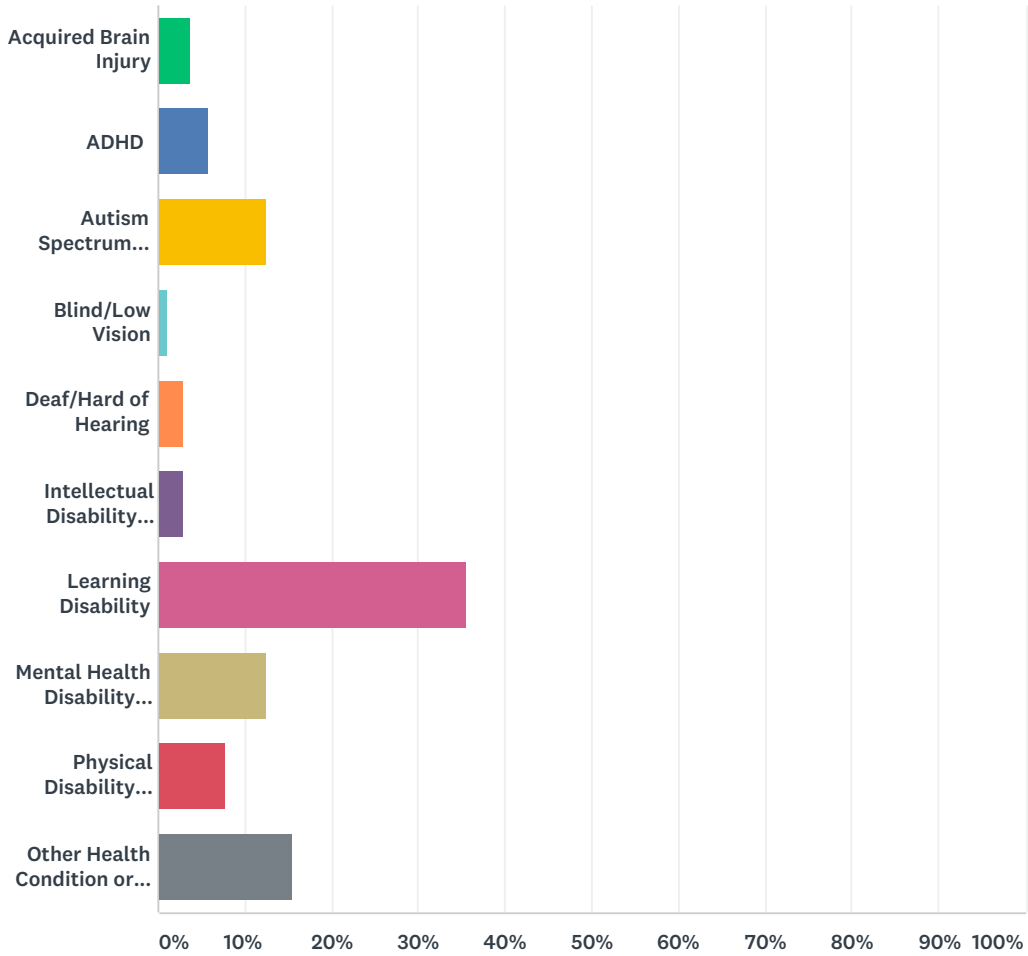


# Q1 What type of disability resulted in your applying for SSD Services?

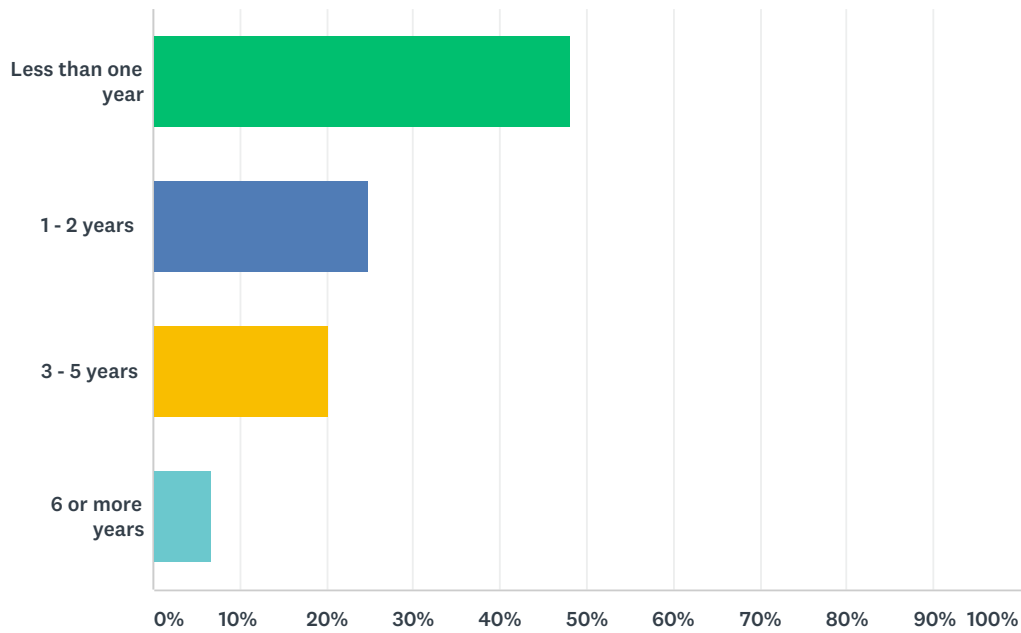
Answered: 104 Skipped: 0



ANSWER CHOICES	RESPONSES	
Acquired Brain Injury	3.85%	4
ADHD	5.77%	6
Autism Spectrum Disorder	12.50%	13
Blind/Low Vision	0.96%	1
Deaf/Hard of Hearing	2.88%	3
Intellectual Disability (formerly Developmental Disability)	2.88%	3
Learning Disability	35.58%	37
Mental Health Disability (formerly Psychological Disability)	12.50%	13
Physical Disability (formerly Mobility Impairment)	7.69%	8
Other Health Condition or Disability	15.38%	16
<b>TOTAL</b>		<b>104</b>

## Q2 How many years have you received services from the SSD office at this campus?

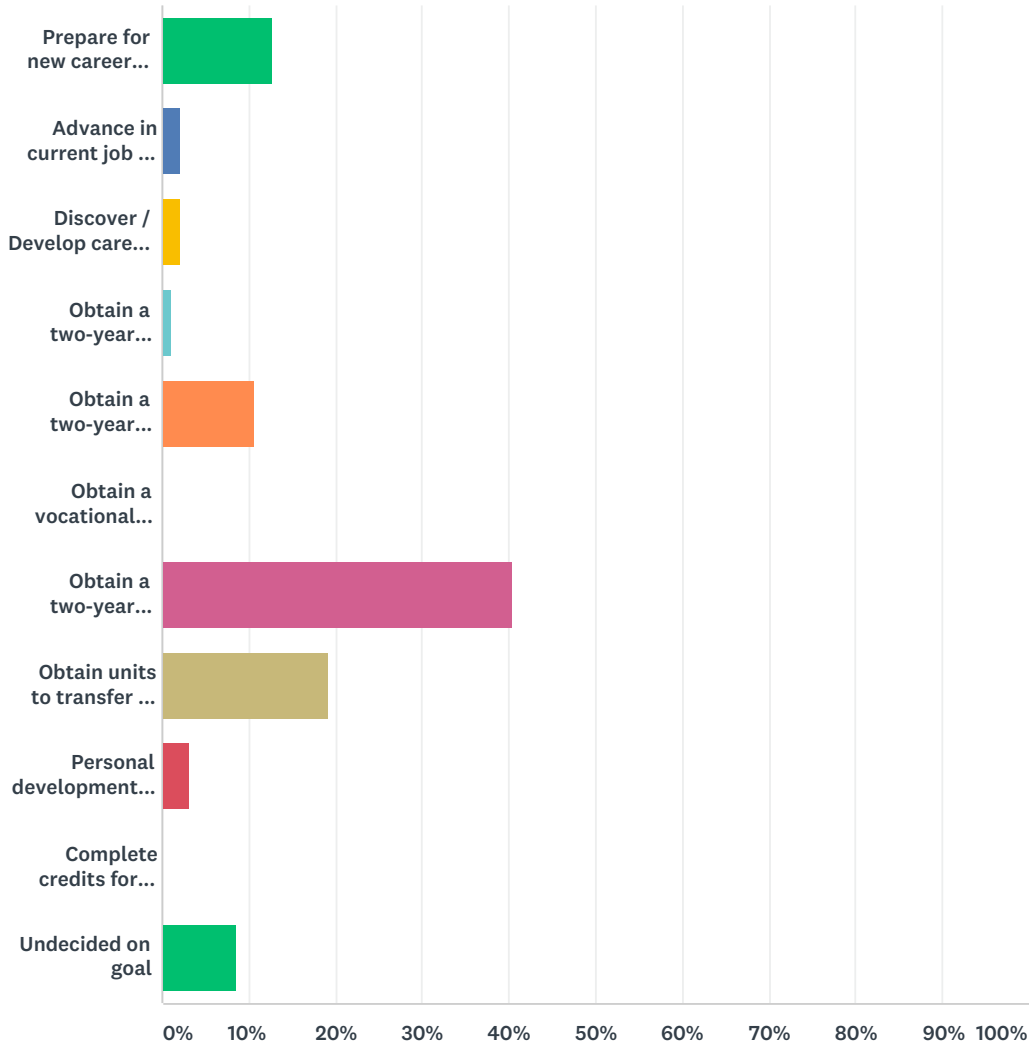
Answered: 104 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	48.08%	50
1 - 2 years	25.00%	26
3 - 5 years	20.19%	21
6 or more years	6.73%	7
<b>TOTAL</b>		<b>104</b>

