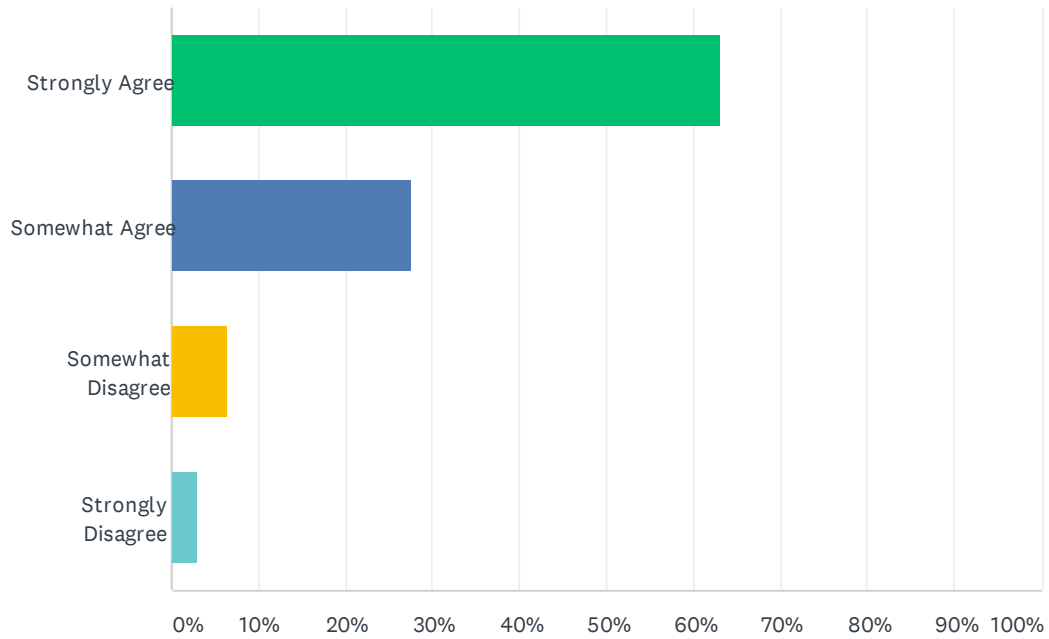


## Q1 My instructors are supportive of providing my accommodations.

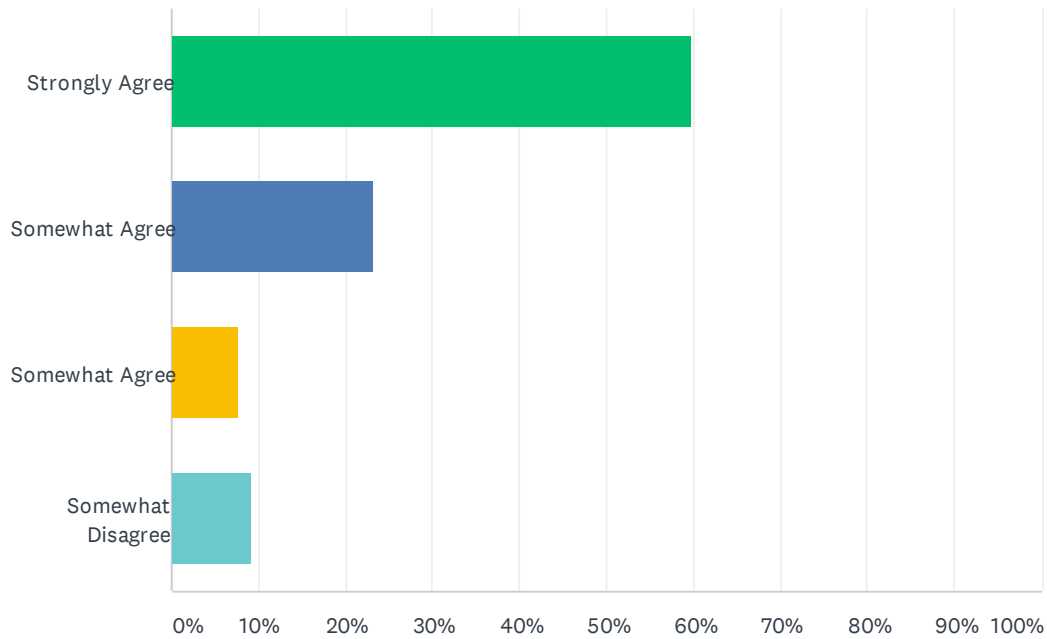
Answered: 141 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	63.12%	89
Somewhat Agree	27.66%	39
Somewhat Disagree	6.38%	9
Strongly Disagree	2.84%	4
<b>TOTAL</b>		<b>141</b>

## Q2 I feel comfortable approaching my instructor with my accommodation needs.

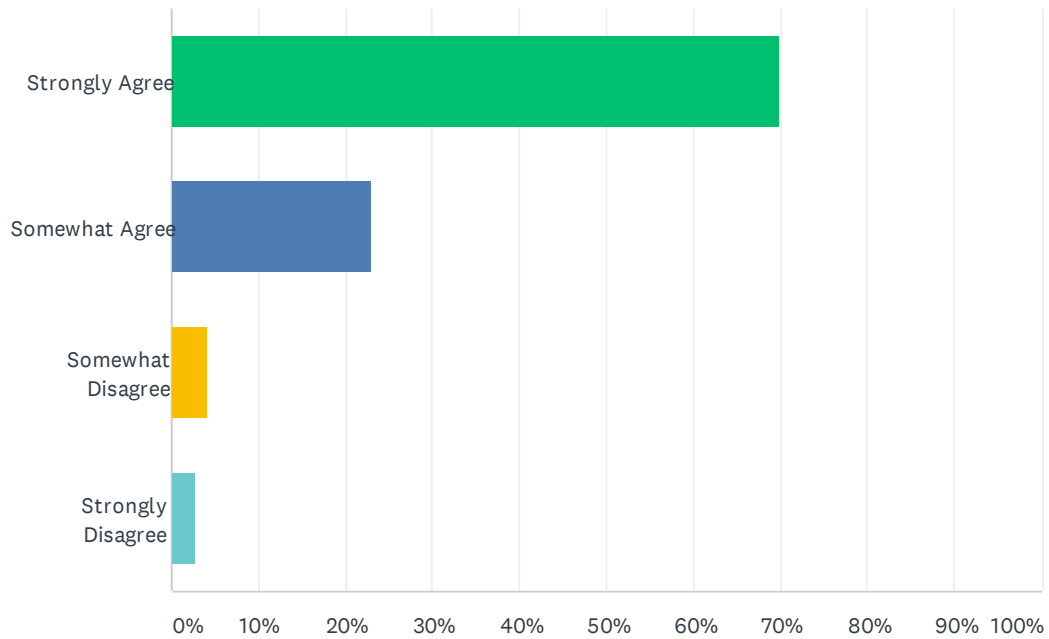
Answered: 142 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	59.86%	85
Somewhat Agree	23.24%	33
Somewhat Agree	7.75%	11
Somewhat Disagree	9.15%	13
<b>TOTAL</b>		<b>142</b>

### Q3 Overall, the disability services I receive contribute to my success in college

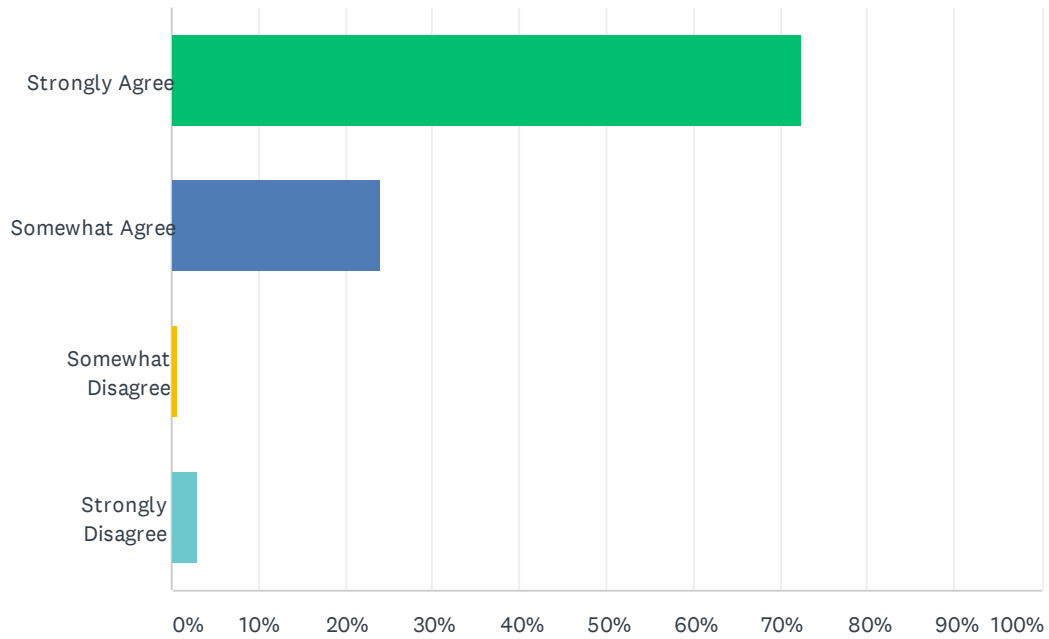
Answered: 143 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	69.93%	100
Somewhat Agree	23.08%	33
Somewhat Disagree	4.20%	6
Strongly Disagree	2.80%	4
<b>TOTAL</b>		<b>143</b>

## Q4 I understand my rights and responsibilities as a student with a disability

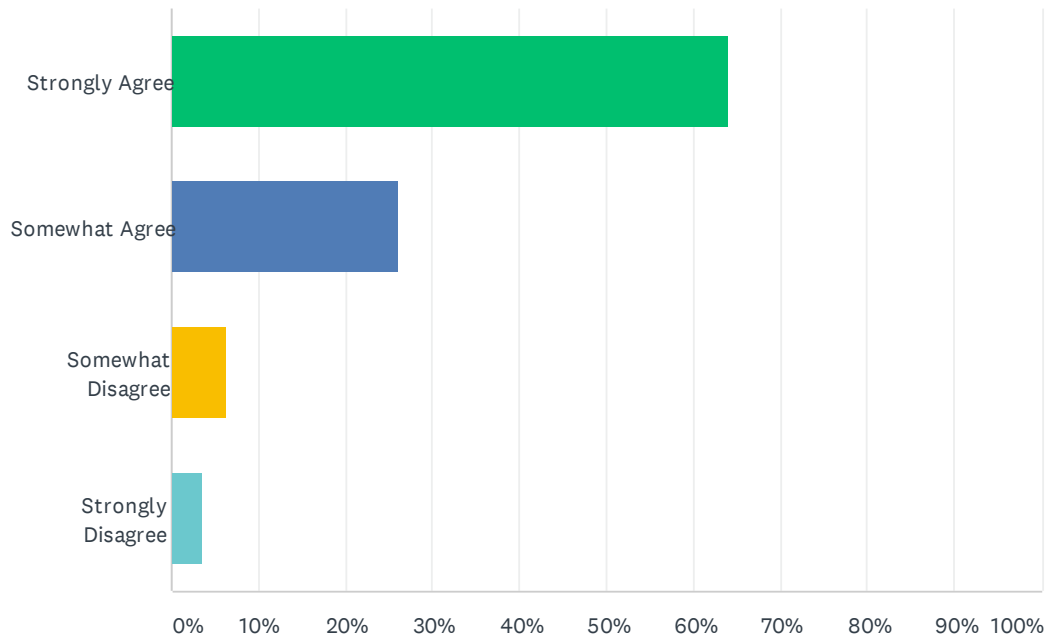
Answered: 141 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	72.34%	102
Somewhat Agree	24.11%	34
Somewhat Disagree	0.71%	1
Strongly Disagree	2.84%	4
<b>TOTAL</b>		<b>141</b>

## Q5 My academic accommodations and services helped me reach my educational goals.

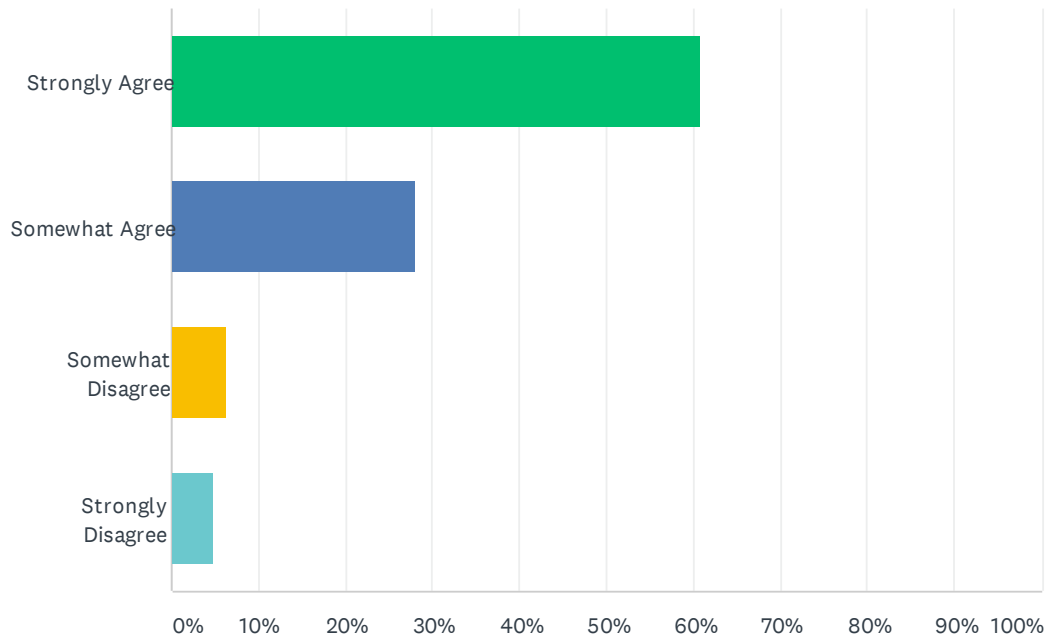
Answered: 142 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	64.08%	91
Somewhat Agree	26.06%	37
Somewhat Disagree	6.34%	9
Strongly Disagree	3.52%	5
<b>TOTAL</b>		<b>142</b>

## Q6 The disability services office is a welcoming and positive environment making it comfortable to request assistance.

