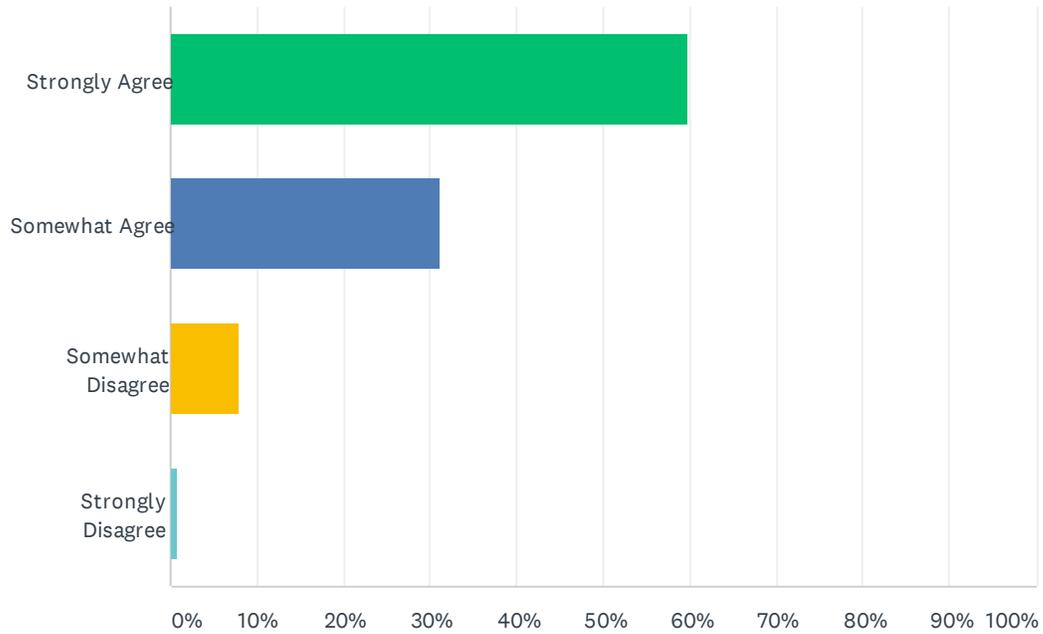


Q1 My instructor(s) are supportive in providing my accommodations.

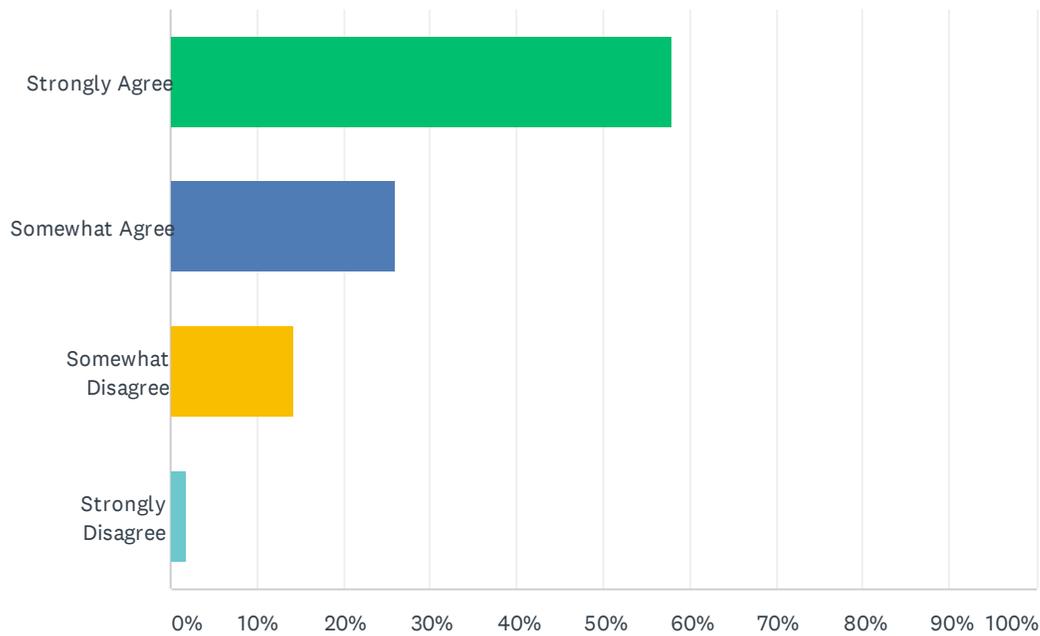
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	59.82%	67
Somewhat Agree	31.25%	35
Somewhat Disagree	8.04%	9
Strongly Disagree	0.89%	1
TOTAL		112

Q2 I feel comfortable approaching my instructor(s) with my accommodation needs.

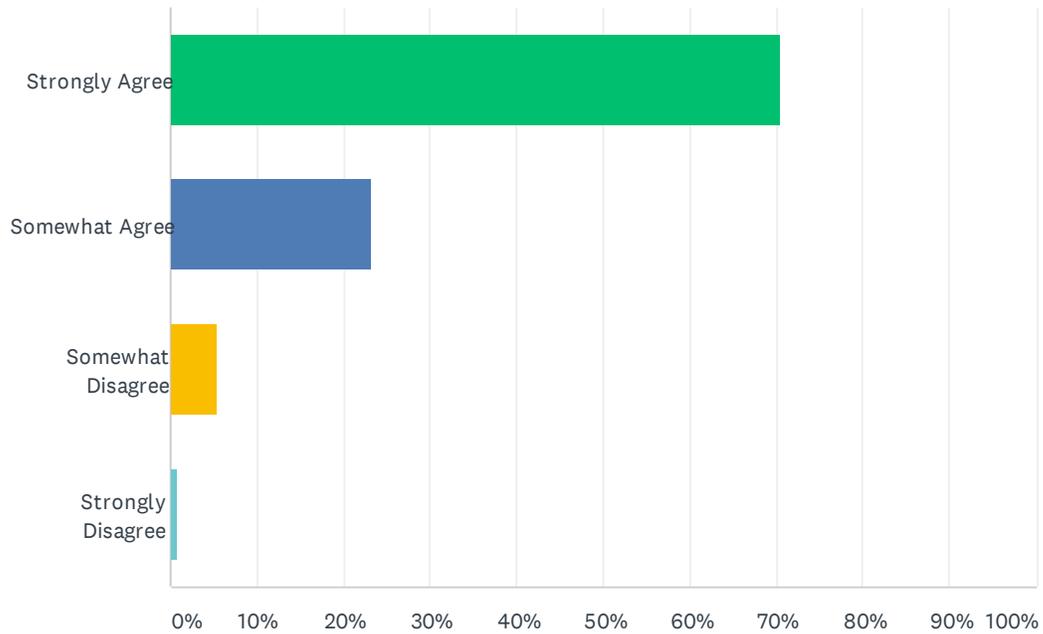
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	58.04%	65
Somewhat Agree	25.89%	29
Somewhat Disagree	14.29%	16
Strongly Disagree	1.79%	2
TOTAL		112

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

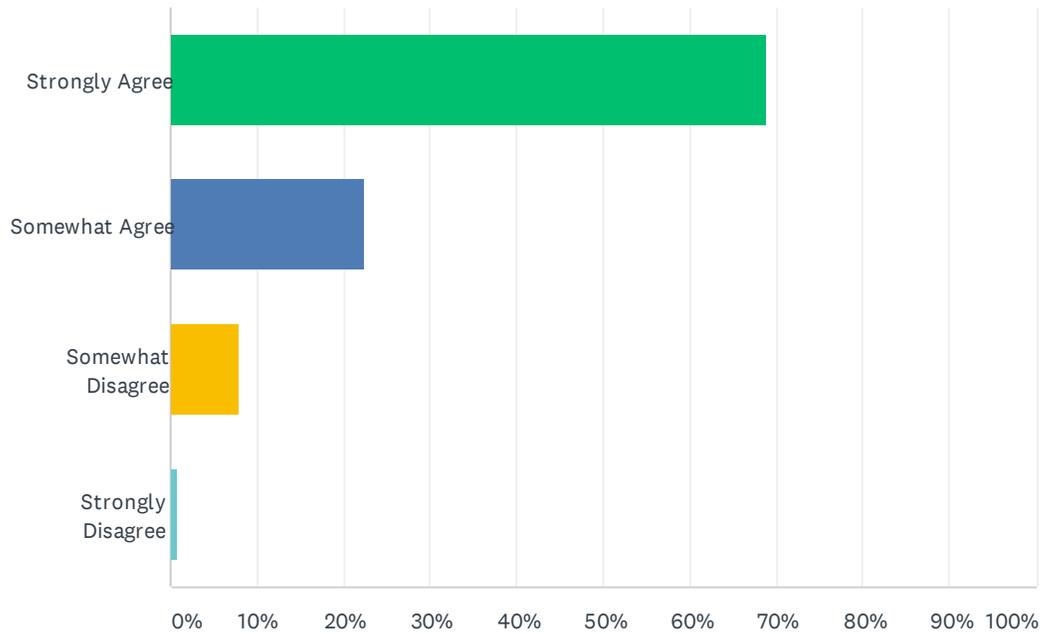
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	70.54%	79
Somewhat Agree	23.21%	26
Somewhat Disagree	5.36%	6
Strongly Disagree	0.89%	1
TOTAL		112

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

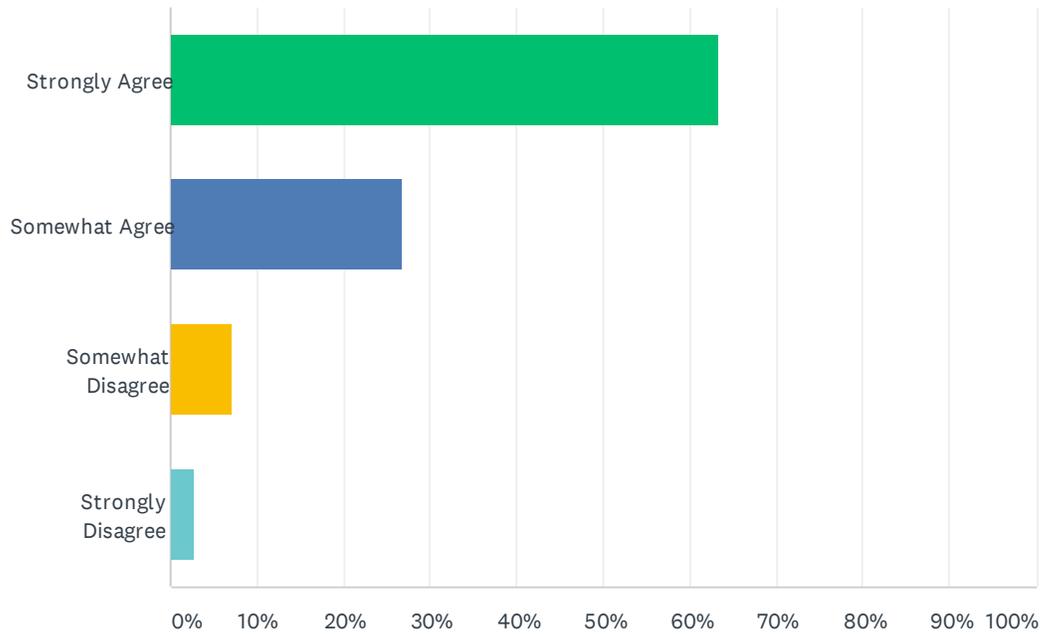
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	68.75%	77
Somewhat Agree	22.32%	25
Somewhat Disagree	8.04%	9
Strongly Disagree	0.89%	1
TOTAL		112

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

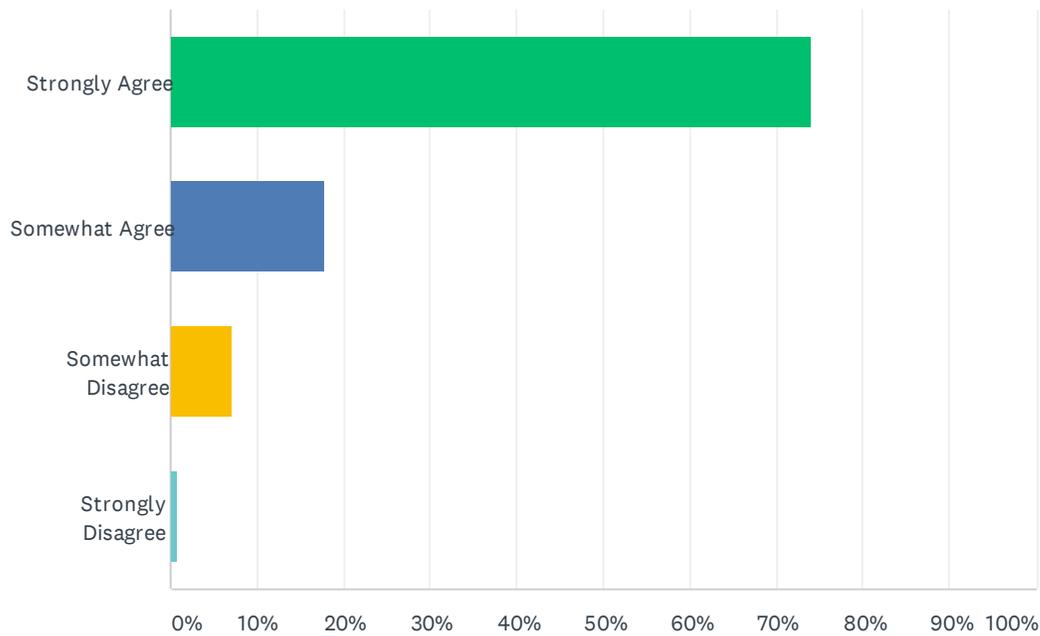
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	63.39%	71
Somewhat Agree	26.79%	30
Somewhat Disagree	7.14%	8
Strongly Disagree	2.68%	3
TOTAL		112

Q6 The Services for Students with Disabilities (SSD) office is a welcoming and positive environment making it comfortable to request assistance.

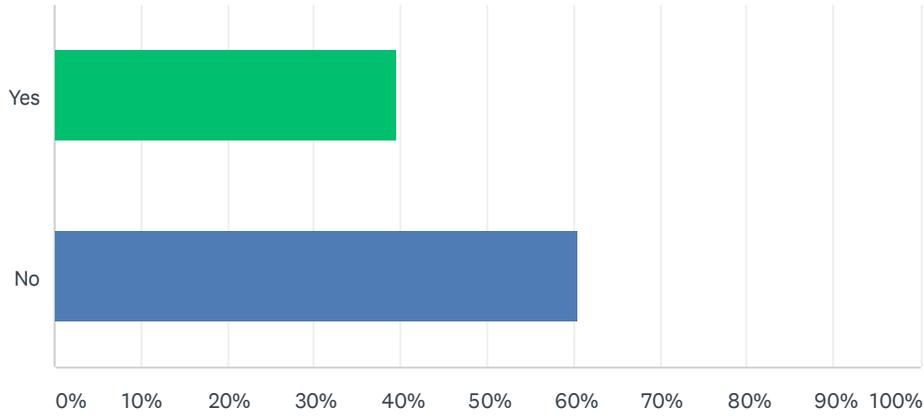
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	74.11%	83
Somewhat Agree	17.86%	20
Somewhat Disagree	7.14%	8
Strongly Disagree	0.89%	1
TOTAL		112

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

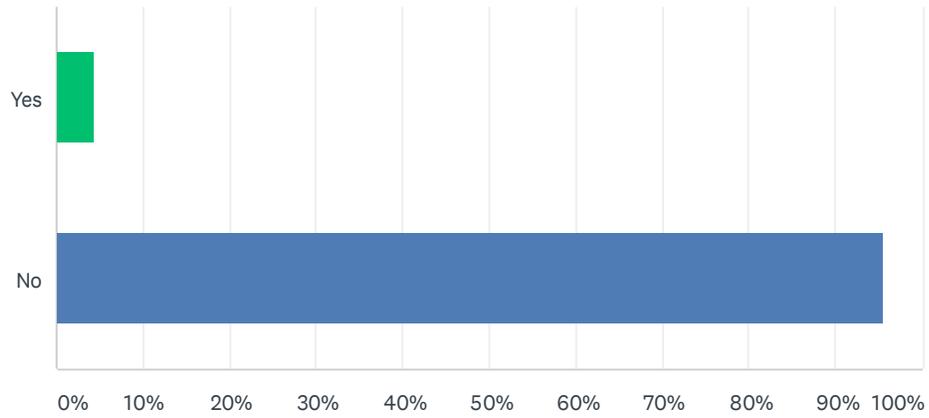
Answered: 111 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	39.64%	44
No	60.36%	67
TOTAL		111

Q8 Have you ever filed a complaint?

