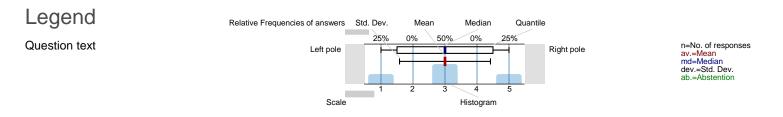
Disability Services Satisfaction Survey 2011

No. of responses = 33



Survey Results



Identify by percent the time you spend on each of the following Amarillo College campuses. (Note: the total for the four campuses should equal 100%)

Polk Street Campus

		n=22
0%		95.5%
10%		0%
20%		4.5%
30%		0%
40%		0%
50%		0%
60%		0%
70%		0%
80%		0%
90%		0%
100%	(0%

East Campus

0%	90.5%	n=21
10%	0%	
20%	0%	
30%	0%	
40%	0%	
50%	0%	
60%	0%	
70%	4.8%	
80%	0%	
90%	0%	
100%	4.8%	

0%	9.4% n=32	
10%	0%	
20%	0%	
30%	0%	
40%	0%	
50% 🗍	3.1%	
60%	0%	
70%	0%	
80% 🗍	3.1%	
90% []	3.1%	
100%	81.3%	

West Campus

0% 81.8% 10% 9.1% 0% 20% 30% 0% 40% 0% 50% 0% 60% 0% 70% 0% 0% 80% 0% 90% 100% 9.1%

n=22

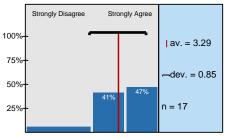
[Access]			
I am satisfied with access to the elevators on AC's campuses	Strongly Disagree	5.9% 5.9% 41.2% 47.1% 5.9% 5.9% 41.2% 47.1% 5.9% 5.9% 41.2% 47.1% 5.9% 5.9% 41.2% 47.1% 5.9% 5.9% 41.2% 47.1%	Agree n=17 av.=3.29 md=3 dev.=0.85 ab.=16
I am satisfied with access to the restrooms on AC's campuses	Strongly Disagree	22.2% 0% 22.2% 55.6% 1 2 3 4 Strongly A	Agree n=18 av.=3.11 md=4 dev.=1.23 ab.=15
I am satisfied with access to parking on AC's campuses	Strongly Disagree	61.5% 11.5% 11.5% 15.4% 5 cm strongly A 1 2 3 4	Agree n=26 av.=1.81 md=1 dev.=1.17 ab.=7
I am satisfied with access to the outside doors on AC's campuses	Strongly Disagree	5.9% 11.8% 35.3% 47.1% 5.9% 11.8% 35.3% 47.1% 5.9% 11.8% 35.3% 47.1% 5.9% 11.8% 35.3% 47.1% 5.9% 11.8% 35.3% 47.1%	Agree n=17 av.=3.24 md=3 dev.=0.9 ab.=16

I am satisfied with access to the inside doors on AC's campuses	Strongly Disagree	12.5% 6.3% 31.3% 50% 1 2 3 4	Strongly Agree	n=16 av.=3.19 md=3.5 dev.=1.05 ab.=17
I am satisfied with the ramp access on AC's campuses	Strongly Disagree	13.3% 20% 13.3% 53.3% 1 2 3 4	Strongly Agree	n=15 av.=3.07 md=4 dev.=1.16 ab.=18
Classrooms have all the equipment I need – i.e. padded chair, CCTV, etc.	Strongly Disagree	11.8% 17.6% 23.5% 47.1% 1 2 3 4	Strongly Agree	n=17 av.=3.06 md=3 dev.=1.09 ab.=16
Service				
The faculty is willing to assist me in obtaining needed accommodations.	Strongly Disagree		Strongly Agree	n=16 av.=3.69 md=4 dev.=0.6 ab.=17
The faculty is courteous when discussing accommodation/disability issues with me	Strongly Disagree		Strongly Agree	n=16 av.=3.56 md=4 dev.=0.89 ab.=17
I am satisfied with the tutoring services provided through Disability Services	Strongly Disagree	7.7% 7.7% 38.5% 46.2% 1 2 3 4	Strongly Agree	n=13 av.=3.23 md=3 dev.=0.93 ab.=20
I would use Reading/English tutoring through Disability Services if it were available more hours per week.	Strongly Disagree		Strongly Agree	n=14 av.=2.79 md=3 dev.=1.31 ab.=19
I am satisfied with the recorded books in alternative format	Strongly Disagree	9.1% 9.1% 54.5% 27.3%	Strongly Agree	n=11 av.=3 md=3 dev.=0.89 ab.=21
I am satisfied with the advising services I receive through Disability Services	Strongly Disagree	6.3% 18.8% 18.8% 56.3% 1 2 3 4	Strongly Agree	n=16 av.=3.25 md=4 dev.=1 ab.=17
I am satisfied with the registration process I receive through Disability Services	Strongly Disagree	0% 18.8% 25% 56.3%	Strongly Agree	n=16 av.=3.38 md=4 dev.=0.81 ab.=16
I would participate in a student group if it was available through Disability Services	Strongly Disagree		Strongly Agree	n=21 av.=2.38 md=2 dev.=1.12 ab.=12
I would participate in study skills sessions if offered through Disability Services	Strongly Disagree	12.5% 18.8% 37.5% 31.3%	Strongly Agree	n=16 av.=2.88 md=3 dev.=1.02 ab.=17