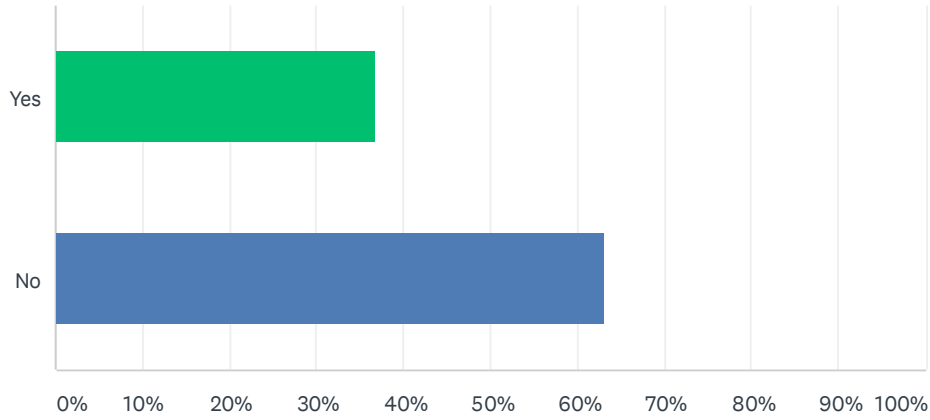
Answered: 143 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	60.84%	87
Somewhat Agree	27.97%	40
Somewhat Disagree	6.29%	9
Strongly Disagree	4.90%	7
TOTAL		143

### Q7 Are you aware of the process to file disability-related complaints?

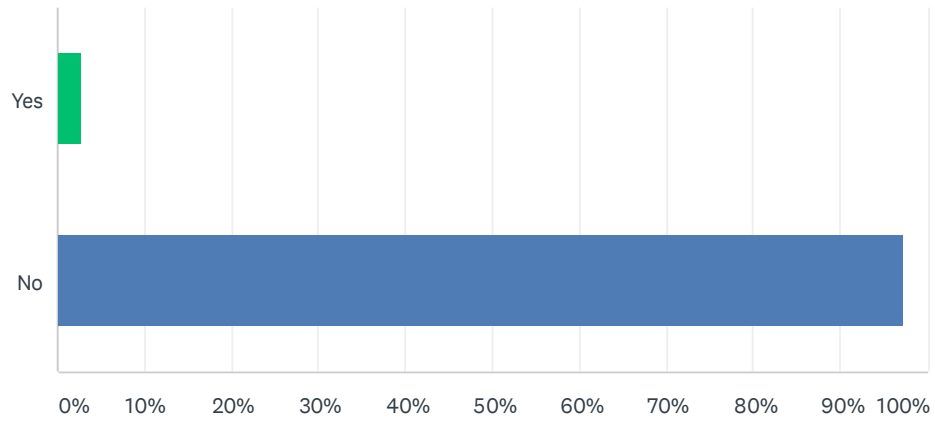
Answered: 144 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	36.81%	53
No	63.19%	91
TOTAL		144

## Q8 Have you ever filed a complaint?

Answered: 143 Skipped: 1

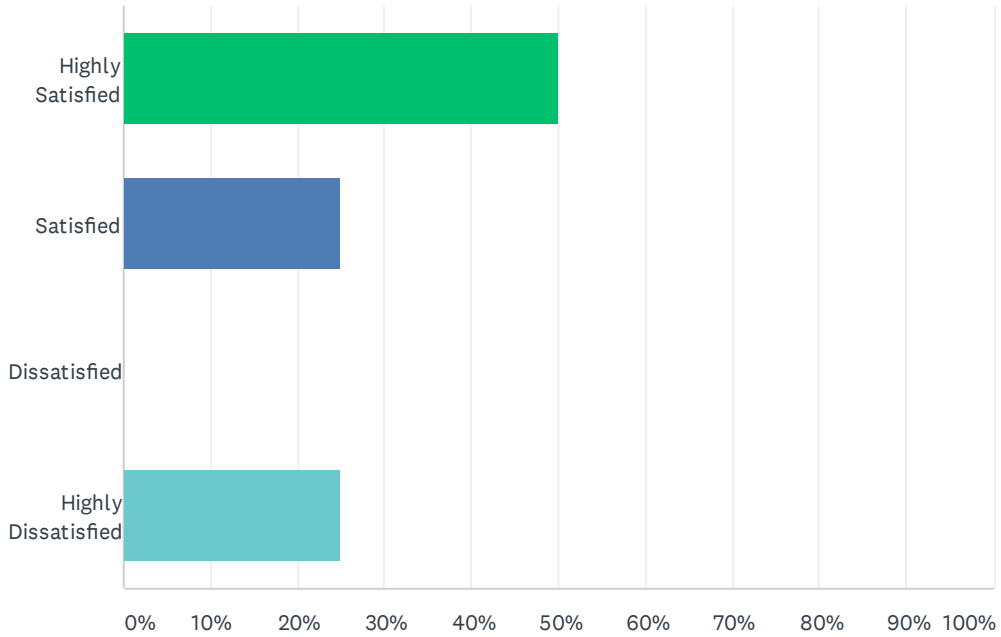


ANSWER CHOICES	RESPONSES
Yes	2.80% 4
No	97.20% 139
TOTAL	143



### Q9 If yes, how satisfied were you with the process?

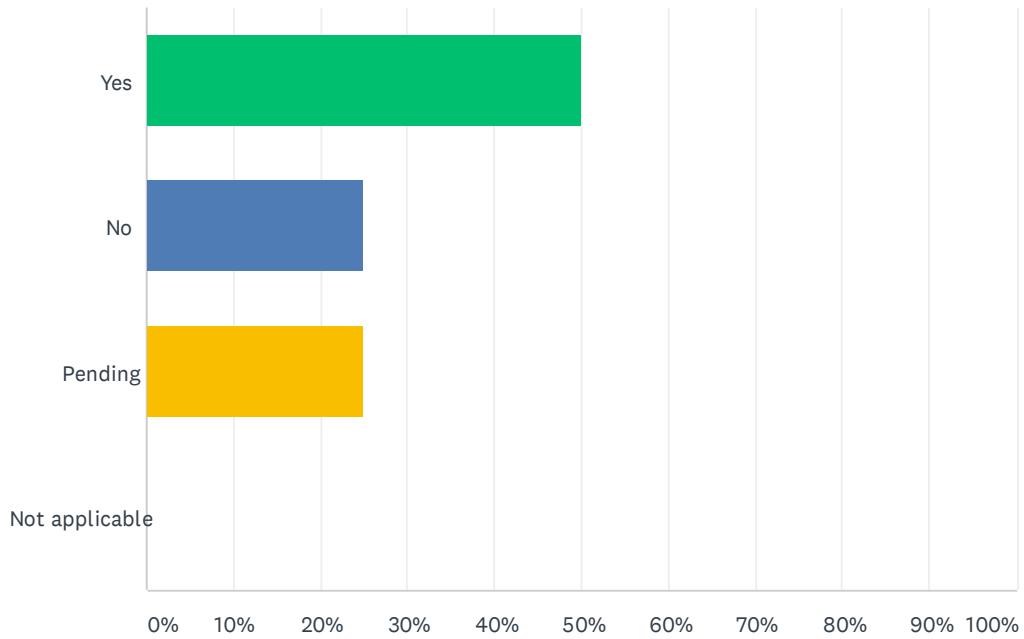
Answered: 4 Skipped: 140



ANSWER CHOICES	RESPONSES	
Highly Satisfied	50.00%	2
Satisfied	25.00%	1
Dissatisfied	0.00%	0
Highly Dissatisfied	25.00%	1
<b>TOTAL</b>		<b>4</b>

## Q10 Was your complaint resolved?

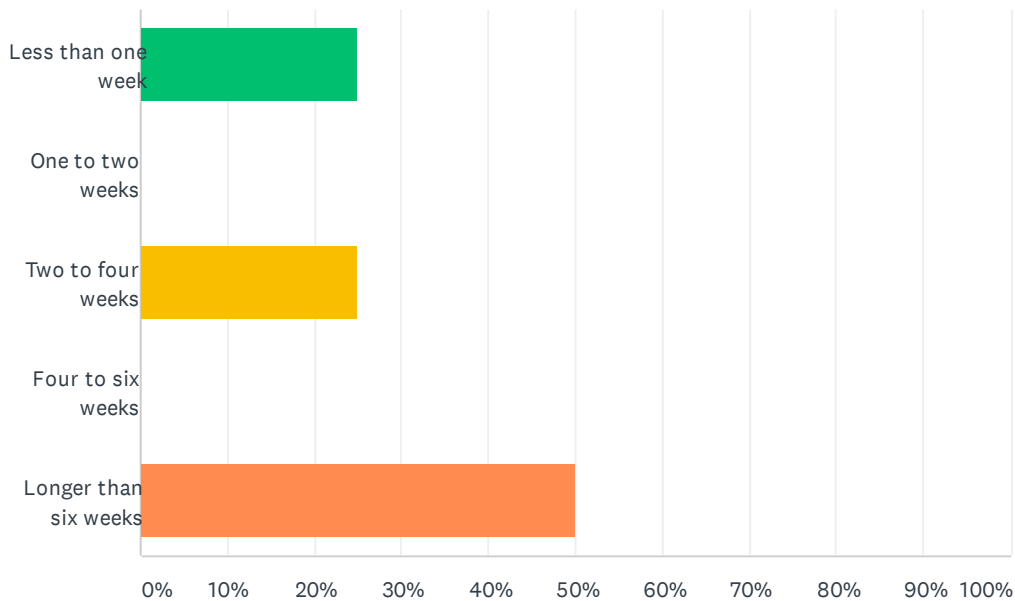
Answered: 4 Skipped: 140



ANSWER CHOICES	RESPONSES	
Yes	50.00%	2
No	25.00%	1
Pending	25.00%	1
Not applicable	0.00%	0
<b>TOTAL</b>		<b>4</b>

## Q11 How long did it take to get resolved?

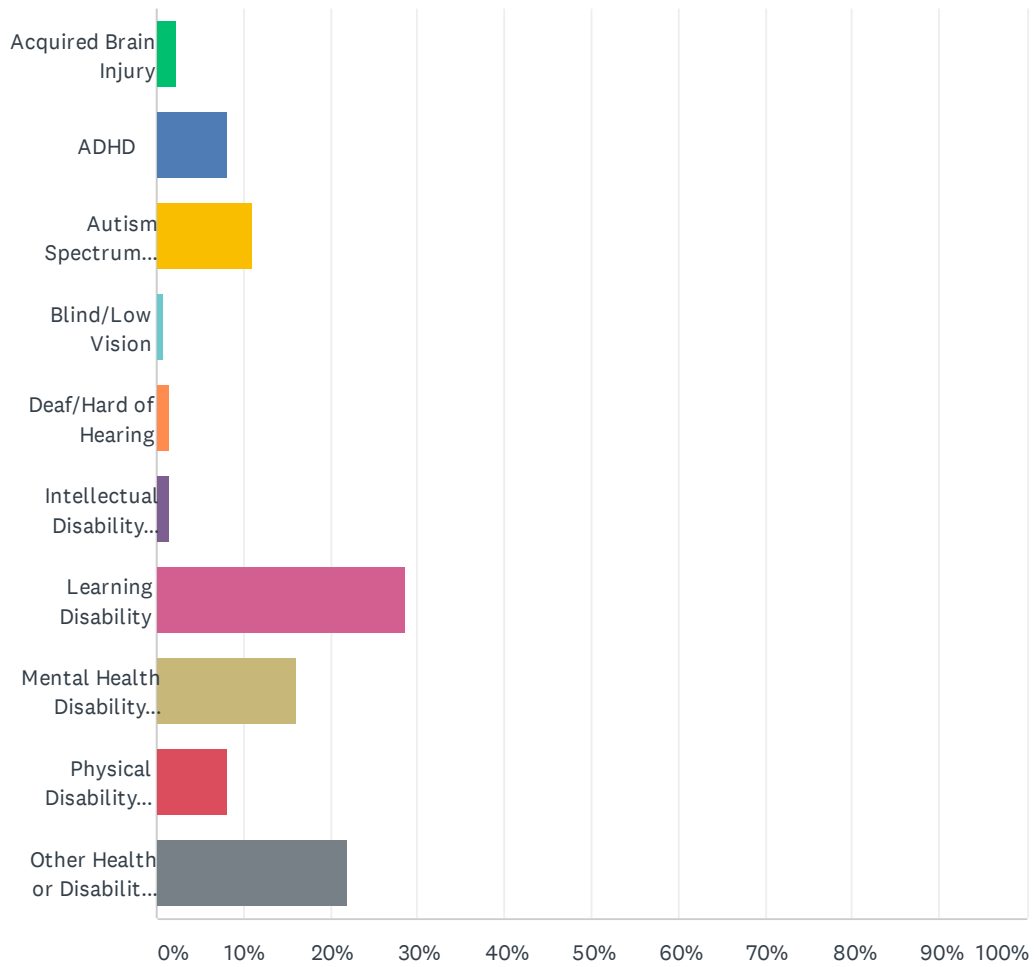
Answered: 4 Skipped: 140



ANSWER CHOICES	RESPONSES	
Less than one week	25.00%	1
One to two weeks	0.00%	0
Two to four weeks	25.00%	1
Four to six weeks	0.00%	0
Longer than six weeks	50.00%	2
<b>TOTAL</b>		<b>4</b>

## Q12 What type of disability resulted in your applying for SSD accommodation?

Answered: 136 Skipped: 8

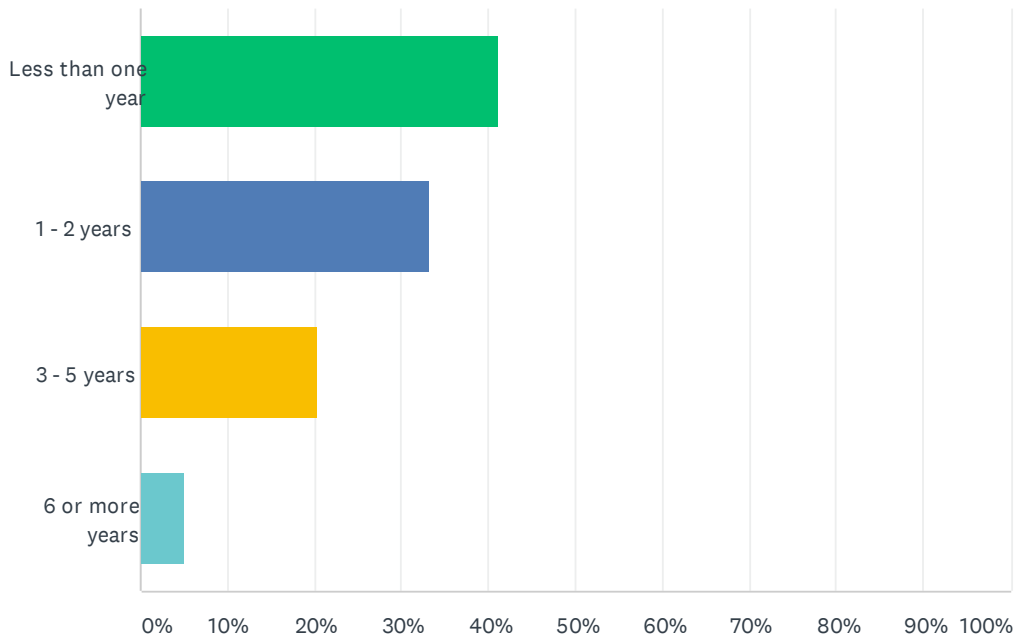


Services for Students with Disabilities (SSD) Survey - Student Fall 2019

ANSWER CHOICES	RESPONSES	
Acquired Brain Injury	2.21%	3
ADHD	8.09%	11
Autism Spectrum Disorder	11.03%	15
Blind/Low Vision	0.74%	1
Deaf/Hard of Hearing	1.47%	2
Intellectual Disability (Formerly Developmental Disability)	1.47%	2
Learning Disability	28.68%	39
Mental Health Disability (Formerly Psychological Disability)	16.18%	22
Physical Disability (Formerly Mobility Impairment)	8.09%	11
Other Health or Disability Condition (Please specify)	22.06%	30
<b>TOTAL</b>		<b>136</b>