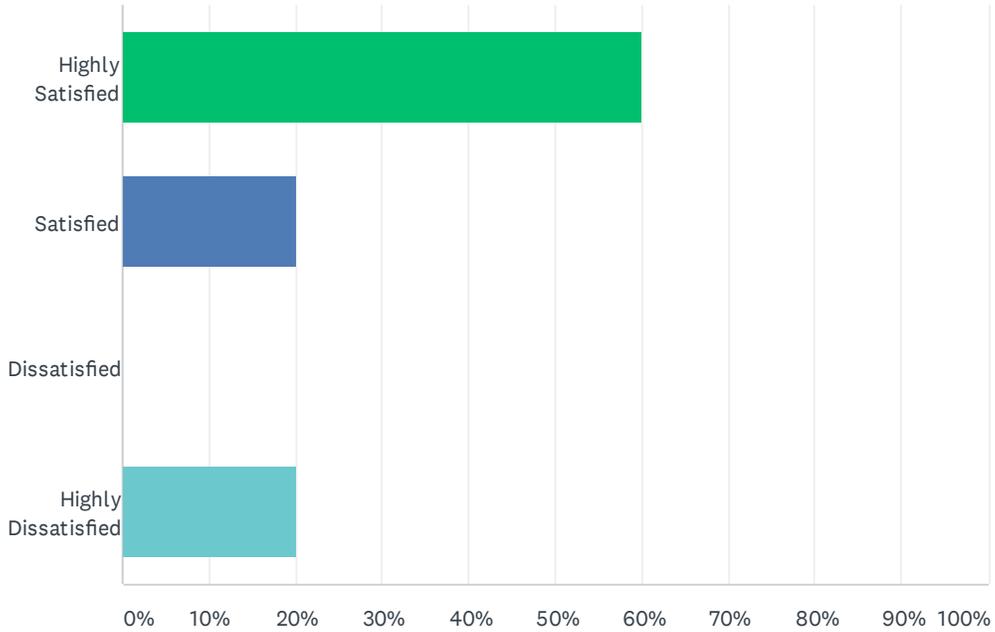
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	4.46%	5
No	95.54%	107
TOTAL		112

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

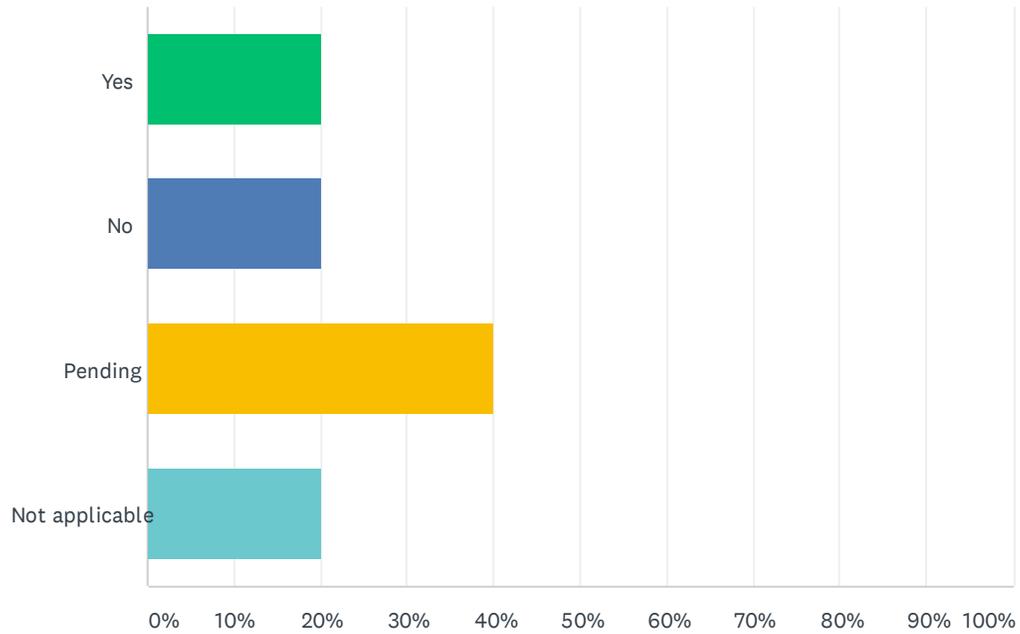
Answered: 5 Skipped: 107



ANSWER CHOICES	RESPONSES	
Highly Satisfied	60.00%	3
Satisfied	20.00%	1
Dissatisfied	0.00%	0
Highly Dissatisfied	20.00%	1
TOTAL		5

Q10 Was your complaint resolved?

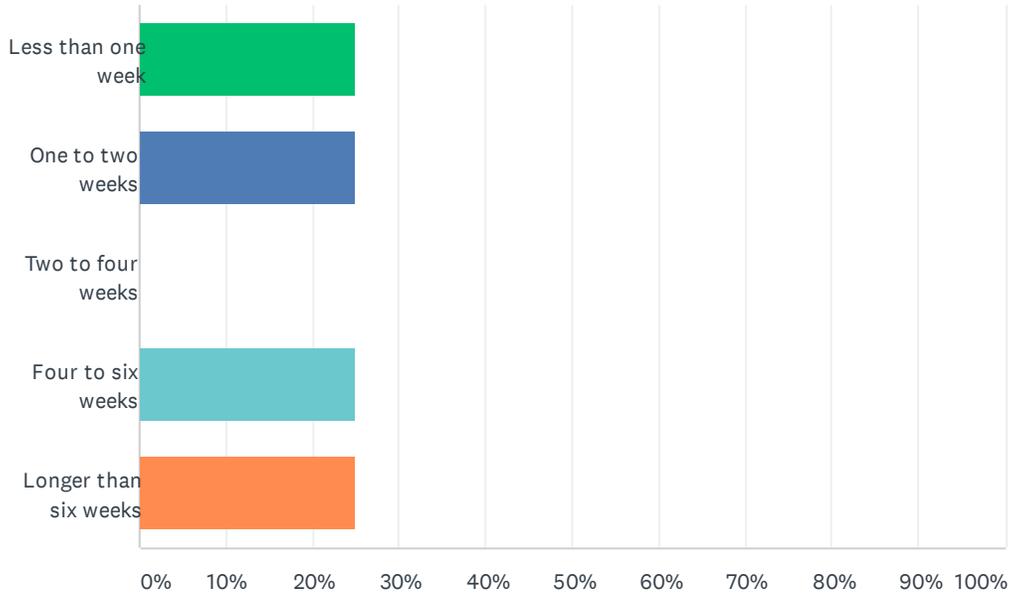
Answered: 5 Skipped: 107



ANSWER CHOICES	RESPONSES	
Yes	20.00%	1
No	20.00%	1
Pending	40.00%	2
Not applicable	20.00%	1
TOTAL		5

Q11 How long did it take to get resolved?

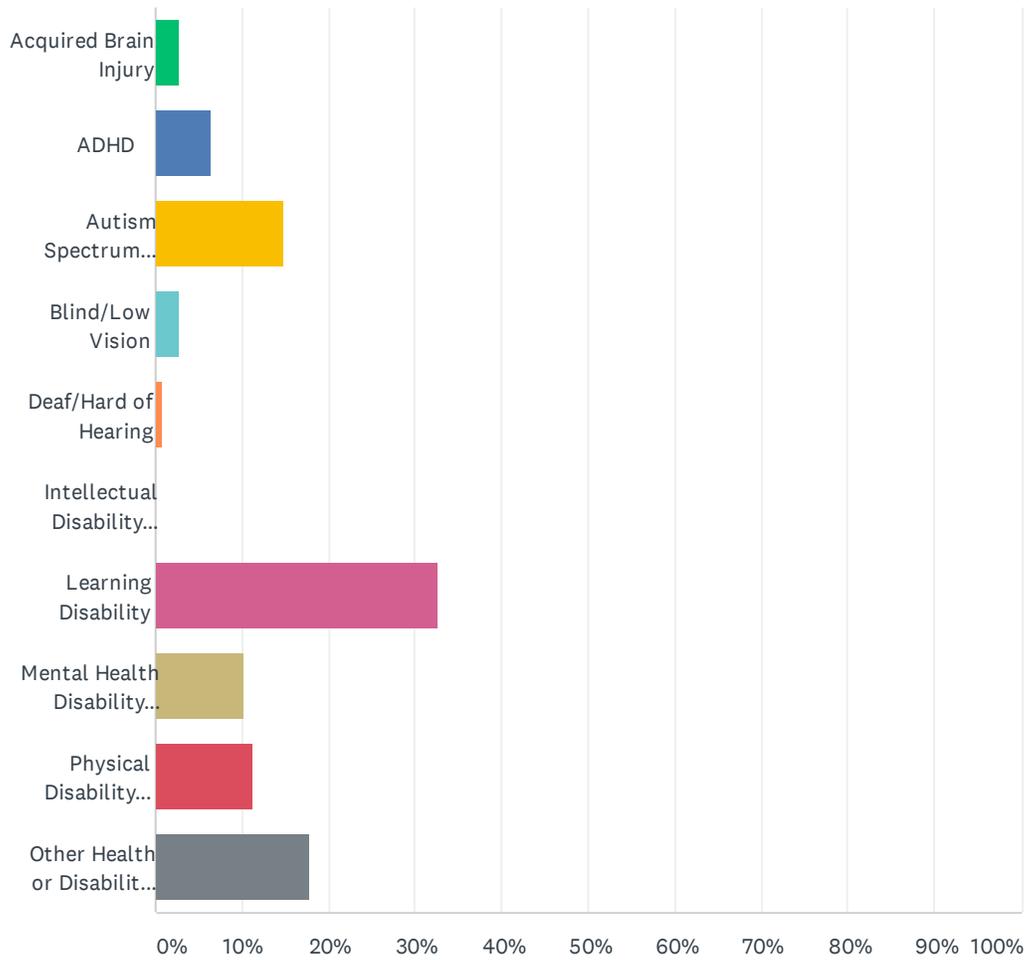
Answered: 4 Skipped: 108



ANSWER CHOICES	RESPONSES	
Less than one week	25.00%	1
One to two weeks	25.00%	1
Two to four weeks	0.00%	0
Four to six weeks	25.00%	1
Longer than six weeks	25.00%	1
TOTAL		4

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

Answered: 107 Skipped: 5

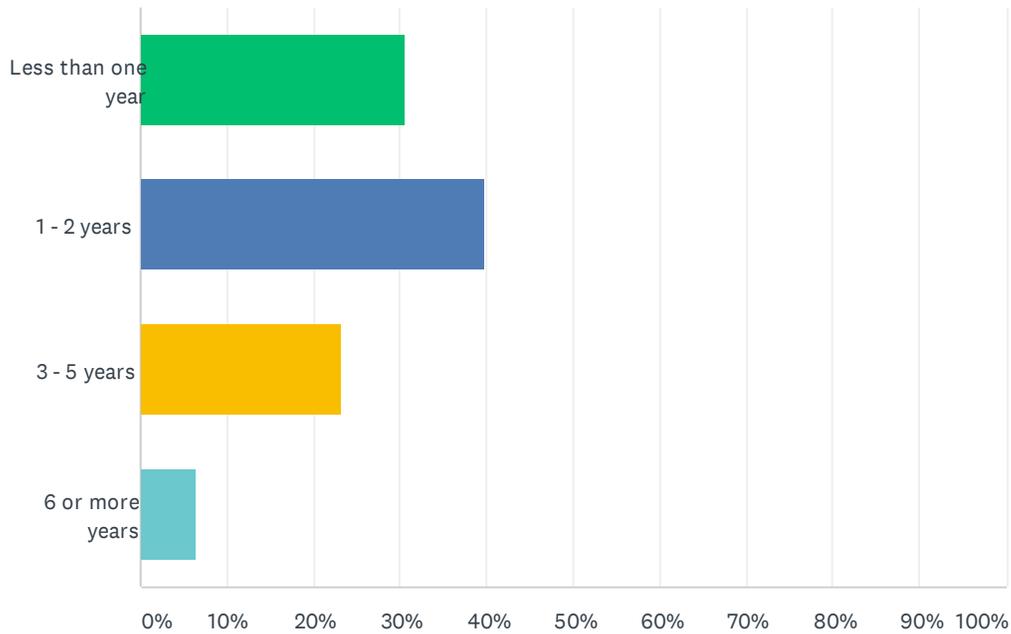


Services for Students with Disabilities (SSD) Survey - Student Fall 2020

ANSWER CHOICES	RESPONSES	
Acquired Brain Injury	2.80%	3
ADHD	6.54%	7
Autism Spectrum Disorder	14.95%	16
Blind/Low Vision	2.80%	3
Deaf/Hard of Hearing	0.93%	1
Intellectual Disability (Formerly Developmental Disability)	0.00%	0
Learning Disability	32.71%	35
Mental Health Disability (Formerly Psychological Disability)	10.28%	11
Physical Disability (Formerly Mobility Impairment)	11.21%	12
Other Health or Disability Condition (Please specify)	17.76%	19
TOTAL		107

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

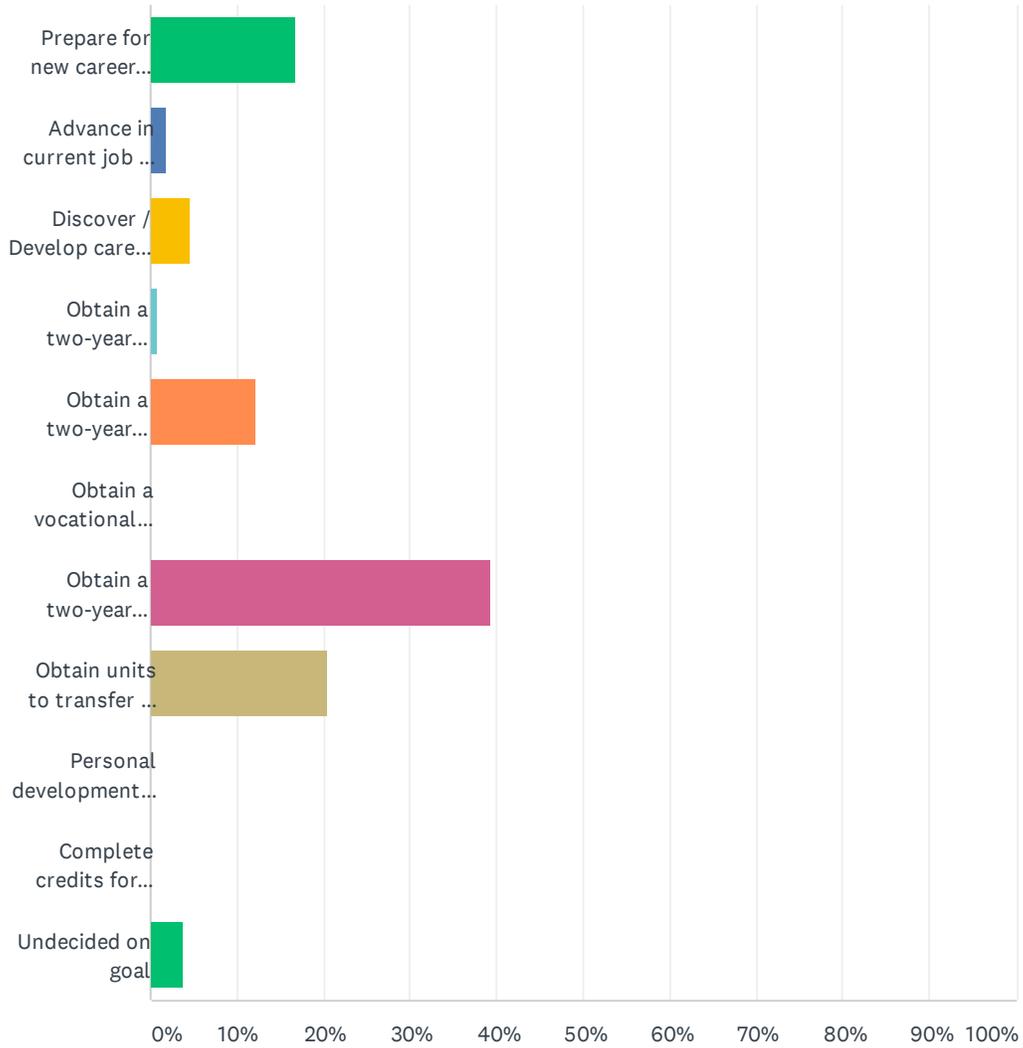
Answered: 108 Skipped: 4



ANSWER CHOICES	RESPONSES
Less than one year	30.56% 33
1 - 2 years	39.81% 43
3 - 5 years	23.15% 25
6 or more years	6.48% 7
TOTAL	108

Q14 What is your main educational goal?