### Q3 What is your main educational goal?

Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
Prepare for new career (acquire new job skills)	12.77%	12
Advance in current job / career (update job skills)	2.13%	2
Discover / Develop career interests, plan, goals	2.13%	2
Obtain a two-year vocational degree without transfer	1.06%	1
Obtain a two-year associate degree without transfer	10.64%	10
Obtain a vocational certificate without transfer	0.00%	0
Obtain a two-year associate degree and transfer	40.43%	38
Obtain units to transfer to a four year college	19.15%	18
Personal development and/or maintaining physical fitness	3.19%	3
Complete credits for high school diploma or GED	0.00%	0

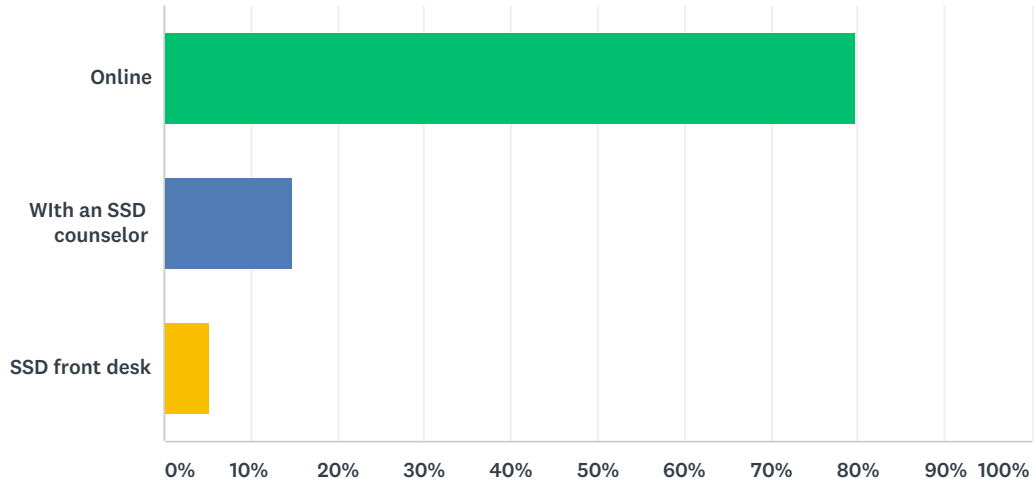
SSD - Student Survey, Fall 2018

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Undecided on goal	8.51%	8
TOTAL		94

## Q4 How did you register for classes this semester?

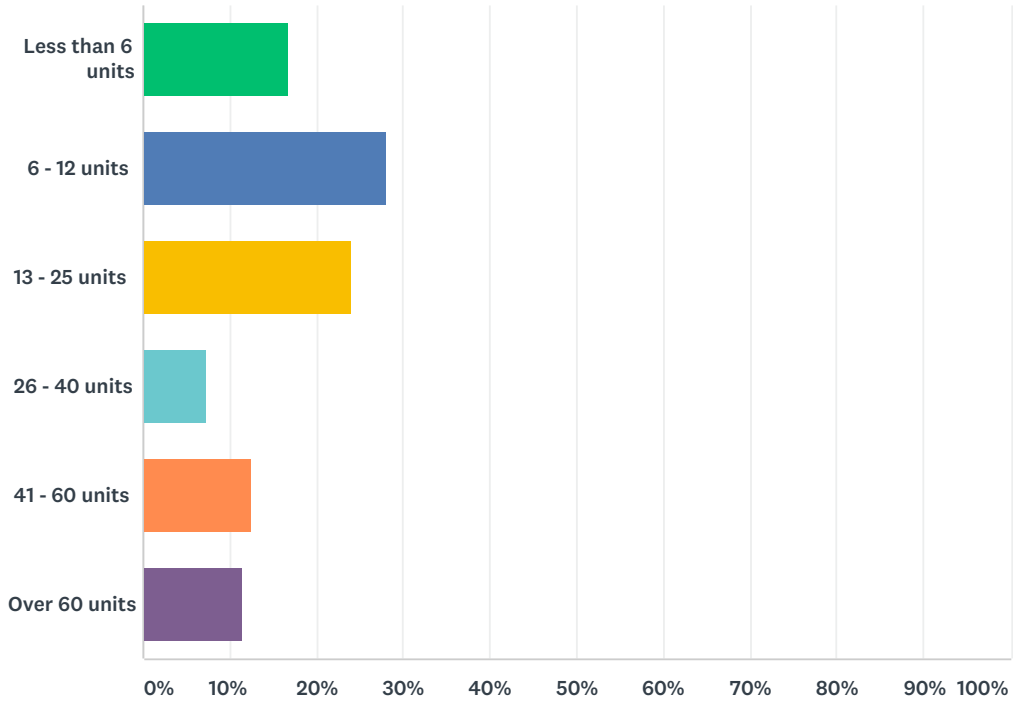
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
Online	79.79%	75
With an SSD counselor	14.89%	14
SSD front desk	5.32%	5
<b>TOTAL</b>		<b>94</b>

## Q5 Approximately, how many units have you completed at this campus?

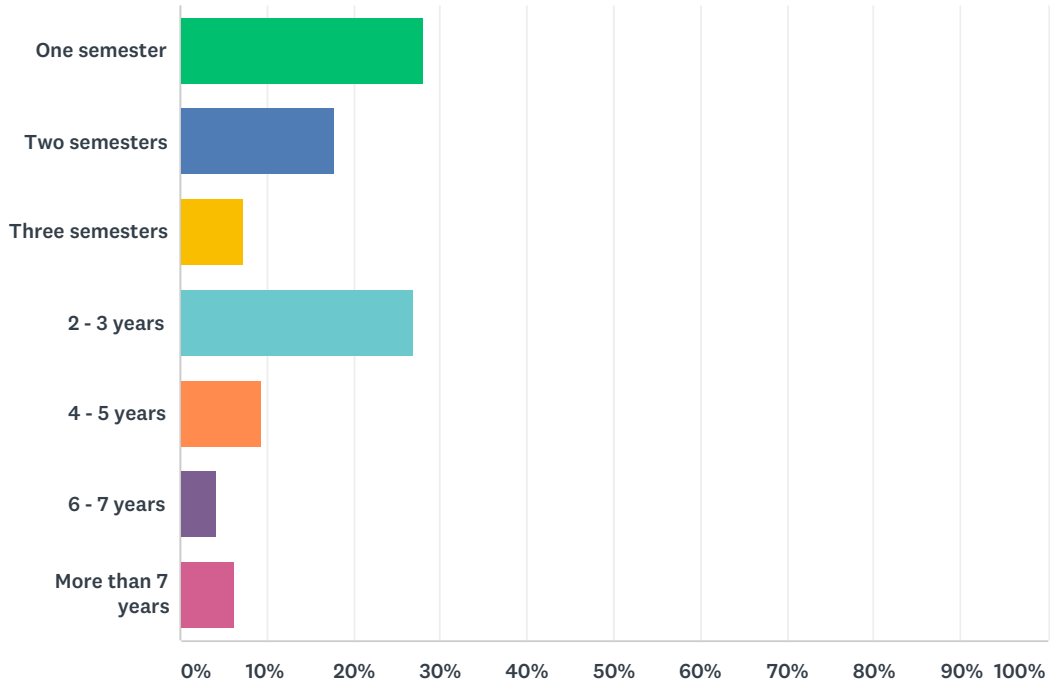
Answered: 96 Skipped: 8



ANSWER CHOICES	RESPONSES	
Less than 6 units	16.67%	16
6 - 12 units	28.13%	27
13 - 25 units	23.96%	23
26 - 40 units	7.29%	7
41 - 60 units	12.50%	12
Over 60 units	11.46%	11
<b>TOTAL</b>		<b>96</b>