### Q13 How many years have you received accommodations from the SSD office on this campus?

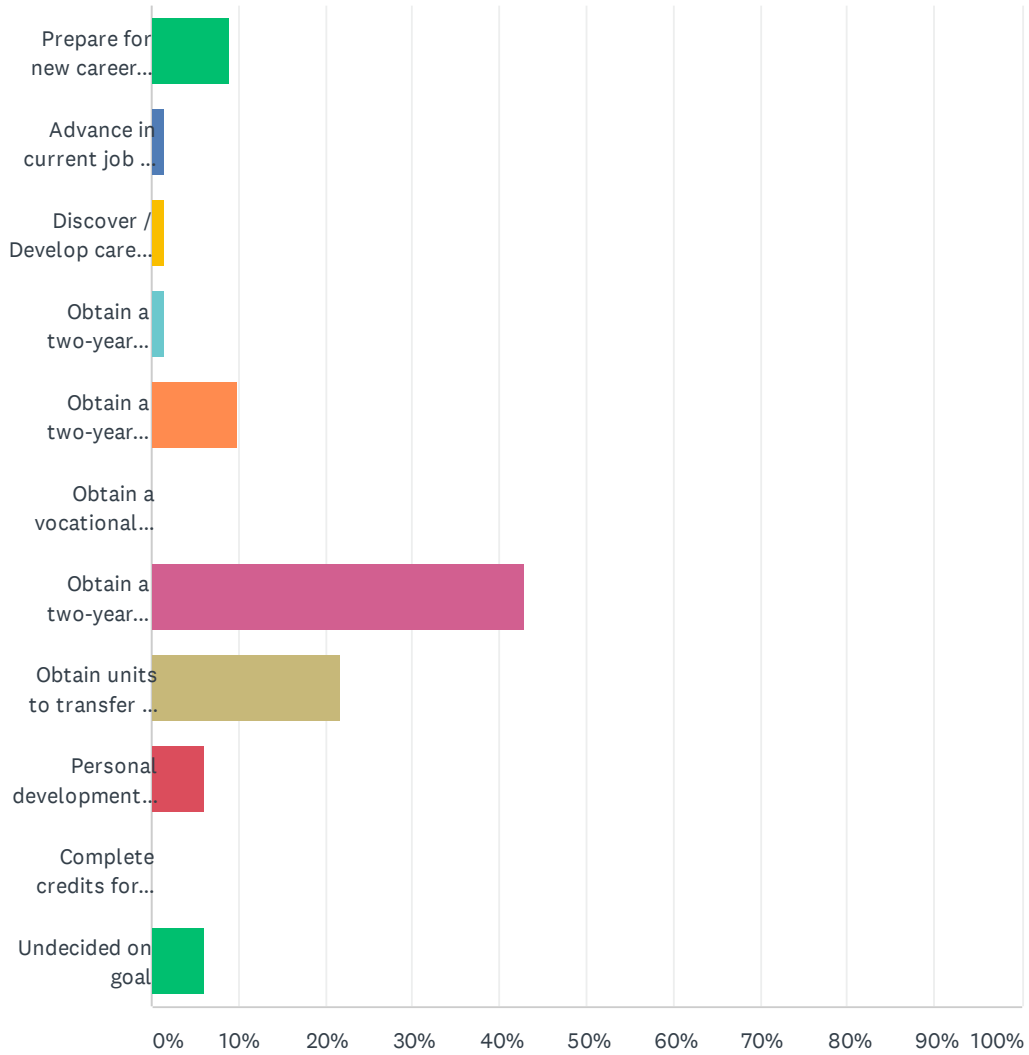
Answered: 138 Skipped: 6



ANSWER CHOICES	RESPONSES	
Less than one year	41.30%	57
1 - 2 years	33.33%	46
3 - 5 years	20.29%	28
6 or more years	5.07%	7
<b>TOTAL</b>		<b>138</b>

## Q14 What is your main educational goal?

Answered: 133 Skipped: 11



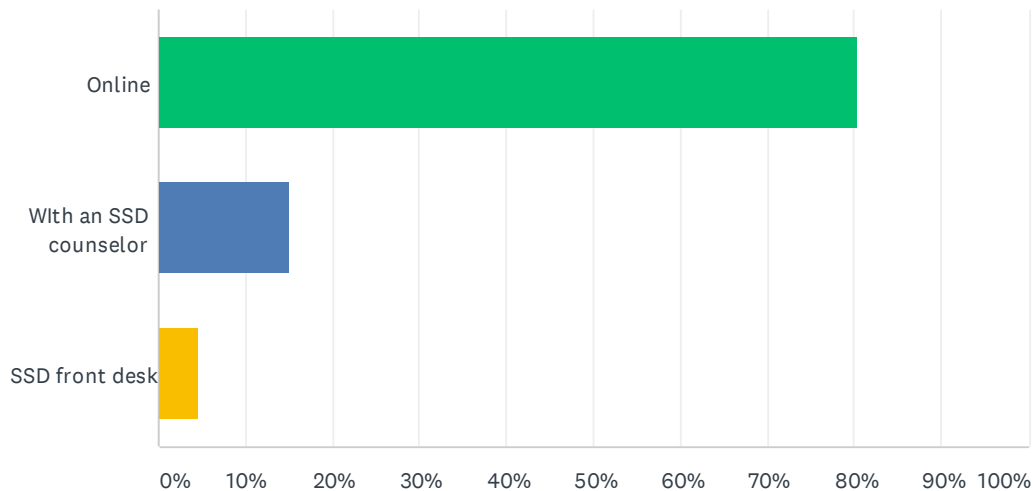
Services for Students with Disabilities (SSD) Survey - Student Fall 2019

ANSWER CHOICES	RESPONSES	
Prepare for new career (Acquire new job skills)	9.02%	12
Advance in current job / career (Update job skills)	1.50%	2
Discover / Develop career interests, plan, goals	1.50%	2
Obtain a two-year vocational degree without transfer	1.50%	2
Obtain a two-year associate degree without transfer	9.77%	13
Obtain a vocational certificate without transfer	0.00%	0
Obtain a two-year associate degree and transfer	42.86%	57
Obtain units to transfer to a four year college	21.80%	29
Personal development and/or maintaining physical fitness	6.02%	8
Complete credits for high school diploma or GED	0.00%	0
Undecided on goal	6.02%	8
<b>TOTAL</b>		<b>133</b>



## Q15 How did you register for classes this semester?

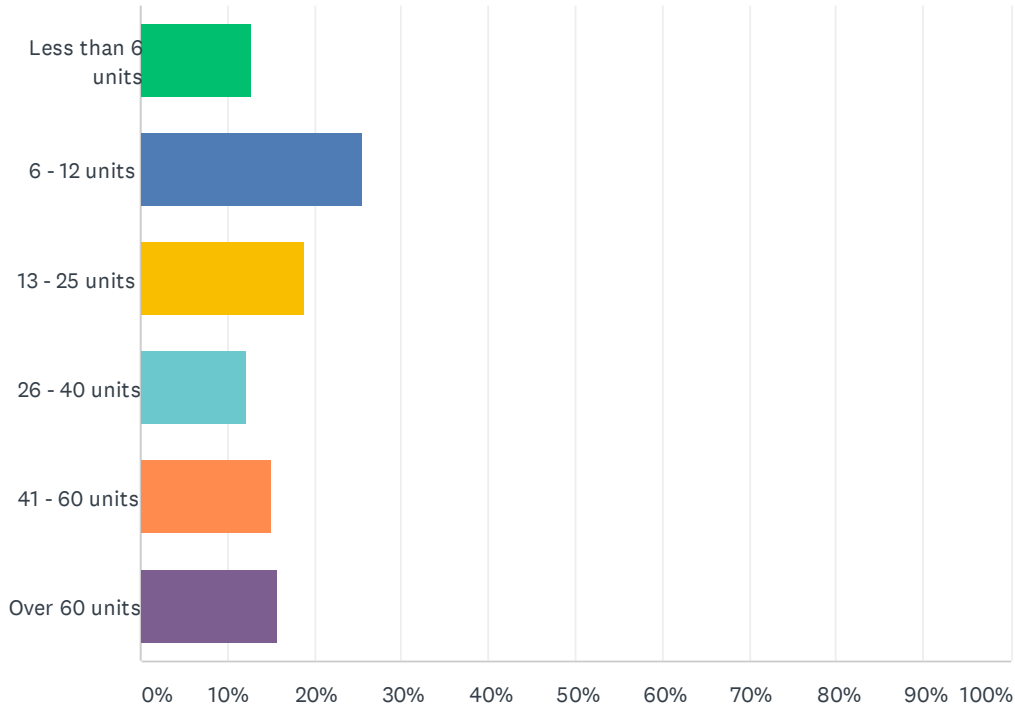
Answered: 132 Skipped: 12



ANSWER CHOICES	RESPONSES	
Online	80.30%	106
With an SSD counselor	15.15%	20
SSD front desk	4.55%	6
TOTAL		132

## Q16 How many units have you completed on this campus?

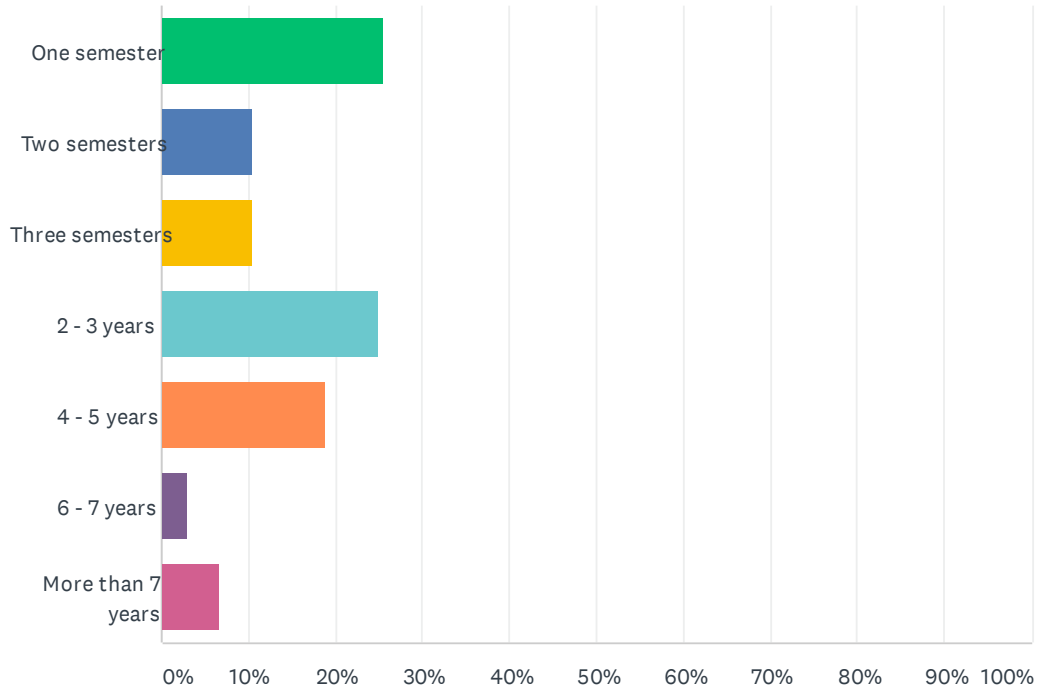
Answered: 133 Skipped: 11



ANSWER CHOICES	RESPONSES	
Less than 6 units	12.78%	17
6 - 12 units	25.56%	34
13 - 25 units	18.80%	25
26 - 40 units	12.03%	16
41 - 60 units	15.04%	20
Over 60 units	15.79%	21
<b>TOTAL</b>		<b>133</b>

## Q17 How long have you been enrolled on this campus?

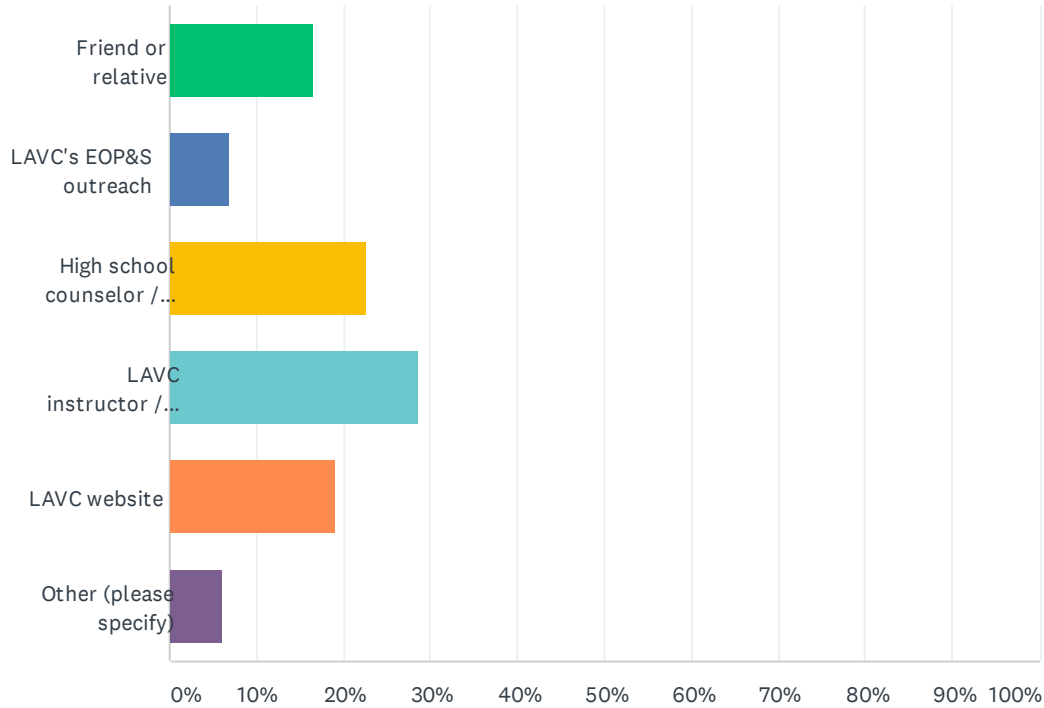
Answered: 133 Skipped: 11



ANSWER CHOICES	RESPONSES	
One semester	25.56%	34
Two semesters	10.53%	14
Three semesters	10.53%	14
2 - 3 years	24.81%	33
4 - 5 years	18.80%	25
6 - 7 years	3.01%	4
More than 7 years	6.77%	9
<b>TOTAL</b>		<b>133</b>