Answered: 107 Skipped: 5

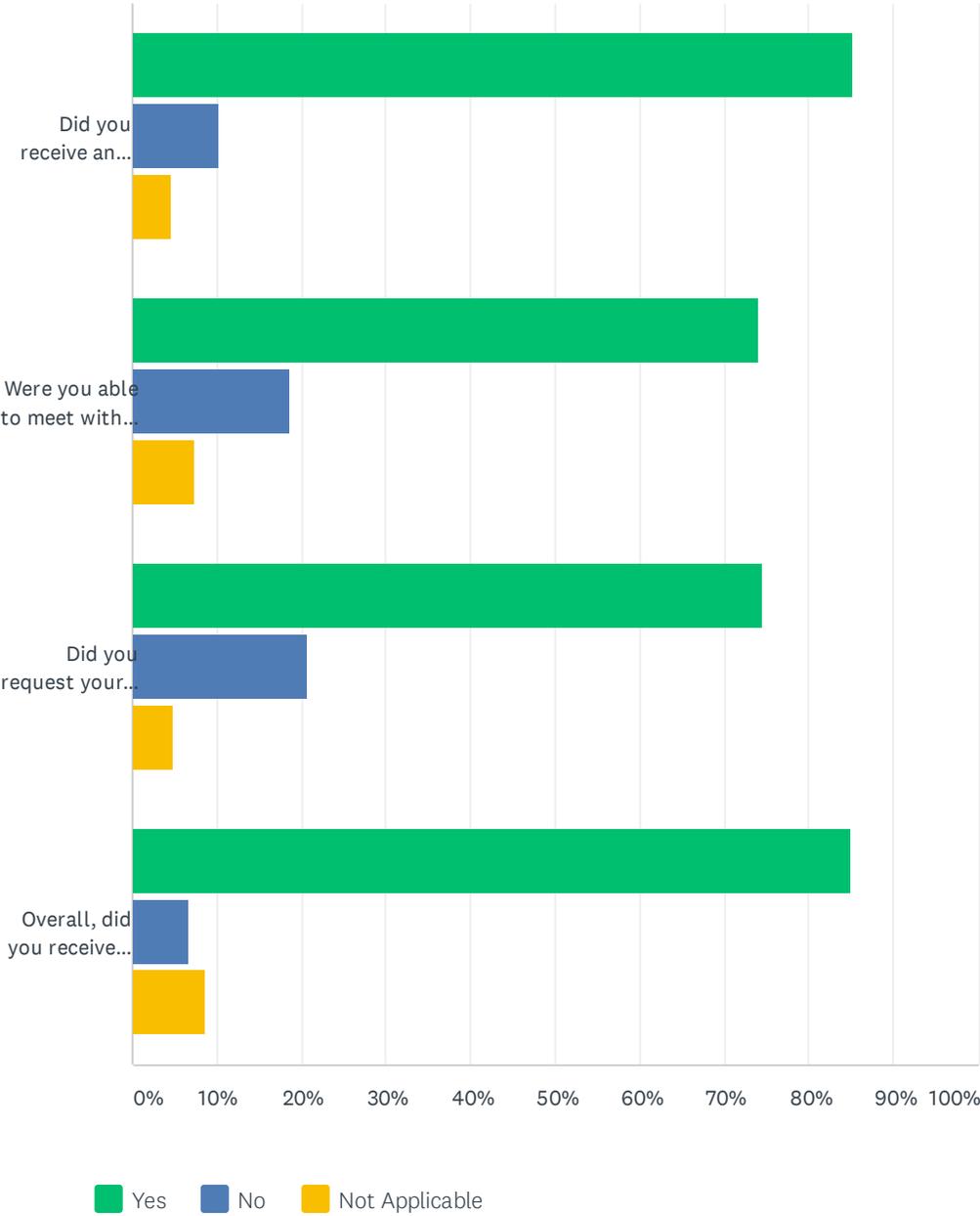


Services for Students with Disabilities (SSD) Survey - Student Fall 2020

ANSWER CHOICES	RESPONSES	
Prepare for new career (Acquire new job skills)	16.82%	18
Advance in current job / career (Update job skills)	1.87%	2
Discover / Develop career interests, plan, goals	4.67%	5
Obtain a two-year vocational degree without transfer	0.93%	1
Obtain a two-year associate degree without transfer	12.15%	13
Obtain a vocational certificate without transfer	0.00%	0
Obtain a two-year associate degree and transfer	39.25%	42
Obtain units to transfer to a four year college	20.56%	22
Personal development and/or maintaining physical fitness	0.00%	0
Complete credits for high school diploma or GED	0.00%	0
Undecided on goal	3.74%	4
TOTAL		107

Q15 Answer the following questions based on your experience during the priority registration period:

Answered: 108 Skipped: 4

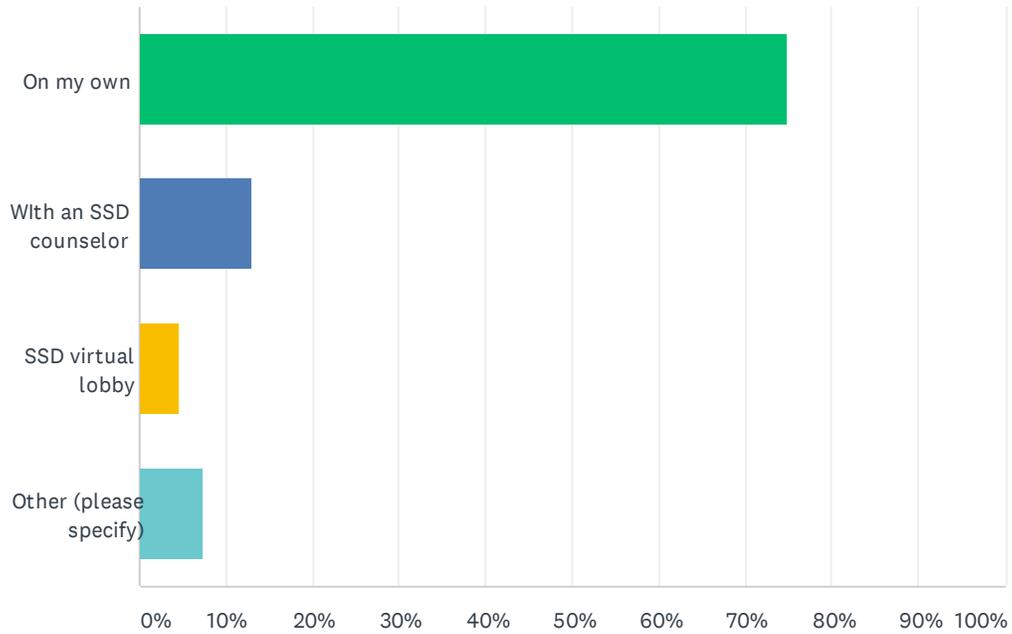


Services for Students with Disabilities (SSD) Survey - Student Fall 2020

	YES	NO	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Did you receive an email announcing the priority registration period?	85.05% 91	10.28% 11	4.67% 5	107	1.20
Were you able to meet with a counselor?	74.07% 80	18.52% 20	7.41% 8	108	1.33
Did you request your accommodations?	74.53% 79	20.75% 22	4.72% 5	106	1.30
Overall, did you receive satisfactory services?	84.91% 90	6.60% 7	8.49% 9	106	1.24

Q16 How did you register for classes this semester?

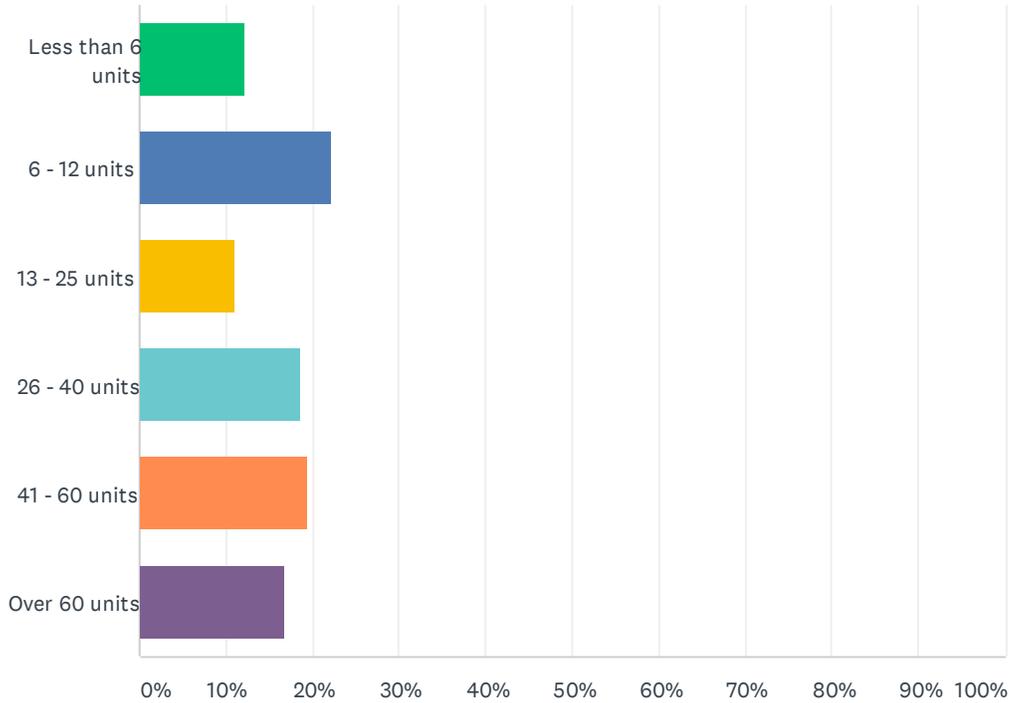
Answered: 108 Skipped: 4



ANSWER CHOICES	RESPONSES	
On my own	75.00%	81
With an SSD counselor	12.96%	14
SSD virtual lobby	4.63%	5
Other (please specify)	7.41%	8
TOTAL		108

Q17 How many units have you completed on this campus?

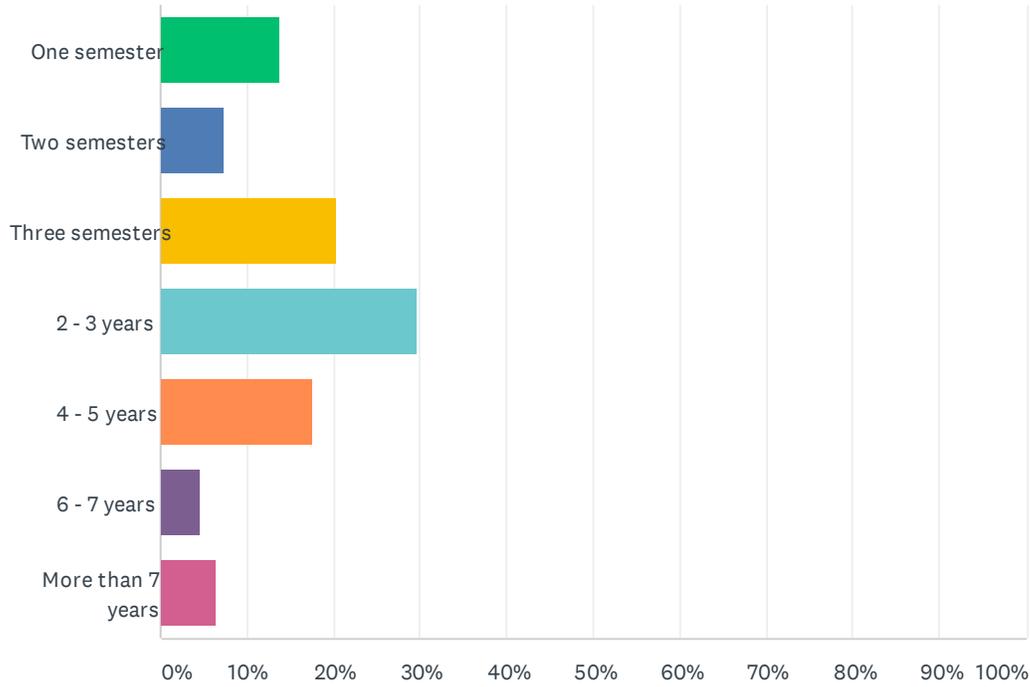
Answered: 108 Skipped: 4



ANSWER CHOICES	RESPONSES	
Less than 6 units	12.04%	13
6 - 12 units	22.22%	24
13 - 25 units	11.11%	12
26 - 40 units	18.52%	20
41 - 60 units	19.44%	21
Over 60 units	16.67%	18
TOTAL		108

Q18 How long have you been enrolled on this campus?

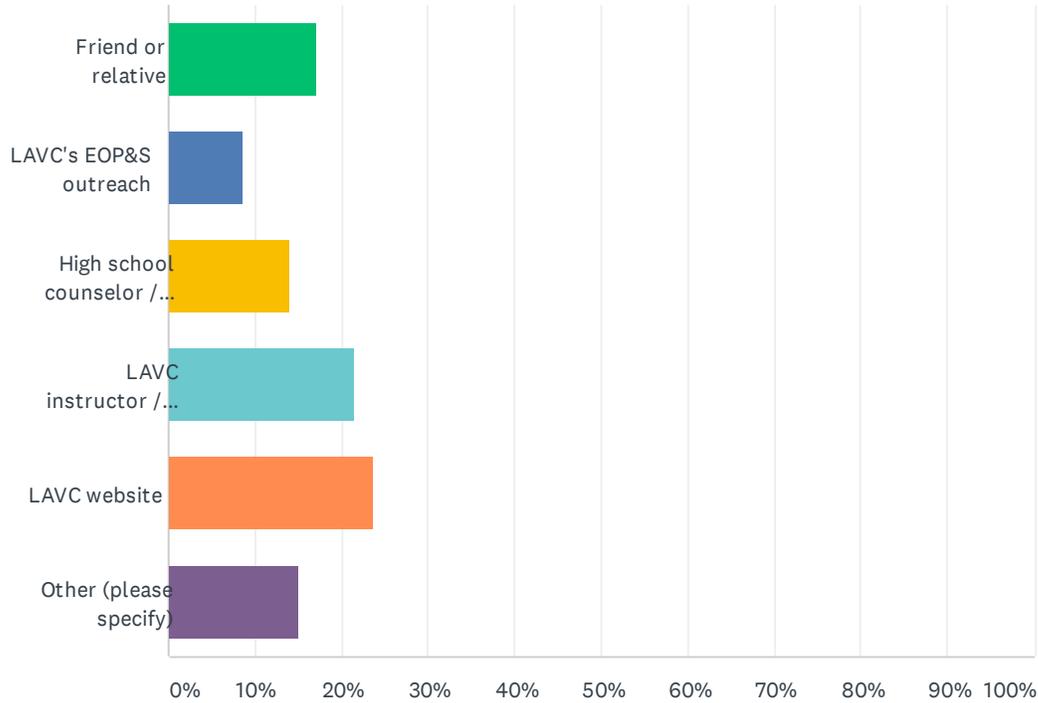
Answered: 108 Skipped: 4



ANSWER CHOICES	RESPONSES	
One semester	13.89%	15
Two semesters	7.41%	8
Three semesters	20.37%	22
2 - 3 years	29.63%	32
4 - 5 years	17.59%	19
6 - 7 years	4.63%	5
More than 7 years	6.48%	7
TOTAL		108

Q19 How did you hear about the SSD Program?

