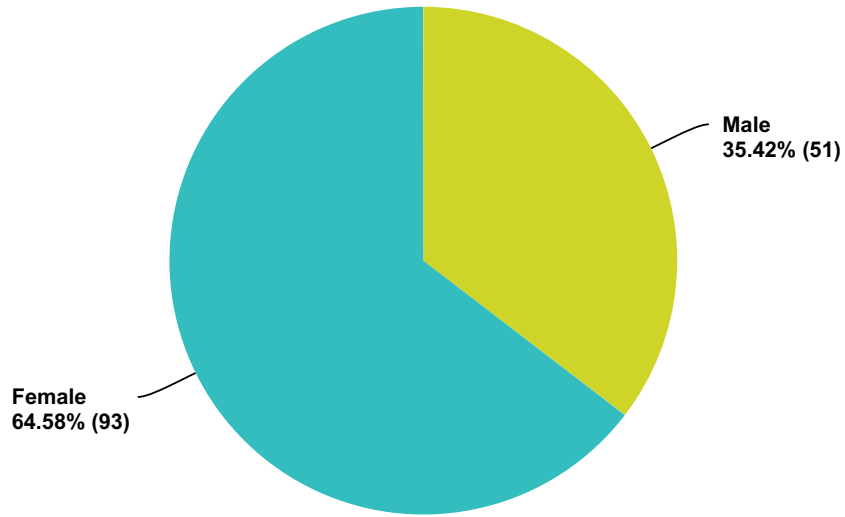


### Q1 What is your gender?

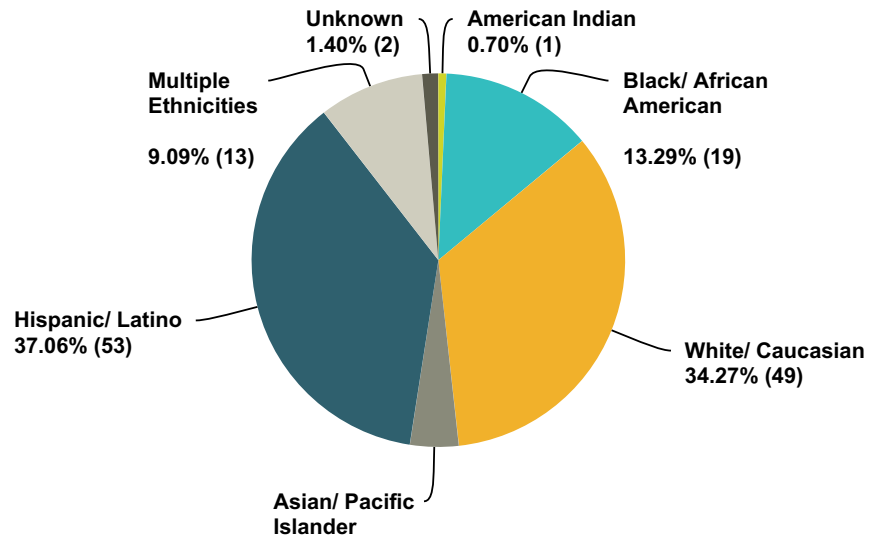
Answered: 144 Skipped: 2



| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Male           | 35.42%    | 51         |
| Female         | 64.58%    | 93         |
| <b>Total</b>   |           | <b>144</b> |

## Q2 Which of the following best describes your race/ethnicity?

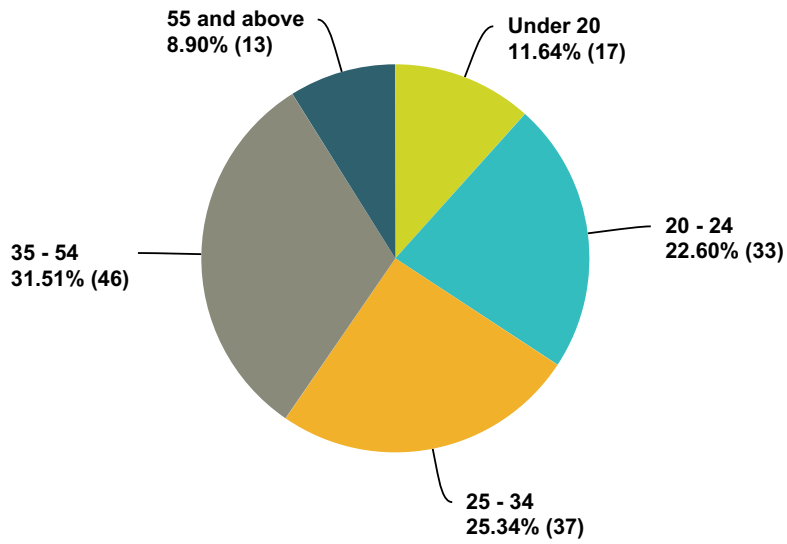
Answered: 143 Skipped: 3



| Answer Choices          | Responses  |
|-------------------------|------------|
| American Indian         | 0.70% 1    |
| Black/ African American | 13.29% 19  |
| White/ Caucasian        | 34.27% 49  |
| Asian/ Pacific Islander | 4.20% 6    |
| Hispanic/ Latino        | 37.06% 53  |
| Multiple Ethnicities    | 9.09% 13   |
| Unknown                 | 1.40% 2    |
| <b>Total</b>            | <b>143</b> |

### Q3 Indicate the age group to which you belong?

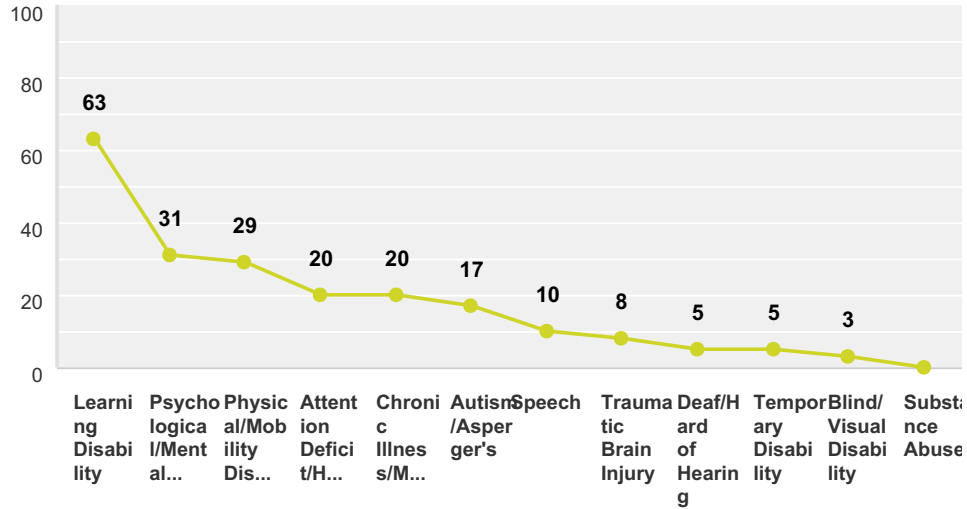
Answered: 146 Skipped: 0



| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Under 20       | 11.64%    | 17         |
| 20 - 24        | 22.60%    | 33         |
| 25 - 34        | 25.34%    | 37         |
| 35 - 54        | 31.51%    | 46         |
| 55 and above   | 8.90%     | 13         |
| <b>Total</b>   |           | <b>146</b> |

**Q4 What type of disability caused you to apply for SSD services? Please select as many as it apply to you.**

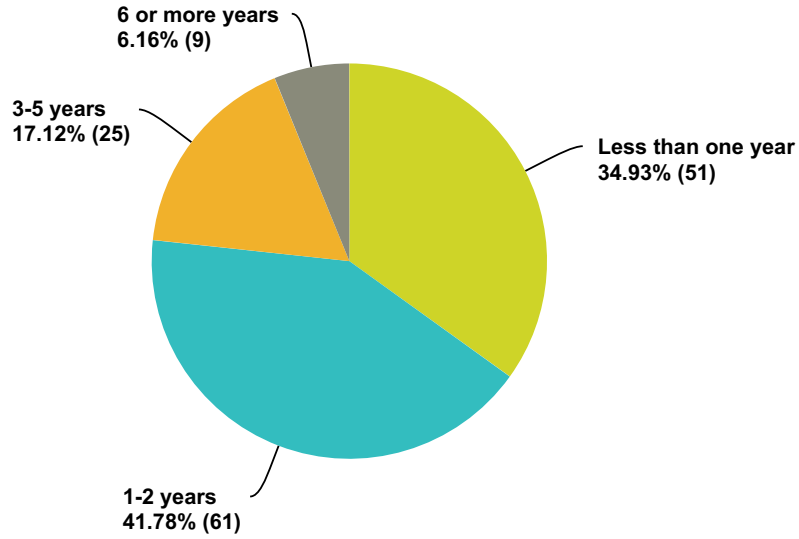
Answered: 146 Skipped: 0



| Answer Choices                           | Responses |
|--|-----------|
| Learning Disability                      | 43.15% 63 |
| Psychological/Mental Health Disability   | 21.23% 31 |
| Physical/Mobility Disability             | 19.86% 29 |
| Attention Deficit/Hyperactivity Disorder | 13.70% 20 |
| Chronic Illness/Medical Disability       | 13.70% 20 |
| Autism/Asperger's                        | 11.64% 17 |
| Speech                                   | 6.85% 10  |
| Traumatic Brain Injury                   | 5.48% 8   |
| Deaf/Hard of Hearing                     | 3.42% 5   |
| Temporary Disability                     | 3.42% 5   |
| Blind/Visual Disability                  | 2.05% 3   |
| Substance Abuse                          | 0.00% 0   |
| <b>Total Respondents: 146</b>            |           |