## Q6 How long have you been enrolled at this campus?

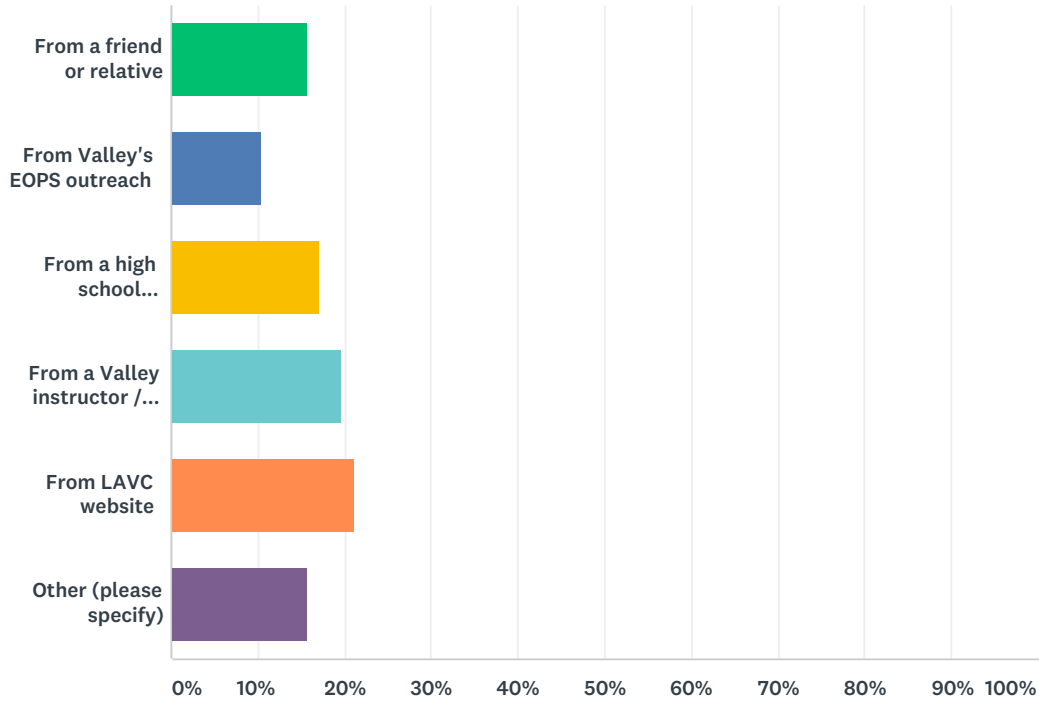
Answered: 96 Skipped: 8



ANSWER CHOICES	RESPONSES	
One semester	28.13%	27
Two semesters	17.71%	17
Three semesters	7.29%	7
2 - 3 years	27.08%	26
4 - 5 years	9.38%	9
6 - 7 years	4.17%	4
More than 7 years	6.25%	6
<b>TOTAL</b>		<b>96</b>

## Q7 How did you hear about the SSD Program?

Answered: 76 Skipped: 28



ANSWER CHOICES	RESPONSES	
From a friend or relative	15.79%	12
From Valley's EOPS outreach	10.53%	8
From a high school counselor / teacher	17.11%	13
From a Valley instructor / staff member	19.74%	15
From LAVC website	21.05%	16
Other (please specify)	15.79%	12
<b>TOTAL</b>		<b>76</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Student previously at West Los Angeles College	1/28/2019 10:29 AM
2	I saw the building	1/22/2019 5:20 PM
3	My father told me about it because he worked at LAVC	1/22/2019 4:39 PM
4	I found out about it at Pierce College	1/15/2019 12:01 AM
5	From a coach	1/9/2019 10:53 AM
6	nexus	1/3/2019 8:29 AM
7	My therapist mentioned it.	12/23/2018 2:25 PM
8	From another disabled student	12/23/2018 1:40 PM
9	my gym instructor on Campus	12/22/2018 7:46 PM



SSD - Student Survey, Fall 2018

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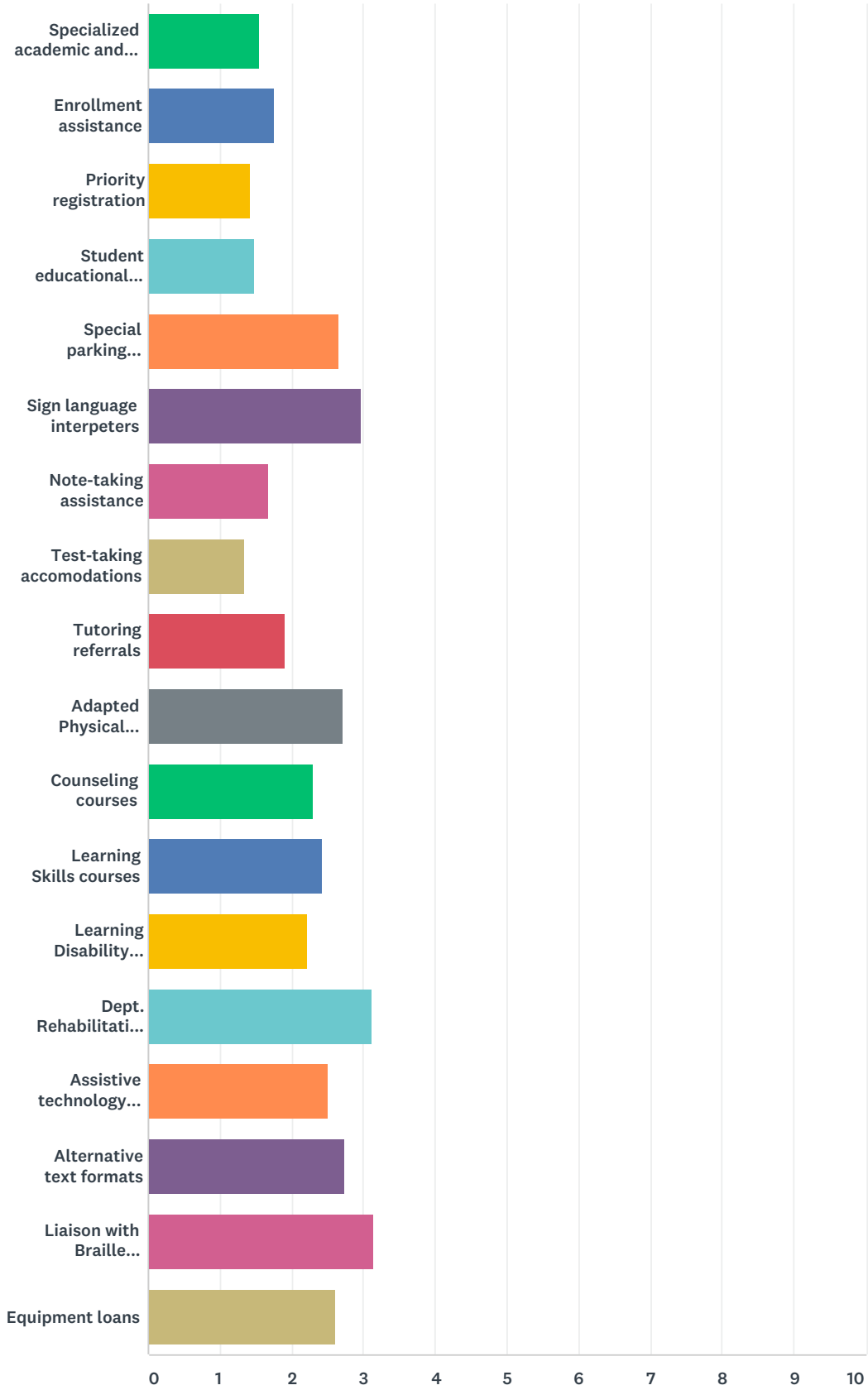
10	my doctor	12/22/2018 12:35 AM
11	Myself	12/21/2018 5:00 PM
12	DOR	12/19/2018 5:14 PM

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**Q8 Are you aware of the services provided by SSD to eligible students with disability?**