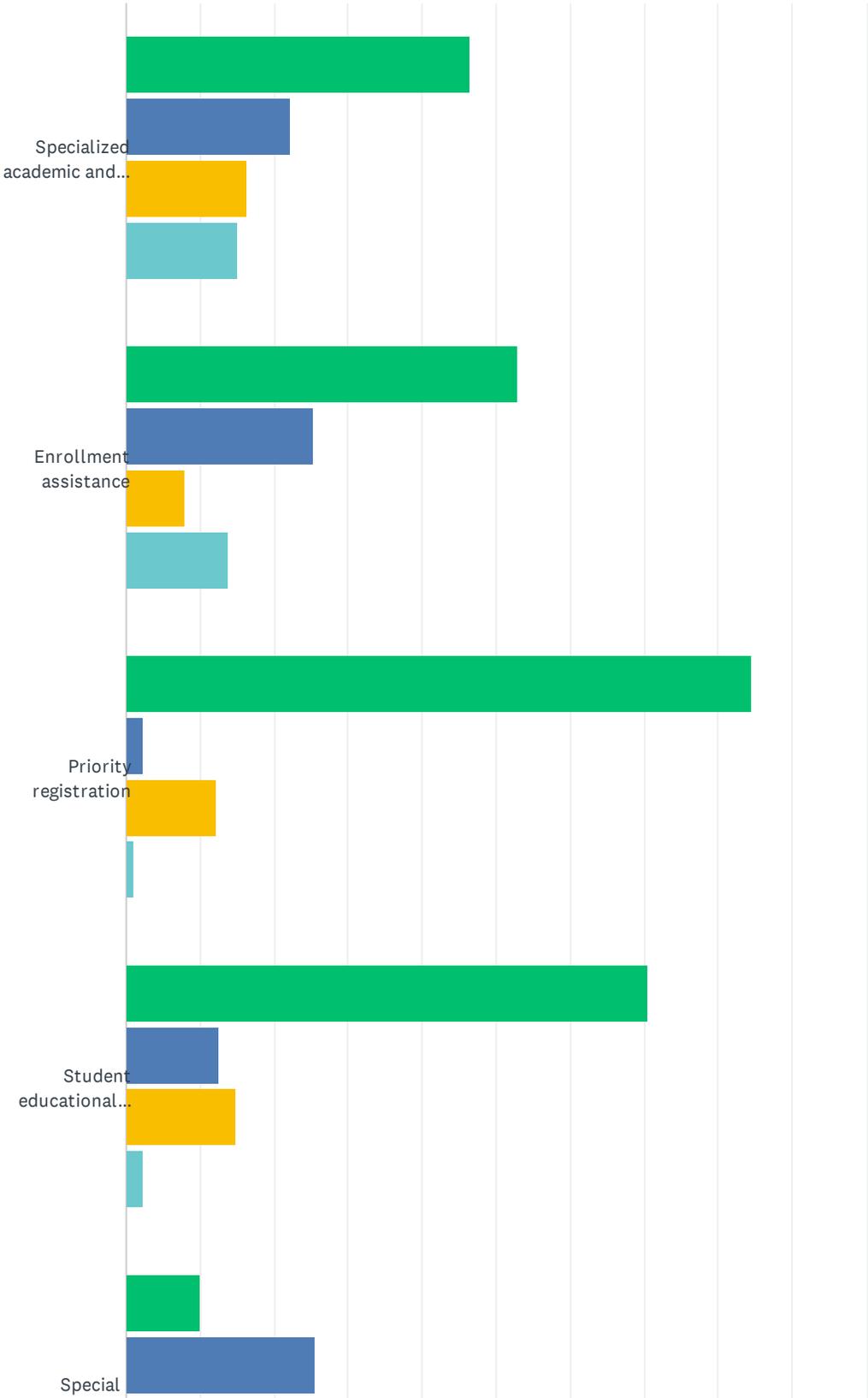
Answered: 93 Skipped: 19



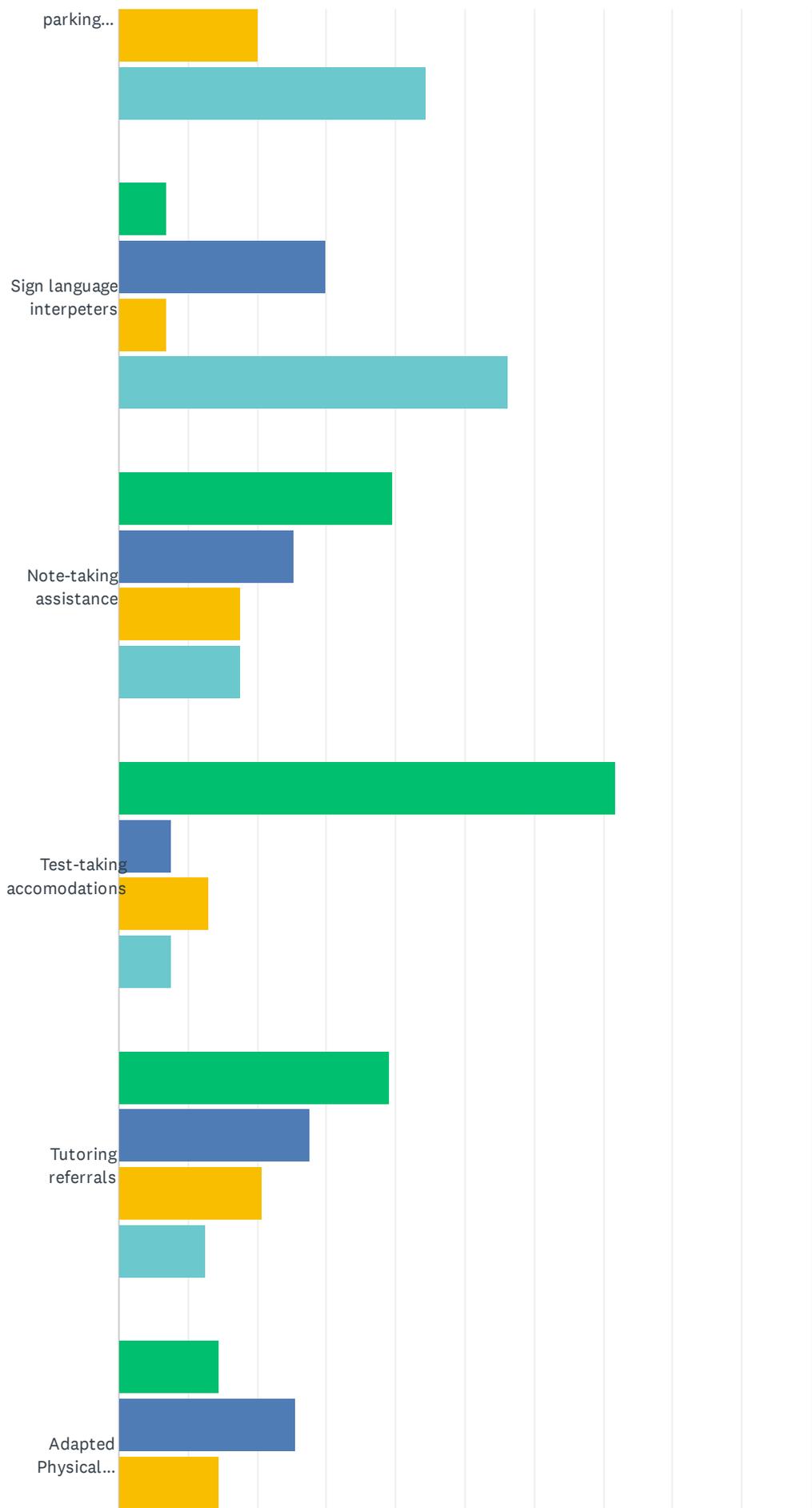
ANSWER CHOICES	RESPONSES	
Friend or relative	17.20%	16
LAVC's EOP&S outreach	8.60%	8
High school counselor / Teacher	13.98%	13
LAVC instructor / Staff member	21.51%	20
LAVC website	23.66%	22
Other (please specify)	15.05%	14
TOTAL		93

Q20 Based on the educational limitations(s) related to your disability/ies, are you aware of the following services?

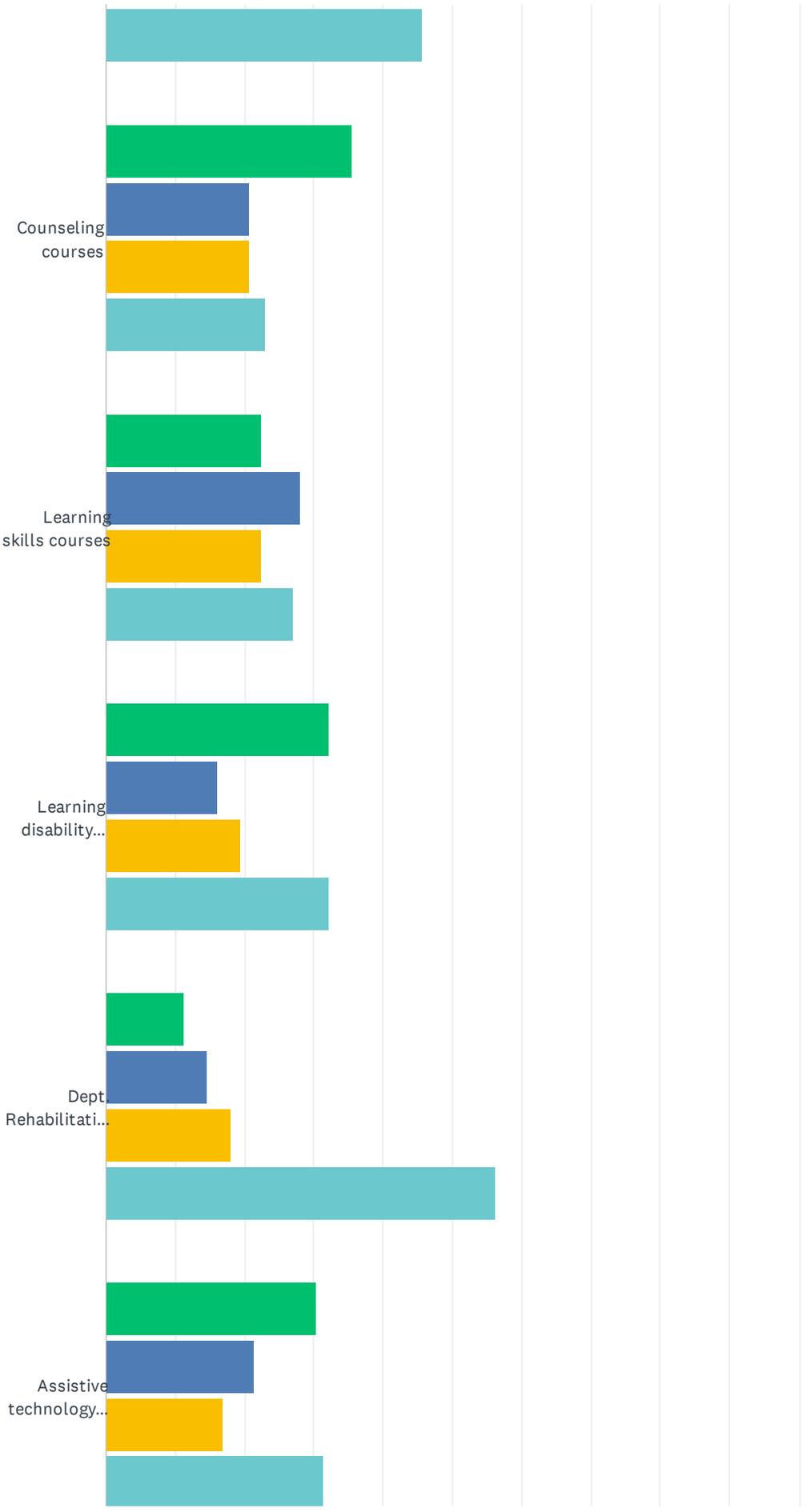
Answered: 93 Skipped: 19



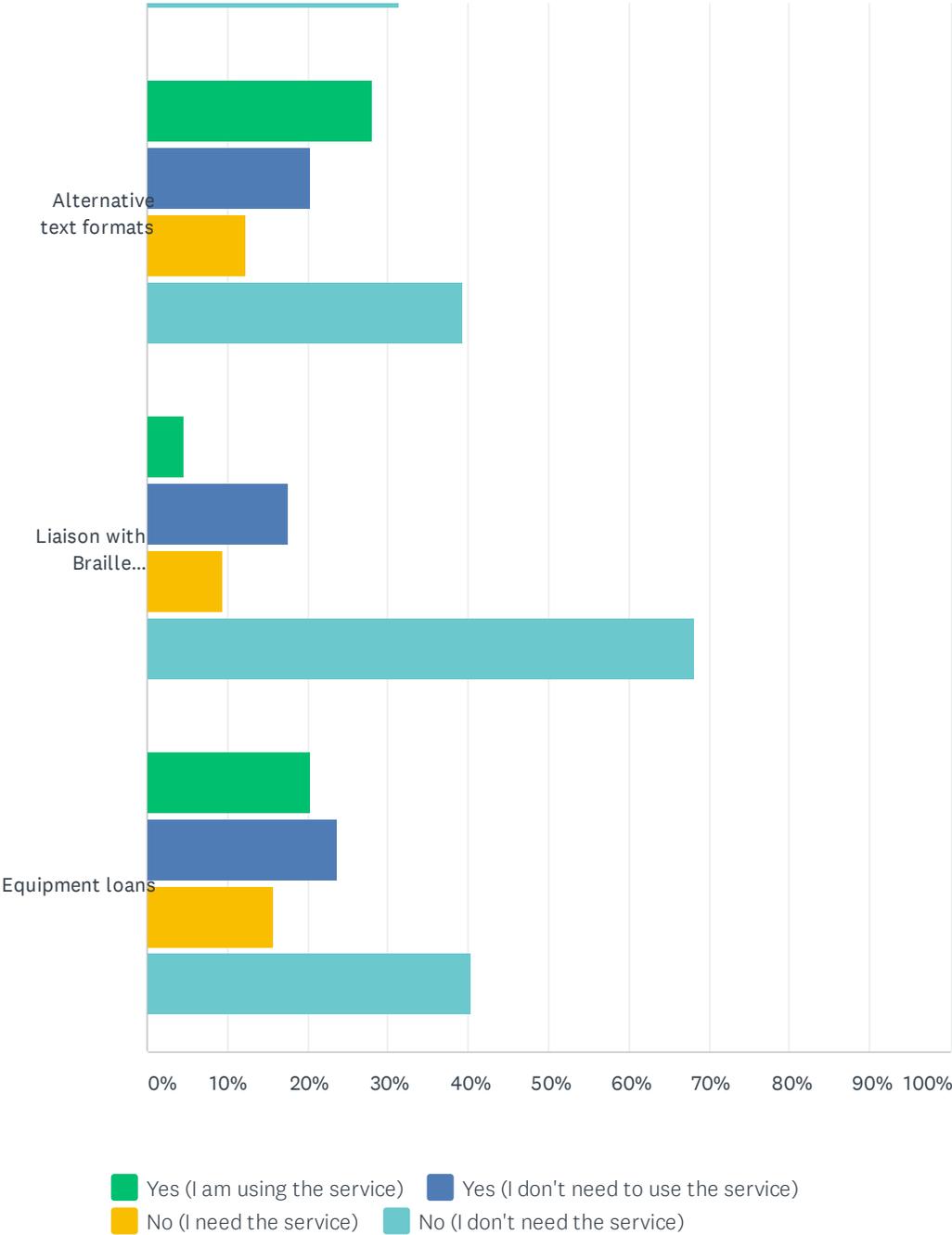
Services for Students with Disabilities (SSD) Survey - Student Fall 2020



Services for Students with Disabilities (SSD) Survey - Student Fall 2020



Services for Students with Disabilities (SSD) Survey - Student Fall 2020



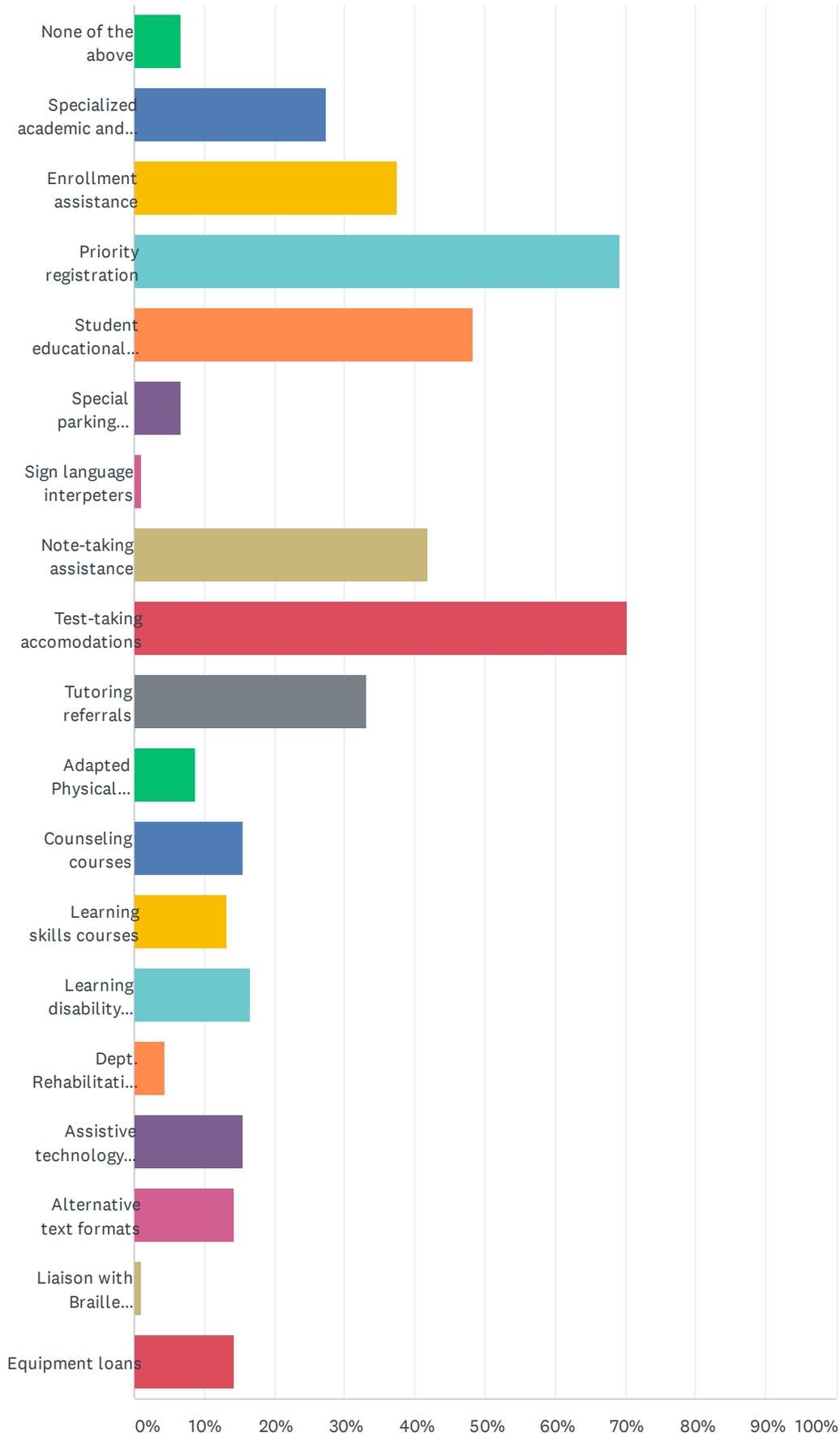
Services for Students with Disabilities (SSD) Survey - Student Fall 2020

