

LMC DSP&S Program Review 2013

Q1. How satisfied were you with DSP&S program overall?

Answer Options	%	Response Count
Very satisfied	45.5%	51
Satisfied	41.1%	46
Unsatisfied	8.0%	9
Very unsatisfied	5.4%	6
Comments		39
	answered question	112
	skipped question	0

Q2. How satisfied were you with your initial contact with DSP&S?

Answer Options	%	Response Count
Very satisfied	48.2%	54
Satisfied	40.2%	45
Unsatisfied	8.9%	10
Very unsatisfied	2.7%	3
Comments		26
	answered question	112
	skipped question	0

Q3. How easy was it to find the DSP&S Office and services?

Answer Options	%	Response Count
Very easy	45.5%	51
Easy	43.8%	49
Difficult	9.8%	11
Very difficult	0.9%	1
Comments		17
	answered question	112
	skipped question	0

Q4. How satisfied were you with the ability to get an appointment to see a DSP&S counselor in a timely manner?

Answer Options	%	Response Count
Very satisfied	58.9%	66
Satisfied	33.9%	38
Unsatisfied	5.4%	6

Very unsatisfied	1.8%	2
Not applicable	0%	0
Comments		23
	answered question	112
	skipped question	0

Q5. How satisfied were you with how the DSP&S staff member you saw answered your question?

Answer Options		Response Count
Very satisfied	57.3%	63
Satisfied	32.7%	36
Unsatisfied	3.6%	4
Very unsatisfied	4.5%	5
Not applicable	1.8%	2
	answered question	110
	skipped question	2

Q6. How satisfied were you with your DSP&S counselor(s) clearly explaining your accommodations?

Answer Options		Response Count
Very satisfied	59.8%	64
Satisfied	30.8%	33
Unsatisfied	3.7%	4
Very unsatisfied	3.7%	4
Not applicable	1.9%	2
Comments		24
	answered question	107
	skipped question	5

Q7. How satisfied are you with your DSP&S counselor(s) knowledge of Los Medanos Colleges policies, procedure:

Answer Options		Response Count
Very satisfied	53.3%	57
Satisfied	31.8%	34
Unsatisfied	6.5%	7
Very unsatisfied	4.7%	5
Not applicable	3.7%	4
Comments		24
	answered question	107
	skipped question	5

Q8. If you have utilized the DSP&S testing center, how satisfied with the testing environment are you?

Answer Options		Response Count
Very satisfied	37.3%	38
Satisfied	15.7%	16
Unsatisfied	2.9%	3
Very unsatisfied	4.9%	5
Not applicable	39.2%	40
Comments		18
	answered question	102
	skipped question	10

Q9. If you have utilized the DSP&S alternative media services (examples: audio books, Baillie, or large print documents), how satisfied are you?

Answer Options		Response Count
Very satisfied	19.0%	19
Satisfied	11.0%	11
Unsatisfied	5.0%	5
Very unsatisfied	2.0%	2
Not applicable	63.0%	63
Comments		13
	answered question	100
	skipped question	12

Q10. If you have utilized the DSP&S assistive technology services (examples: Kurzweil 3000, or Dragon NaturallySpeaking), how satisfied are you?

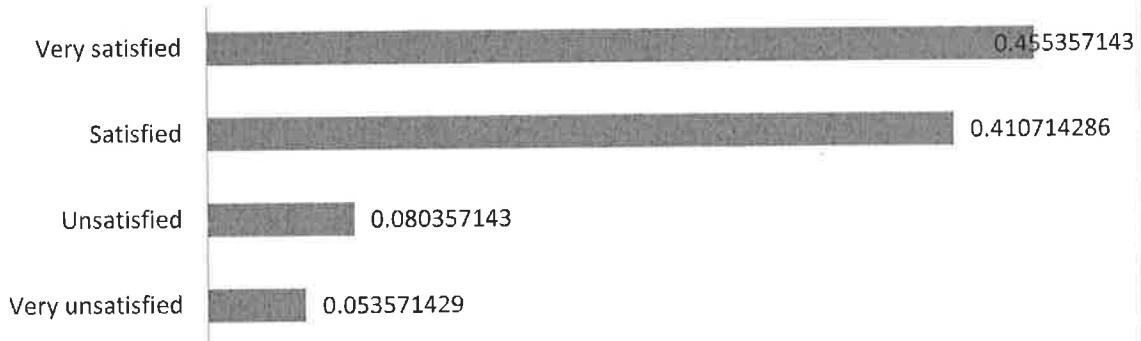
Answer Options		Response Count
Very satisfied	14.6%	15
Satisfied	11.7%	12
Unsatisfied	2.9%	3
Very unsatisfied	2.9%	3
Not applicable	68.0%	70
Comments		12
	answered question	103
	skipped question	9

Q11. If you have utilized the DSP&S Learning Disability testing, how satisfied were you?