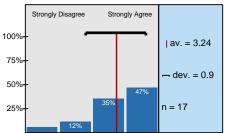
I would like more correspondence from Disability Services in regards to notification of upcoming registration or scholarship information	Strongly Disagree	16.7% 16.7% 27.8% 38.9% 1 2 3 4	Strongly Agree av	=18 v.=2.89 id=3 ev.=1.13 b.=14
I am treated courteously by Disability Services staff	Strongly Disagree	11.8% 5.9% 11.8% 70.6% 1 2 3 4	Strongly Agree av	=17 v.=3.41 id=4 ev.=1.06 b.=16
I feel more comfortable discussing my disability and am aware of how to ask for assistance after working with Disability Services personnel	Strongly Disagree	15.8% 15.8% 15.8% 52.6% 1 2 3 4	Strongly Agree av	=19 v.=3.05 id=4 ev.=1.18 b.=14
My overall satisfaction with Disability Services is	Very Dissatisfied		very Satisfied av	=25 v.=2.8 ld=3 ev.=1.35

Histogram for scaled questions

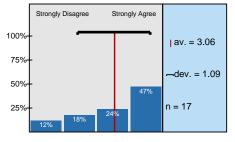
I am satisfied with access to the elevators on AC's campuses



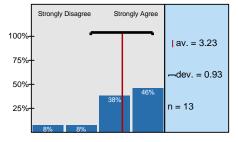
I am satisfied with access to the outside doors on AC's campuses



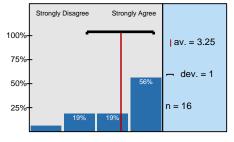
Classrooms have all the equipment I need – i.e. padded chair, CCTV, etc.



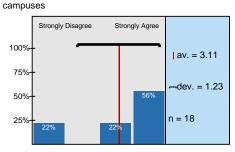
I am satisfied with the tutoring services provided through Disability Services



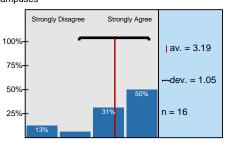
I am satisfied with the advising services I receive through Disability Services



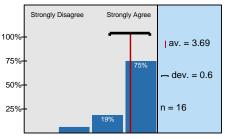
I am satisfied with access to the restrooms on AC's



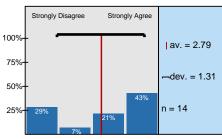
I am satisfied with access to the inside doors on AC's campuses



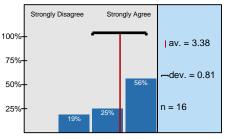
The faculty is willing to assist me in obtaining needed accommodations.



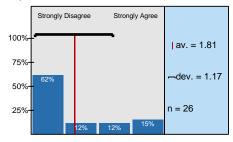
I would use Reading/English tutoring through Disability Services if it were available more hours per week.