	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	46.51% 40	22.09% 19	16.28% 14	15.12% 13	86
Enrollment assistance	52.87% 46	25.29% 22	8.05% 7	13.79% 12	87
Priority registration	84.44% 76	2.22% 2	12.22% 11	1.11% 1	90
Student educational planning	70.45% 62	12.50% 11	14.77% 13	2.27% 2	88
Special parking privileges	10.00% 9	25.56% 23	20.00% 18	44.44% 40	90
Sign language interpreters	6.90% 6	29.89% 26	6.90% 6	56.32% 49	87
Note-taking assistance	39.56% 36	25.27% 23	17.58% 16	17.58% 16	91
Test-taking accommodations	71.74% 66	7.61% 7	13.04% 12	7.61% 7	92
Tutoring referrals	39.08% 34	27.59% 24	20.69% 18	12.64% 11	87
Adapted Physical Education courses	14.44% 13	25.56% 23	14.44% 13	45.56% 41	90
Counseling courses	35.63% 31	20.69% 18	20.69% 18	22.99% 20	87
Learning skills courses	22.47% 20	28.09% 25	22.47% 20	26.97% 24	89
Learning disability assessment	32.18% 28	16.09% 14	19.54% 17	32.18% 28	87
Dept. Rehabilitation liaison	11.24% 10	14.61% 13	17.98% 16	56.18% 50	89
Assistive technology access	30.34% 27	21.35% 19	16.85% 15	31.46% 28	89
Alternative text formats	28.09% 25	20.22% 18	12.36% 11	39.33% 35	89
Liaison with Braille Institute	4.71% 4	17.65% 15	9.41% 8	68.24% 58	85
Equipment loans	20.22% 18	23.60% 21	15.73% 14	40.45% 36	89

Q21 Based on the accommodations for which you have been approved: I have utilized the following services.

Answered: 91 Skipped: 21

Services for Students with Disabilities (SSD) Survey - Student Fall 2020

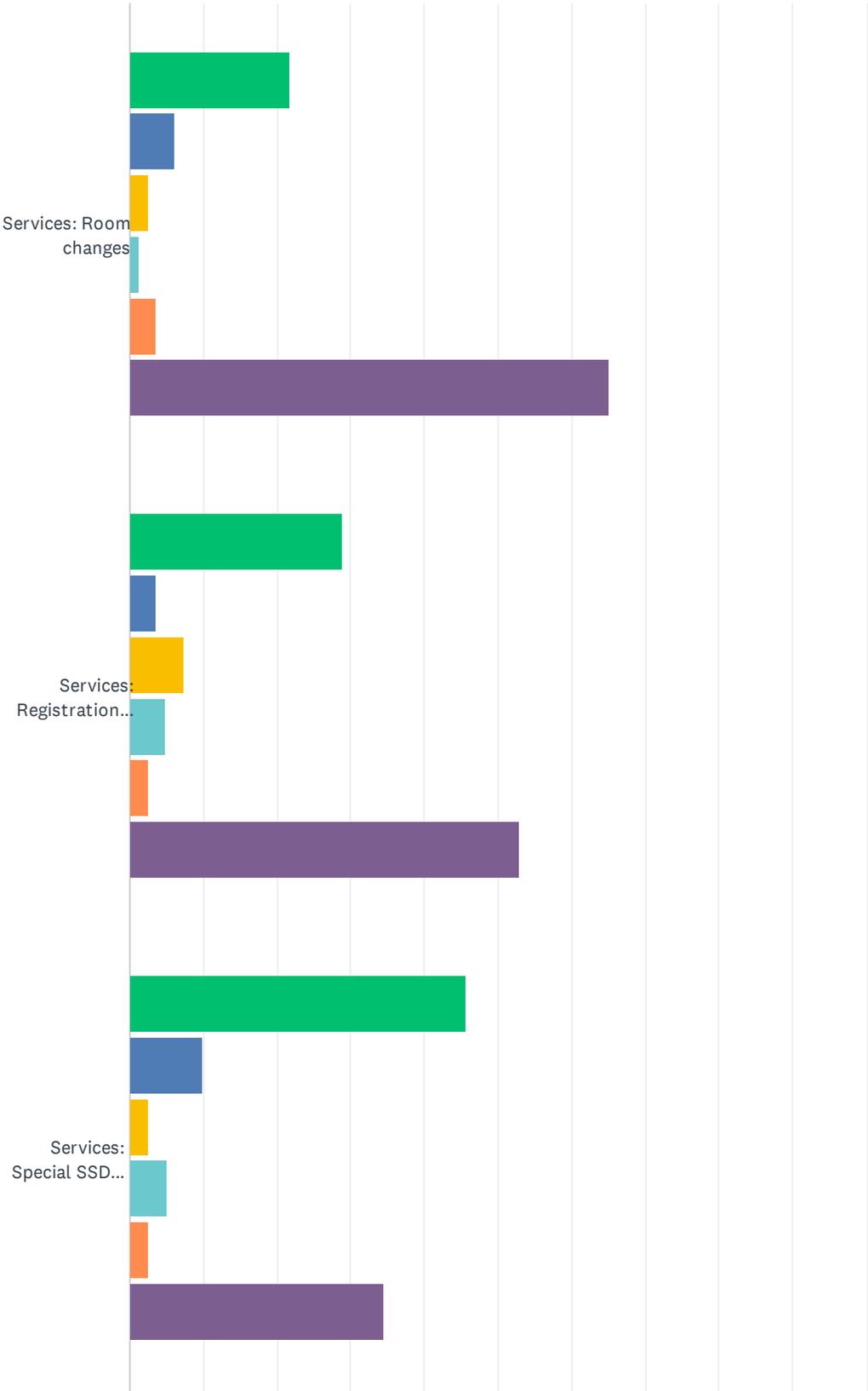


Services for Students with Disabilities (SSD) Survey - Student Fall 2020

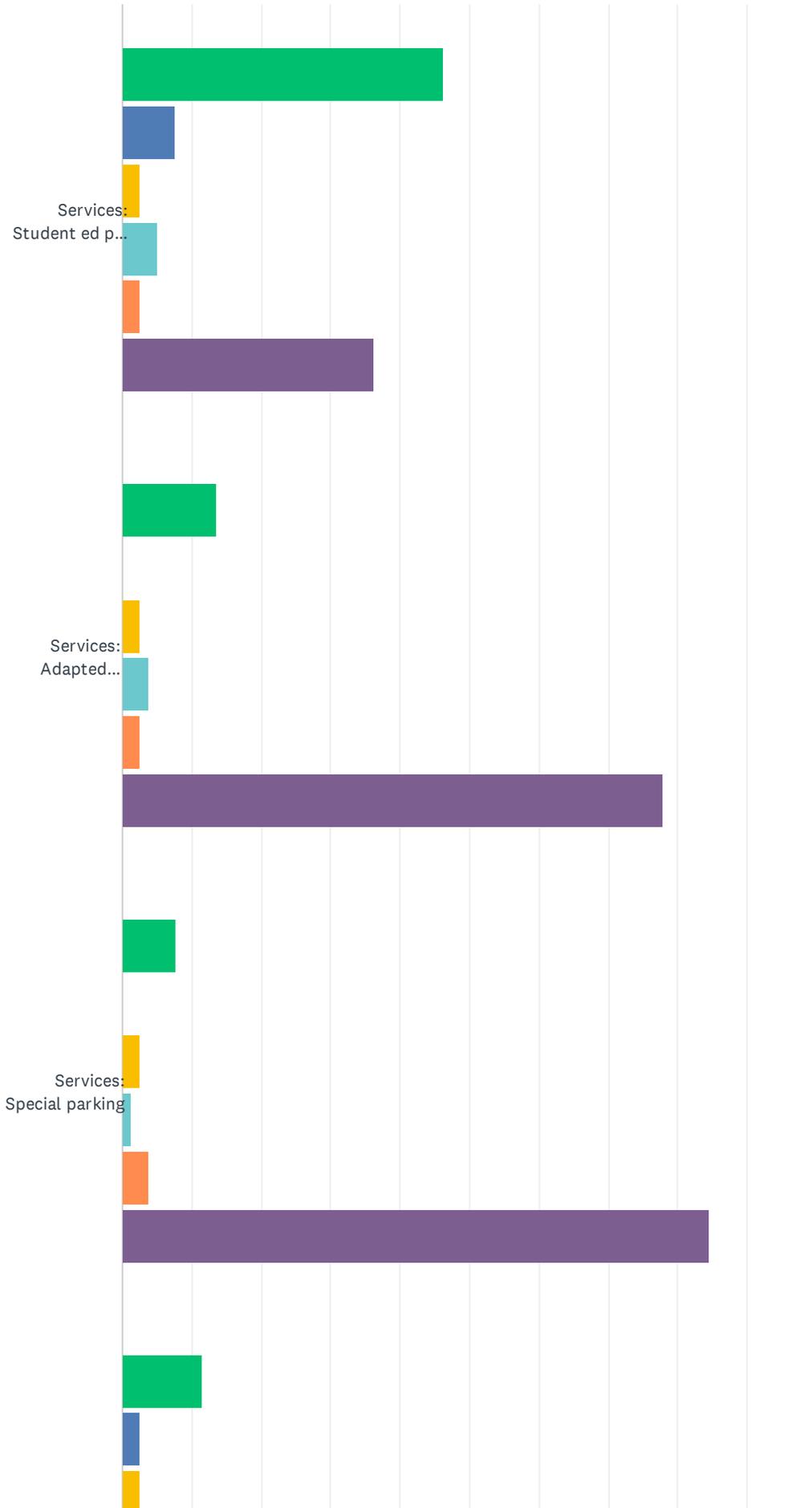
ANSWER CHOICES	RESPONSES	
None of the above	6.59%	6
Specialized academic and vocational counseling	27.47%	25
Enrollment assistance	37.36%	34
Priority registration	69.23%	63
Student educational planning	48.35%	44
Special parking privileges	6.59%	6
Sign language interpreters	1.10%	1
Note-taking assistance	41.76%	38
Test-taking accommodations	70.33%	64
Tutoring referrals	32.97%	30
Adapted Physical Education courses	8.79%	8
Counseling courses	15.38%	14
Learning skills courses	13.19%	12
Learning disability assessment	16.48%	15
Dept. Rehabilitation liaison	4.40%	4
Assistive technology access	15.38%	14
Alternative text formats	14.29%	13
Liaison with Braille Institute	1.10%	1
Equipment loans	14.29%	13
Total Respondents: 91		

Q22 SSD provided my approved accommodations within the following timeframe of my requesting them.