**Q5 How many years have you received services from the SSD office at this campus?**

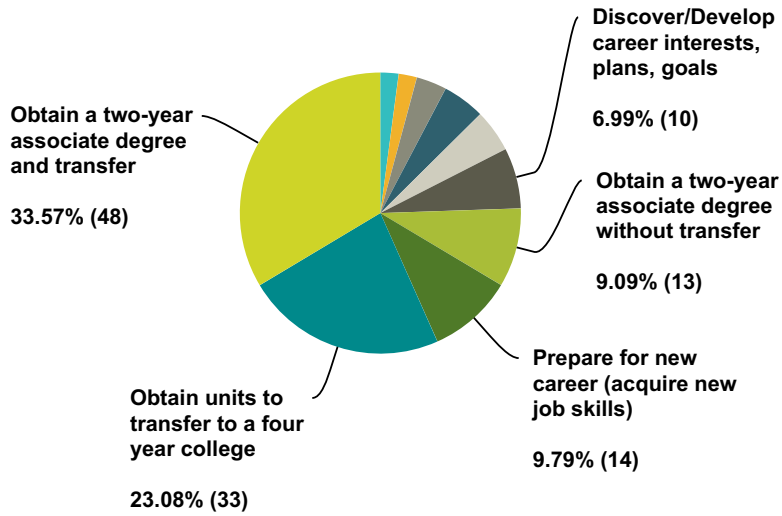
Answered: 146 Skipped: 0



| Answer Choices     | Responses |            |
|--------------------|-----------|------------|
| Less than one year | 34.93%    | 51         |
| 1-2 years          | 41.78%    | 61         |
| 3-5 years          | 17.12%    | 25         |
| 6 or more years    | 6.16%     | 9          |
| <b>Total</b>       |           | <b>146</b> |

### Q6 What is your main educational goal?

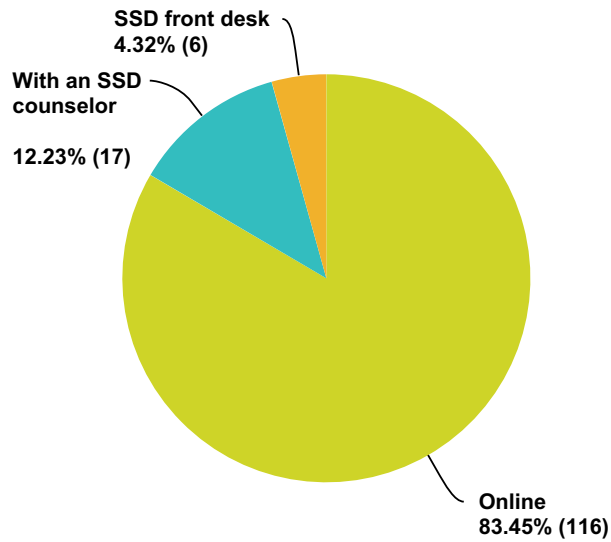
Answered: 143 Skipped: 3



| Answer Choices   | Responses  |
|--|------------|
| Complete credits for high school diploma or GED          | 0.00% 0    |
| Obtain a vocational certificate without transfer         | 2.10% 3    |
| Undecided on goal  | 2.10% 3    |
| Personal development and/or maintaining physical fitness | 3.50% 5    |
| Advance in current job/career (update job skills)        | 4.90% 7    |
| Obtain a two-year vocational degree without transfer     | 4.90% 7    |
| Discover/Develop career interests, plans, goals          | 6.99% 10   |
| Obtain a two-year associate degree without transfer      | 9.09% 13   |
| Prepare for new career (acquire new job skills)          | 9.79% 14   |
| Obtain units to transfer to a four year college          | 23.08% 33  |
| Obtain a two-year associate degree and transfer          | 33.57% 48  |
| <b>Total</b>   | <b>143</b> |

### Q7 How did you register for classes this semester?

Answered: 139 Skipped: 7

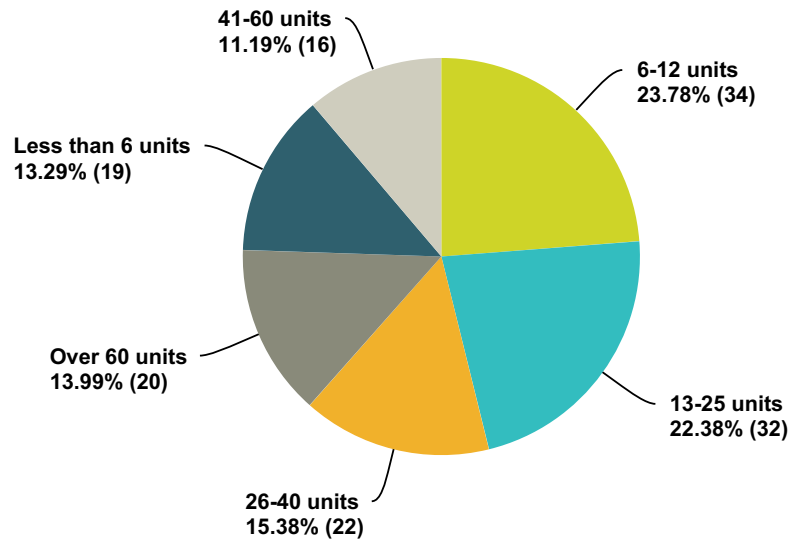


| Answer Choices        | Responses  |
|-----------------------|------------|
| Online                | 83.45% 116 |
| With an SSD counselor | 12.23% 17  |
| SSD front desk        | 4.32% 6    |
| <b>Total</b>          | <b>139</b> |

| # | Other (please specify)         | Date              |
|---|--------------------------------|-------------------|
| 1 | Crash                          | 6/10/2015 8:20 PM |
| 2 | SSD dont do front desk anymore | 6/8/2015 12:26 PM |
| 3 | i did not yet                  | 6/1/2015 5:00 PM  |

### Q8 Approximately how many units have you completed at this campus?

Answered: 143 Skipped: 3

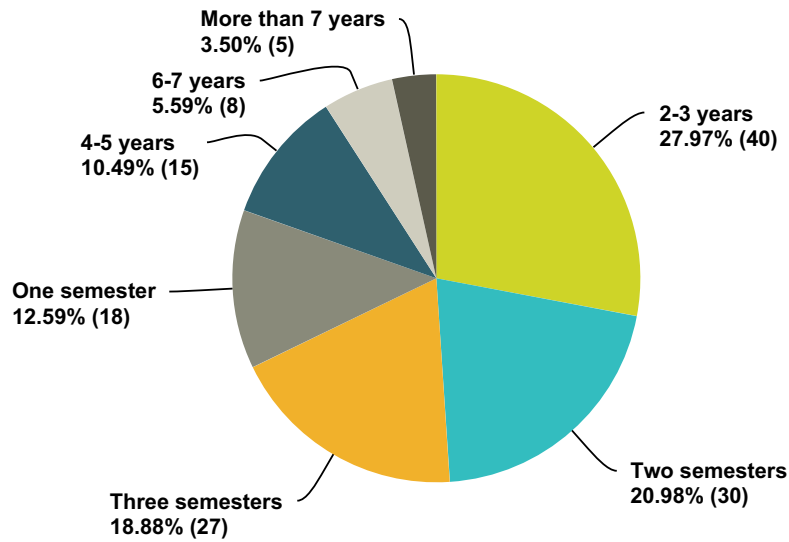


| Answer Choices    | Responses |            |
|-------------------|-----------|------------|
| 6-12 units        | 23.78%    | 34         |
| 13-25 units       | 22.38%    | 32         |
| 26-40 units       | 15.38%    | 22         |
| Over 60 units     | 13.99%    | 20         |
| Less than 6 units | 13.29%    | 19         |
| 41-60 units       | 11.19%    | 16         |
| <b>Total</b>      |           | <b>143</b> |



### Q9 How long have you been enrolled at this campus?

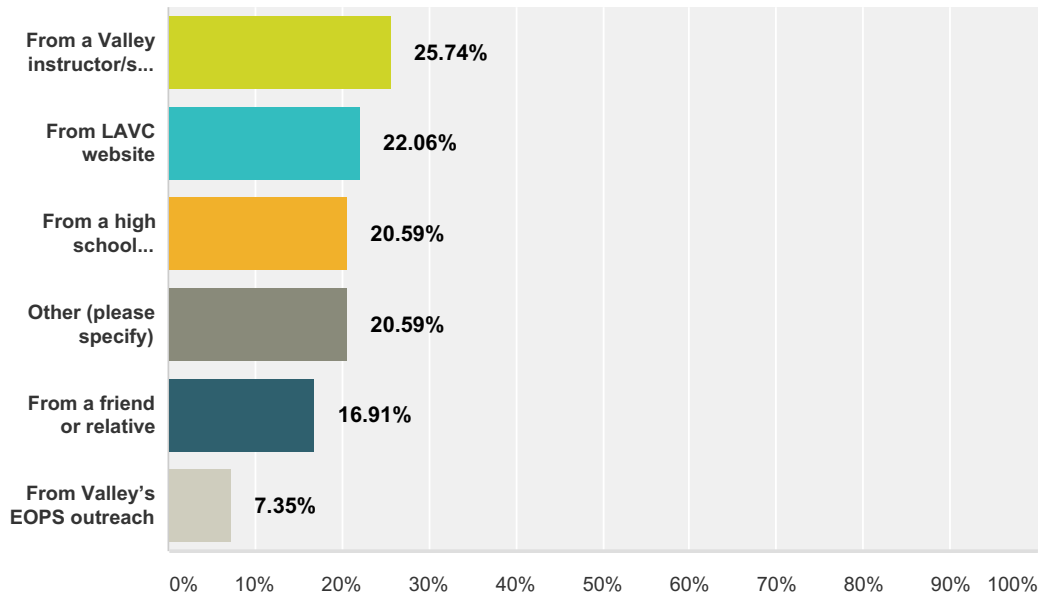
Answered: 143 Skipped: 3



| Answer Choices    | Responses |            |
|-------------------|-----------|------------|
| 2-3 years         | 27.97%    | 40         |
| Two semesters     | 20.98%    | 30         |
| Three semesters   | 18.88%    | 27         |
| One semester      | 12.59%    | 18         |
| 4-5 years         | 10.49%    | 15         |
| 6-7 years         | 5.59%     | 8          |
| More than 7 years | 3.50%     | 5          |
| <b>Total</b>      |           | <b>143</b> |