Answered: 74 Skipped: 30

SSD - Student Survey, Fall 2018



	YES, AND I AM USING THE SERVICES	YES, BUT I DON'T NEED TO USE THE SERVICES	NO, BUT I NEED THE SERVICES	NO, AND I DON'T NEED THE SERVICES	TOTAL	WEIGHTED AVERAGE
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SSD - Student Survey, Fall 2018

Specialized academic and vocational counseling	64.79% 46	21.13% 15	9.86% 7	4.23% 3	71	1.54
Enrollment assistance	55.56% 40	25.00% 18	8.33% 6	11.11% 8	72	1.75
Priority registration	76.06% 54	12.68% 9	4.23% 3	7.04% 5	71	1.42
Student educational planning	70.42% 50	14.08% 10	11.27% 8	4.23% 3	71	1.49
Special parking privileges	14.71% 10	36.76% 25	16.18% 11	32.35% 22	68	2.66
Sign language interpreters	2.94% 2	44.12% 30	5.88% 4	47.06% 32	68	2.97
Note-taking assistance	57.35% 39	26.47% 18	7.35% 5	8.82% 6	68	1.68
Test-taking accommodations	75.00% 54	18.06% 13	5.56% 4	1.39% 1	72	1.33
Tutoring referrals	47.83% 33	24.64% 17	15.94% 11	11.59% 8	69	1.91
Adapted Physical Education courses	18.57% 13	31.43% 22	8.57% 6	41.43% 29	70	2.73
Counseling courses	34.78% 24	26.09% 18	13.04% 9	26.09% 18	69	2.30
Learning Skills courses	24.64% 17	31.88% 22	18.84% 13	24.64% 17	69	2.43
Learning Disability assessment	39.71% 27	25.00% 17	8.82% 6	26.47% 18	68	2.22
Dept. Rehabilitation liaison	4.41% 3	29.41% 20	16.18% 11	50.00% 34	68	3.12
Assistive technology access	26.47% 18	29.41% 20	10.29% 7	33.82% 23	68	2.51
Alternative text formats	16.18% 11	35.29% 24	7.35% 5	41.18% 28	68	2.74
Liaison with Braille Institute	4.35% 3	33.33% 23	7.25% 5	55.07% 38	69	3.13
Equipment loans	24.64% 17	28.99% 20	7.25% 5	39.13% 27	69	2.61

**Q9 Rate how SSD provided the following Accomodations in a timely manner.**

Answered: 71 Skipped: 33

SSD - Student Survey, Fall 2018



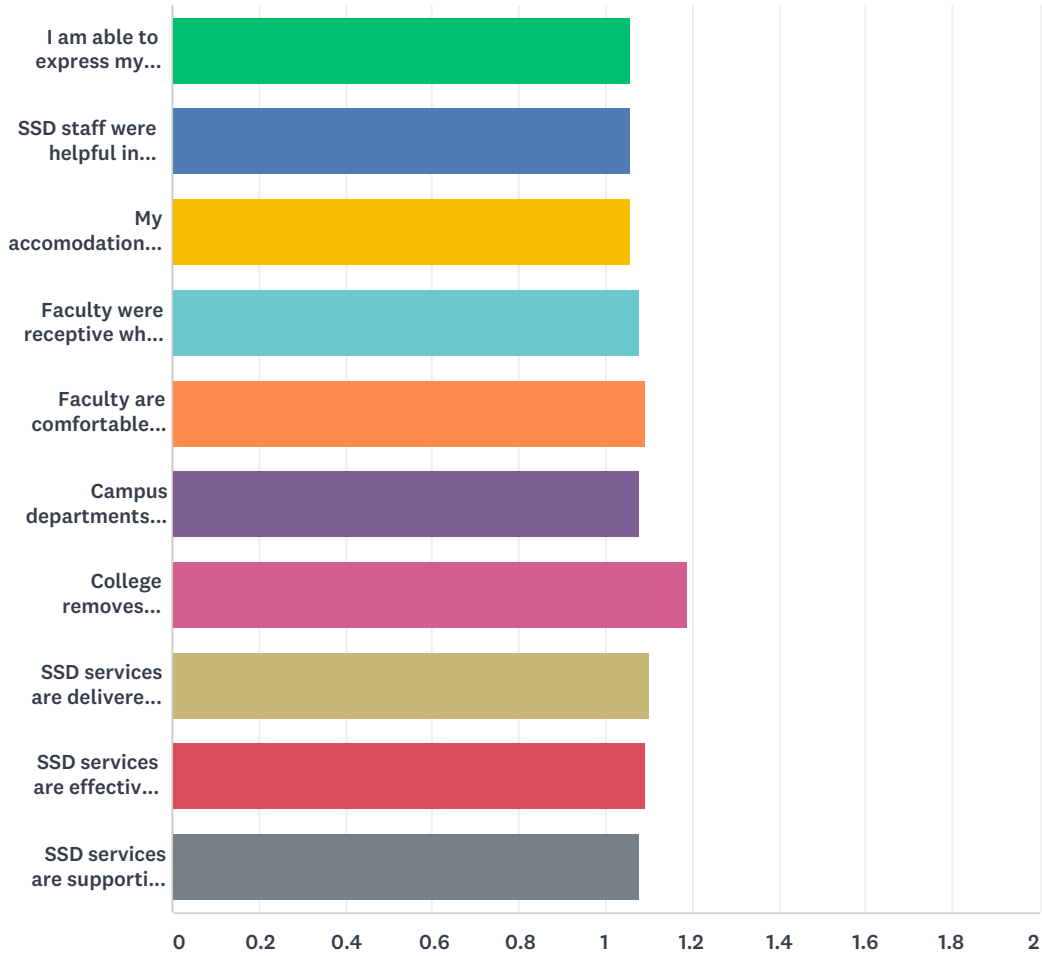
SSD - Student Survey, Fall 2018

	STRONGLY AGREE	AGREE	NOT APPLICABLE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Services: Room changes	39.39% 26	18.18% 12	36.36% 24	3.03% 2	3.03% 2	66	2.12
Services: Registration Assistance (Adds/Drops)	46.38% 32	21.74% 15	28.99% 20	0.00% 0	2.90% 2	69	1.91
Services: Special SSD Counseling	49.28% 34	23.19% 16	20.29% 14	1.45% 1	5.80% 4	69	1.91
Services: Student Ed Plan Assistance	52.17% 36	21.74% 15	21.74% 15	1.45% 1	2.90% 2	69	1.81
Services: Adapted Physical Education	28.36% 19	20.90% 14	49.25% 33	0.00% 0	1.49% 1	67	2.25
Services: Special Parking	24.64% 17	17.39% 12	50.72% 35	4.35% 3	2.90% 2	69	2.43
Services: Counseling Class	27.94% 19	26.47% 18	41.18% 28	2.94% 2	1.47% 1	68	2.24
Services: Learning Skills Class	25.00% 17	20.59% 14	47.06% 32	4.41% 3	2.94% 2	68	2.40
Services: Alternate text materials	27.94% 19	23.53% 16	44.12% 30	2.94% 2	1.47% 1	68	2.26
Services: Interpreting services	20.59% 14	14.71% 10	60.29% 41	0.00% 0	4.41% 3	68	2.53
Services: Note-taking services	45.59% 31	22.06% 15	27.94% 19	2.94% 2	1.47% 1	68	1.93
Services: Test-taking services	51.47% 35	22.06% 15	23.53% 16	2.94% 2	0.00% 0	68	1.78
Services: Learning Disability Assessment	39.39% 26	16.67% 11	39.39% 26	1.52% 1	3.03% 2	66	2.12
Services: Classroom Adjustable Tables and/or Cushioned Chairs	27.27% 18	19.70% 13	50.00% 33	1.52% 1	1.52% 1	66	2.30
Services: Equipment Loan	29.41% 20	22.06% 15	45.59% 31	0.00% 0	2.94% 2	68	2.25
Services: Assistive Technology Training and Assistance	27.94% 19	19.12% 13	51.47% 35	0.00% 0	1.47% 1	68	2.28
Services: Off-campus referrals	19.12% 13	20.59% 14	52.94% 36	4.41% 3	2.94% 2	68	2.51
Services: Crisis Counseling	20.59% 14	19.12% 13	52.94% 36	2.94% 2	4.41% 3	68	2.51
Services: On-campus referrals	26.47% 18	22.06% 15	48.53% 33	1.47% 1	1.47% 1	68	2.29