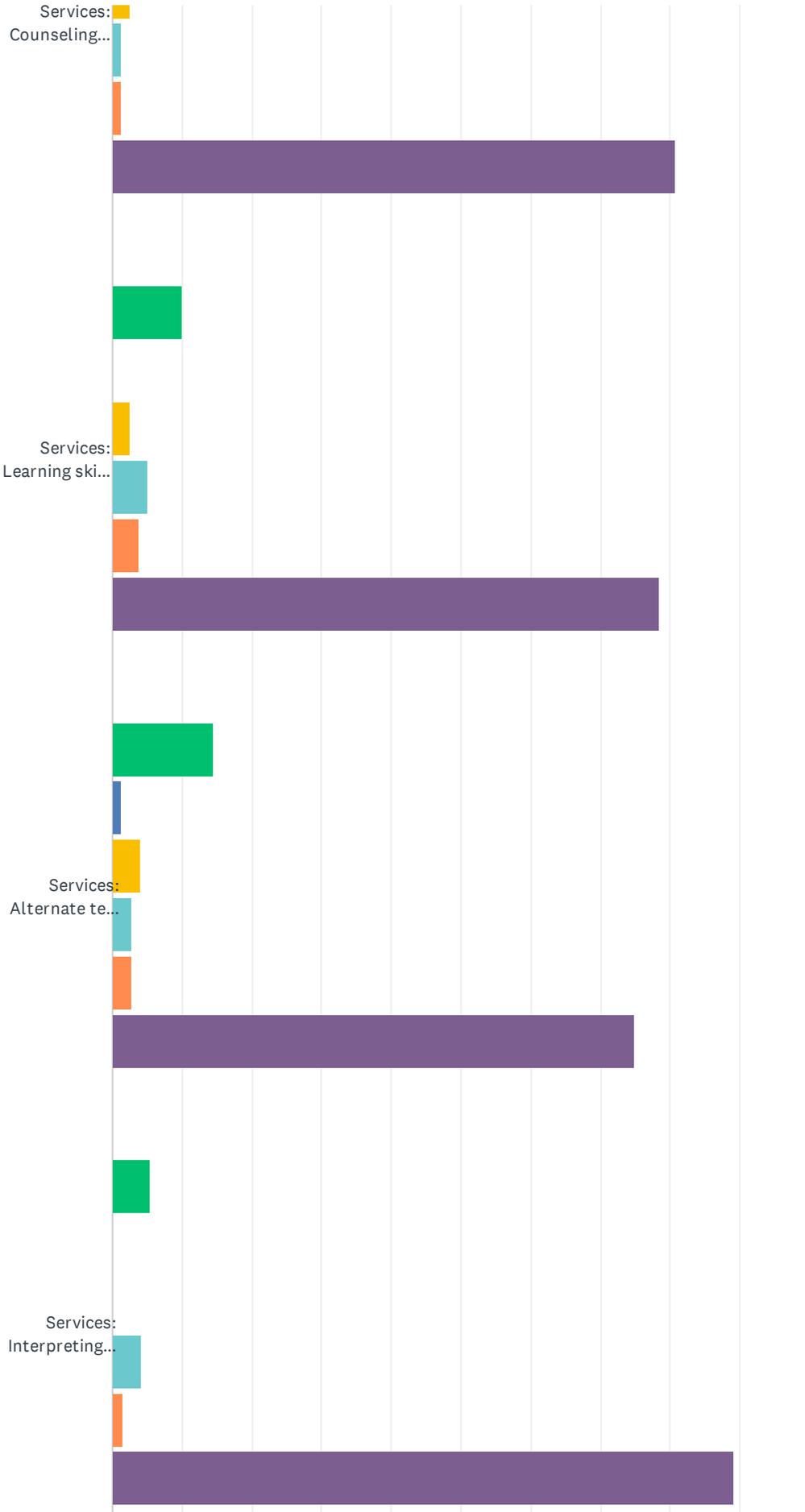
Answered: 87 Skipped: 25



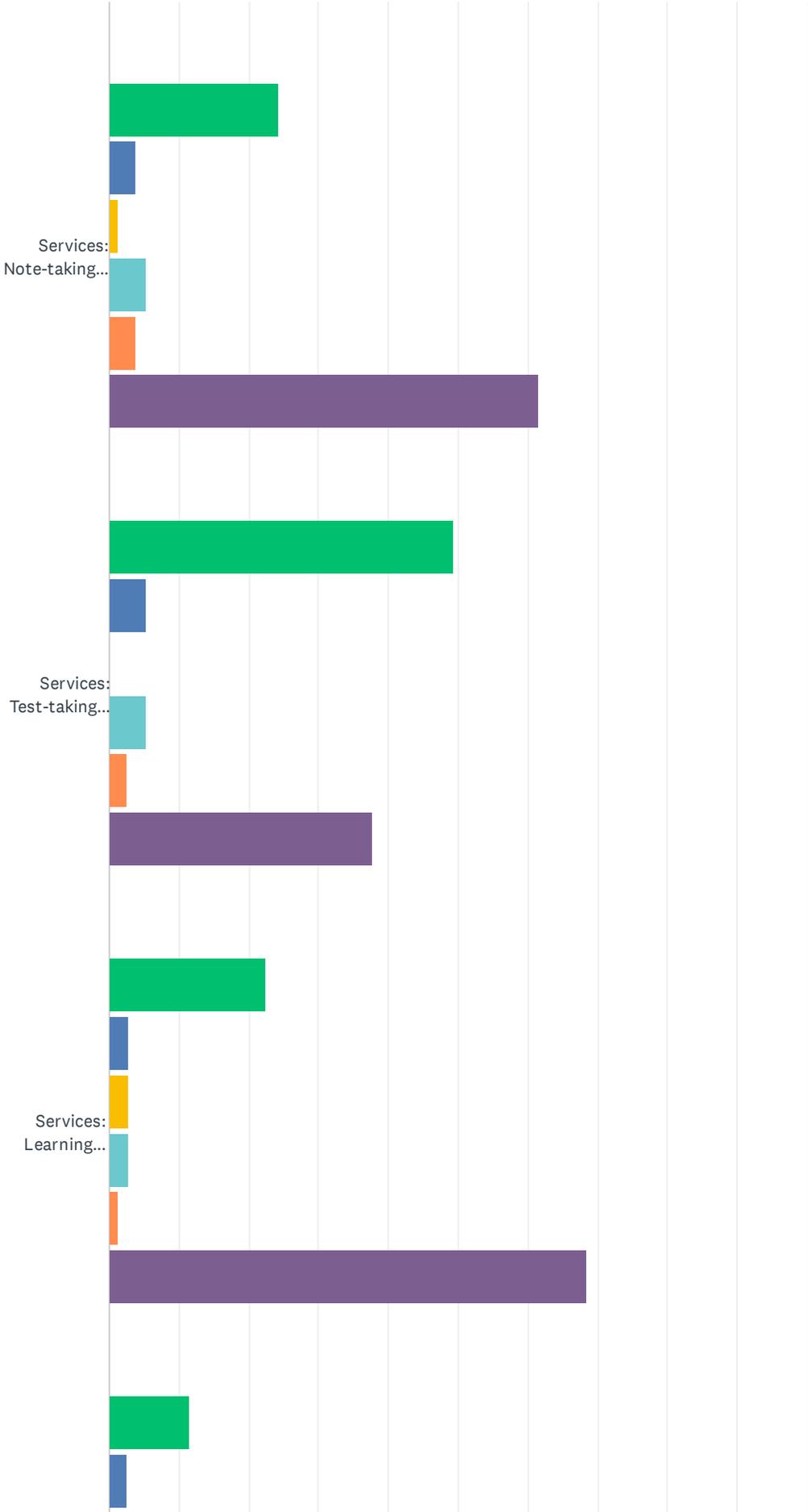
Services for Students with Disabilities (SSD) Survey - Student Fall 2020



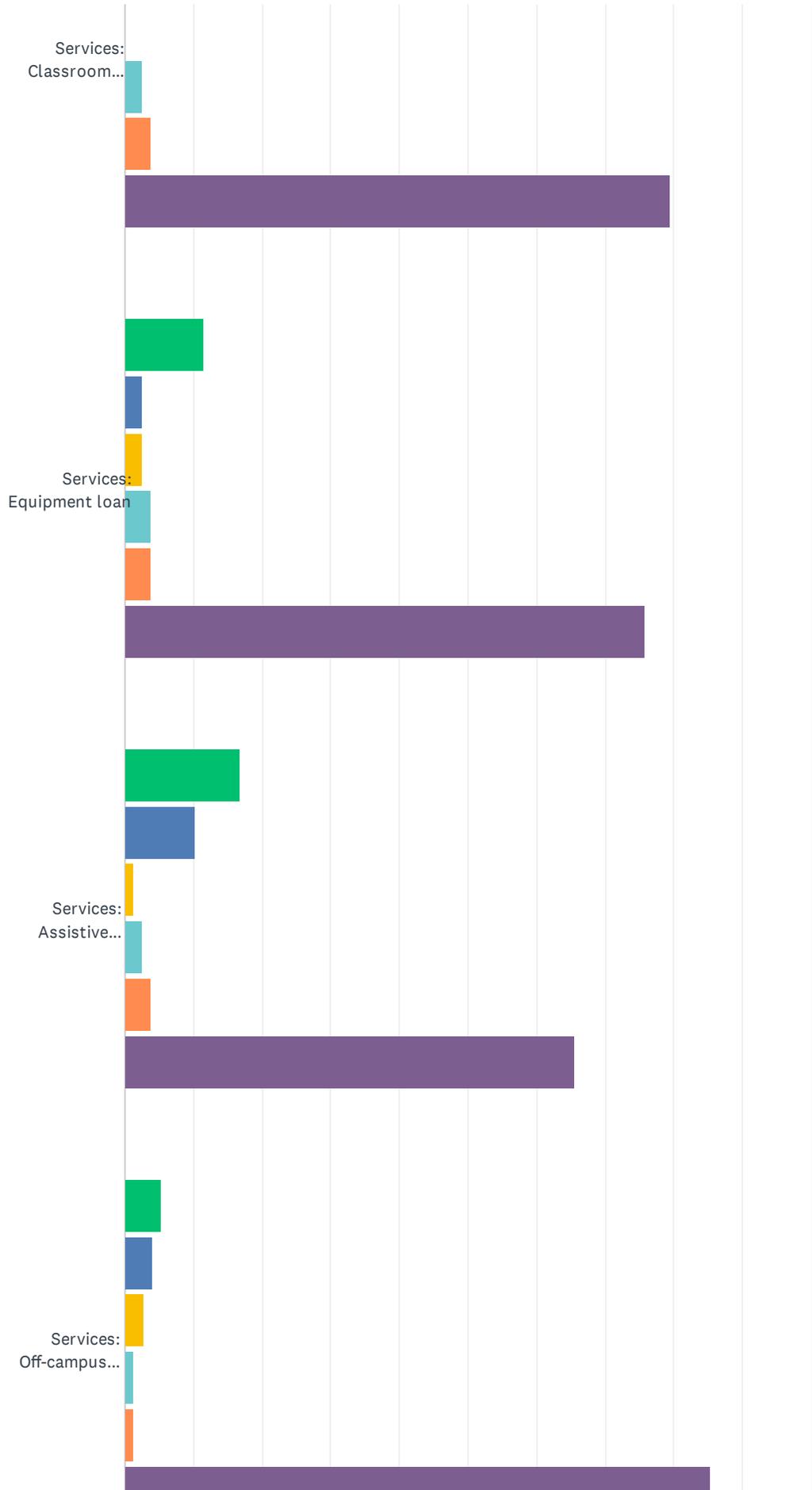
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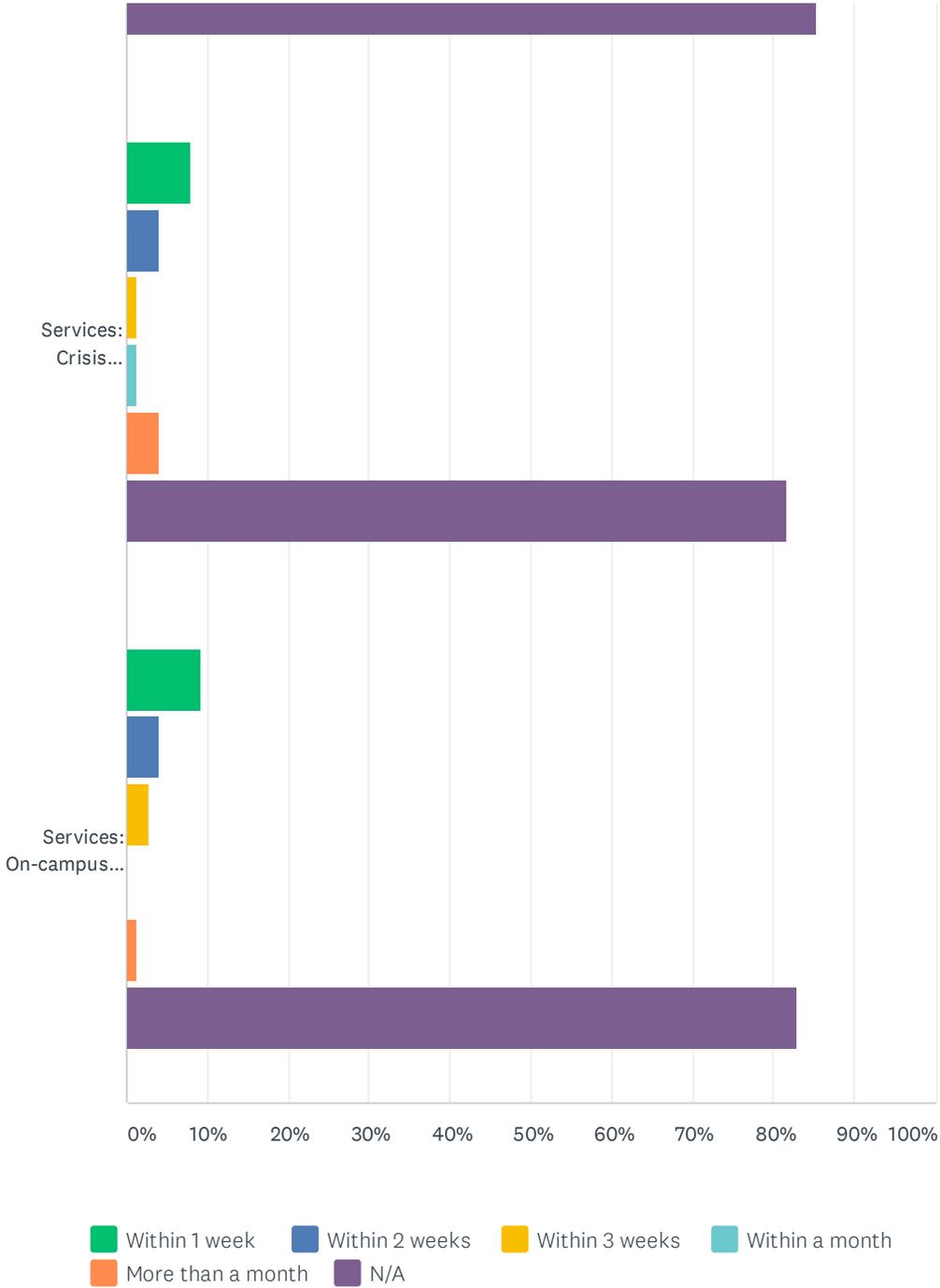
Services for Students with Disabilities (SSD) Survey - Student Fall 2020