### Q10 How did you hear about the SSD Program?

Answered: 136 Skipped: 10



| Answer Choices                        | Responses |
|---------------------------------------|-----------|
| From a Valley instructor/staff member | 25.74% 35 |
| From LAVC website                     | 22.06% 30 |
| From a high school counselor/teacher  | 20.59% 28 |
| Other (please specify)                | 20.59% 28 |
| From a friend or relative             | 16.91% 23 |
| From Valley's EOPS outreach           | 7.35% 10  |
| <b>Total Respondents: 136</b>         |           |

| # | Other (please specify)            | Date               |
|---|-----------------------------------|--------------------|
| 1 | i was enrolled at another college | 6/23/2015 7:30 PM  |
| 2 | Tierra Del Sol's Nexus Program    | 6/15/2015 10:46 PM |
| 3 | Center of Neuro Skills program    | 6/15/2015 3:47 PM  |
| 4 | I was SSD at LA City College 2007 | 6/14/2015 5:30 PM  |
| 5 | My therapist                      | 6/12/2015 12:37 PM |
| 6 | From several of my classmates     | 6/12/2015 9:28 AM  |
| 7 | Walk in                           | 6/10/2015 8:24 PM  |
| 8 | had services at my last college   | 6/10/2015 9:14 AM  |
| 9 | Resource Fair                     | 6/9/2015 12:45 PM  |

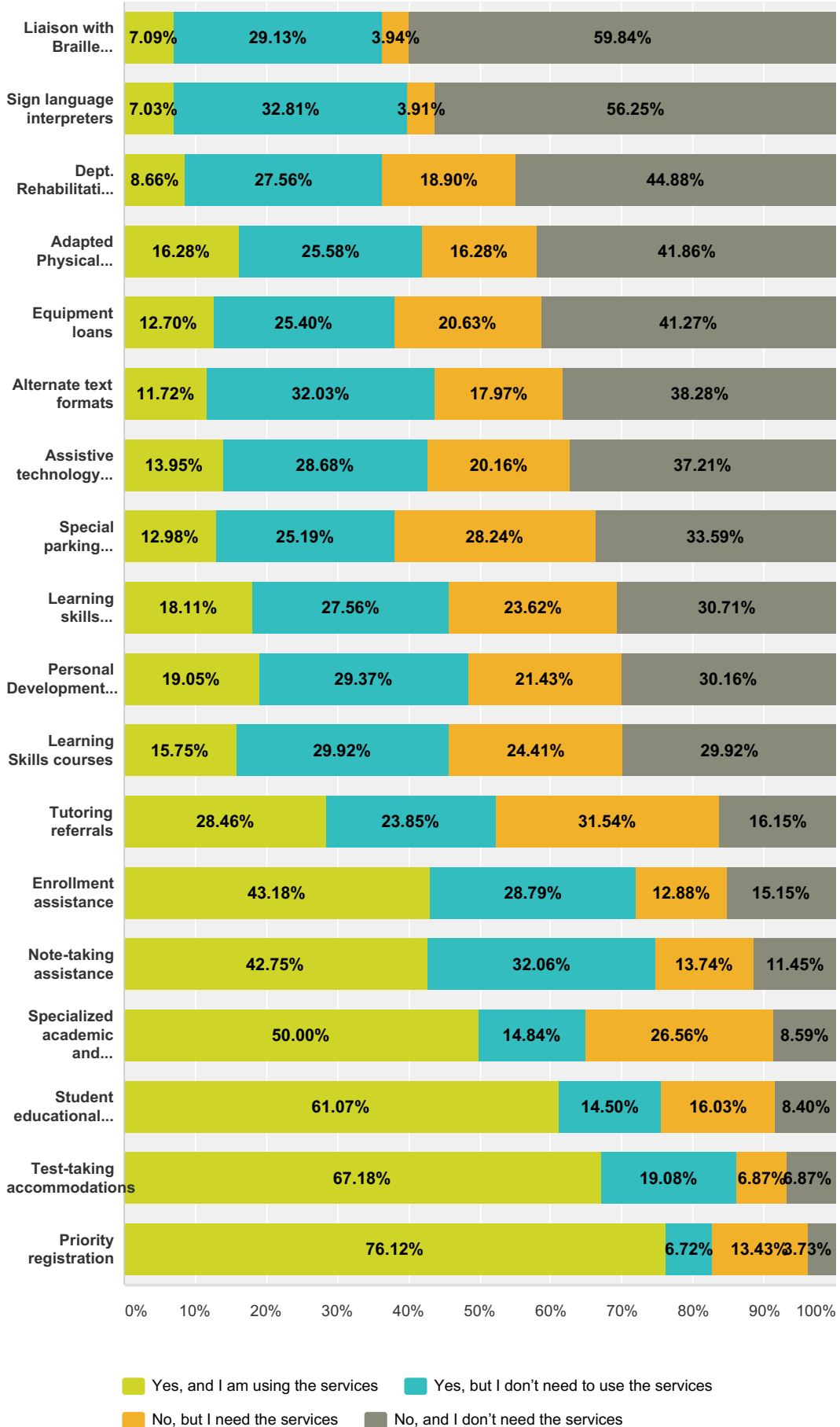
## SSD - Student Survey, Spring 2015

|    |  |                    |
|----|--|--------------------|
| 10 | Reginal Center   | 6/9/2015 10:18 AM  |
| 11 | When I attended LATTC I happened to stumble upon their office their and asked about their services of which they informed me. When I transfered to LAVC I figured they may have the same services of which they did. | 6/8/2015 6:59 PM   |
| 12 | self   | 6/8/2015 3:53 PM   |
| 13 | self motivated   | 6/8/2015 3:25 PM   |
| 14 | I asked.   | 6/8/2015 12:49 PM  |
| 15 | state of California  | 6/8/2015 10:15 AM  |
| 16 | Tierra del Sol   | 6/8/2015 9:38 AM   |
| 17 | Walk by  | 6/8/2015 9:16 AM   |
| 18 | psychological services   | 6/8/2015 8:19 AM   |
| 19 | on my own  | 6/8/2015 8:12 AM   |
| 20 | Partner  | 6/5/2015 1:59 AM   |
| 21 | I sought assistance due to vision issues.  | 6/4/2015 12:07 PM  |
| 22 | i NEW OF SSD from Lacc   | 6/1/2015 9:27 AM   |
| 23 | professor  | 5/31/2015 11:28 PM |
| 24 | Parental insight   | 5/31/2015 9:48 AM  |
| 25 | professor  | 5/28/2015 8:17 PM  |
| 26 | Pierce SSD   | 5/28/2015 5:56 PM  |
| 27 | Parent/ regional center  | 5/28/2015 5:32 PM  |
| 28 | Doctor   | 5/28/2015 3:28 PM  |

