

DSPS Student Satisfaction Survey Spring 2012

Customer Satisfaction

Summarize the results of your unit's "customer" service satisfaction survey(s). DSP&S has administered a customer satisfaction survey to current DSP&S students via email. One hundred twelve students completed the survey. The results indicate a majority of students are satisfied with their DSP&S contacts and services; however, there are some students who are very dissatisfied.

How satisfied were you with DSP&S program overall?	Very satisfied Satisfied Unsatisfied Very Unsatisfied	45.5% 41.1% 8% 5.4%
How satisfied were you with your initial contact with DSP&S?	Very satisfied Satisfied Unsatisfied Very Unsatisfied	48.2% 40.2% 8.9% 2.7%
How easy was it to find the DSP&S Office and services?	Very easy Easy Difficult Very Difficult	45.5% 43.8% 9.8% 0.9%
How satisfied were you with the ability to get an appointment to see a DSP&S counselor in a timely manner?	Very satisfied Satisfied Unsatisfied Very Unsatisfied NA	58.9% 33.9% 5.4% 1.8% 0%
How satisfied were you with how the DSP&S staff member you saw answered your question?	Very satisfied Satisfied Unsatisfied Very Unsatisfied NA	57.3% 32.7% 3.6% 4.5% 1.8%
How satisfied were you with your DSP&S counselors knowledge of LMC policies, procedures?	Very satisfied Satisfied Unsatisfied Very Unsatisfied NA	53.5% 31.8% 6.5% 4.7% 3.7%
If you have utilized the DSP&S testing center, how satisfied with the testing environment are you?	Very satisfied Satisfied Unsatisfied Very Unsatisfied NA	37.3% 15.7% 2.9% 4.9% 39.2%
If you have utilized the DSP&S alternative media (examples: audio books, Braille, or large print documents) services, how satisfied were you?	Very satisfied Satisfied Unsatisfied Very Unsatisfied NA	19% 11%
If you have utilized the DSP&S assistive technology services (examples: Kurzweil 3000 or Dragon Naturally Speaking), how satisfied were you?	Very satisfied Satisfied Unsatisfied Very Unsatisfied NA	14.6% 11.7% 2.9% 2.9% 68%

If you have utilized the DSP&S Learning Disability testing, how satisfied were you?	Very satisfied	33%
	Satisfied	15%
	Unsatisfied	2%
	Very Unsatisfied	2%
	NA	48%

Overall, students report that they are either satisfied or very satisfied in 86.6% of the responses. Comments were generally positive including praise for multiple staff members, friendliness of staff, and help received. There were also some negative comments including concerns about being treated rudely, not able to reach staff in DSP&S or not receiving adequate counseling. The majority of students responding were satisfied or very satisfied with their initial contact with DSP&S (89%). Again comments were generally positive. Several students expressed concerns with how they were treated either in reception, counseling or testing center. The majority of students answering (89.3%) felt the DSP&S office was easy or very easy to find. Some comments indicated difficulty finding the office. The majority of students reported either very satisfied or satisfied that they were able to get an appointment to see a DSP&S counselor in a timely manner (92.8%). Students commented that there were times available quickly and that appointments fit their schedules. Negative comments included rudeness and dissatisfaction with the quality of counselors. The majority of students reported either very satisfied or satisfied regarding the DSP&S staff member they saw for their questions (90%). The highest level of satisfaction was reported with question 6, how satisfied were you with your DSP&S counselor clearly explaining your accommodations. Students reported they were satisfied or very satisfied in 90.6% of the responses. Positive comments included praise for counselors and attentiveness to educational needs, explaining accommodations clearly, and follow up. Negative comments included students leaving confused, needing more time to process the information, feeling rushed and feeling disrespected. Students also reported satisfied or very satisfied with DSP&S counselor's knowledge of college policies and procedures (85.3%). Most comments were positive. Two students indicated they felt DSP&S counselors did not seem knowledgeable. The majority of students who have utilized the DSP&S testing center report satisfied or very satisfied responses (53%) with the testing environment. Comments included positive (quiet space that worked well) and negative (distracting or noise from other students). The majority of responding students reported they had not used either assistive technology or alternate media services (68% for both respondent groups). Students responding that they had utilized alternate media and assistive technology services were satisfied or very satisfied (30% for alternate media; 26.3% for assistive technology). Comments for alternate media services included positive comments, but concern that the audio books were not available as soon as students needed them. Comments regarding assistive technology sounded good, but several students commenting had not yet used it. One student commented that the station for students with Dragon needs to be in a more private setting. The comments for question addressing Learning Disability testing indicated some students did not understand this accommodation was different from the DSP&S testing center, either positively commenting on testing for classes and the quiet testing center. Negative comments included feeling disrespectful and not being able to schedule assessments. Of the students who indicated they had utilized learning disability testing, 48% of the respondents felt satisfied or very satisfied.