Services for Students with Disabilities (SSD) Survey - Student Fall 2020



Services for Students with Disabilities (SSD) Survey - Student Fall 2020

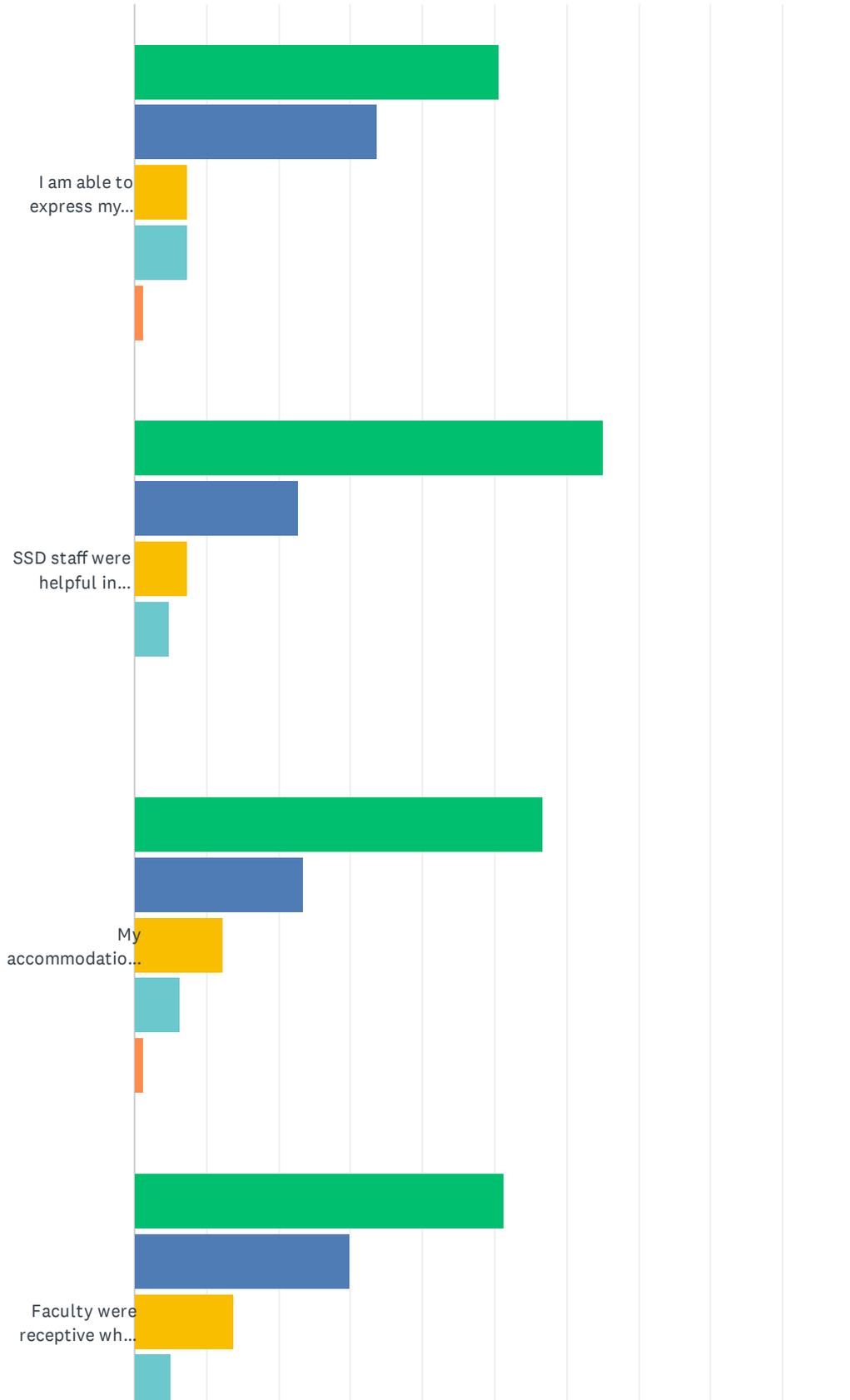


Services for Students with Disabilities (SSD) Survey - Student Fall 2020

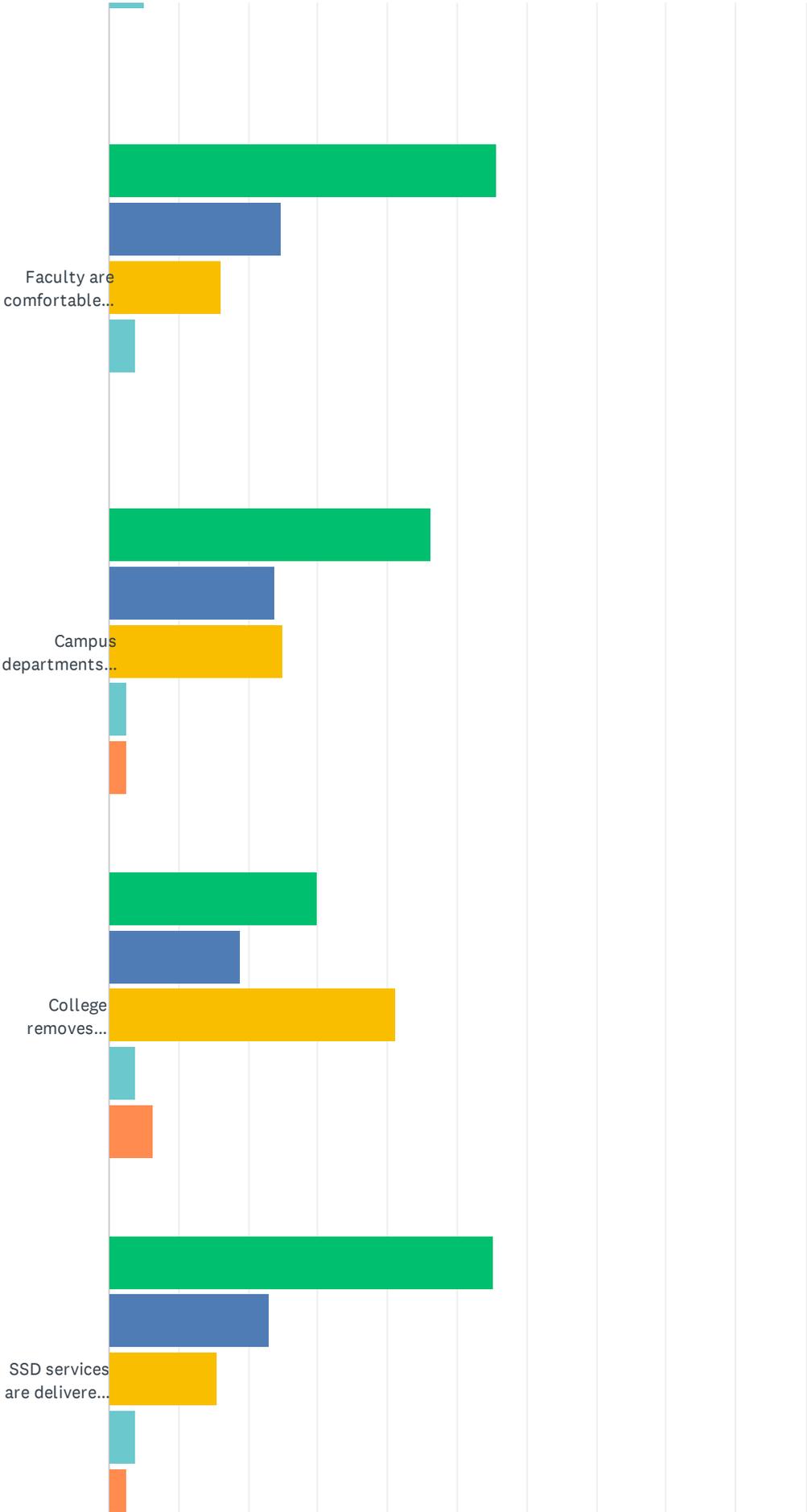
	WITHIN 1 WEEK	WITHIN 2 WEEKS	WITHIN 3 WEEKS	WITHIN A MONTH	MORE THAN A MONTH	N/A	TOTAL	WEIGHTED AVERAGE
Services: Room changes	21.69% 18	6.02% 5	2.41% 2	1.20% 1	3.61% 3	65.06% 54	83	4.17
Services: Registration assistance (Adds/Drops)	28.92% 24	3.61% 3	7.23% 6	4.82% 4	2.41% 2	53.01% 44	83	4.10
Services: Special SSD counseling	45.68% 37	9.88% 8	2.47% 2	4.94% 4	2.47% 2	34.57% 28	81	4.40
Services: Student ed plan assistance	46.25% 37	7.50% 6	2.50% 2	5.00% 4	2.50% 2	36.25% 29	80	4.41
Services: Adapted physical education	13.58% 11	0.00% 0	2.47% 2	3.70% 3	2.47% 2	77.78% 63	81	3.83
Services: Special parking	7.69% 6	0.00% 0	2.56% 2	1.28% 1	3.85% 3	84.62% 66	78	3.42
Services: Counseling class	11.54% 9	2.56% 2	2.56% 2	1.28% 1	1.28% 1	80.77% 63	78	4.13
Services: Learning skills class	10.13% 8	0.00% 0	2.53% 2	5.06% 4	3.80% 3	78.48% 62	79	3.35
Services: Alternate text materials	14.47% 11	1.32% 1	3.95% 3	2.63% 2	2.63% 2	75.00% 57	76	3.89
Services: Interpreting services	5.48% 4	0.00% 0	0.00% 0	4.11% 3	1.37% 1	89.04% 65	73	3.38
Services: Note-taking services	24.36% 19	3.85% 3	1.28% 1	5.13% 4	3.85% 3	61.54% 48	78	4.03
Services: Test-taking services	49.35% 38	5.19% 4	0.00% 0	5.19% 4	2.60% 2	37.66% 29	77	4.50
Services: Learning disability assessment	22.37% 17	2.63% 2	2.63% 2	2.63% 2	1.32% 1	68.42% 52	76	4.33
Services: Classroom adjustable tables and/or cushioned chairs	11.54% 9	2.56% 2	0.00% 0	2.56% 2	3.85% 3	79.49% 62	78	3.75
Services: Equipment loan	11.54% 9	2.56% 2	2.56% 2	3.85% 3	3.85% 3	75.64% 59	78	3.58
Services: Assistive technology training and assistance	16.67% 13	10.26% 8	1.28% 1	2.56% 2	3.85% 3	65.38% 51	78	3.96
Services: Off-campus referrals	5.33% 4	4.00% 3	2.67% 2	1.33% 1	1.33% 1	85.33% 64	75	3.73
Services: Crisis counseling	7.89% 6	3.95% 3	1.32% 1	1.32% 1	3.95% 3	81.58% 62	76	3.57
Services: On-campus referrals	9.21% 7	3.95% 3	2.63% 2	0.00% 0	1.32% 1	82.89% 63	76	4.15

Q23 Please rate your level of agreement on the following statements:

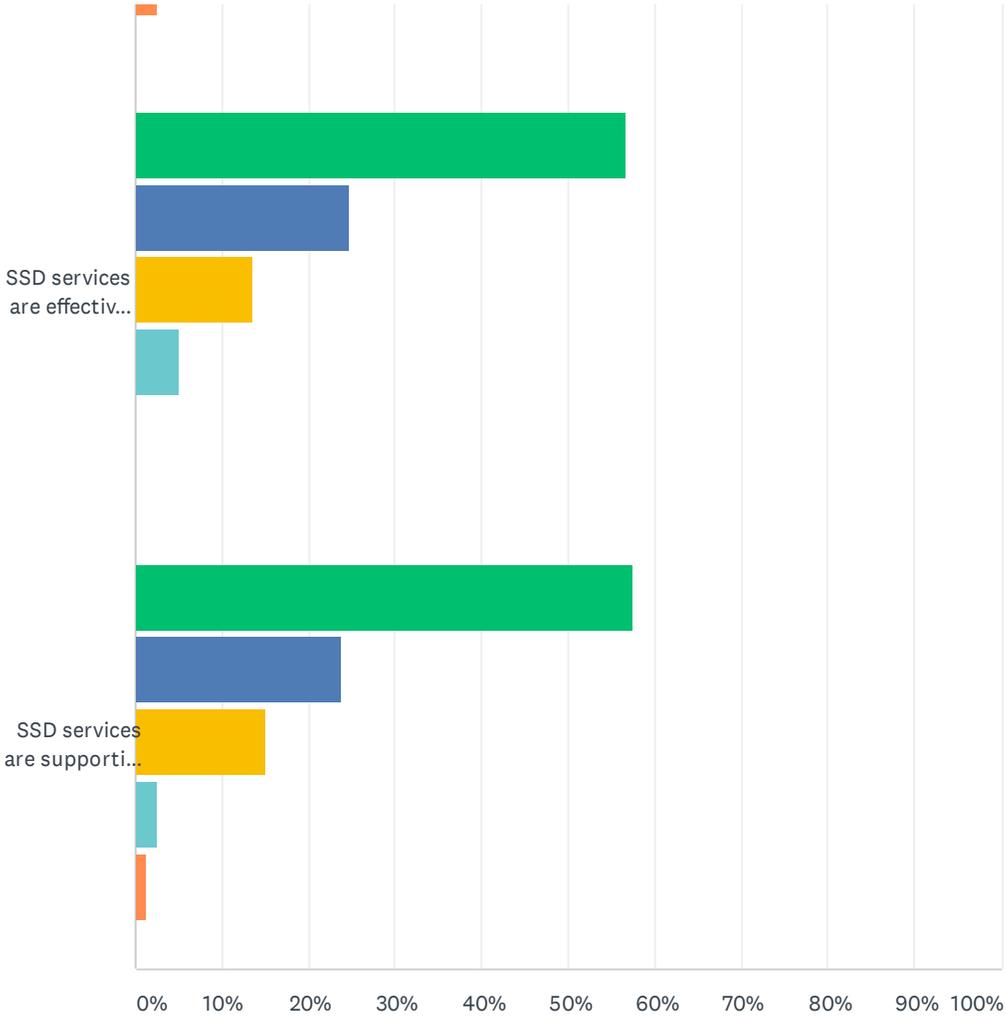
Answered: 84 Skipped: 28



Services for Students with Disabilities (SSD) Survey - Student Fall 2020



Services for Students with Disabilities (SSD) Survey - Student Fall 2020



Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Services for Students with Disabilities (SSD) Survey - Student Fall 2020

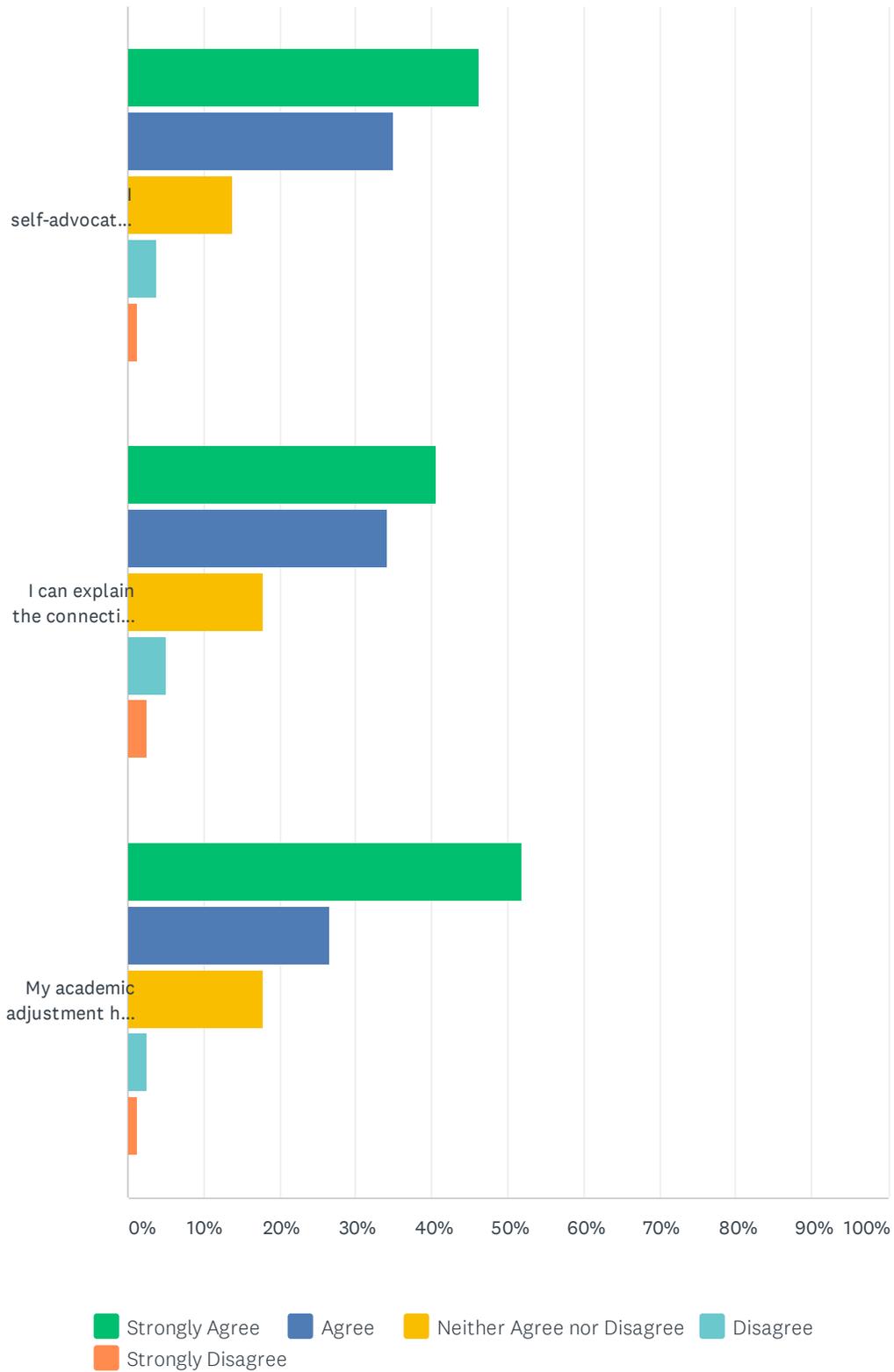
	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I am able to express my disability-related needs to my instructors / counselors	50.60% 42	33.73% 28	7.23% 6	7.23% 6	1.20% 1	83	4.25
SSD staff were helpful in handling my case	65.06% 54	22.89% 19	7.23% 6	4.82% 4	0.00% 0	83	4.48
My accommodations gave me equal access to class instructions, materials, and evaluation	56.79% 46	23.46% 19	12.35% 10	6.17% 5	1.23% 1	81	4.28
Faculty were receptive when discussing my accommodation letters	51.25% 41	30.00% 24	13.75% 11	5.00% 4	0.00% 0	80	4.28
Faculty are comfortable interacting with a person with a disability	55.56% 45	24.69% 20	16.05% 13	3.70% 3	0.00% 0	81	4.32
Campus departments (besides SSD Office) respond to the needs of students with disabilities	46.25% 37	23.75% 19	25.00% 20	2.50% 2	2.50% 2	80	4.09
College removes architectural barriers once they are identified	30.00% 24	18.75% 15	41.25% 33	3.75% 3	6.25% 5	80	3.63
SSD services are delivered in a timely manner	55.13% 43	23.08% 18	15.38% 12	3.85% 3	2.56% 2	78	4.24
SSD services are effective in meeting my needs	56.79% 46	24.69% 20	13.58% 11	4.94% 4	0.00% 0	81	4.33
SSD services are supportive to my success	57.50% 46	23.75% 19	15.00% 12	2.50% 2	1.25% 1	80	4.34

Q24 Please provide specific information to improve our program if you disagreed with any of the statements in question 23.

Answered: 21 Skipped: 91

Q25 Please rate your level of agreement on the following statements based on your experience:

Answered: 81 Skipped: 31

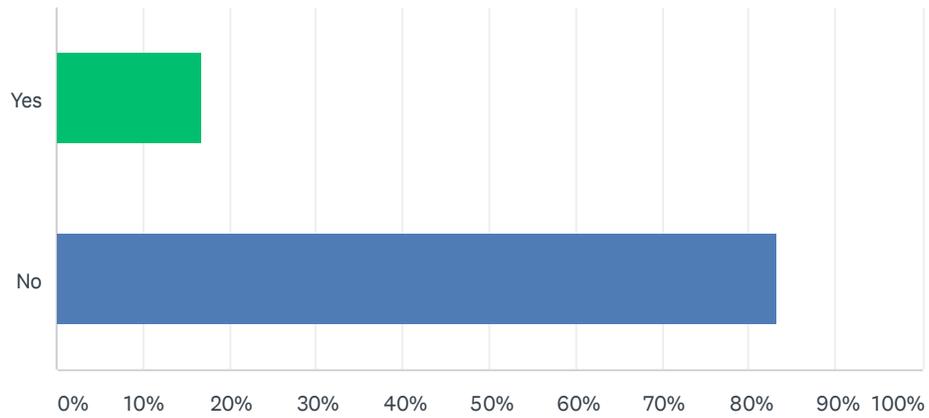


Services for Students with Disabilities (SSD) Survey - Student Fall 2020

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I self-advocated with my instructors about the need for accommodation.	46.25% 37	35.00% 28	13.75% 11	3.75% 3	1.25% 1	80	4.21
I can explain the connection between my academic adjustments and my disability.	40.51% 32	34.18% 27	17.72% 14	5.06% 4	2.53% 2	79	4.05
My academic adjustment has helped me reach my educational goal.	51.90% 41	26.58% 21	17.72% 14	2.53% 2	1.27% 1	79	4.25

Q26 Did you request alternative media formats or assistive technology training this semester?