**Q11 Are you aware of the following services provided by SSD to eligible students with disability?**

Answered: 138 Skipped: 8

# SSD - Student Survey, Spring 2015

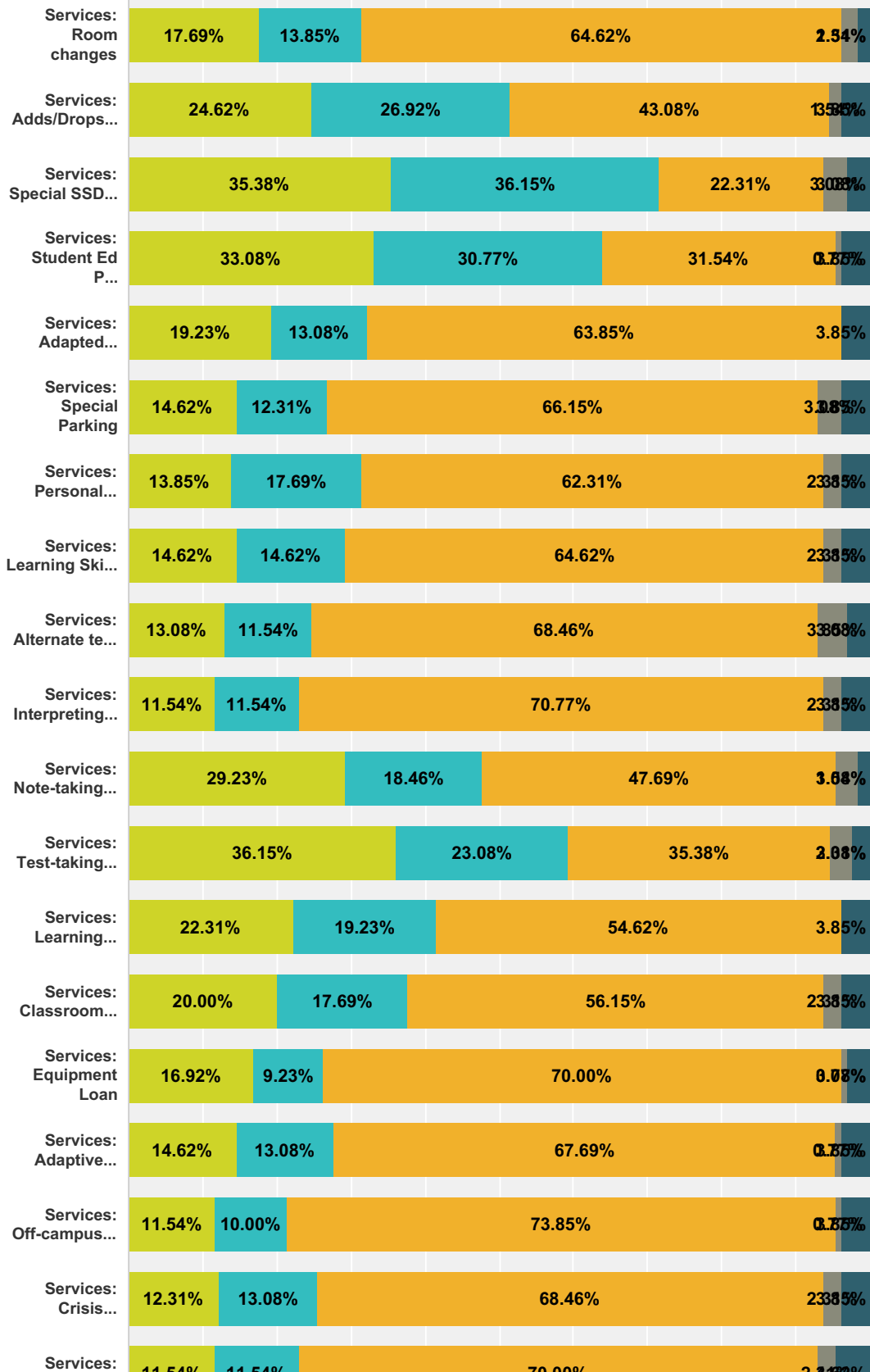


## SSD - Student Survey, Spring 2015

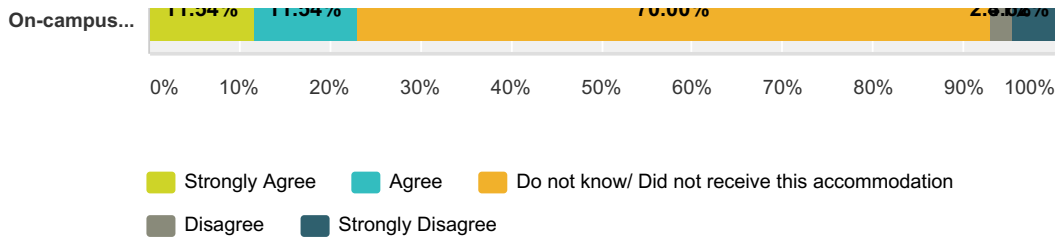
|  | <b>Yes, and I am using the services</b> | <b>Yes, but I don't need to use the services</b> | <b>No, but I need the services</b> | <b>No, and I don't need the services</b> | <b>Total</b> |
|--|---|--|------------------------------------|--|--------------|
| Liaison with Braille Institute                 | <b>7.09%</b><br>9                       | <b>29.13%</b><br>37                              | <b>3.94%</b><br>5                  | <b>59.84%</b><br>76                      | 127          |
| Sign language interpreters                     | <b>7.03%</b><br>9                       | <b>32.81%</b><br>42                              | <b>3.91%</b><br>5                  | <b>56.25%</b><br>72                      | 128          |
| Dept. Rehabilitation liaison                   | <b>8.66%</b><br>11                      | <b>27.56%</b><br>35                              | <b>18.90%</b><br>24                | <b>44.88%</b><br>57                      | 127          |
| Adapted Physical Education courses             | <b>16.28%</b><br>21                     | <b>25.58%</b><br>33                              | <b>16.28%</b><br>21                | <b>41.86%</b><br>54                      | 129          |
| Equipment loans                                | <b>12.70%</b><br>16                     | <b>25.40%</b><br>32                              | <b>20.63%</b><br>26                | <b>41.27%</b><br>52                      | 126          |
| Alternate text formats                         | <b>11.72%</b><br>15                     | <b>32.03%</b><br>41                              | <b>17.97%</b><br>23                | <b>38.28%</b><br>49                      | 128          |
| Assistive technology access                    | <b>13.95%</b><br>18                     | <b>28.68%</b><br>37                              | <b>20.16%</b><br>26                | <b>37.21%</b><br>48                      | 129          |
| Special parking privileges                     | <b>12.98%</b><br>17                     | <b>25.19%</b><br>33                              | <b>28.24%</b><br>37                | <b>33.59%</b><br>44                      | 131          |
| Learning skills assessment                     | <b>18.11%</b><br>23                     | <b>27.56%</b><br>35                              | <b>23.62%</b><br>30                | <b>30.71%</b><br>39                      | 127          |
| Personal Development courses                   | <b>19.05%</b><br>24                     | <b>29.37%</b><br>37                              | <b>21.43%</b><br>27                | <b>30.16%</b><br>38                      | 126          |
| Learning Skills courses                        | <b>15.75%</b><br>20                     | <b>29.92%</b><br>38                              | <b>24.41%</b><br>31                | <b>29.92%</b><br>38                      | 127          |
| Tutoring referrals                             | <b>28.46%</b><br>37                     | <b>23.85%</b><br>31                              | <b>31.54%</b><br>41                | <b>16.15%</b><br>21                      | 130          |
| Enrollment assistance                          | <b>43.18%</b><br>57                     | <b>28.79%</b><br>38                              | <b>12.88%</b><br>17                | <b>15.15%</b><br>20                      | 132          |
| Note-taking assistance                         | <b>42.75%</b><br>56                     | <b>32.06%</b><br>42                              | <b>13.74%</b><br>18                | <b>11.45%</b><br>15                      | 131          |
| Specialized academic and vocational counseling | <b>50.00%</b><br>64                     | <b>14.84%</b><br>19                              | <b>26.56%</b><br>34                | <b>8.59%</b><br>11                       | 128          |
| Student educational planning                   | <b>61.07%</b><br>80                     | <b>14.50%</b><br>19                              | <b>16.03%</b><br>21                | <b>8.40%</b><br>11                       | 131          |
| Test-taking accommodations                     | <b>67.18%</b><br>88                     | <b>19.08%</b><br>25                              | <b>6.87%</b><br>9                  | <b>6.87%</b><br>9                        | 131          |
| Priority registration                          | <b>76.12%</b><br>102                    | <b>6.72%</b><br>9                                | <b>13.43%</b><br>18                | <b>3.73%</b><br>5                        | 134          |

### Q12 Rate how SSD provided the following Accommodations in a timely manner.

Answered: 130 Skipped: 16



## SSD - Student Survey, Spring 2015



|  | Strongly Agree | Agree        | Do not know/ Did not receive this accommodation | Disagree   | Strongly Disagree | Total | Weighted Average |
|--|----------------|--------------|---|------------|-------------------|-------|------------------|
| Services: Room changes                   | 17.69%<br>23   | 13.85%<br>18 | 64.62%<br>84                                    | 2.31%<br>3 | 1.54%<br>2        | 130   | 2.56             |
| Services: Adds/Drops Assistance          | 24.62%<br>32   | 26.92%<br>35 | 43.08%<br>56                                    | 1.54%<br>2 | 3.85%<br>5        | 130   | 2.33             |
| Services: Special SSD Counseling         | 35.38%<br>46   | 36.15%<br>47 | 22.31%<br>29                                    | 3.08%<br>4 | 3.08%<br>4        | 130   | 2.02             |
| Services: Student Ed Plan Assistance     | 33.08%<br>43   | 30.77%<br>40 | 31.54%<br>41                                    | 0.77%<br>1 | 3.85%<br>5        | 130   | 2.12             |
| Services: Adapted Physical Education     | 19.23%<br>25   | 13.08%<br>17 | 63.85%<br>83                                    | 0.00%<br>0 | 3.85%<br>5        | 130   | 2.56             |
| Services: Special Parking                | 14.62%<br>19   | 12.31%<br>16 | 66.15%<br>86                                    | 3.08%<br>4 | 3.85%<br>5        | 130   | 2.69             |
| Services: Personal Development Class     | 13.85%<br>18   | 17.69%<br>23 | 62.31%<br>81                                    | 2.31%<br>3 | 3.85%<br>5        | 130   | 2.65             |
| Services: Learning Skills Class          | 14.62%<br>19   | 14.62%<br>19 | 64.62%<br>84                                    | 2.31%<br>3 | 3.85%<br>5        | 130   | 2.66             |
| Services: Alternate text materials       | 13.08%<br>17   | 11.54%<br>15 | 68.46%<br>89                                    | 3.85%<br>5 | 3.08%<br>4        | 130   | 2.72             |
| Services: Interpreting services          | 11.54%<br>15   | 11.54%<br>15 | 70.77%<br>92                                    | 2.31%<br>3 | 3.85%<br>5        | 130   | 2.75             |
| Services: Note-taking services           | 29.23%<br>38   | 18.46%<br>24 | 47.69%<br>62                                    | 3.08%<br>4 | 1.54%<br>2        | 130   | 2.29             |
| Services: Test-taking services           | 36.15%<br>47   | 23.08%<br>30 | 35.38%<br>46                                    | 3.08%<br>4 | 2.31%<br>3        | 130   | 2.12             |
| Services: Learning Disability Assessment | 22.31%<br>29   | 19.23%<br>25 | 54.62%<br>71                                    | 0.00%<br>0 | 3.85%<br>5        | 130   | 2.44             |
| Services: Classroom tables and chairs    | 20.00%<br>26   | 17.69%<br>23 | 56.15%<br>73                                    | 2.31%<br>3 | 3.85%<br>5        | 130   | 2.52             |
| Services: Equipment Loan                 | 16.92%<br>22   | 9.23%<br>12  | 70.00%<br>91                                    | 0.77%<br>1 | 3.08%<br>4        | 130   | 2.64             |
| Services: Adaptive Technology Assistance | 14.62%<br>19   | 13.08%<br>17 | 67.69%<br>88                                    | 0.77%<br>1 | 3.85%<br>5        | 130   | 2.66             |
| Services: Off-campus referrals           | 11.54%<br>15   | 10.00%<br>13 | 73.85%<br>96                                    | 0.77%<br>1 | 3.85%<br>5        | 130   | 2.75             |
| Services: Crisis Counseling              | 12.31%<br>16   | 13.08%<br>17 | 68.46%<br>89                                    | 2.31%<br>3 | 3.85%<br>5        | 130   | 2.72             |
| Services: On-campus referrals            | 11.54%<br>15   | 11.54%<br>15 | 70.00%<br>91                                    | 2.31%<br>3 | 4.62%<br>6        | 130   | 2.77             |