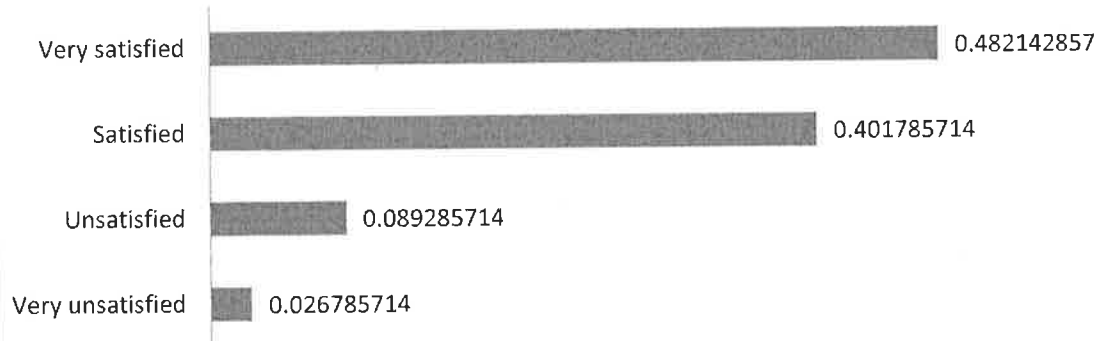
Answer Options		Response Count
Very satisfied	33.0%	33
Satisfied	15.0%	15
Unsatisfied	2.0%	2

Very unsatisfied	2.0%	2
Not applicable	48.0%	48
Comments		16
	answered question	100
	skipped question	12

Q1. How satisfied were you with DSP&S program overall?



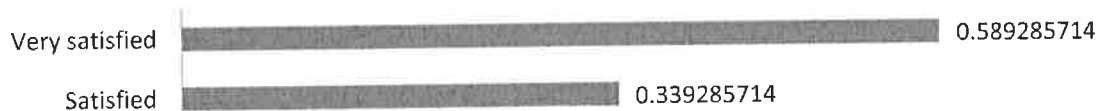
Q2. How satisfied were you with your initial contact with DSP&S?



Q3. How easy was it to find the DSP&S Office and services?



Q4. How satisfied were you with the ability to get an appointment to see a DSP&S counselor in a timely manner?



Unsatisfied	0.053571429
Very unsatisfied	0.017857143
Not applicable	0

Q5. How satisfied were you with how the DSP&S staff member you saw answered your question?

Very satisfied	0.572727273
Satisfied	0.327272727
Unsatisfied	0.036363636
Very unsatisfied	0.045454545
Not applicable	0.018181818

Q6. How satisfied were you with your DSP&S counselor(s) clearly explaining your accommodations?

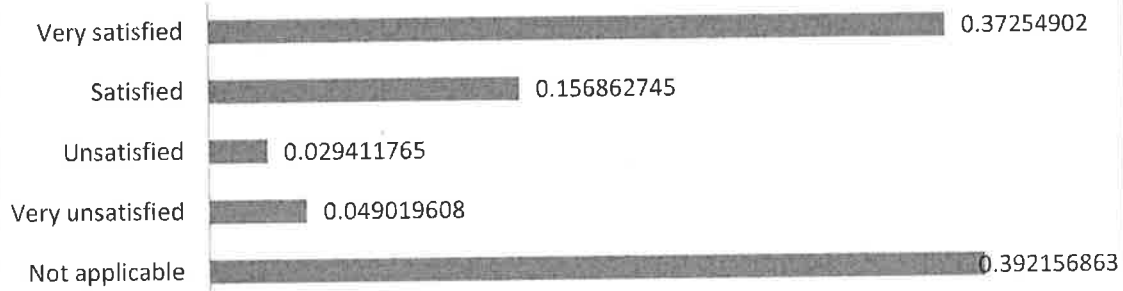
Very satisfied	0.598130841
Satisfied	0.308411215
Unsatisfied	0.037383178
Very unsatisfied	0.037383178
Not applicable	0.018691589

s, and academic requirements?