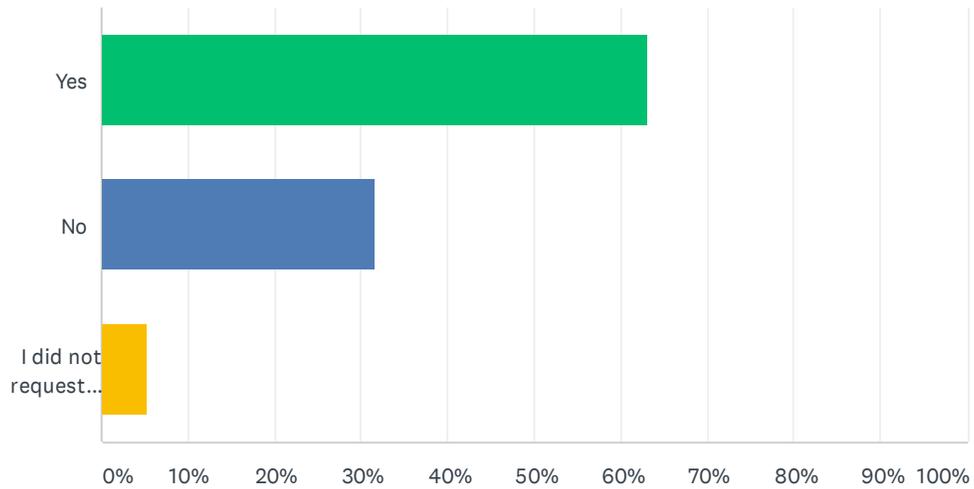
Answered: 84 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	16.67%	14
No	83.33%	70
TOTAL		84

Q27 Was the process for requesting alternate media formats or assistive technology training made clear to you by SSD staff?

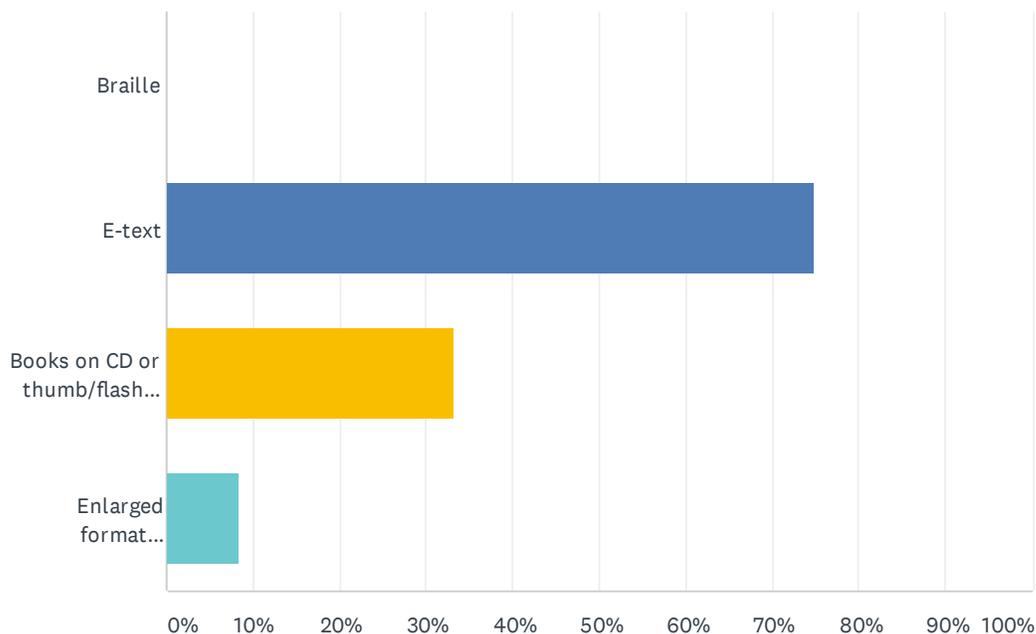
Answered: 19 Skipped: 93



ANSWER CHOICES	RESPONSES	
Yes	63.16%	12
No	31.58%	6
I did not request alternate media formats	5.26%	1
TOTAL		19

Q28 If you requested alternate media formats, which ones did you request? (Mark all that apply)

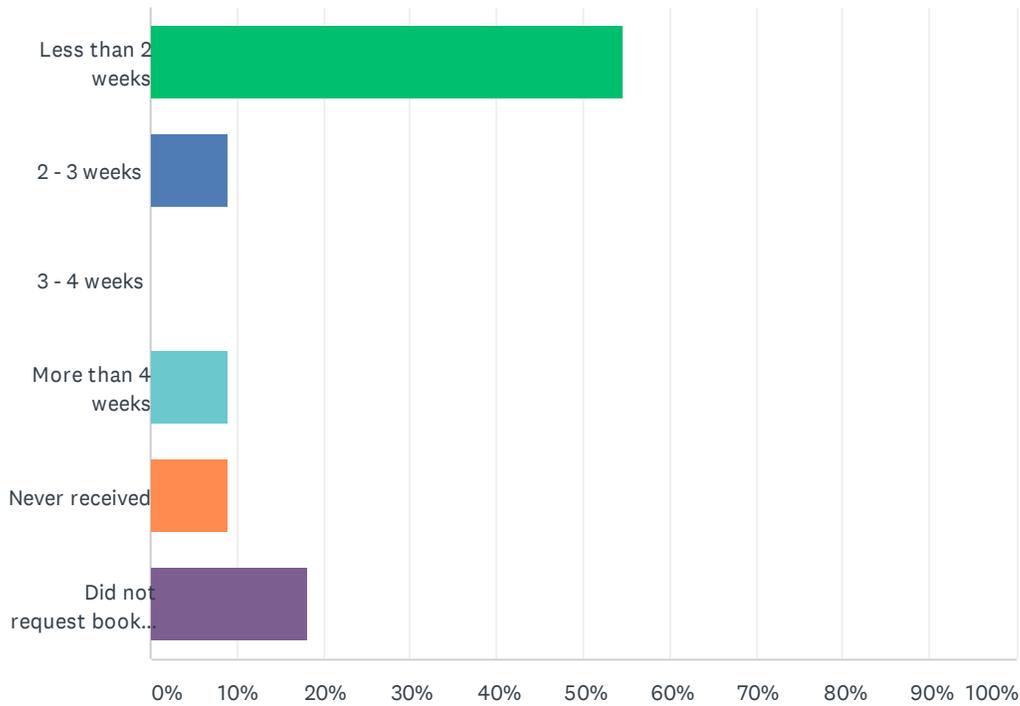
Answered: 12 Skipped: 100



ANSWER CHOICES	RESPONSES
Braille	0.00% 0
E-text	75.00% 9
Books on CD or thumb/flash drive	33.33% 4
Enlarged format materials	8.33% 1
Total Respondents: 12	

Q29 If you requested books in alternate media formats, how long did it take you to receive them?

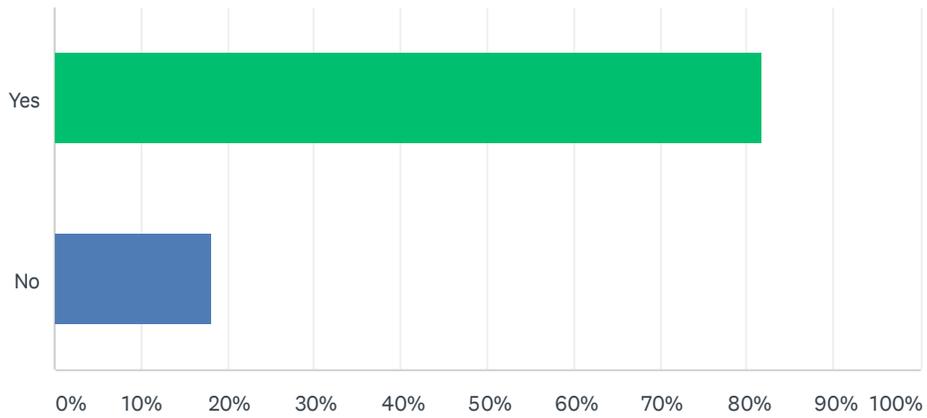
Answered: 11 Skipped: 101



ANSWER CHOICES	RESPONSES	
Less than 2 weeks	54.55%	6
2 - 3 weeks	9.09%	1
3 - 4 weeks	0.00%	0
More than 4 weeks	9.09%	1
Never received	9.09%	1
Did not request books in alternate media format	18.18%	2
TOTAL		11

Q30 Did you receive sufficient training to use and operate assistive technology independently?

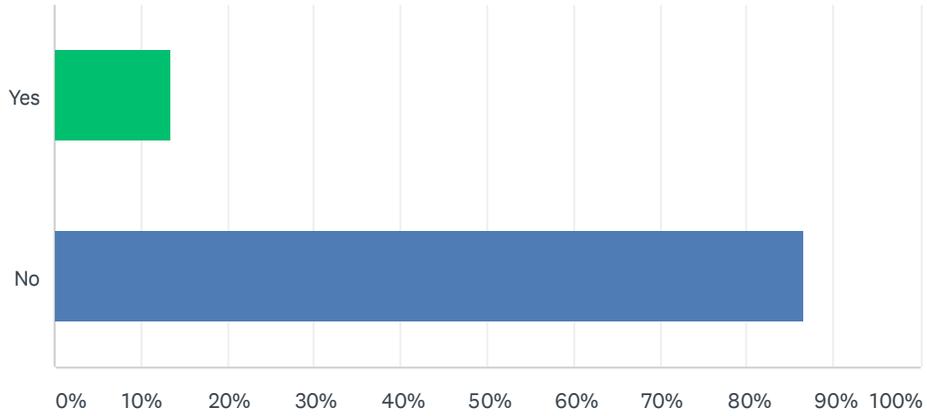
Answered: 11 Skipped: 101



ANSWER CHOICES	RESPONSES	
Yes	81.82%	9
No	18.18%	2
TOTAL		11

Q31 Have you used the SSD High Tech Center this year?

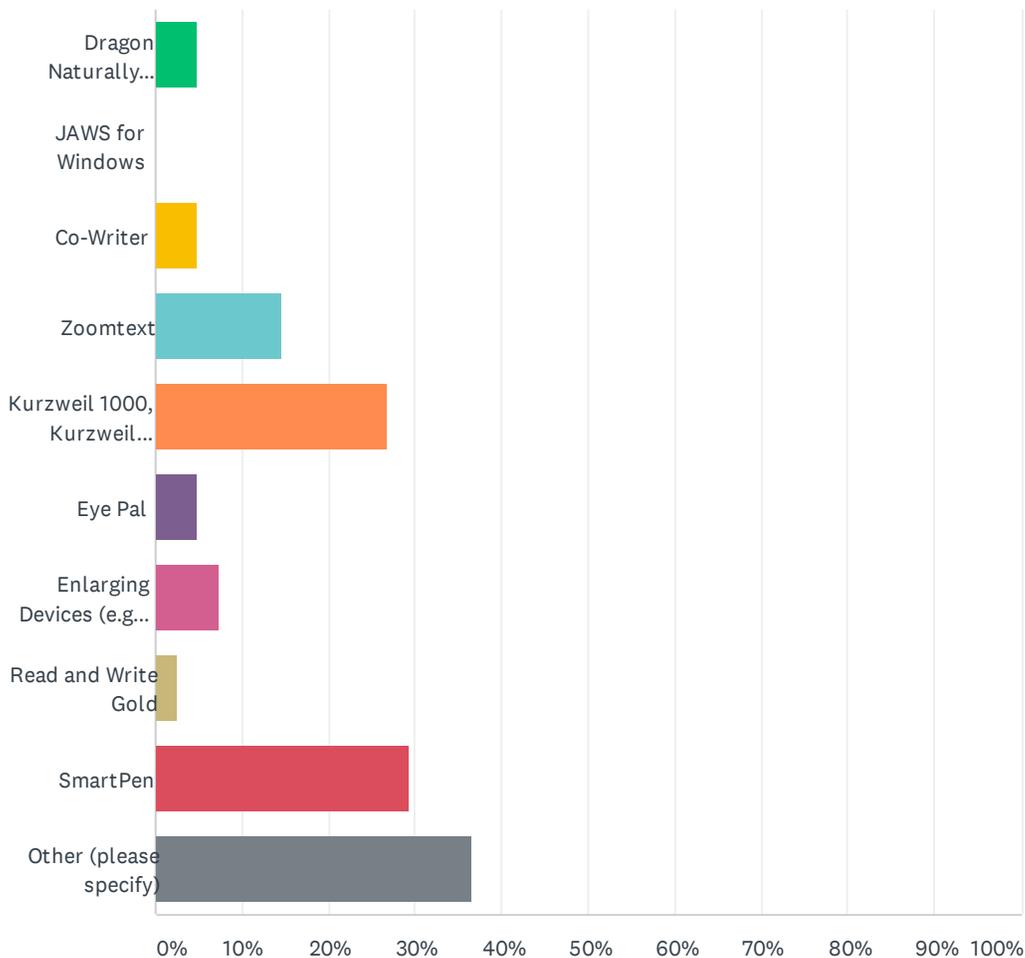
Answered: 15 Skipped: 97



ANSWER CHOICES	RESPONSES	
Yes	13.33%	2
No	86.67%	13
TOTAL		15

Q32 What software/hardware in the SSD High Tech Center have you used? (Mark all that apply)

Answered: 41 Skipped: 71

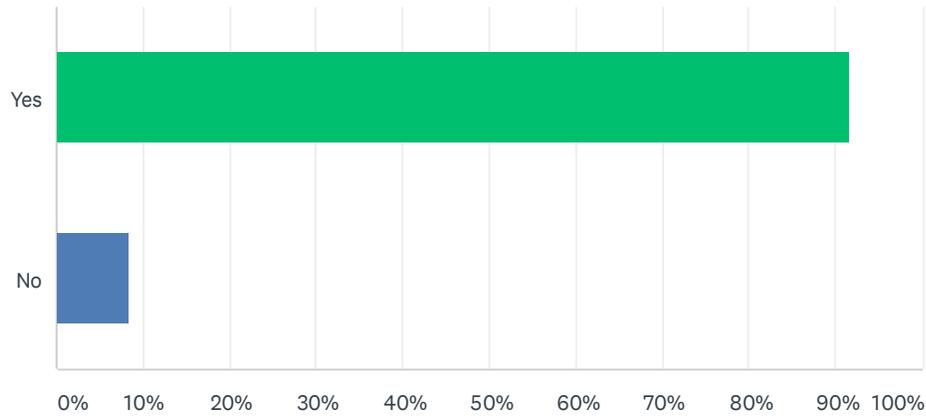


Services for Students with Disabilities (SSD) Survey - Student Fall 2020

ANSWER CHOICES	RESPONSES	
Dragon Naturally Speaking	4.88%	2
JAWS for Windows	0.00%	0
Co-Writer	4.88%	2
Zoomtext	14.63%	6
Kurzweil 1000, Kurzweil Firefly, or Kurzweil 3000	26.83%	11
Eye Pal	4.88%	2
Enlarging Devices (e.g. video/digital magnifier or CCTV)	7.32%	3
Read and Write Gold	2.44%	1
SmartPen	29.27%	12
Other (please specify)	36.59%	15
Total Respondents: 41		

Q33 Do you feel SSD staff were responsive to your needs?

Answered: 83 Skipped: 29



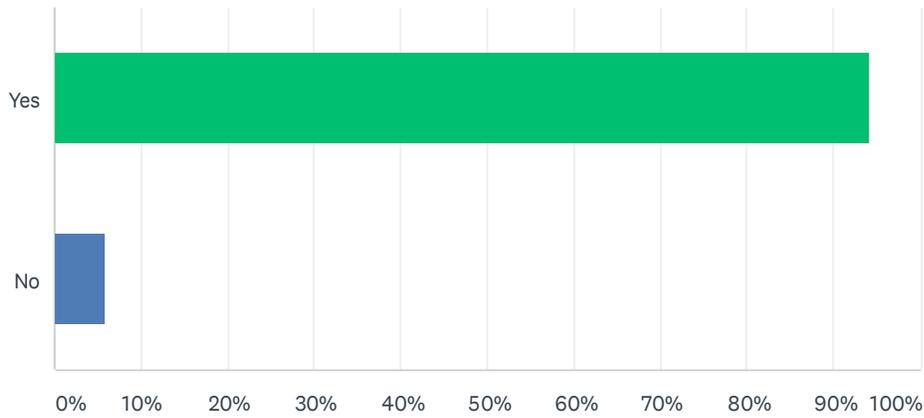
ANSWER CHOICES	RESPONSES	
Yes	91.57%	76
No	8.43%	7
TOTAL		83

**Q34 You have indicated SSD staff were not responsive to your needs.
Please offer feedback about the issue or incident.**

Answered: 4 Skipped: 108

Q35 Do you feel that all staff and faculty in the SSD office treat you with dignity and respect?

Answered: 84 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	94.05%	79
No	5.95%	5
TOTAL		84

Q36 You indicated you were not treated with dignity and respect by SSD staff and faculty. Please offer feedback about the issue or incident.

Answered: 3 Skipped: 109