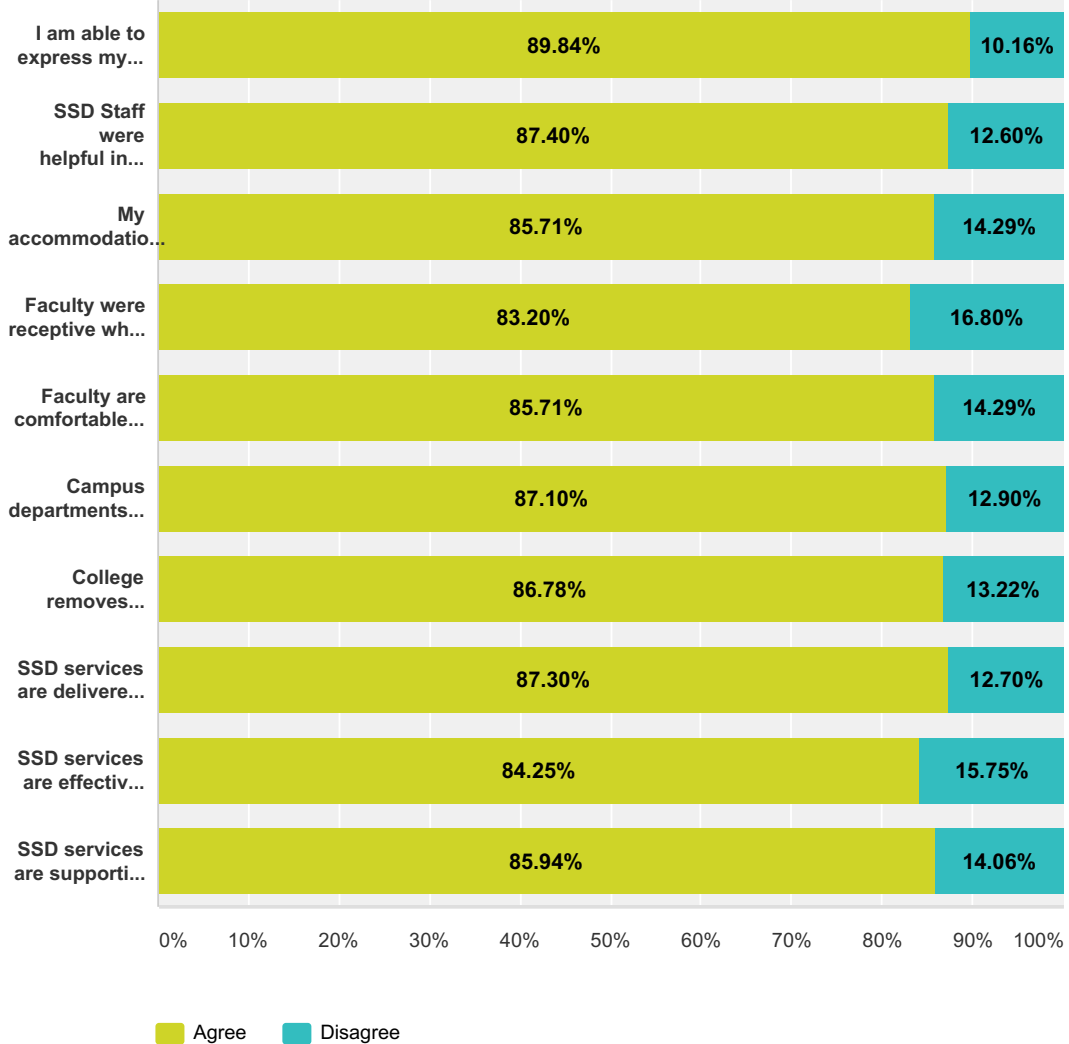


## SSD - Student Survey, Spring 2015

| # | Other (please specify):   | Date              |
|---|---|-------------------|
| 1 | I wish I had known about the psychological counseling at LAVC sooner. The first SSD counselor I saw did not mention it to me and at the end of the semester, I found a flyer for psychological counseling services on the floor of my classes. I received a lot of help there my 2nd semester at Valley. I just wish the SSD counselor had told me about that department. Thank you! I felt the 2nd SSD counselor I had seen was more understanding about my psychological disability than the first SSD counselor I saw. | 6/12/2015 5:49 PM |
| 2 | I hate going into the dark office. some these questions are hard to answer because I you have to check a box that would not be a "agree or "disagree " response. I try to get assistance from E.O.P.S they will do all they can to help.  | 5/29/2015 5:41 PM |
| 3 | Counseling Department has never been any help in the SSD building. I am still unsure as to why there are counsellors in a counsellor position if they do not provide counseling? Waist of time and lack of service.   | 5/29/2015 8:46 AM |

### Q13 "Agree" or "Disagree" to the following statements.

Answered: 129 Skipped: 17



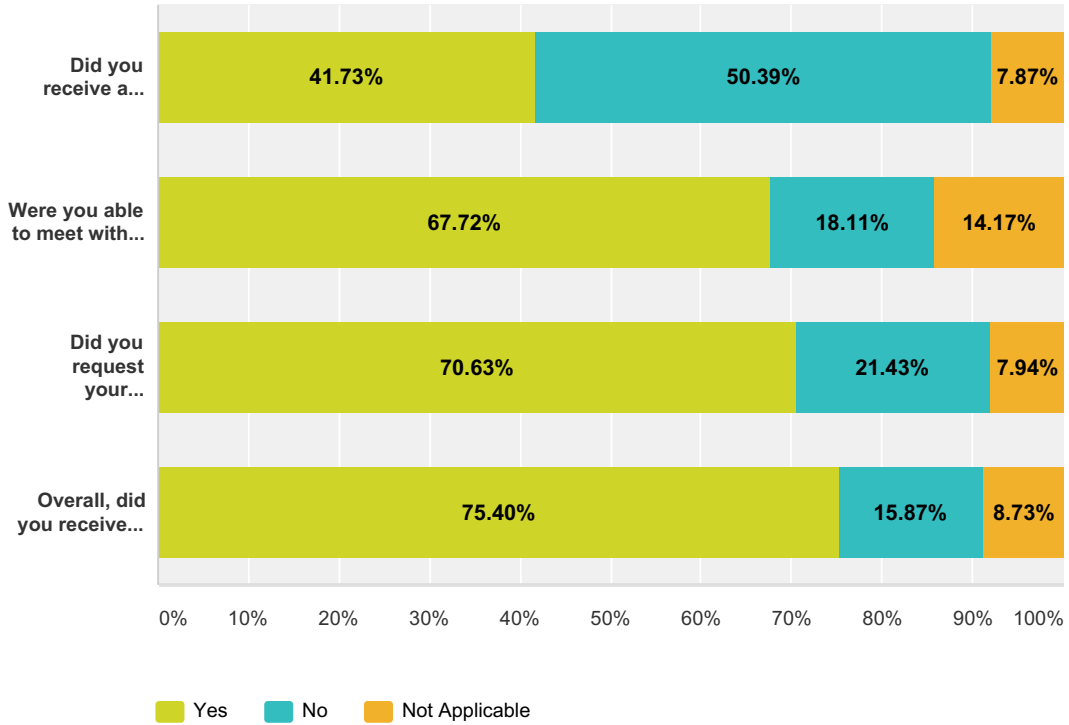
|   | Agree         | Disagree     | Total |
|---|---------------|--------------|-------|
| I am able to express my disability-related needs to my instructors/counselors               | 89.84%<br>115 | 10.16%<br>13 | 128   |
| SSD Staff were helpful in handling my case  | 87.40%<br>111 | 12.60%<br>16 | 127   |
| My accommodations gave me equal access to class instructions, materials, and evaluation     | 85.71%<br>108 | 14.29%<br>18 | 126   |
| Faculty were receptive when discussing my accommodation letters                             | 83.20%<br>104 | 16.80%<br>21 | 125   |
| Faculty are comfortable interacting with person of disability                               | 85.71%<br>108 | 14.29%<br>18 | 126   |
| Campus departments (besides SSD Office) respond to the needs of students with disabilities. | 87.10%<br>108 | 12.90%<br>16 | 124   |

## SSD - Student Survey, Spring 2015

|   |                      |                     |     |
|---|----------------------|---------------------|-----|
| College removes architectural barriers once they are identified | <b>86.78%</b><br>105 | <b>13.22%</b><br>16 | 121 |
| SSD services are delivered in a timely manner                   | <b>87.30%</b><br>110 | <b>12.70%</b><br>16 | 126 |
| SSD services are effective in meeting my needs                  | <b>84.25%</b><br>107 | <b>15.75%</b><br>20 | 127 |
| SSD services are supportive to my success                       | <b>85.94%</b><br>110 | <b>14.06%</b><br>18 | 128 |