#	OTHER (PLEASE SPECIFY)	DATE
1	Mathematics	1/22/2019 10:21 PM
2	I don't use these services very often.	1/22/2019 5:20 PM

## Q10 "Agree" or "Disagree" to the following statements:

Answered: 68 Skipped: 36



	AGREE	DISAGREE	TOTAL	WEIGHTED AVERAGE
I am able to express my disability-related needs to my instructors / counselors	94.03% 63	5.97% 4	67	1.06
SSD staff were helpful in handling my case	94.12% 64	5.88% 4	68	1.06
My accomodations gave me equal access to class instructors, materials, and evaluation	93.94% 62	6.06% 4	66	1.06
Faculty were receptive when discussing my accomodation letters	92.42% 61	7.58% 5	66	1.08
Faculty are comfortable interacting with person with disability	91.04% 61	8.96% 6	67	1.09
Campus departments (besides SSD Office) respond to the needs of students with disabilities	92.42% 61	7.58% 5	66	1.08
College removes architectural barriers once they are identified	81.25% 52	18.75% 12	64	1.19
SSD services are delivered in a timely manner	89.55% 60	10.45% 7	67	1.10



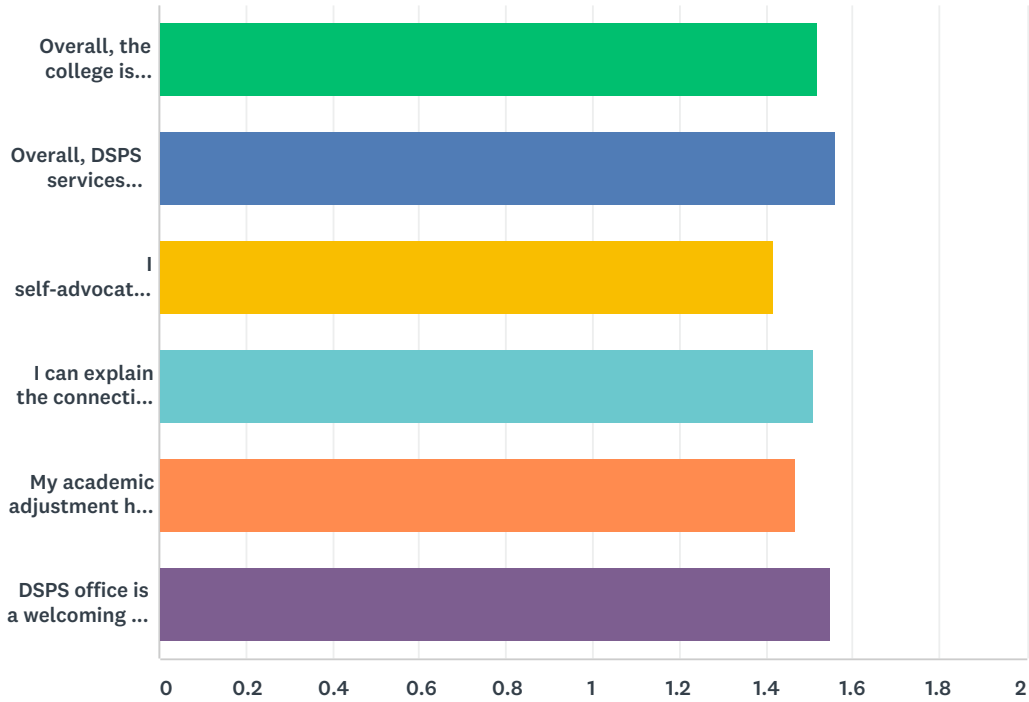
SSD - Student Survey, Fall 2018

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SSD services are effective in meeting my needs	90.91%	9.09%		
	60	6	66	1.09
<hr/>				
SSD services are supportive to my success	92.42%	7.58%		
	61	5	66	1.08

### Q11 Rate the following statements based on your experience:

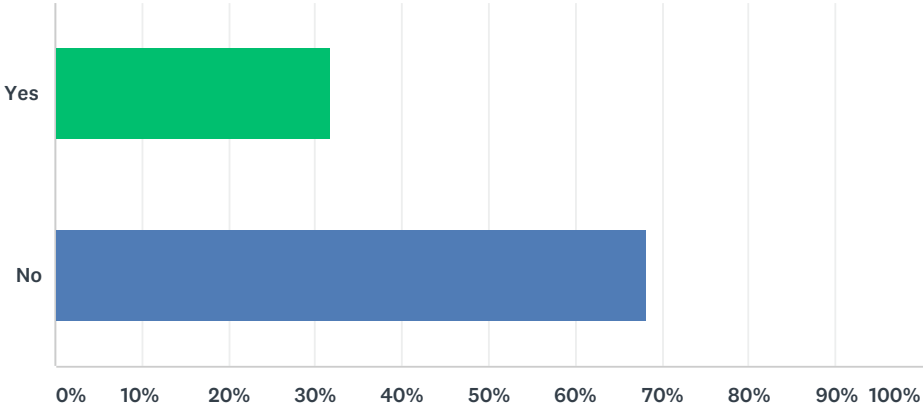
Answered: 68 Skipped: 36



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Overall, the college is responsive to my success in college.	57.58% 38	34.85% 23	6.06% 4	1.52% 1	66	1.52
Overall, DSPS services contributed to my success in college.	55.88% 38	36.76% 25	2.94% 2	4.41% 3	68	1.56
I self-advocated with my instructors about the need for accommodation.	63.64% 42	30.30% 20	6.06% 4	0.00% 0	66	1.42
I can explain the connection between my academic adjustments and my disability.	60.00% 39	30.77% 20	7.69% 5	1.54% 1	65	1.51
My academic adjustment has helped me reach my educational goal.	60.61% 40	33.33% 22	4.55% 3	1.52% 1	66	1.47
DSPS office is a welcoming and positive environment making it comfortable to request assistance.	58.46% 38	32.31% 21	4.62% 3	4.62% 3	65	1.55

