15.8%	
Dissatisfied	0.0%	

Wait Time for Instructor/Counselor

Three quarters of the Klamath respondents (73.7%) indicated satisfaction with the wait time for an appointment with an instructor or counselor (see Table 54). While only twenty percent (26.3%) of respondents indicated feelings of neutrality regarding the wait time for an appointment with an instructor or counselor.

Table 53: Wait Time for an Appointment with an Instructor or Counselor

Satisfied	73.7%	
Neutral	26.3%	
Dissatisfied	0.0%	

Hours of Operation

As is shown in Table 54, over eighty percent of Klamath respondents (83.3%) indicated satisfaction with the hours of operation for DSPS. Sixteen percent (16.7%) of respondents indicated feelings of neutrality regarding the hours of operation.

Table 54: Hours of Operation

Satisfied	83.3%	
Neutral	16.7%	
Dissatisfied	0.0%	

Qualitative Comments: Klamath-Trinity Campus

Desire for Extended Hours

None of the Klamath respondents indicated any desire for extended hours.

Appreciation for Staff

None of the Klamath respondents commented on appreciation towards the staff of the DSPS program.

Desire for Increased Staff

Klamath respondents indicated a desire for increased staff.

- Need more tutors
- I marked neutral because I didn't get much use from the DSPS program as I would have liked to get. If I could have had a little extra help like extra tutoring with one-on-one tutor would have been nice for me. I will hope that in the future I will have tutoring help. I really think it will help in the next semester.

Appreciation for Services

Klamath respondents express appreciation for the DSPS services

- I think DSPS is doing a great job in helping students do the work they need to do, to get their goals accomplished. I feel they go above and beyond to go that extra mile for the student. They really show they care and that it's not just a pay slot for them. Keep the good work up because I need and do appreciate everything you've done for me. Thank you.
- I think it's getting better. I think it's because main campus has handled this for so long. The commute and time saving this has helped. DSPS gives a lot of encouragement, help and understands with everything I am going through. Sometimes it had to keep my motivation going- you guys always help. I am very satisfied and looking forward to the fall.
- I am very thankful for all the help I have received
- I am just satisfied with all the services. I am happy you are there.

Desire for Additional Services

A very small percentage of respondents (2%) indicated a desire for additional services.

- Being disabled its hard to stand or walk for long periods of time. I would like to know if CR has transportation (to and from school?)
- Maybe you can offer a room for everyone to study in at lunch so we can learn together.
- I think here at KTIS there can be more accommodations for the students with disabilities.

Miscellaneous

There are no miscellaneous comments about the Klamath DSPS services from any of the respondents.