**Q14 Answer the following questions based on your experience during the priority registration period.**

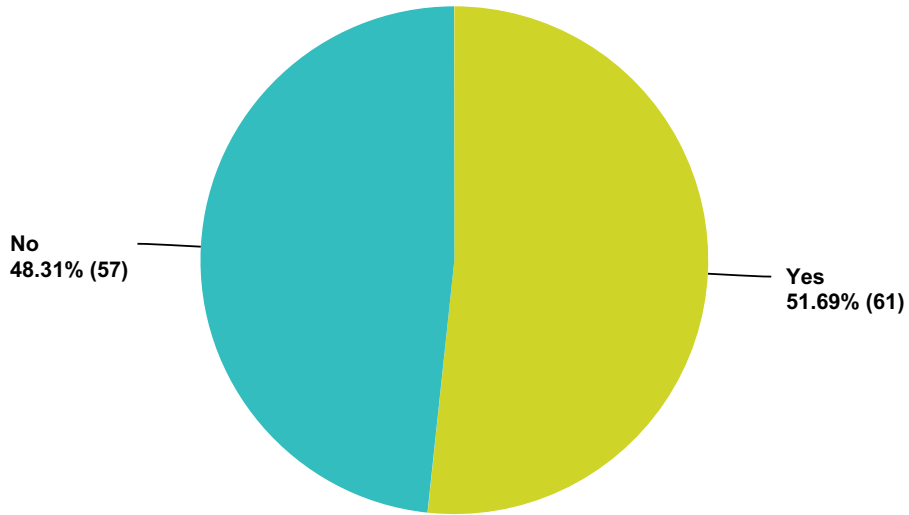
Answered: 128 Skipped: 18



|   | Yes          | No           | Not Applicable | Total |
|---|--------------|--------------|----------------|-------|
| Did you receive a letter announcing the priority registration period? | 41.73%<br>53 | 50.39%<br>64 | 7.87%<br>10    | 127   |
| Were you able to meet with a counselor?                               | 67.72%<br>86 | 18.11%<br>23 | 14.17%<br>18   | 127   |
| Did you request your accommodations?                                  | 70.63%<br>89 | 21.43%<br>27 | 7.94%<br>10    | 126   |
| Overall, did you receive satisfactory services?                       | 75.40%<br>95 | 15.87%<br>20 | 8.73%<br>11    | 126   |

**Q15 Was the process for requesting alternate media formats or assistive technology training made clear to you by the SSD staff?**

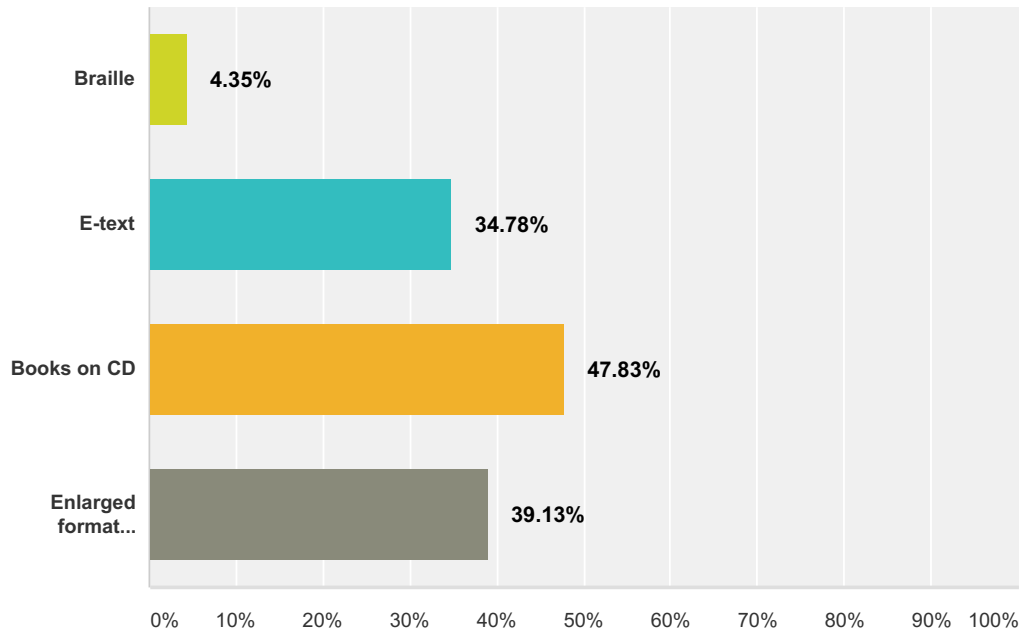
Answered: 118 Skipped: 28



| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 51.69%    | 61         |
| No             | 48.31%    | 57         |
| <b>Total</b>   |           | <b>118</b> |

**Q16 What kind of alternate media formats did you request? (Mark all that Apply.)**

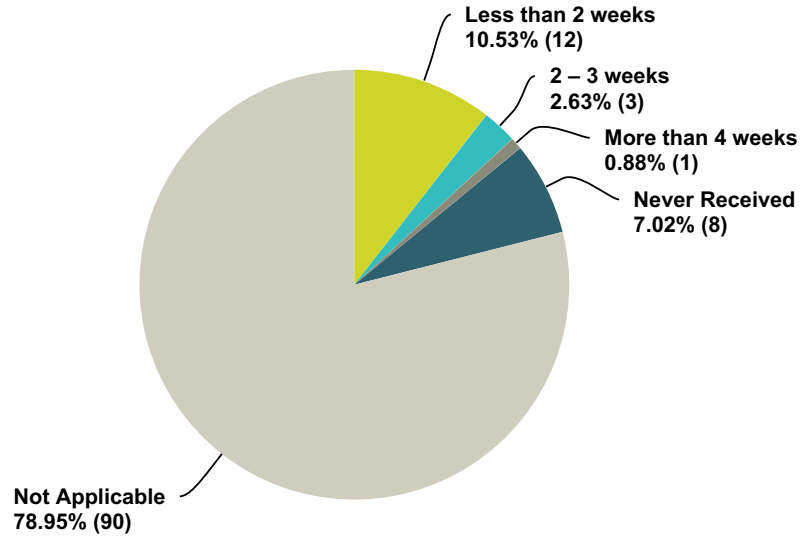
Answered: 46 Skipped: 100



| Answer Choices               | Responses |    |
|------------------------------|-----------|----|
| Braille                      | 4.35%     | 2  |
| E-text                       | 34.78%    | 16 |
| Books on CD                  | 47.83%    | 22 |
| Enlarged format materials    | 39.13%    | 18 |
| <b>Total Respondents: 46</b> |           |    |

**Q17 If you requested books in alternate media formats, how long did it take for you to receive them?**

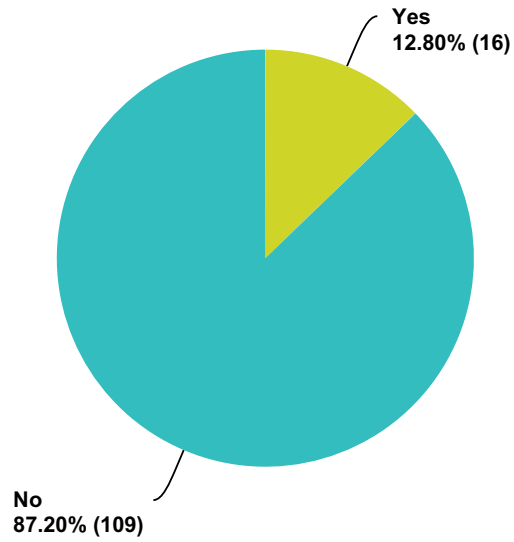
Answered: 114 Skipped: 32



| Answer Choices    | Responses |            |
|-------------------|-----------|------------|
| Less than 2 weeks | 10.53%    | 12         |
| 2 – 3 weeks       | 2.63%     | 3          |
| 3-4 weeks         | 0.00%     | 0          |
| More than 4 weeks | 0.88%     | 1          |
| Never Received    | 7.02%     | 8          |
| Not Applicable    | 78.95%    | 90         |
| <b>Total</b>      |           | <b>114</b> |

### Q18 Have you used the SSD High Tech Center this year?

Answered: 125 Skipped: 21

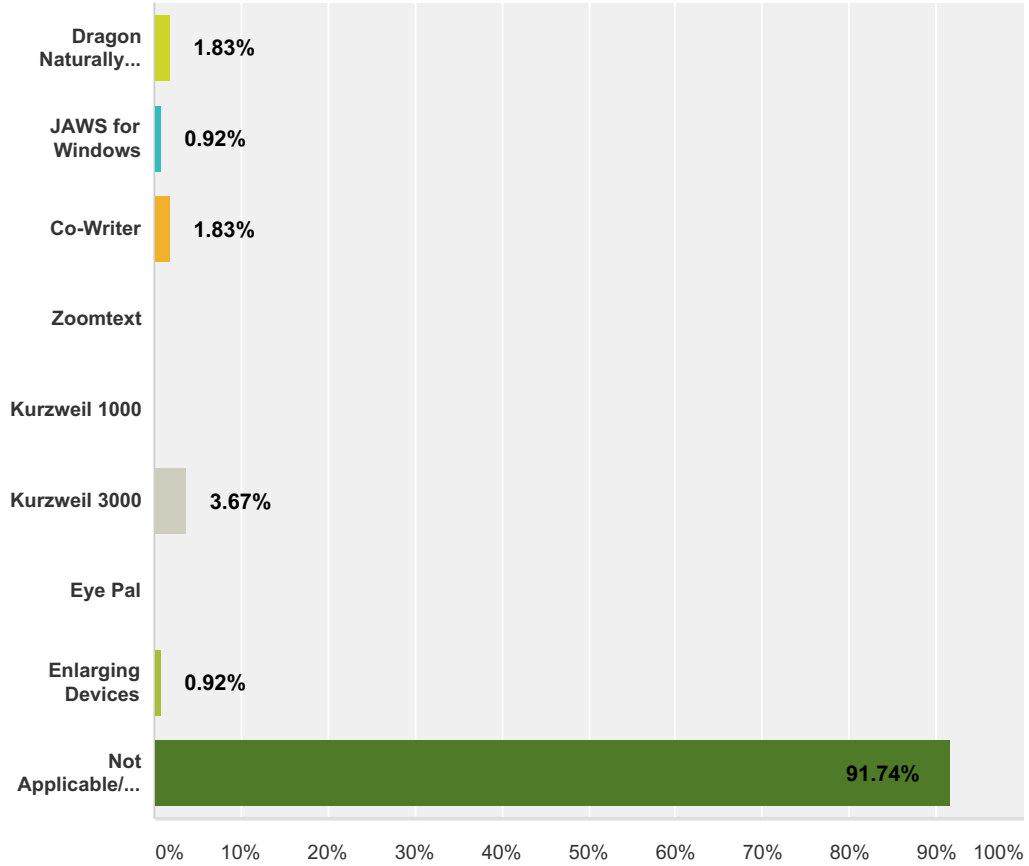


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 12.80%    | 16         |
| No             | 87.20%    | 109        |
| <b>Total</b>   |           | <b>125</b> |