# Q12 Are you aware of the process to file complaints with the DSPS office?

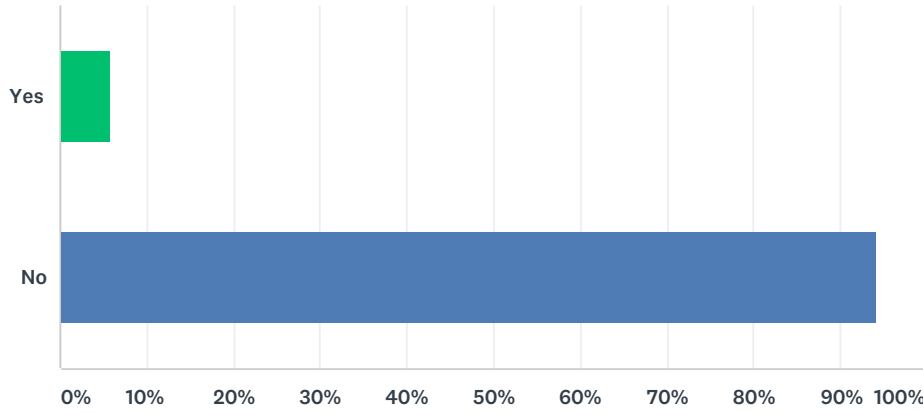
Answered: 69 Skipped: 35



ANSWER CHOICES	RESPONSES	
Yes	31.88%	22
No	68.12%	47
TOTAL		69

### Q13 Have you ever filed a complaint with SSD?

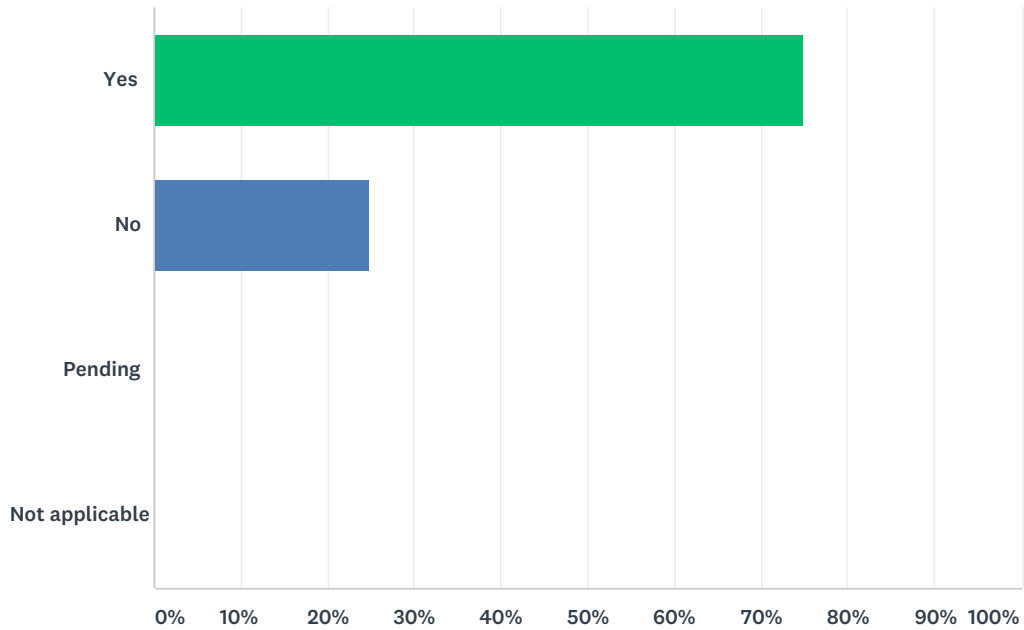
Answered: 69 Skipped: 35



ANSWER CHOICES	RESPONSES	
Yes	5.80%	4
No	94.20%	65
TOTAL		69

## Q14 Was your complaint resolved?

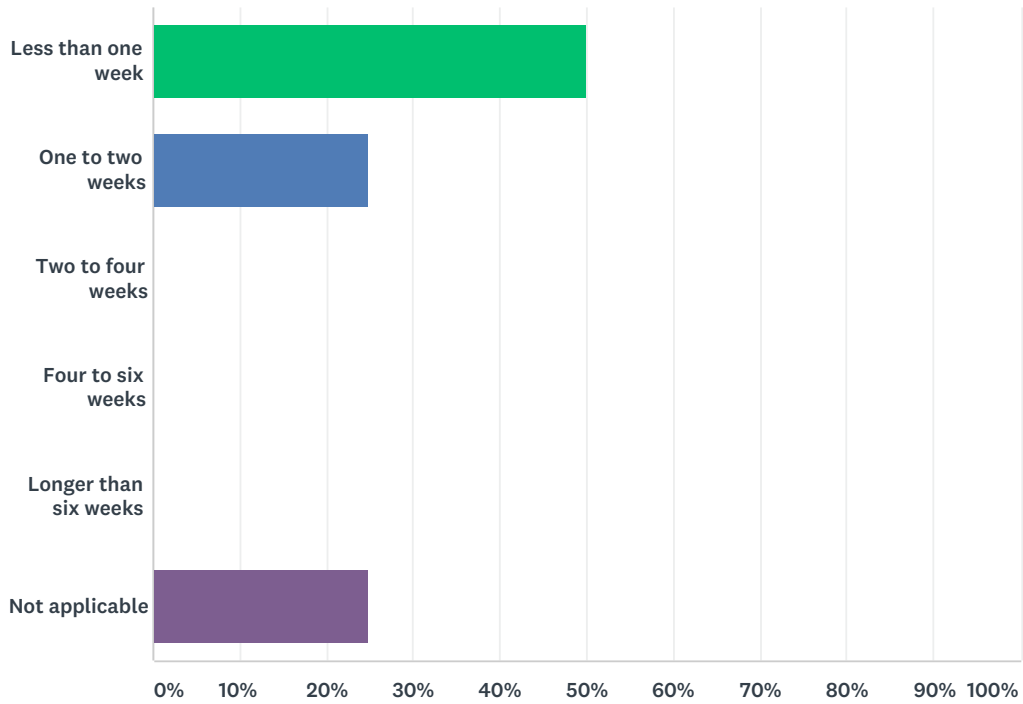
Answered: 4 Skipped: 100



ANSWER CHOICES	RESPONSES	
Yes	75.00%	3
No	25.00%	1
Pending	0.00%	0
Not applicable	0.00%	0
<b>TOTAL</b>		<b>4</b>

## Q15 How long did it take to get resolved?

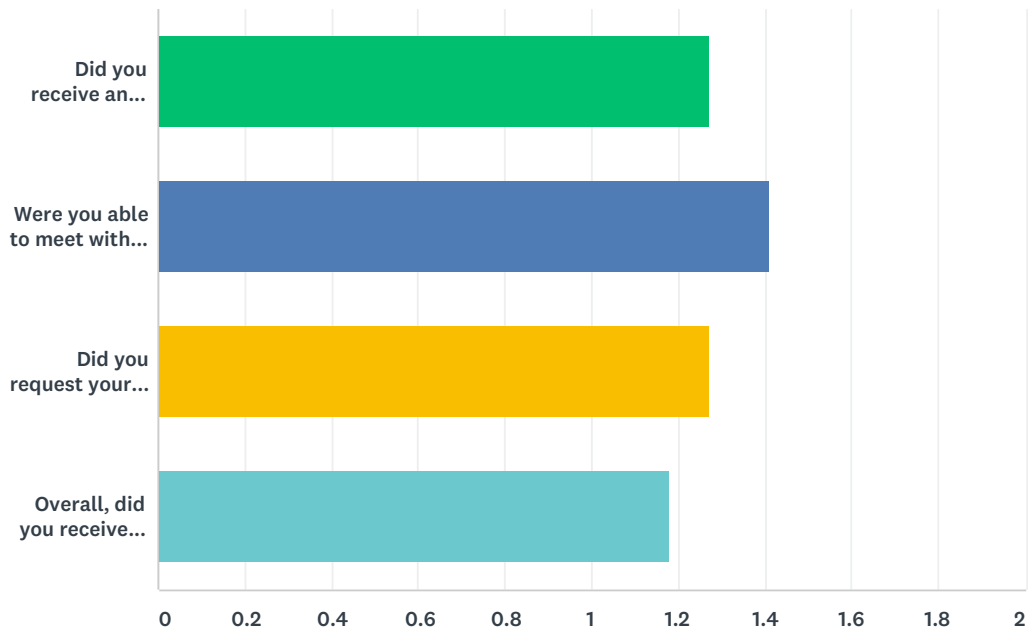
Answered: 4 Skipped: 100



ANSWER CHOICES	RESPONSES	
Less than one week	50.00%	2
One to two weeks	25.00%	1
Two to four weeks	0.00%	0
Four to six weeks	0.00%	0
Longer than six weeks	0.00%	0
Not applicable	25.00%	1
<b>TOTAL</b>		<b>4</b>

### Q16 Answer the following questions based on your experience during the priority registration period.

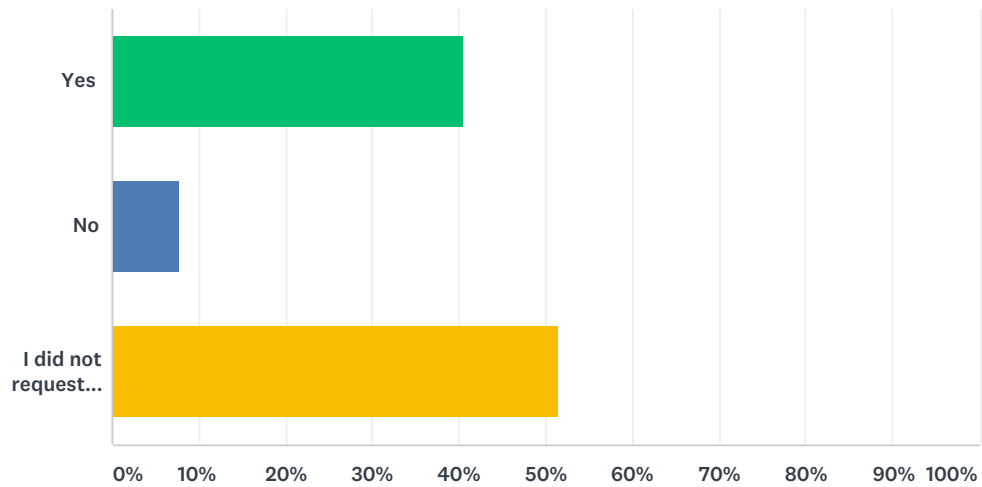
Answered: 63 Skipped: 41



	YES	NO	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Did you receive an email announcing the priority registration period?	83.87% 52	4.84% 3	11.29% 7	62	1.27
Were you able to meet with a counselor?	73.77% 45	11.48% 7	14.75% 9	61	1.41
Did you request your accomodations?	77.42% 48	17.74% 11	4.84% 3	62	1.27
Overall, did you receive satisfactory services?	88.71% 55	4.84% 3	6.45% 4	62	1.18

## Q17 Was the process for requesting alternate media formats or assistive technology training made clear to you by the SSD staff?