## Q18 How did you hear about the SSD Program?

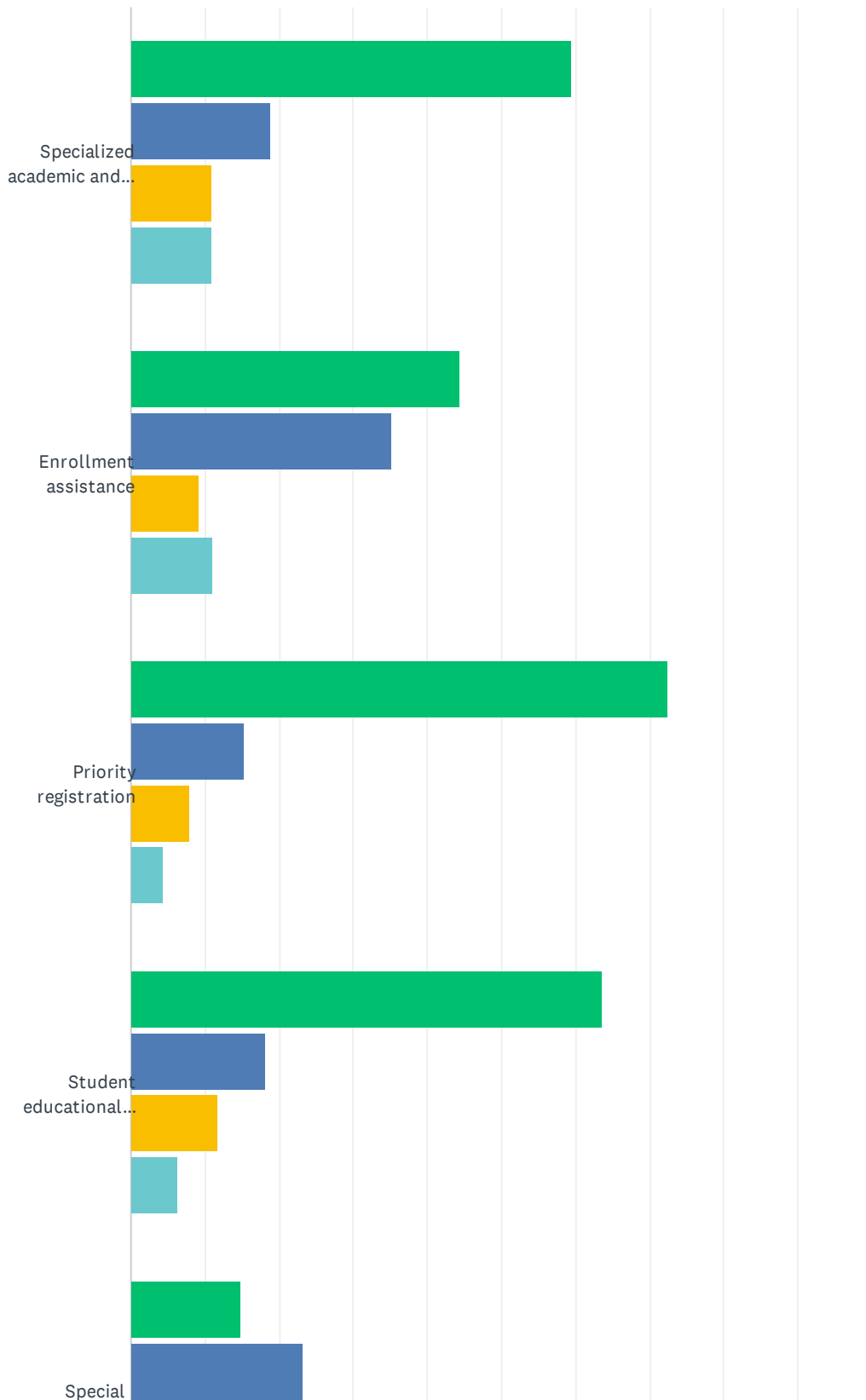
Answered: 115 Skipped: 29



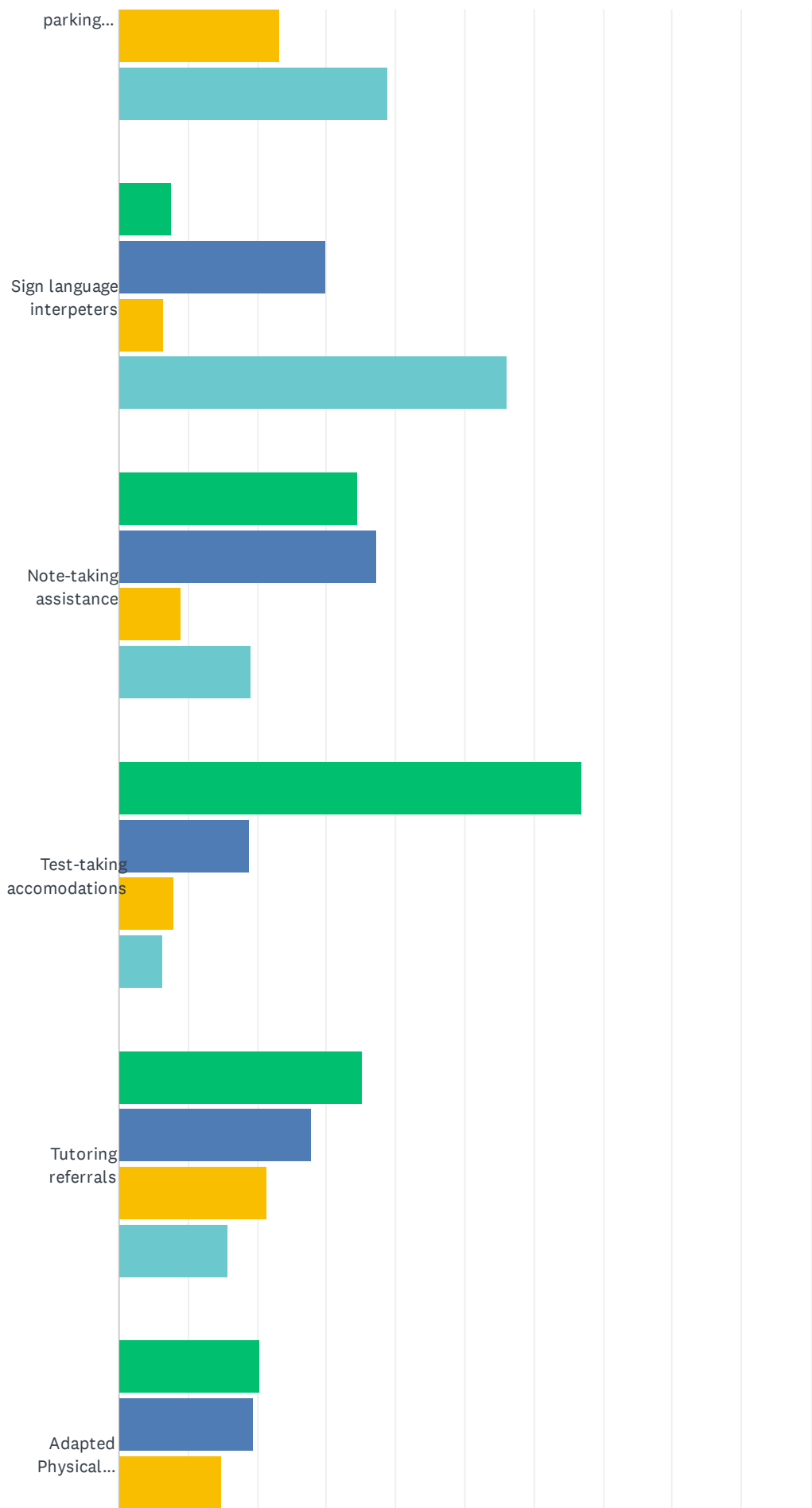
ANSWER CHOICES	RESPONSES	
Friend or relative	16.52%	19
LAVC's EOP&S outreach	6.96%	8
High school counselor / Teacher	22.61%	26
LAVC instructor / Staff member	28.70%	33
LAVC website	19.13%	22
Other (please specify)	6.09%	7
<b>TOTAL</b>		<b>115</b>

# Q19 Are you aware of the following services provided by SSD to eligible students with disability?

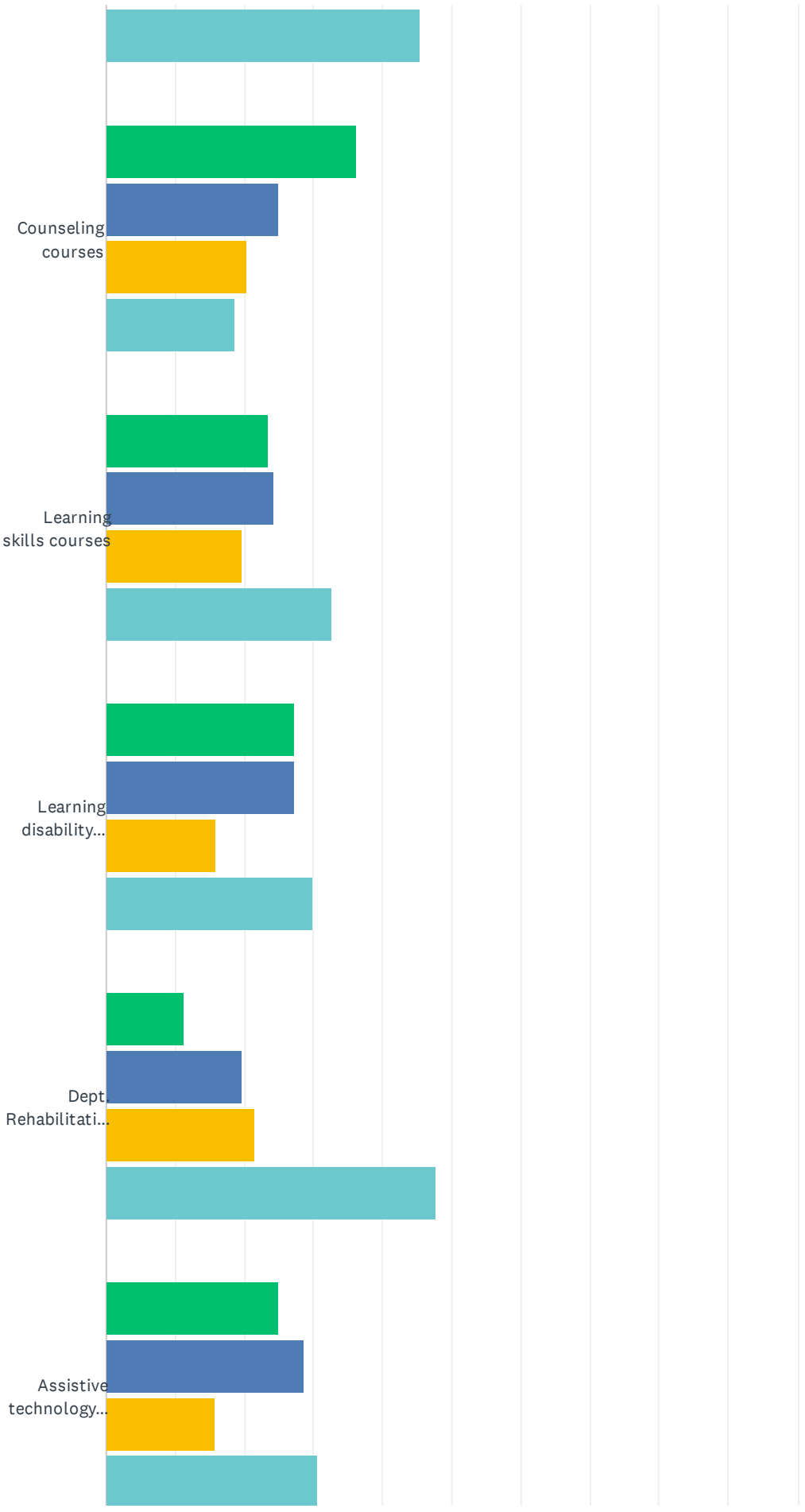
Answered: 114 Skipped: 30



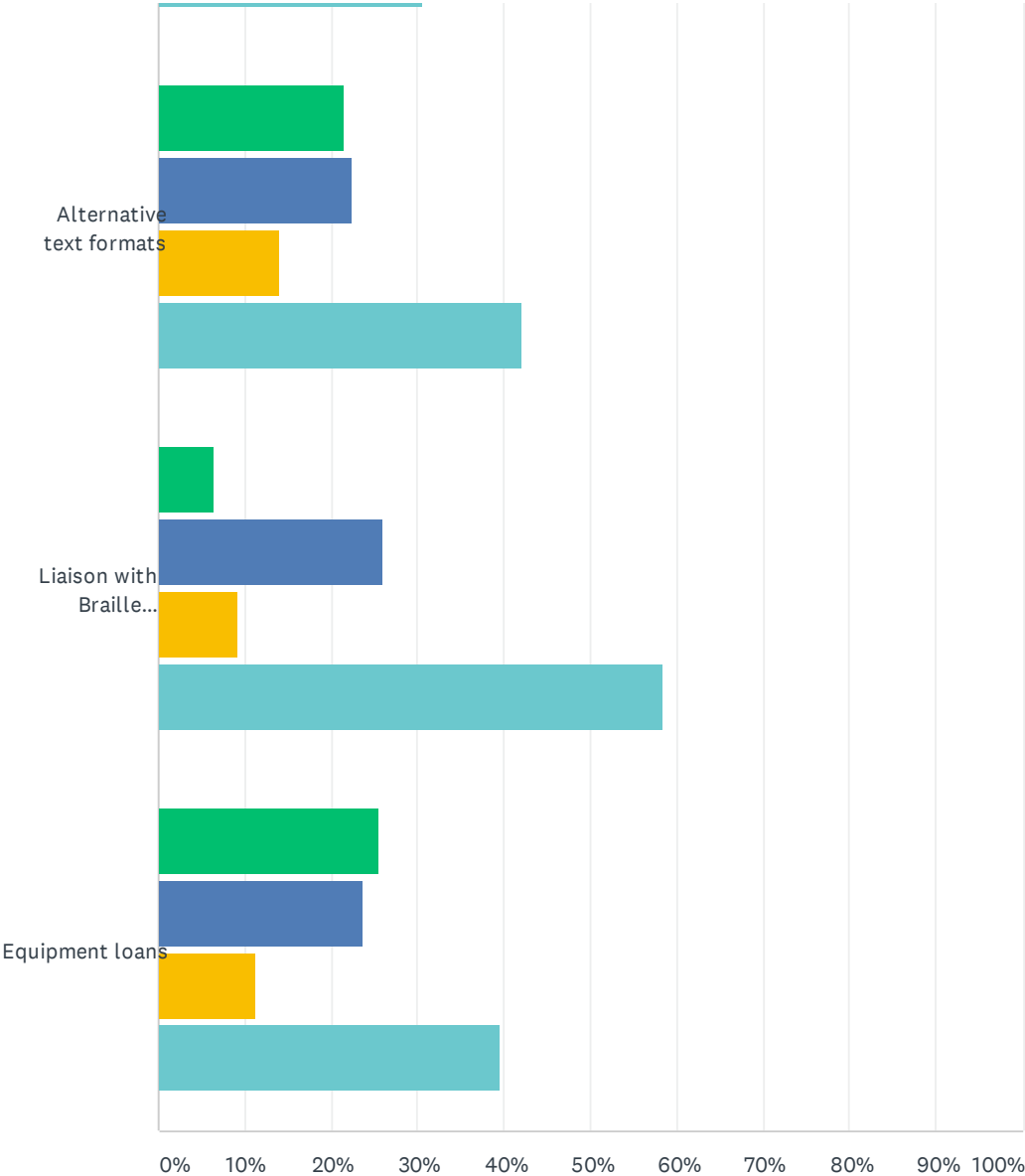
# Services for Students with Disabilities (SSD) Survey - Student Fall 2019



Services for Students with Disabilities (SSD) Survey - Student Fall 2019



Services for Students with Disabilities (SSD) Survey - Student Fall 2019



Yes (I am using the service)    Yes (I don't need to use the service)  
No (I need the service)    No (I don't need the service)