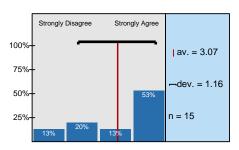
I am satisfied with the registration process I receive through Disability Services



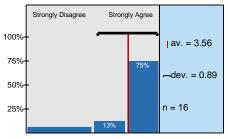
I am satisfied with access to parking on AC's campuses



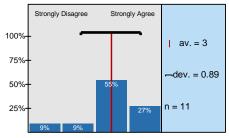
I am satisfied with the ramp access on AC's campuses



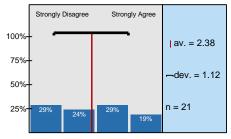
The faculty is courteous when discussing accommodation/disability issues with me



I am satisfied with the recorded books in alternative format



I would participate in a student group if it was available through Disability Services



I would participate in study skills sessions if offered through Disability Services

 Strongly Disagree
 Strongly Agree

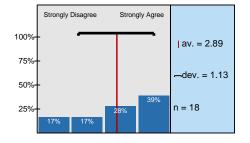
 100%
 | av. = 2.88

 75%
 --dev. = 1.02

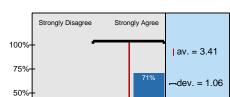
 50%
 38%
 31%

 13%
 19%
 31%

I would like more correspondence from Disability Services in regards to notification of upcoming



My overall satisfaction with Disability Services is

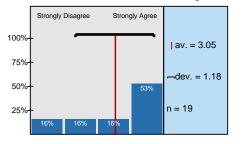


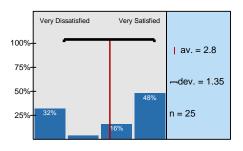
25%

n = 17

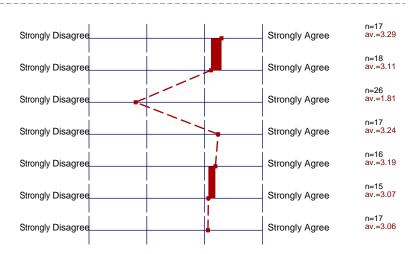
I am treated courteously by Disability Services staff

I feel more comfortable discussing my disability and am aware of how to ask for assistance after working with





I am satisfied with access to the elevators on AC's campuses
I am satisfied with access to the restrooms on AC's campuses
I am satisfied with access to parking on AC's campuses
I am satisfied with access to the outside doors on AC's campuses
I am satisfied with access to the inside doors on AC's campuses
I am satisfied with the ramp access on AC's campuses
Classrooms have all the equipment I need – i.e. padded chair, CCTV, etc.



n=16 av.=3.69

n=16 av.=3.56

n=13 av.=3.23

n=14 av.=2.79

n=11 av.=3

n=16 av.=3.25

n=16 av.=3.38

n=21 av.=2.38

n=16 av.=2.88

n=18 av.=2.89

n=17 av.=3.41

n=19 av.=3.05

n=25 av.=2.8

Service

The faculty is willing to assist me in obtaining needed accommodations.	Strongly Disagree	Strongly Agree
The faculty is courteous when discussing accommodation/disability issues with me	Strongly Disagree	Strongly Agree
I am satisfied with the tutoring services provided through Disability Services	Strongly Disagree	Strongly Agree
I would use Reading/English tutoring through Disability Services if it were available more hours per week.	Strongly Disagree	Strongly Agree
I am satisfied with the recorded books in alternative format	Strongly Disagree	Strongly Agree
I am satisfied with the advising services I receive through Disability Services	Strongly Disagree	Strongly Agree
I am satisfied with the registration process I receive through Disability Services	Strongly Disagree	Strongly Agree
I would participate in a student group if it was available through Disability Services	Strongly Disagree	Strongly Agree
I would participate in study skills sessions if offered through Disability Services	Strongly Disagree	Strongly Agree
I would like more correspondence from Disability Services in regards to notification of upcoming registration or scholarship information	Strongly Disagree	Strongly Agree
I am treated courteously by Disability Services staff	Strongly Disagree	Strongly Agree
I feel more comfortable discussing my disability and am aware of how to ask for assistance after working with Disability Services personnel	Strongly Disagree	Strongly Agree
My overall satisfaction with Disability Services is	Very Dissatisfied	Very Satisfied