Answered: 64 Skipped: 40

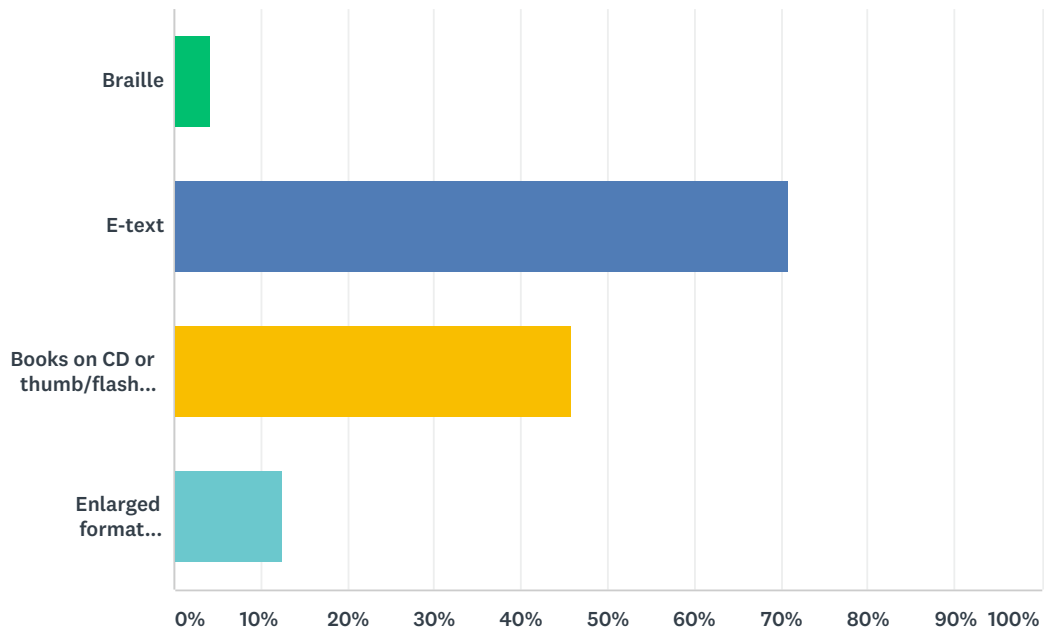


ANSWER CHOICES	RESPONSES	
Yes	40.63%	26
No	7.81%	5
I did not request alternate media formats	51.56%	33
<b>TOTAL</b>		<b>64</b>



### Q18 If you requested alternate media formats, which ones did you request? (Mark all that apply)

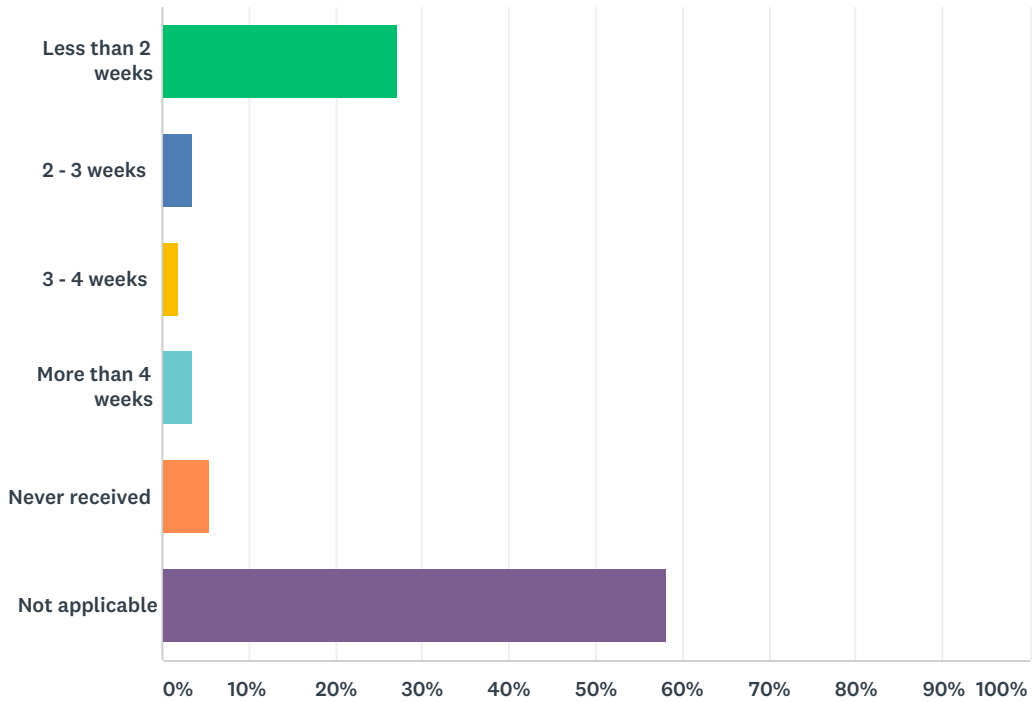
Answered: 24 Skipped: 80



ANSWER CHOICES	RESPONSES	
Braille	4.17%	1
E-text	70.83%	17
Books on CD or thumb/flash drive	45.83%	11
Enlarged format materials	12.50%	3
Total Respondents: 24		

### Q19 If you requested books in alternate media formats, how long did it take you to receive them?

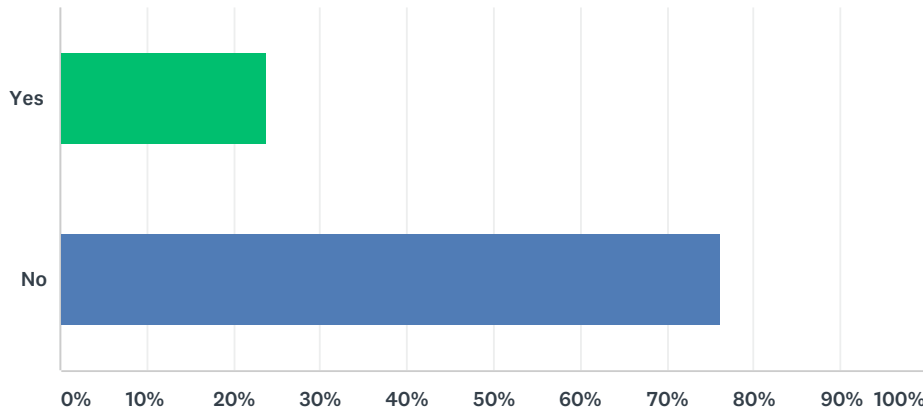
Answered: 55 Skipped: 49



ANSWER CHOICES	RESPONSES
Less than 2 weeks	27.27% 15
2 - 3 weeks	3.64% 2
3 - 4 weeks	1.82% 1
More than 4 weeks	3.64% 2
Never received	5.45% 3
Not applicable	58.18% 32
<b>TOTAL</b>	<b>55</b>