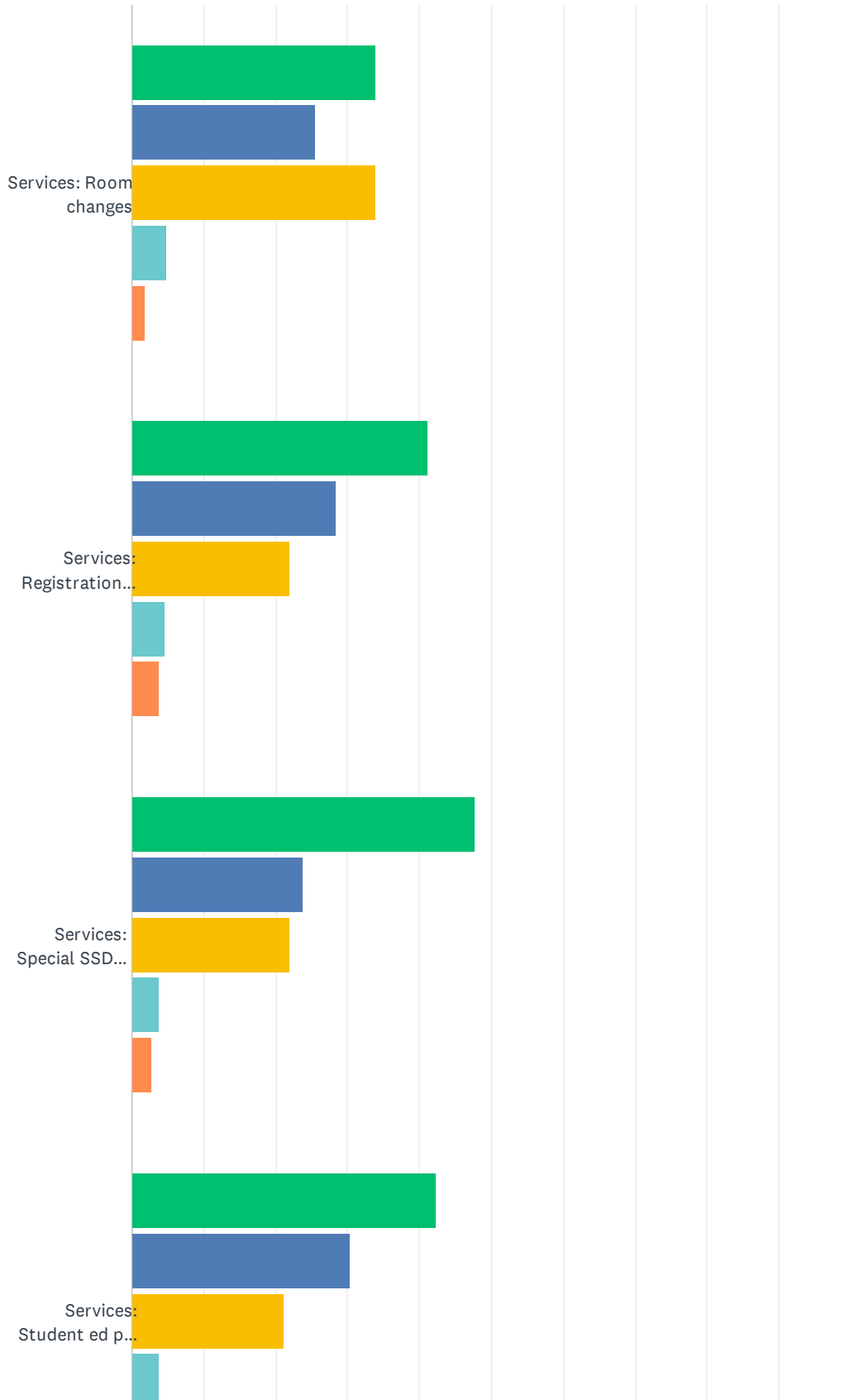


Services for Students with Disabilities (SSD) Survey - Student Fall 2019

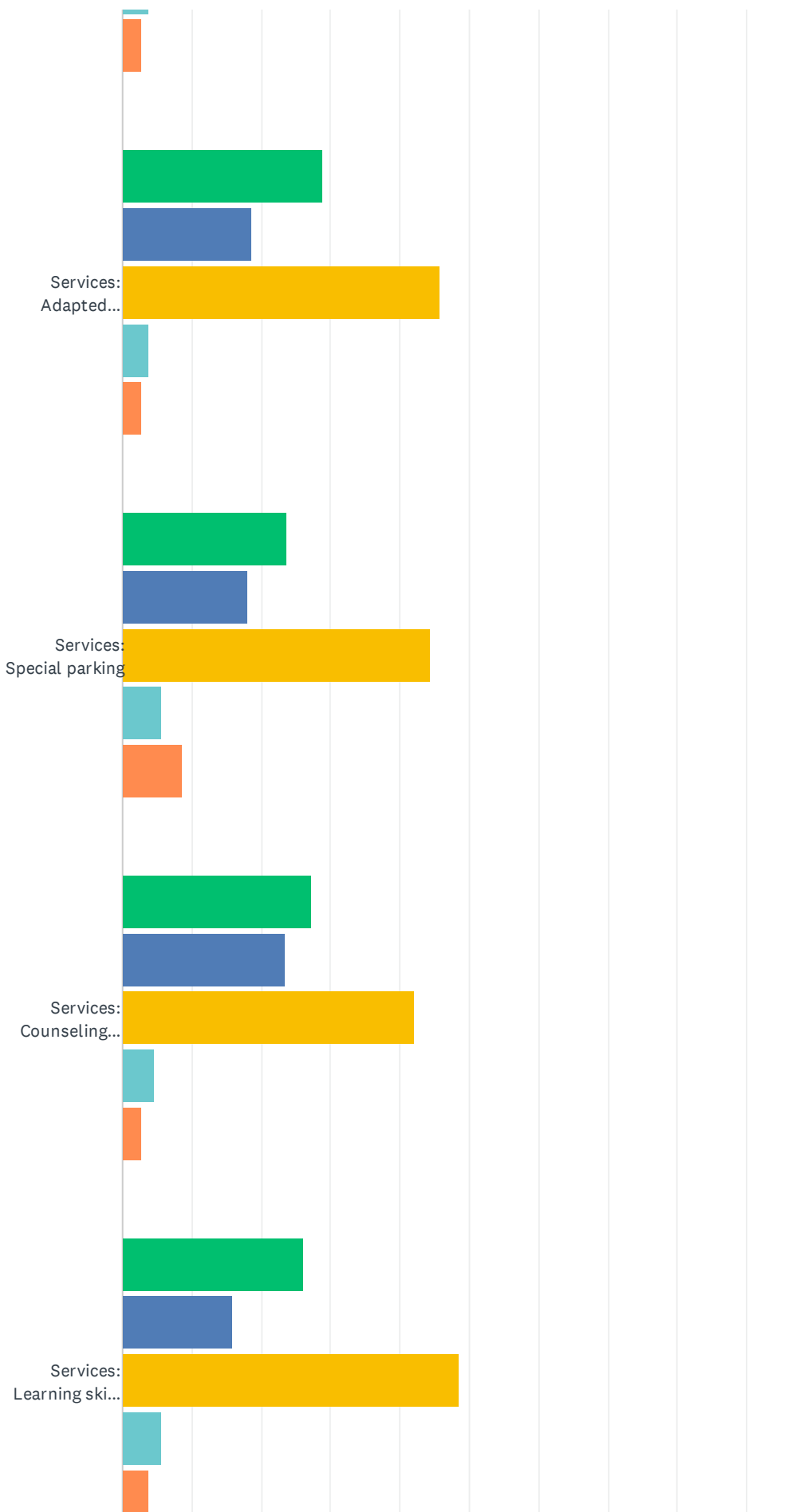
	YES (I AM USING THE SERVICE)	YES (I DON'T NEED TO USE THE SERVICE)	NO (I NEED THE SERVICE)	NO (I DON'T NEED THE SERVICE)	TOTAL
Specialized academic and vocational counseling	59.46% 66	18.92% 21	10.81% 12	10.81% 12	111
Enrollment assistance	44.44% 48	35.19% 38	9.26% 10	11.11% 12	108
Priority registration	72.32% 81	15.18% 17	8.04% 9	4.46% 5	112
Student educational planning	63.64% 70	18.18% 20	11.82% 13	6.36% 7	110
Special parking privileges	14.81% 16	23.15% 25	23.15% 25	38.89% 42	108
Sign language interpreters	7.48% 8	29.91% 32	6.54% 7	56.07% 60	107
Note-taking assistance	34.55% 38	37.27% 41	9.09% 10	19.09% 21	110
Test-taking accommodations	66.96% 75	18.75% 21	8.04% 9	6.25% 7	112
Tutoring referrals	35.19% 38	27.78% 30	21.30% 23	15.74% 17	108
Adapted Physical Education courses	20.37% 22	19.44% 21	14.81% 16	45.37% 49	108
Counseling courses	36.11% 39	25.00% 27	20.37% 22	18.52% 20	108
Learning skills courses	23.36% 25	24.30% 26	19.63% 21	32.71% 35	107
Learning disability assessment	27.10% 29	27.10% 29	15.89% 17	29.91% 32	107
Dept. Rehabilitation liaison	11.21% 12	19.63% 21	21.50% 23	47.66% 51	107
Assistive technology access	25.00% 27	28.70% 31	15.74% 17	30.56% 33	108
Alternative text formats	21.50% 23	22.43% 24	14.02% 15	42.06% 45	107
Liaison with Braille Institute	6.48% 7	25.93% 28	9.26% 10	58.33% 63	108
Equipment loans	25.47% 27	23.58% 25	11.32% 12	39.62% 42	106

# Q20 SSD provided the following accommodations in a timely manner:

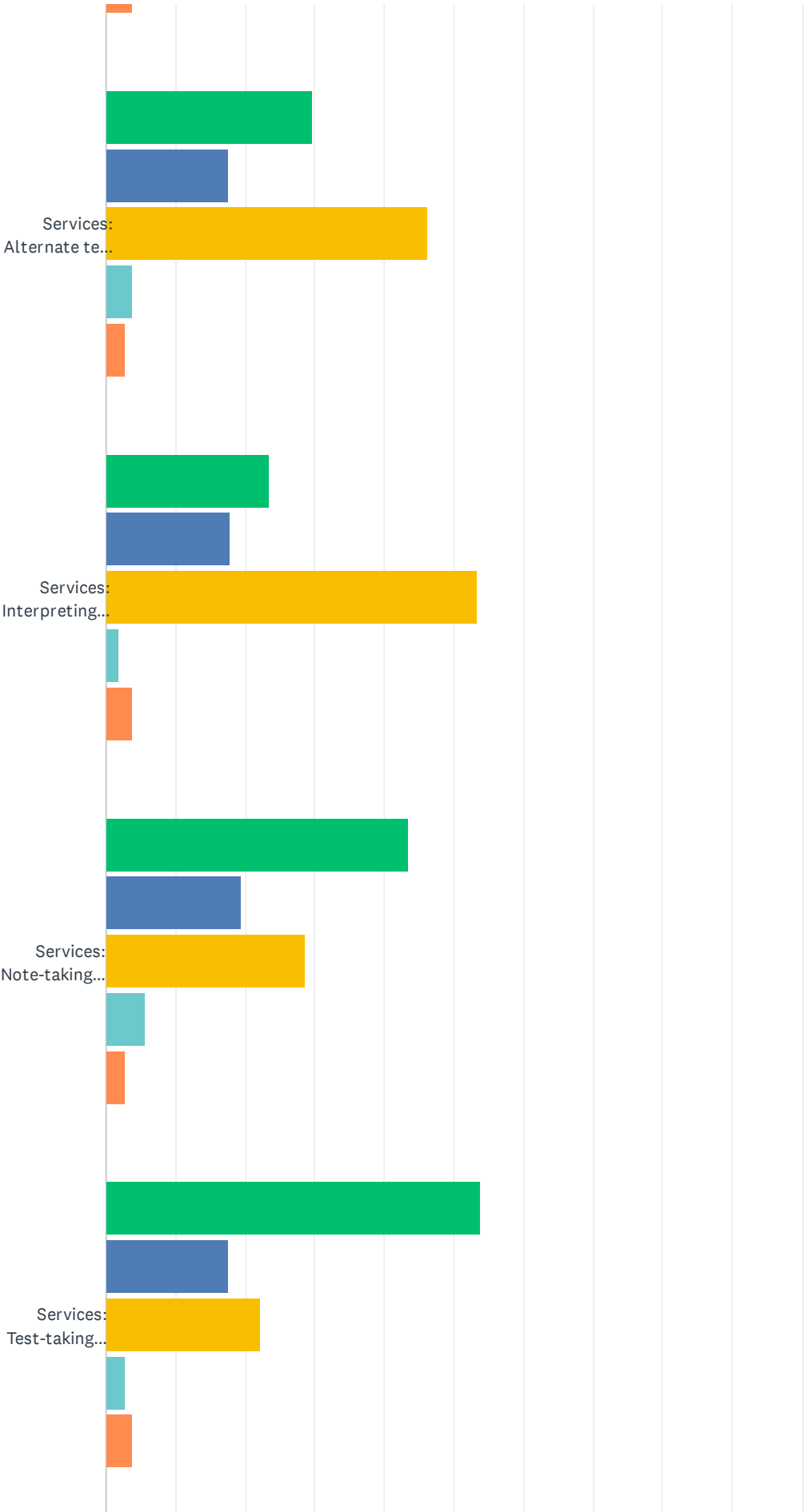
Answered: 109 Skipped: 35



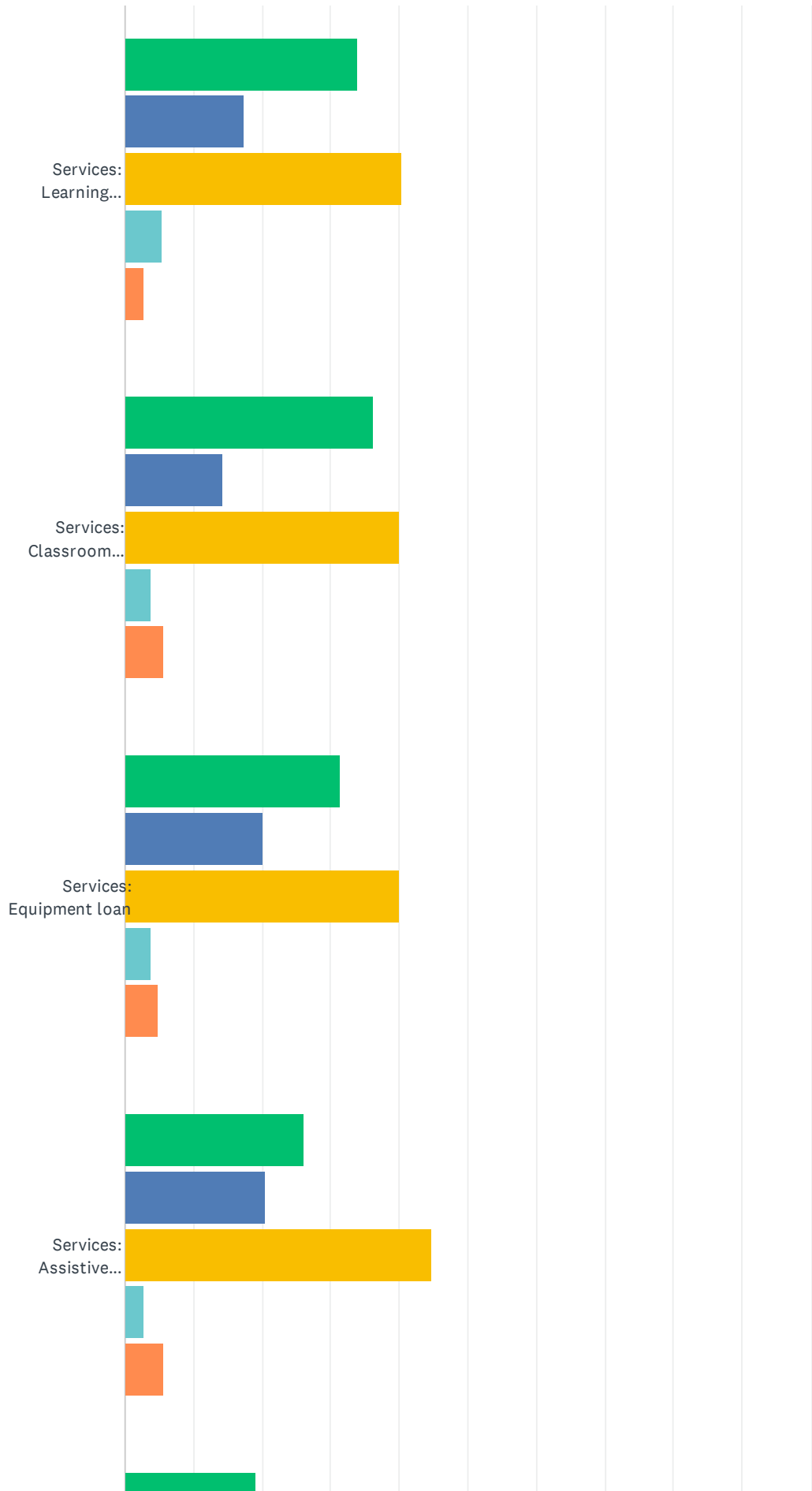
# Services for Students with Disabilities (SSD) Survey - Student Fall 2019