### Q19 What software/hardware in the SSD High Tech Center have you used?(Mark all that Apply.)

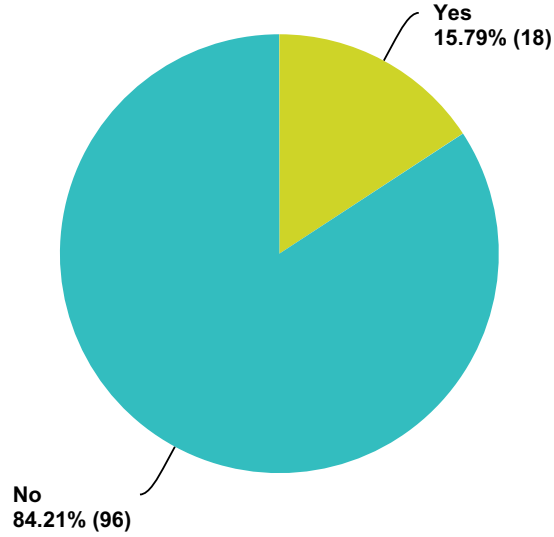
Answered: 109 Skipped: 37



| Answer Choices   | Responses | Count |
|--|-----------|-------|
| Dragon Naturally Speaking                                  | 1.83%     | 2     |
| JAWS for Windows   | 0.92%     | 1     |
| Co-Writer  | 1.83%     | 2     |
| Zoomtext   | 0.00%     | 0     |
| Kurzweil 1000  | 0.00%     | 0     |
| Kurzweil 3000  | 3.67%     | 4     |
| Eye Pal  | 0.00%     | 0     |
| Enlarging Devices  | 0.92%     | 1     |
| Not Applicable/ Have not used any of the software/hardware | 91.74%    | 100   |
| <b>Total Respondents: 109</b>                              |           |       |

**Q20 Did you receive sufficient training to use and operate assistive technology independently?**

Answered: 114 Skipped: 32



| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 15.79%    | 18         |
| No             | 84.21%    | 96         |
| <b>Total</b>   |           | <b>114</b> |

**Q21 Any additional comment to improve the services being provided by SSD Program?**

Answered: 41 Skipped: 105

| # | Responses  | Date              |
|---|--|-------------------|
| 1 | There is a need of instructors who teach online to be trained in dealing with SSD students. The instructors are not sensitive. I have bad experiences with instructors on and those who teach in classrooms, they don't have patience and are not sensitive. This behavior allowed me not to take the course. I was so disappointed.   | 6/23/2015 7:39 PM |
| 2 | The SSD program at Los Angeles Valley College was very helpful to me Spring semester 2015 which was my first semester at Valley. I had serious health issues on campus as well as off and SSD helped me in every way that they could. I'm sure although there is a man that works there whom I find very cold and unwelcoming to me which caused some of my disabilities to come up! I tried to avoid him because he became quite cruel frankly. I was not informed about the 20 minute late grace period being late for taking exams and was told I "have to bring my yellow note" then was told "it was not necessary to bring that yellow reminder." So I had some ups and downs with the office, but overall was very blessed to have their very much needed help. I think that if the staff could be kinder toward us with disabilities that would improve the services. The students are mean enough as it is so we don't appreciate cold, unwelcoming non-informing, inquisitive staff members projecting such character onto us which I've seen done to other SSD students. Other than that the SSD office is an ultimate blessing and I'm very thankful for the staff and counselors there. Thank you | 6/14/2015 5:43 PM |
| 3 | Overall, I found the staff very helpful. I needed a place where I could go and not feel pressured as I have had emotional difficulties this year (PTSD). The second SSD counselor I saw was super understanding. The first counselor I saw did not seem to understand that I was having emotional difficulties. I wish she had told me about the LAVC psychological services. However, OVERALL, I love SSD. Thank you so much. Seriously. It was great to have a place to be able to ask questions and receive support.  | 6/12/2015 5:52 PM |
| 4 | I think everyone who works in the office should be A LOT MORE FRIENDLY & PERSONABLE!!!! A BIG SMILE, EYE CONTACT & HELLO WORK WONDERS!!!! A lot of us have hidden disabilities & yet we have to sit or stand in PAIN for 20 mins or more waiting for paperwork or to speak with someone! If you don't like working with people who have MAJOR HEALTH this isn't the job for you and THAT'S NOT FAIR TO US.....Our life is already a struggle, we come to College to better ourselves & learn, please treat us the same way you would like for someone to treat you or a loved one!   | 6/12/2015 9:48 AM |
| 5 | More empty rooms   | 6/11/2015 1:20 PM |

## SSD - Student Survey, Spring 2015

|    |   |                   |
|----|---|-------------------|
| 6  | <p>I am making a formal complaint and I would like this complaint reviewed at a higher level than simply by SSD office staff. On 5/21/15 at 11:20am I came into the SSD office to sit an exam. Throughout my entire exam period (roughly two hours) the SSD staff were laughing and talking loudly. One particular woman laughed like a or a . It was extremely distracting and highly annoying. At one point I had to stop my exam, open the door, and walk up and down the corridor trying to find someone nearby who I could complain to. No one was there. Realizing that I was losing time on my exam, I returned to my room to try to concentrate long enough to finish my exam. The high-pitched -laughing continued and at that point I was struggling to finish my exam because I was so furious. Around twenty minutes before I finished my exam I had to deal with yet another loud distraction. A tutor brought his student into a small room beside mine and they were loudly going over math. Considering I was also trying to do a math exam it was even more distracting and infuriating than the laughter. At this stage I had steam coming out of my ears but I managed to finish my exam - SOMEHOW - and came out of the room and entered the small office where the lockers are to find no one there. This was also angering considering anyone can simply come out of their rooms and cheat by going to the lockers and rifling through notes if they want to. Once I walked out to the office area near the wait room I saw the source of all the noise. There were about 7 SSD staff members all standing around someone's cubicle laughing and talking loudly. I was less than impressed and I called over and told him exactly what I am telling you. Yet, shockingly, did not "blink an eye lid" and instead offered for me to wear ear plugs next time. Aside from not being able to wear ear plugs, nor wanting to, I SHOULD NOT HAVE TO BE SUBJECTED TO PUTTING UP WITH YOUR STAFF MEMBERS TALKING AND LAUGHING WHILE WE SSD STUDENTS ARE TAKING OUR EXAMS. How can find this noise acceptable is BEYOND ME. At first I thought he didn't understand what I was saying due to his "blaze" reaction, so I reiterated everything, including the high-pitched laughing and tutors lecturing students beside our exam rooms. Although he seemed ok with his staff making noise (in fact, he seemed to have the attitude that they are entitled to make noise) he seemed perplexed about the tutor and student near the exam rooms. Never once was an apology made to me, which in my opinion, is just as shocking as the noise being made in the first place. Thinking back to my other exams I remembered that I had heard the woman with the high-pitched laugh before during a couple of other exams, and this indiscriminate laughing had distracted me from my exams on those occasions also, but this most recent incident was the worst. I would like to tell you that I found this whole recent experience beyond disappointing. The SSD exam rooms and services are supposed to be for us SSD students so that we can have our accommodations met. I find it completely unacceptable that I have to get up in the middle of an exam to try to find someone to complain to about your staff, and then to not be able to find anyone in the back rooms manning the locker area just seems outrageous. If I wanted to put up with distractions and noise I would simply sit my exam in the classroom with all of the regular students, so then what use are my accommodations if I cannot utilize them? When dismissed my complaint by saying I should have asked for ear plugs I was not only shocked by this insensitive response, but also by the fact that your staff clearly lacks the respect and consideration SSD students need when they are sitting exams. There seems to be a strong sense of entitlement from the staff's side which is something that should not exist when it comes to providing SSD services to SSD people. It's one thing to have to get up from an exam and ask for ear plugs, but it's another thing to be an SSD student dealing with SSD issues who is then pushed to the point where they are so furious that they can no longer think straight and concentrate on their exam. I SHOULD NOT be put in this position when I come into your offices. I am an adult honors student with a 4.0 GPA and I take my studies very seriously. Therefore I DO NOT appreciate being subjected to other people's loudness and discourteousness at the expense of my grades or my education. I would appreciate a response to this official complaint please. Thank you.</p> | 6/10/2015 3:43 PM |
| 7  | nope havent started the ssd program yet but only have longer test/quiz time so far.   | 6/10/2015 9:19 AM |
| 8  | Faster appointments.  | 6/9/2015 1:18 PM  |
| 9  | The people at the front desk were not helpful.  | 6/9/2015 12:53 PM |
| 10 | <p>The people who work at this department should it have emphatic and not be RUDE and DRY with people with disabilities, looks like they are not happy at their job, like we bother them when we ask a question. Does not made me feel comfortable, for this reason I do not feel a support and I donot ask for it because they treat me like I am a ignorant, I had left a message to my counselor and it is over nine month and she did not call me back. And when I ask if I can get a appoitment with her it takes over a month. When I am in the waiting area I observe them talking about their life and eating with their cups in their hands and us seating waiting for them. To finish eating or talking. Some one needs to fix this SSD department to be more human.</p>  | 6/9/2015 10:29 AM |
| 11 | Didn't know some of these services were available to me.  | 6/9/2015 8:53 AM  |
| 12 | Staff is excellent. Highly recommended.   | 6/9/2015 7:26 AM  |
| 13 | <p>Yes. The gym is too hot. I have enrolled for the summer, however I may have to drop out if it's too hot. Instructors might come around and ask if we need additional instruction with the equipment, or check if we are doing it correctly.</p>  | 6/8/2015 9:54 PM  |