## Q20 Have you used the SSD High Tech Center this year?

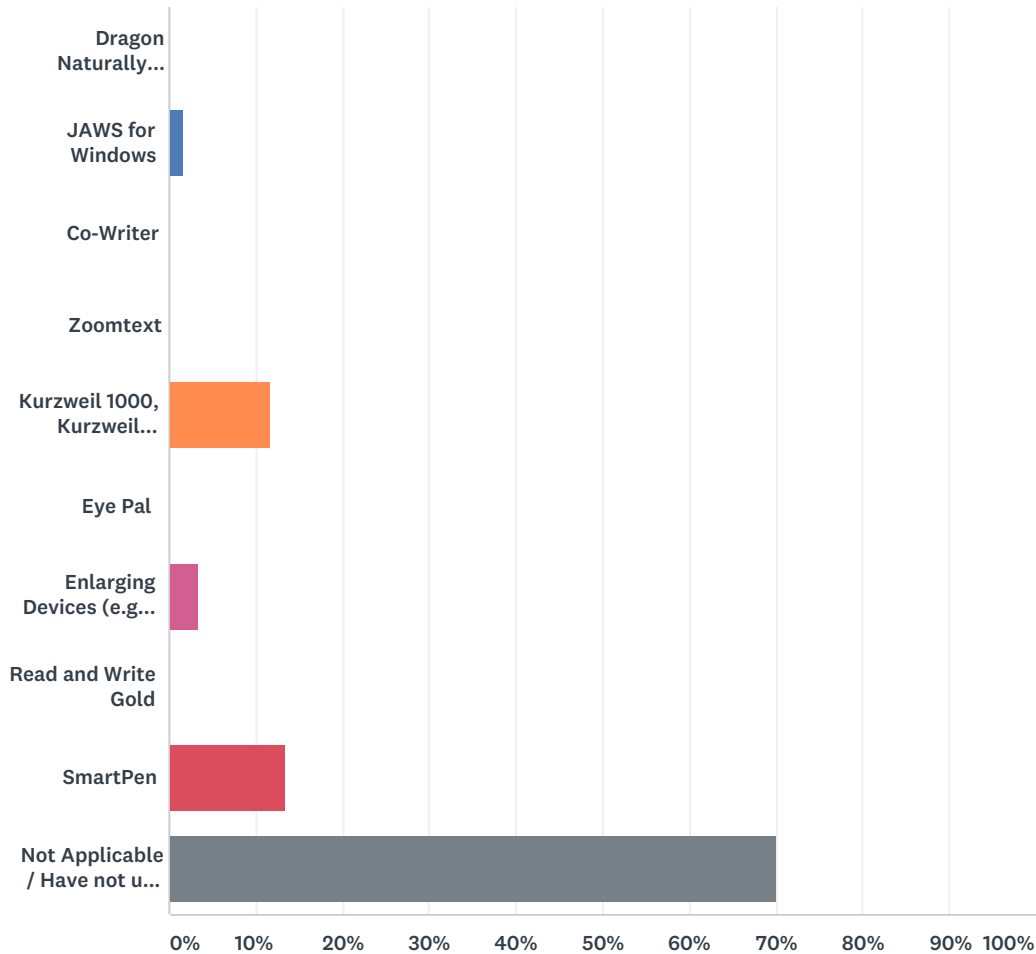
Answered: 63 Skipped: 41



ANSWER CHOICES	RESPONSES	
Yes	23.81%	15
No	76.19%	48
TOTAL		63

## Q21 What software / hardware in the SSD High Tech Center have you used? (mark all that apply)

Answered: 60 Skipped: 44

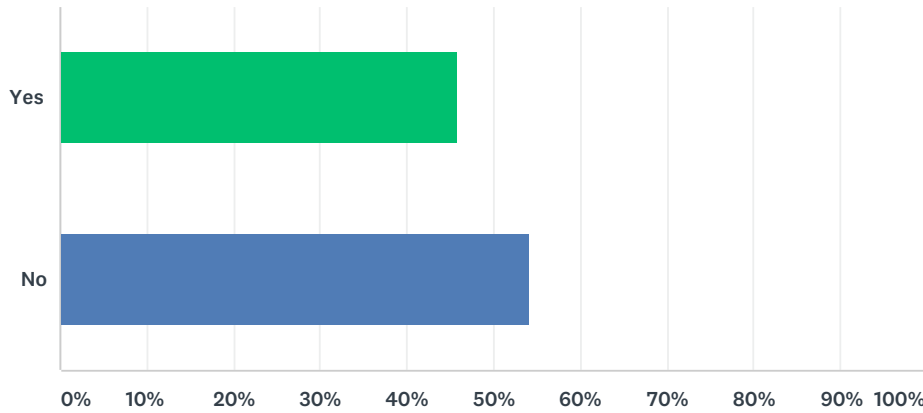


ANSWER CHOICES	RESPONSES	
Dragon Naturally Speaking	0.00%	0
JAWS for Windows	1.67%	1
Co-Writer	0.00%	0
Zoomtext	0.00%	0
Kurzweil 1000, Kurzweil Firefly, or Kurzweil 3000	11.67%	7
Eye Pal	0.00%	0
Enlarging Devices (e.g. video/digital magnifier or CCTV)	3.33%	2
Read and Write Gold	0.00%	0
SmartPen	13.33%	8
Not Applicable / Have not used any of the software / hardware	70.00%	42



## Q22 Did you receive sufficient training to use and operate assistive technology independently?

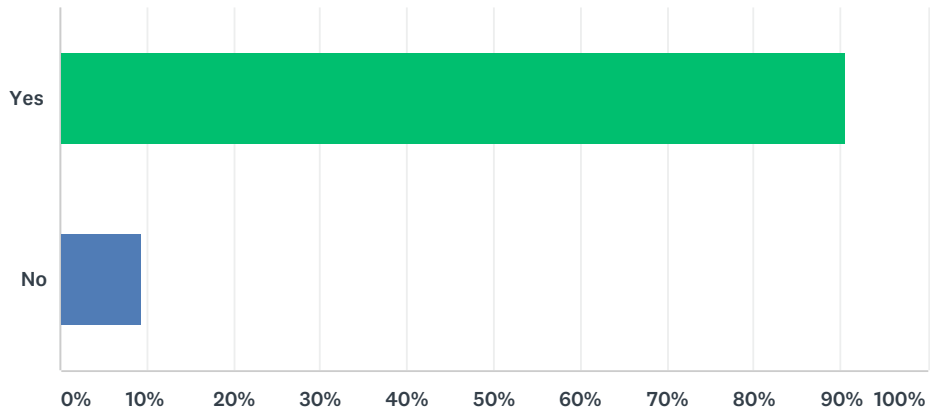
Answered: 59 Skipped: 45



ANSWER CHOICES	RESPONSES	
Yes	45.76%	27
No	54.24%	32
TOTAL		59

### Q23 Do you feel SSD staff were responsive to your needs?

Answered: 64 Skipped: 40



ANSWER CHOICES	RESPONSES	
Yes	90.63%	58
No	9.38%	6
TOTAL		64

Q24 You have indicated, the SSD staff were not responsive to your needs. Please offer specific feedback about the issue or incident.

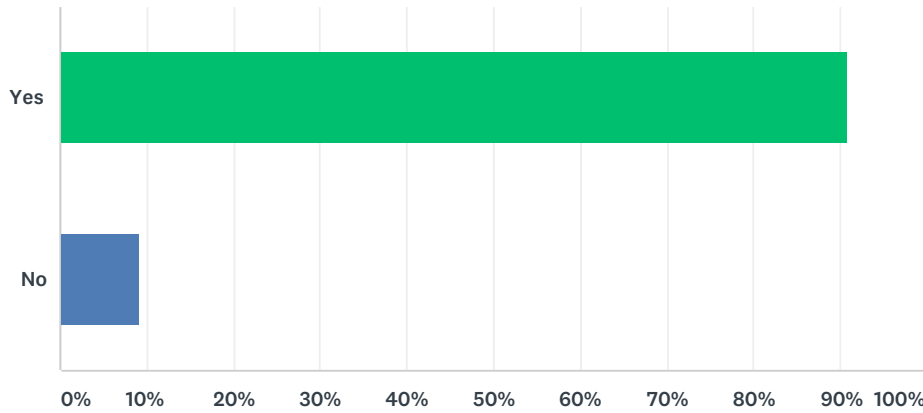
Answered: 5 Skipped: 99

#	RESPONSES	DATE
1	needed to be more clear explaining about the classes i'm currently taking	2/4/2019 10:04 AM
2	over all its well and they get the job done but evey now	1/22/2019 4:43 PM
3	group testing room is bad	12/22/2018 12:37 AM
4	Sometimes they are mean.	12/20/2018 11:20 AM
5	SSD failed to express professionalism and asked to not attend thier services if there is "absolutely no academic need". Poor service attitude. Lack of warmth.	12/19/2018 5:46 PM



## Q25 Do you feel that all staff and faculty in the SSD office treat you with dignity and respect?

Answered: 65 Skipped: 39



ANSWER CHOICES	RESPONSES	
Yes	90.77%	59
No	9.23%	6
TOTAL		65

**Q26 You have indicated, you were not treated with dignity and respect by SSD staff and faculty. Please offer specific feedback about the issue or incident.**

Answered: 4 Skipped: 100

#	RESPONSES	DATE
1	some are nice, others don't see students as disabled and think they're faking it, which they are not. they were born with that condition.	2/4/2019 10:05 AM
2	I feel as if the people in the front are not that friendly and come off as if they have little to no patience.	1/22/2019 1:07 PM
3	My requests have been rejected and ignored and a staff member scolded that she will not schedule me another appointment.	12/19/2018 5:48 PM
4	The staff, front desk were not able to help when I requested help in computer lab to sign in they basically left me sitting there to try and figure it out for myself when I couldn't after they said they would help. Had to go to class and come back to schedule an appointment with [REDACTED]. Made me feel very incompetent and depressed not being able to complete such a task. Not a good feeling.	12/19/2018 5:27 PM