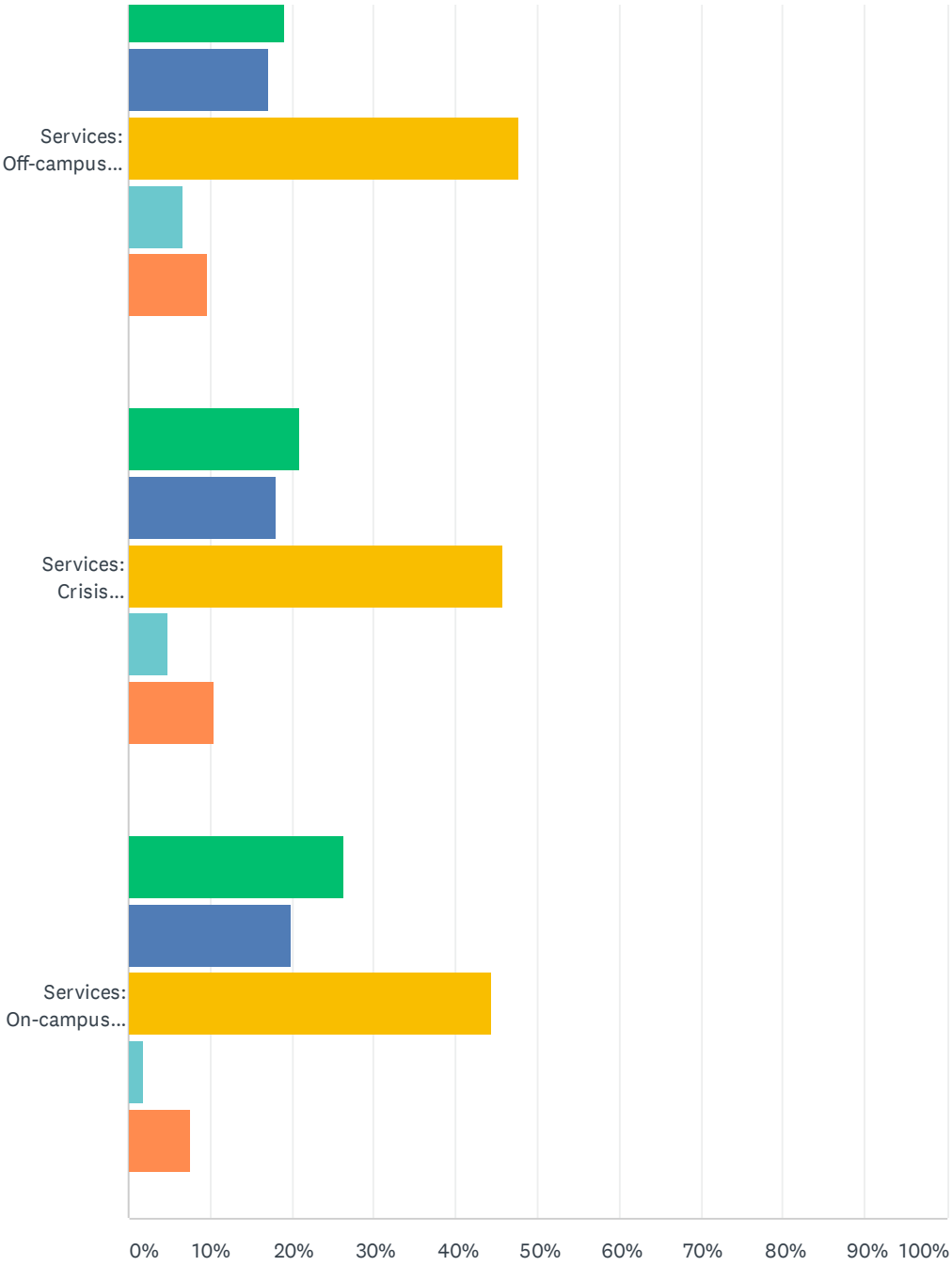
Services for Students with Disabilities (SSD) Survey - Student Fall 2019



# Services for Students with Disabilities (SSD) Survey - Student Fall 2019



Services for Students with Disabilities (SSD) Survey - Student Fall 2019



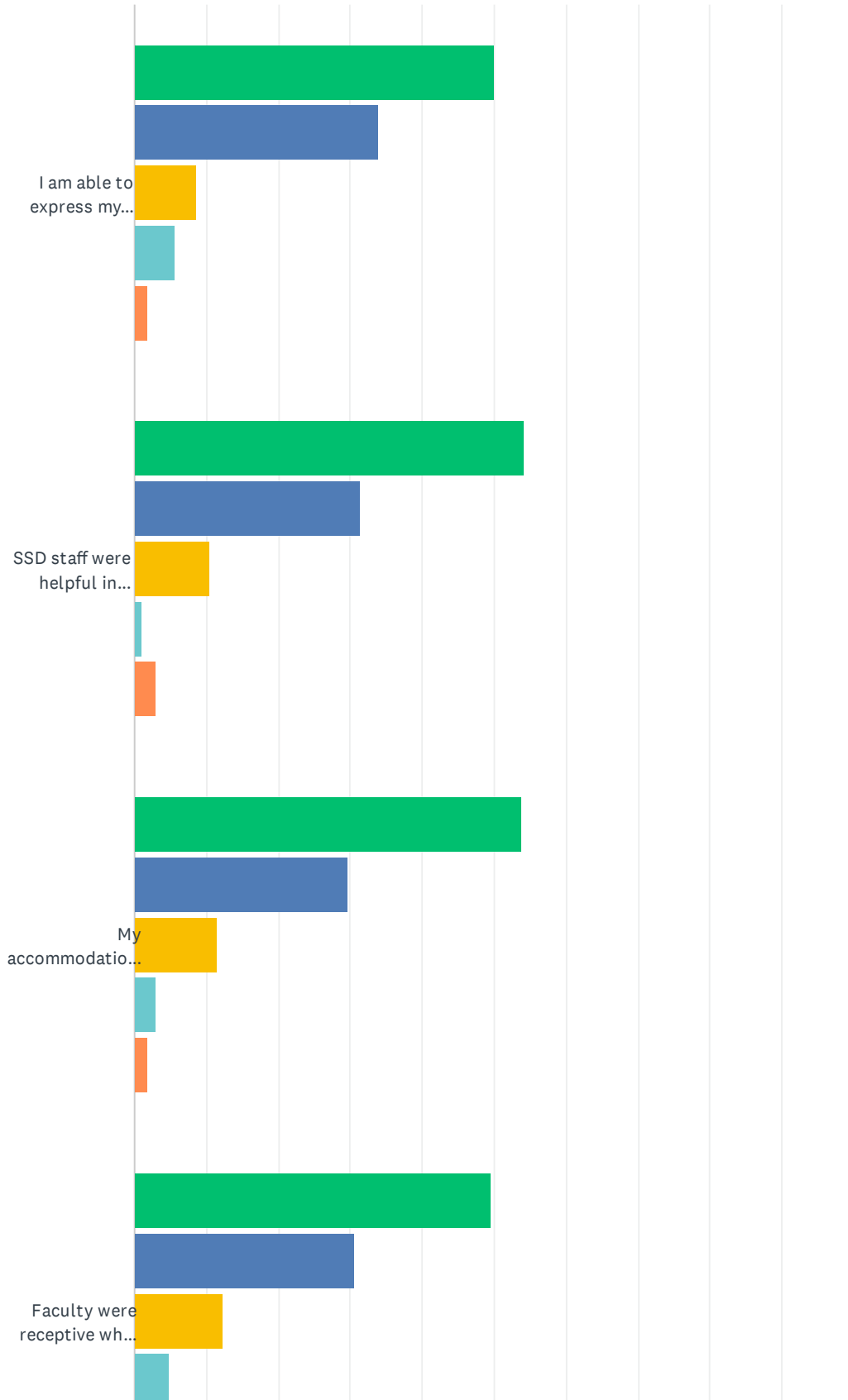
■ Strongly Agree  
 ■ Agree  
 ■ Neither Agree nor Disagree  
 ■ Disagree  
 ■ Strongly Disagree

Services for Students with Disabilities (SSD) Survey - Student Fall 2019

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Services: Room changes	33.96% 36	25.47% 27	33.96% 36	4.72% 5	1.89% 2	106	3.85
Services: Registration assistance (Adds/Drops)	41.28% 45	28.44% 31	22.02% 24	4.59% 5	3.67% 4	109	3.99
Services: Special SSD counseling	47.71% 52	23.85% 26	22.02% 24	3.67% 4	2.75% 3	109	4.10
Services: Student ed plan assistance	42.20% 46	30.28% 33	21.10% 23	3.67% 4	2.75% 3	109	4.06
Services: Adapted physical education	28.97% 31	18.69% 20	45.79% 49	3.74% 4	2.80% 3	107	3.67
Services: Special parking	23.58% 25	17.92% 19	44.34% 47	5.66% 6	8.49% 9	106	3.42
Services: Counseling class	27.10% 29	23.36% 25	42.06% 45	4.67% 5	2.80% 3	107	3.67
Services: Learning skills class	26.17% 28	15.89% 17	48.60% 52	5.61% 6	3.74% 4	107	3.55
Services: Alternate text materials	29.63% 32	17.59% 19	46.30% 50	3.70% 4	2.78% 3	108	3.68
Services: Interpreting services	23.36% 25	17.76% 19	53.27% 57	1.87% 2	3.74% 4	107	3.55
Services: Note-taking services	43.52% 47	19.44% 21	28.70% 31	5.56% 6	2.78% 3	108	3.95
Services: Test-taking services	53.70% 58	17.59% 19	22.22% 24	2.78% 3	3.70% 4	108	4.15
Services: Learning disability assessment	33.94% 37	17.43% 19	40.37% 44	5.50% 6	2.75% 3	109	3.74
Services: Classroom adjustable tables and/or cushioned chairs	36.19% 38	14.29% 15	40.00% 42	3.81% 4	5.71% 6	105	3.71
Services: Equipment loan	31.43% 33	20.00% 21	40.00% 42	3.81% 4	4.76% 5	105	3.70
Services: Assistive technology training and assistance	26.17% 28	20.56% 22	44.86% 48	2.80% 3	5.61% 6	107	3.59
Services: Off-campus referrals	19.05% 20	17.14% 18	47.62% 50	6.67% 7	9.52% 10	105	3.30
Services: Crisis counseling	20.95% 22	18.10% 19	45.71% 48	4.76% 5	10.48% 11	105	3.34
Services: On-campus referrals	26.42% 28	19.81% 21	44.34% 47	1.89% 2	7.55% 8	106	3.56

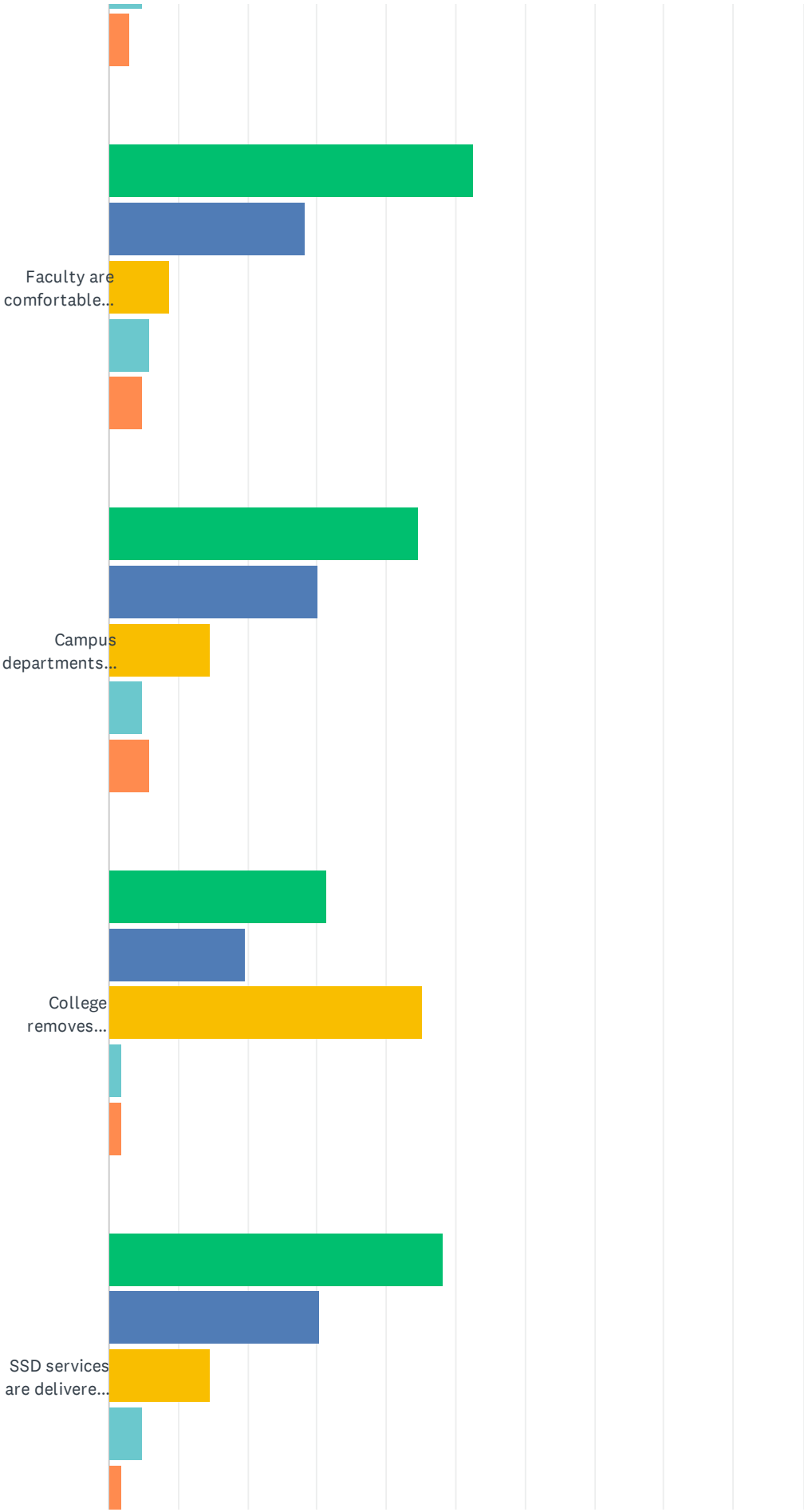
### Q21 Please rate your level of agreement on the following statements:

Answered: 107 Skipped: 37

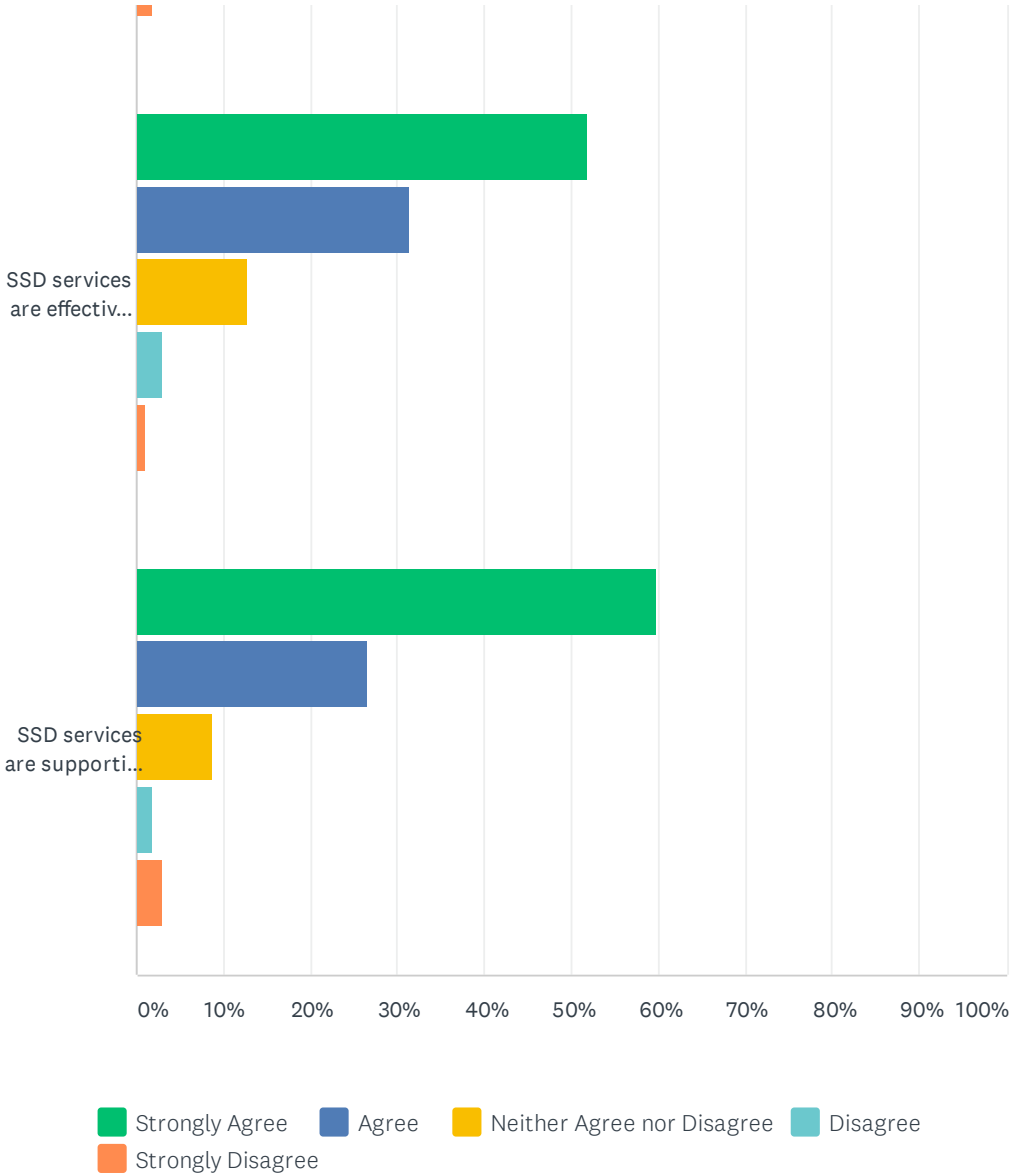




Services for Students with Disabilities (SSD) Survey - Student Fall 2019



Services for Students with Disabilities (SSD) Survey - Student Fall 2019

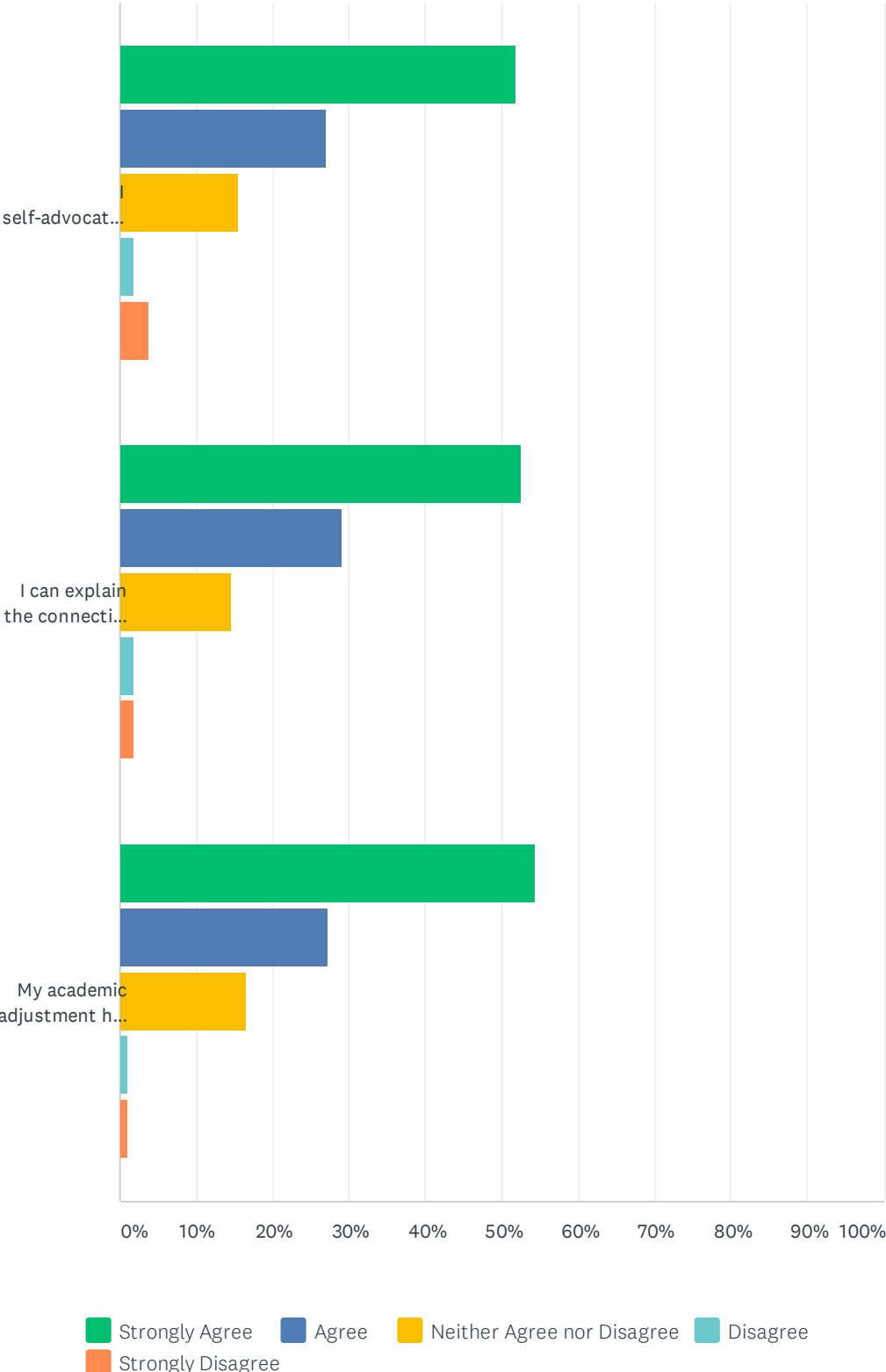


Services for Students with Disabilities (SSD) Survey - Student Fall 2019

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NEITHER AGREE NOR DISAGREE</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
I am able to express my disability-related needs to my instructors / counselors	50.00% 53	33.96% 36	8.49% 9	5.66% 6	1.89% 2	106	4.25
SSD staff were helpful in handling my case	54.29% 57	31.43% 33	10.48% 11	0.95% 1	2.86% 3	105	4.33
My accommodations gave me equal access to class instructions, materials, and evaluation	53.85% 56	29.81% 31	11.54% 12	2.88% 3	1.92% 2	104	4.31
Faculty were receptive when discussing my accommodation letters	49.52% 52	30.48% 32	12.38% 13	4.76% 5	2.86% 3	105	4.19
Faculty are comfortable interacting with a person with a disability	52.43% 54	28.16% 29	8.74% 9	5.83% 6	4.85% 5	103	4.17
Campus departments (besides SSD Office) respond to the needs of students with disabilities	44.66% 46	30.10% 31	14.56% 15	4.85% 5	5.83% 6	103	4.03
College removes architectural barriers once they are identified	31.37% 32	19.61% 20	45.10% 46	1.96% 2	1.96% 2	102	3.76
SSD services are delivered in a timely manner	48.04% 49	30.39% 31	14.71% 15	4.90% 5	1.96% 2	102	4.18
SSD services are effective in meeting my needs	51.96% 53	31.37% 32	12.75% 13	2.94% 3	0.98% 1	102	4.30
SSD services are supportive to my success	59.80% 61	26.47% 27	8.82% 9	1.96% 2	2.94% 3	102	4.38

### Q22 Please rate your level of agreement on the following statements based on your experience:

Answered: 104 Skipped: 40

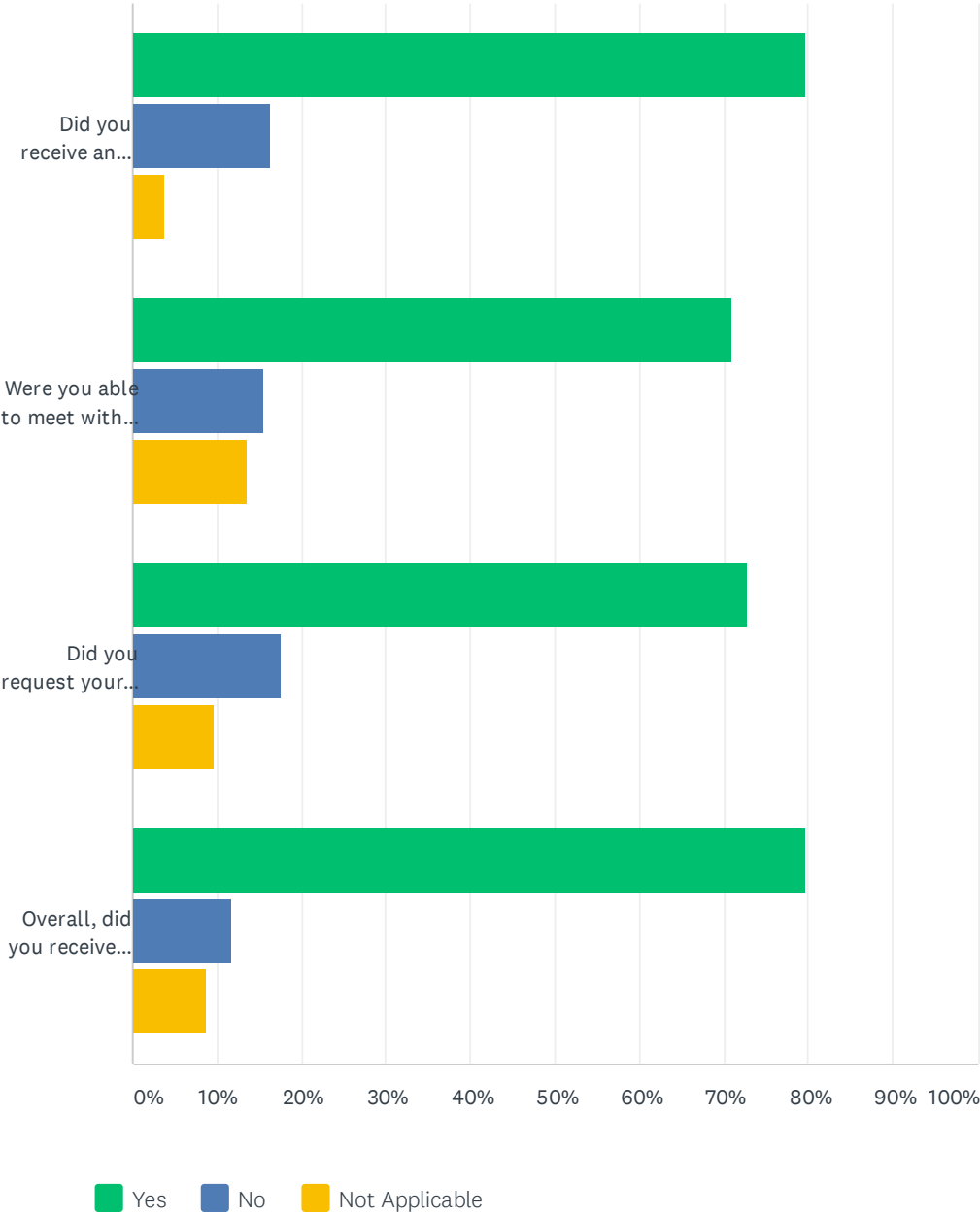


Services for Students with Disabilities (SSD) Survey - Student Fall 2019

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NEITHER AGREE NOR DISAGREE</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
I self-advocated with my instructors about the need for accommodation.	51.92% 54	26.92% 28	15.38% 16	1.92% 2	3.85% 4	104	4.21
I can explain the connection between my academic adjustments and my disability.	52.43% 54	29.13% 30	14.56% 15	1.94% 2	1.94% 2	103	4.28
My academic adjustment has helped me reach my educational goal.	54.37% 56	27.18% 28	16.50% 17	0.97% 1	0.97% 1	103	4.33

### Q23 Answer the following questions based on your experience during the priority registration period:

Answered: 104 Skipped: 40

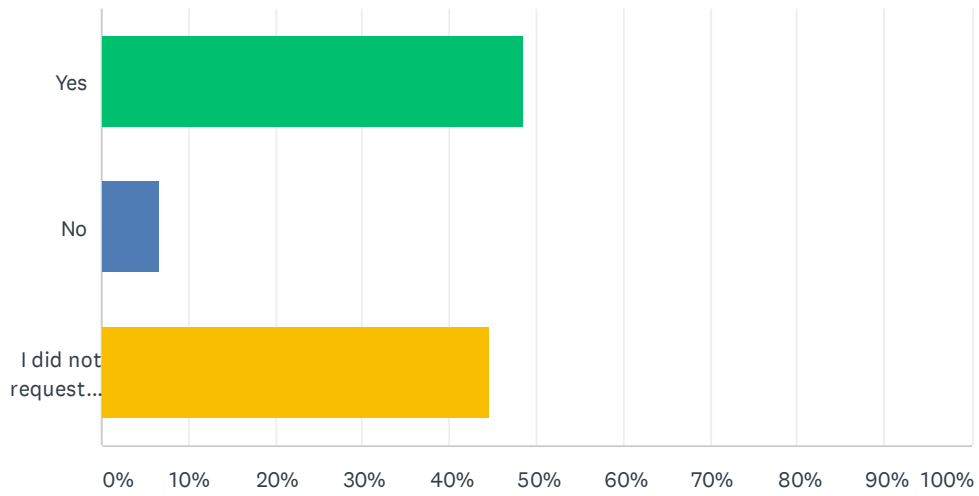


Services for Students with Disabilities (SSD) Survey - Student Fall 2019

	YES	NO	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Did you receive an email announcing the priority registration period?	79.81% 83	16.35% 17	3.85% 4	104	1.24
Were you able to meet with a counselor?	70.87% 73	15.53% 16	13.59% 14	103	1.43
Did you request your accommodations?	72.82% 75	17.48% 18	9.71% 10	103	1.37
Overall, did you receive satisfactory services?	79.61% 82	11.65% 12	8.74% 9	103	1.29

## Q24 Was the process for requesting alternate media formats or assistive technology training made clear to you by SSD staff?