## SSD - Student Survey, Spring 2015

|    |  |                   |
|----|--|-------------------|
| 14 | I had the same professor for two of my necessary classes. I went to SSD program in timely manner and my professor never complied. I waited on my test day and he never submitted my exam. I attempted to speak with him and sent him multiple emails with no response. My first exam I took in his class he gave me an 8 out of 20 possible points even though my program worked. I asked him what was wrong and that is when I realized he did not even look at my exam. He then changed my grade from and 8 to an 18. I even spoke with him personally and addressed my struggles I was having with both of his classes. The final straw was when I was in class and asked him a question because I did not understand and he basically made a joke in front of the class that I was so stupid for not knowing. So I decided to drop my classes.   | 6/8/2015 8:16 PM  |
| 15 | Professors are not supportive. They feel it's not necessary. I had a professor say to me that my anxiety level increases because I am not prepared not because I usually get anxiety attacks as part of my condition. I feel like I can't share my condition to a professor. I feel as if they don't understand what your condition is they do not believe it to be true. I wish I didn't have to disclose why I am part of the SSD Program. I wish I would just say that I am part of the program and not have to disclose the reason   | 6/8/2015 6:46 PM  |
| 16 | Have you used the SSD High Tech Center this year: I did not know this was available.   | 6/8/2015 6:03 PM  |
| 17 | They should have personal tutors that can in every subject.  | 6/8/2015 3:38 PM  |
| 18 | Finals should not be taken as a groups. it is a distraction.   | 6/8/2015 2:23 PM  |
| 19 | Staff should be more caring since there working with students with disabilities.   | 6/8/2015 1:54 PM  |
| 20 | Yes !!! I would appreciate if the front staff would Treat us a little bit nicer and not give attitude... I would really appreciate it that ... I'm sure I'm not the only one who feels this way !!!!   | 6/8/2015 11:10 AM |
| 21 | Staff should come to some events that students special put on like mike-nite so they can knowmore about student ability and to support   | 6/8/2015 9:52 AM  |
| 22 | Frankly I wish the some of the staff could have been friendlier. I still have a disability but due to the mocking attitude I received from one staff member, I am NOT continuing services with SSD. This is a case where one rotten apple spoiled the bunch. I am upset that just because my doctor has not given a diagnosis to my condition, then that opens up the possibility in the minds of the staff that I am indeed wrongly taking advantage of the services. It is a shame since my disability has made me fail every single semester and at some point I just want to give up. I am sure the services help other students but in my case it failed miserably.   | 6/8/2015 9:10 AM  |
| 23 | The employee working at the reception needs to be friendly. She and other staff at the reception desk need to smile and be friendly to make us feel comfortable. The employee was rude to me and I never see her smile. I also never knew about the parking privileges and many assistance resources until now while I did the survey. Sometimes, it takes 20 minutes for me to wait until a vacant parking spot is available and why was I not informed of the parking privileges and other resources available to me. The only friendly people at SSD are my counselor, and a gentleman at the front office. Also, I work in the daytime in downtown L.A. and I take the public transportation to work and back so I don't get to be in the college until 5:30 pm. and it is difficult for me now to see my counselor at 5:30 or later on Tuesdays because is not available for appointments around that time anymore on Tuesdays when the SSD is open until 7:00 p.m. I am not really receiving any accommodation because the test-taking accommodation is only available on Tuesday nights till 7:00 p.m. which does not give me more time to take the test since I don't get to be in the college until 5:30 based on my work schedule and taking public transportation. I know I may not need the technology assisted devices and learning skills assessment but I wasn't informed of these services until I did this survey. I wasn't also informed that there is a letter from the dean of SSD that can be made to Metro for me to receive a discounted rate on the TAP card under a disability discounted rate until I asked them re the discounted rate. I have not been informed of so many services/accommodations available for disabled students by the SSD staff. I just happened to know them now through this survey. | 6/8/2015 8:36 AM  |
| 24 | MY experience has been near excellent. Many other students have expressed to me their disappointment with the SSD office for their indifference, lack of complete assistance, needless referrals away from SSD, nonchalant attitudes, and what seemed to them as racial discrimination, despite the multi-racial, multi-ethnic staff of the SSD office. Some building doorways are NOT wheelchair-friendly. These complaints in terms of response, span all levels of the SSD, and frustrate students when hearing responses based in vague bureaucratic excuses. As a full-time student for two years, a member and representative of the Abilities Club, and now an Associate Justice of the ASU Supreme Court, I see the credibility in my classmates complaints. I requested assistance for an SSD student who could not write, where the Professor would not provide printed class notes, that were screened for able students to copy or photograph. SSD gave me a form letter, requiring this crippled student to see a Doctor. This not acceptable assistance. Sincerely, and Thank You,   | 6/2/2015 10:16 AM |
| 25 | I am very thankful to SSD Office   | 6/1/2015 1:13 PM  |
| 26 | N/A  | 5/31/2015 9:51 AM |

## SSD - Student Survey, Spring 2015

|    |  |                    |
|----|--|--------------------|
| 27 | <p>Be more proactive and advocate for students better with trying to help them succeed and work with them instead of against them, even if they have to deal with district policies and bureaucratic systems. Two people in that office are very cynical (it's not the front desk and not the counselor and it's not the doctor-you figure it out) Instead of making it harder for students with disabilities to get what they want or need, and the help explain to those who do not understand their own disabilities, whether it is the school process or about their disability, would be beneficial especially for students with learning disabilities and not just those that have physical or mental/emotional disabilities because about 40% of the students have an LD. A self-esteem class added to the tutoring center or within the department would be great and a list of the tutoring services posted is good too. Not everyone goes to the library or looks online for information and when they advertise these services (one time I saw a stress management class flyer) it was not NEARLY large enough. it needs to be a little bit bigger in placed where people can see it to be aware of certain special classes. Majority of the time people just don't know the services are there because the website is out of date and we are generally going in and out of that office and interact with the staff. Staff should maybe bit a more knowledgable on services provided when students have a problem though I know a lot of students don't feel comfortable telling the staff their issues. There will always be communication issues with disabled students in regards to needs but there is something lacking for sure...maybe caring and passion? as i said front desk people have always been pretty good. no one i've heard from has had a good interaction with and . students get frustrated with them. i've also never been helped in regards to healthcare or social services of any kind or rehabilitation job placement programs or ANYTHING of that nature EVER when its something i've needed</p> | 5/30/2015 10:57 PM |
| 28 | <p>personal working there should be kind and not treat people the way they are like rude. The only one there nice is <span style="border: 1px solid red; padding: 2px;">Loui</span></p>  | 5/29/2015 6:28 PM  |
| 29 | <p>Please Please Please !!!! Help sending strangers in there and witness how rude they can be. I happened to see that disabled students have an open Mike night. They are discouraging when you speak about transferring. They talk to you like "yeah right " No one has even shared that I could get a certificate! !!! They never ever send emails informing students that you must meet with your counselor</p>   | 5/29/2015 5:49 PM  |
| 30 | <p>Thank you for being there,as a disable vetran who has been out of school for over thrity years i really needed the support and assistance i recieved from SSD!</p>  | 5/29/2015 5:45 PM  |
| 31 | <p>The SSD Faculty and Counselors don't do their job to the best of their ability, and they don't care about the students. Some students don't feel welcomed to go back for SSD services. They don't warmly greet their students when they come into the SSD office.They aren't as helpful as they could be. They have a "We don't care about our facility attitude". They don't inform their students of all their available services. They don't motivate the students to their potential. SSD needs a lot of improvements.</p>  | 5/29/2015 3:40 PM  |
| 32 | <p>For some students, having to schedule for an appoint by calling or going to the ssd office 3 days in advance, can be burdensome, especially students who are particularly bad at remembering things</p>   | 5/29/2015 12:25 PM |
| 33 | <p>Please get better counsellors, that are career driven for students. All counsellors should have a certain level of understanding as a whole with academic programs including, but not limited to Bachelors Degree, how to achieve Masters/Doctorate degree in various backgrounds. Counsellors should not just sit down with a student that is planning for their career advancement and play the stare game. We are here for guidance, so it would be helpful if this would be reciprocated from the SSD Counsellors themselves.</p>   | 5/29/2015 8:54 AM  |
| 34 | <p>Thanks for the survey it helped me realize how much I dont know and how much i need to ask about.</p>   | 5/29/2015 7:34 AM  |
| 35 | <p>To be more kind more patience more professional and understanding</p>   | 5/28/2015 8:27 PM  |
| 36 | <p>Remind students in the SSD program of privacy regarding being in the SSD program, and to acknowledge that other students in the SSD program may want to keep that information private. (another student in the SSD program in my class openly started discussing the test-taking accomodations to me in class without taking into consideration that I may not want to announce to the class my SSD status.)</p>  | 5/28/2015 6:03 PM  |
| 37 | <p>I strongly didn't like the SSD Program office because most of the time a lady at the desk had a bad attitude and was not helpful at all. I also was scared at starting a school at a new campus too, because I'm from Pierce College and only wanted to go to Valley to get my Math 115 requirement done with and so I took two semesters at Valley for Math 113 &amp; 114.</p>   | 5/28/2015 5:07 PM  |
| 38 | <p>Overall doing a great job</p>   | 5/28/2015 4:46 PM  |
| 39 | <p>All good</p>  | 5/28/2015 4:18 PM  |
| 40 | <p>No</p>  | 5/28/2015 3:45 PM  |

# SSD - Student Survey, Spring 2015

|    |             |                   |
|----|-------------|-------------------|
| 41 | Nicer staff | 5/28/2015 3:31 PM |
|----|-------------|-------------------|