Answered: 103 Skipped: 41

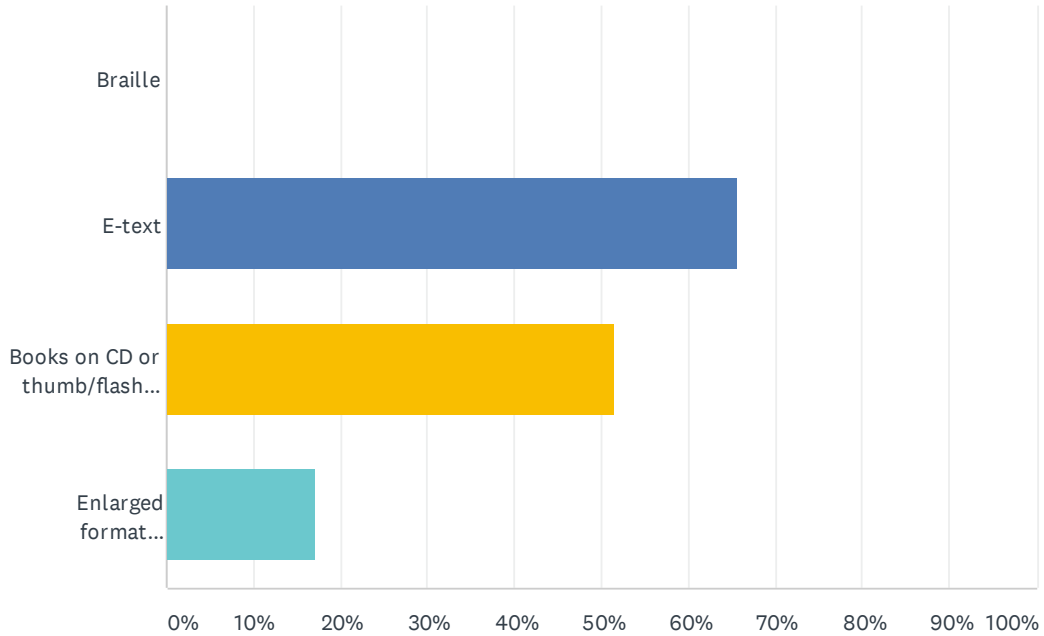


ANSWER CHOICES	RESPONSES	
Yes	48.54%	50
No	6.80%	7
I did not request alternate media formats	44.66%	46
<b>TOTAL</b>		<b>103</b>



## Q25 If you requested alternate media formats, which ones did you request? (Mark all that apply)

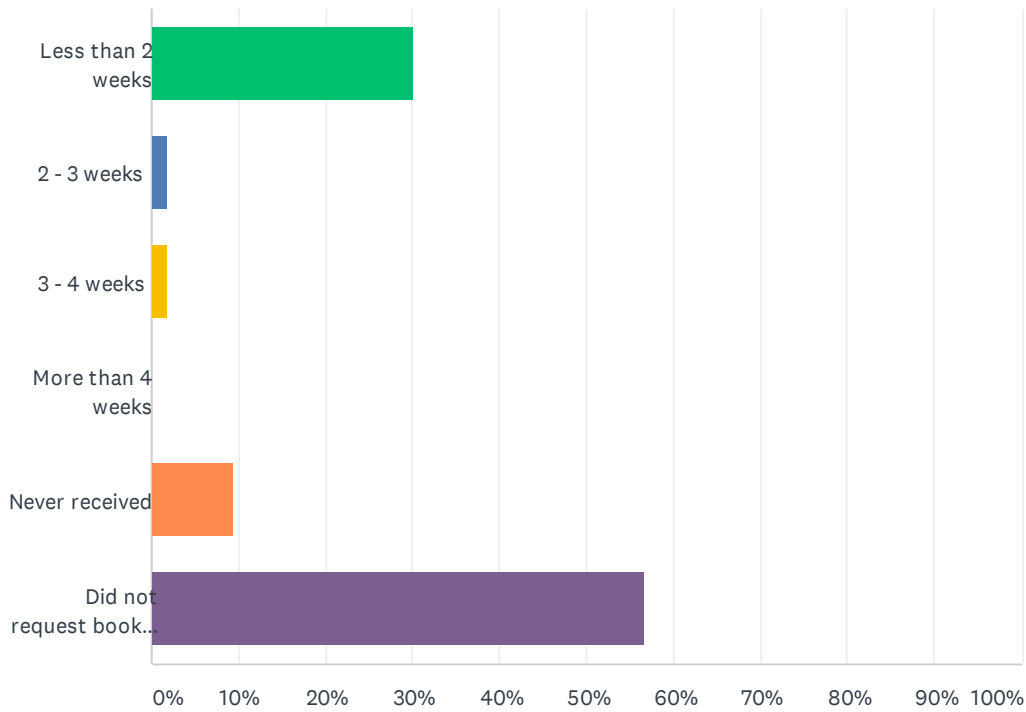
Answered: 35 Skipped: 109



ANSWER CHOICES	RESPONSES
Braille	0.00% 0
E-text	65.71% 23
Books on CD or thumb/flash drive	51.43% 18
Enlarged format materials	17.14% 6
Total Respondents: 35	

## Q26 If you requested books in alternate media formats, how long did it take you to receive them?

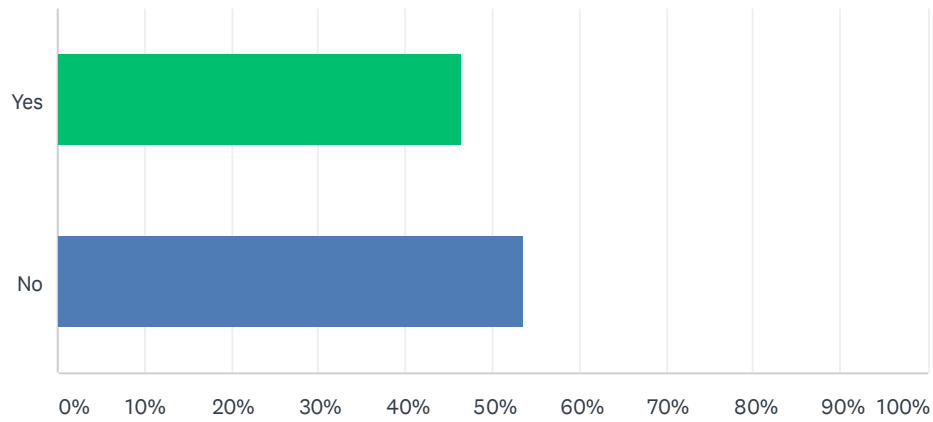
Answered: 53 Skipped: 91



ANSWER CHOICES	RESPONSES	
Less than 2 weeks	30.19%	16
2 - 3 weeks	1.89%	1
3 - 4 weeks	1.89%	1
More than 4 weeks	0.00%	0
Never received	9.43%	5
Did not request books in alternate media format	56.60%	30
<b>TOTAL</b>		<b>53</b>

## Q27 Did you receive sufficient training to use and operate assistive technology independently?

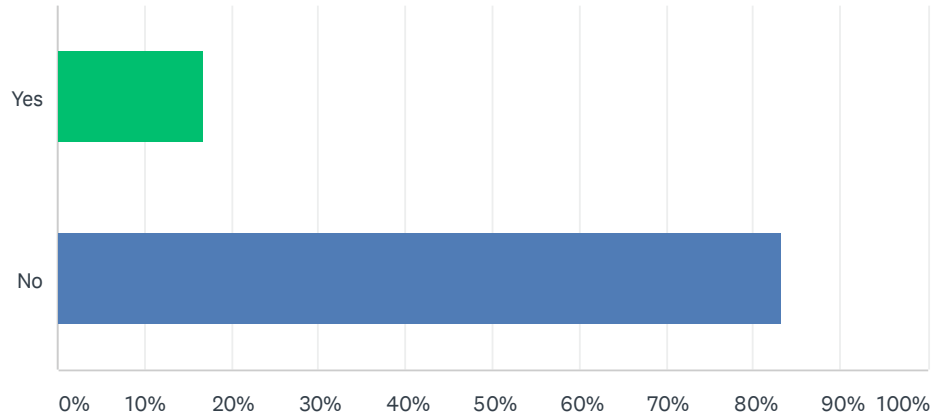
Answered: 99 Skipped: 45



ANSWER CHOICES	RESPONSES	
Yes	46.46%	46
No	53.54%	53
TOTAL		99

## Q28 Have you used the SSD High Tech Center this year?

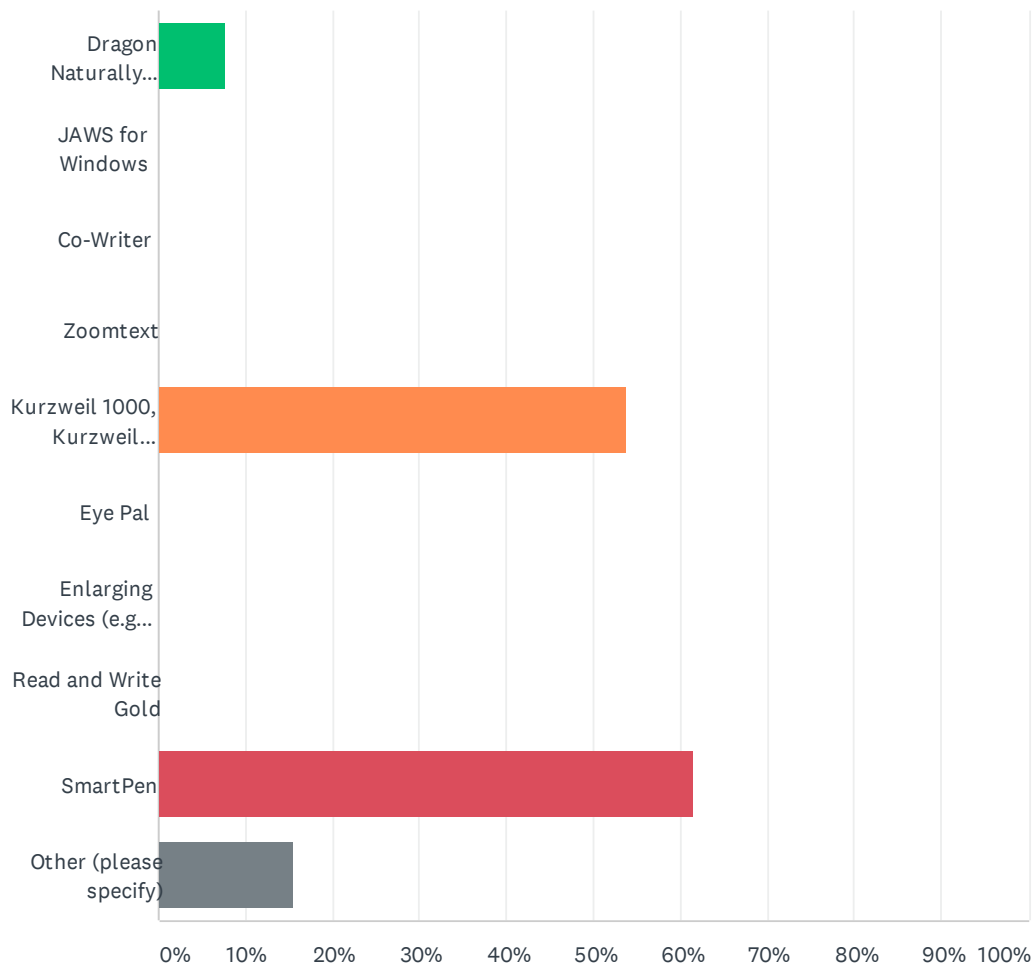
Answered: 102 Skipped: 42



ANSWER CHOICES	RESPONSES	
Yes	16.67%	17
No	83.33%	85
TOTAL		102

## Q29 What software/hardware in the SSD High Tech Center have you used? (Mark all that apply)

Answered: 13 Skipped: 131

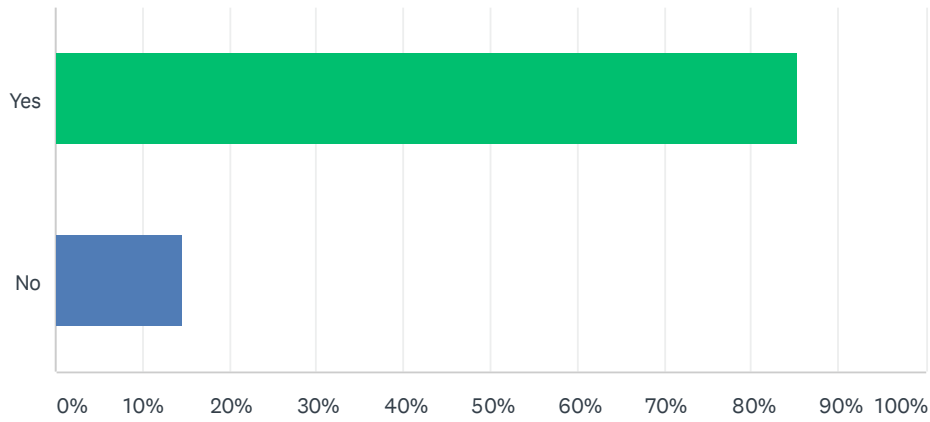


Services for Students with Disabilities (SSD) Survey - Student Fall 2019

ANSWER CHOICES	RESPONSES	
Dragon Naturally Speaking	7.69%	1
JAWS for Windows	0.00%	0
Co-Writer	0.00%	0
Zoomtext	0.00%	0
Kurzweil 1000, Kurzweil Firefly, or Kurzweil 3000	53.85%	7
Eye Pal	0.00%	0
Enlarging Devices (e.g. video/digital magnifier or CCTV)	0.00%	0
Read and Write Gold	0.00%	0
SmartPen	61.54%	8
Other (please specify)	15.38%	2
Total Respondents: 13		

### Q30 Do you feel SSD staff were responsive to your needs?

Answered: 103 Skipped: 41



ANSWER CHOICES	RESPONSES	
Yes	85.44%	88
No	14.56%	15
TOTAL		103

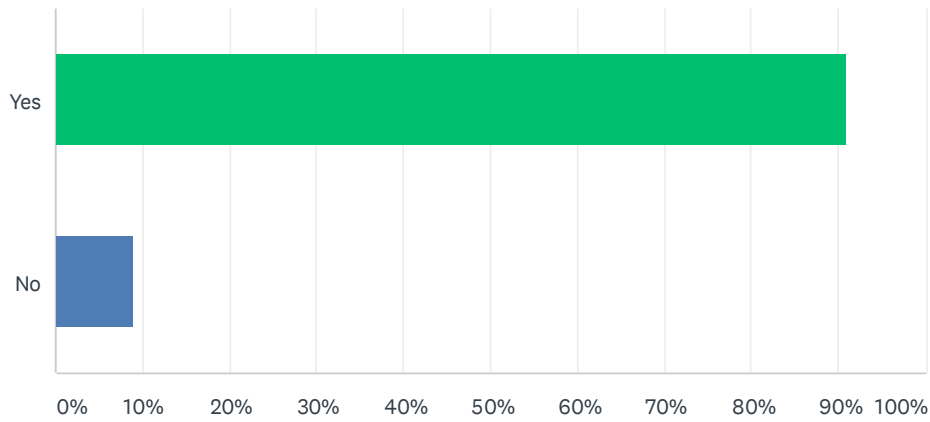
**Q31 You have indicated SSD staff were not responsive to your needs.  
Please offer feedback about the issue or incident.**

Answered: 12 Skipped: 132



### Q32 Do you feel that all staff and faculty in the SSD office treat you with dignity and respect?

Answered: 100 Skipped: 44



ANSWER CHOICES	RESPONSES	
Yes	91.00%	91
No	9.00%	9
TOTAL		100

**Q33** You indicated you were not treated with dignity and respect by SSD staff and faculty. Please offer feedback about the issue or incident.

Answered: 9 Skipped: 135