Q7. How satisfied are you with your DSP&S counselor(s) knowledge of Los Medanos Colleges policies, procedures, and academic requirements?

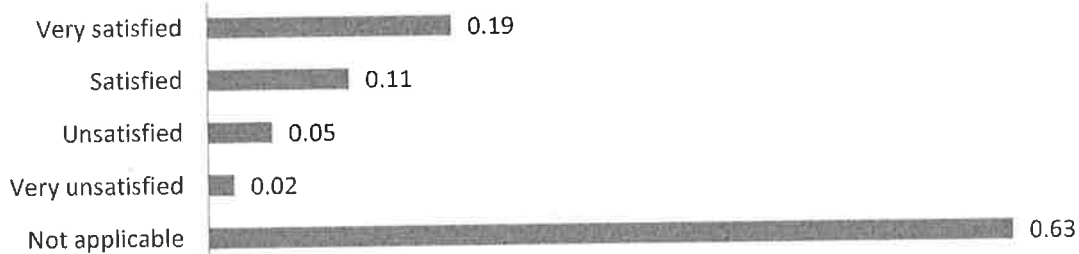
Very satisfied	0.53271028
Satisfied	0.317757009
Unsatisfied	0.065420561
Very unsatisfied	0.046728972
Not applicable	0.037383178

Q8. If you have utilized the DSP&S testing center, how satisfied with the testing environment are you?



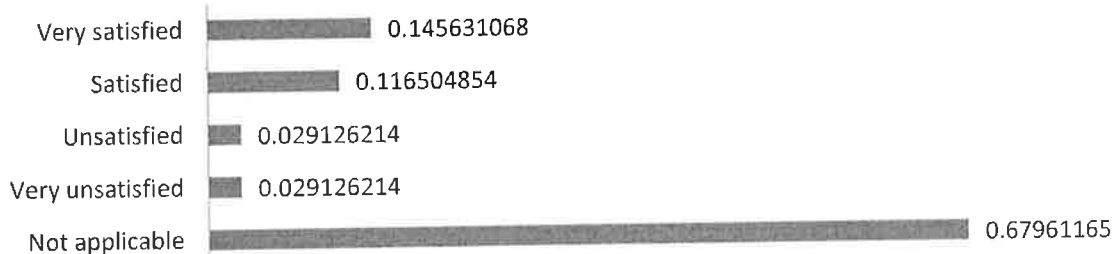
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Q9. If you have utilized the DSP&S alternative media services (examples: audio books, Baillie, or large print documents), how satisfied were you?



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Q10. If you have utilized the DSP&S assistive technology services (examples: Kurzweil 3000, or Dragon naturally speaking), how satisfied were you?







Q11. If you have utilized the DSP&S Learning Disability testing, how satisfied were you?







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Very satisfied		45.5%	51
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Very unsatisfied		5.4%	6
Please explain:			39
answered question			112
skipped question			0





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Unsatisfied		8.9%	10
Very unsatisfied		2.7%	3
Please explain:			26
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skipped question			0






3. How easy was it to find the DSP&S Office and services?

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Please explain:			17
answered question			112
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Please explain:			23
answered question			112
skipped question			0

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skipped question			2

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Unsatisfied		3.7%	4
Very unsatisfied		3.7%	4
Not applicable		1.9%	2
Please explain:			24
answered question			107
skipped question			5






7. How satisfied are you with your DSP&S counselor(s) knowledge of Los Medanos Colleges policies, procedures, and academic requirements?

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9. If you have utilized the DSP&S alternative media services (examples: audio books, Baillie, or large print documents), how satisfied were you?

		Response Percent	Response Count
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Satisfied		11.0%	11
Unsatisfied		5.0%	5
Very unsatisfied		2.0%	2
Not applicable		63.0%	63
Please explain:			13
answered question			100
skipped question			12

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Satisfied		11.7%	12
Unsatisfied		2.9%	3
Very unsatisfied		2.9%	3
Not applicable		68.0%	70
Please explain:			12
answered question			103
skipped question			9

11. If you have utilized the DSP&S Learning Disability testing, how satisfied were you?

		Response Percent	Response Count
Very satisfied		33.0%	33
Satisfied		15.0%	15
Unsatisfied		2.0%	2
Very unsatisfied		2.0%	2
Not applicable		48.0%	48
Please explain			16
answered question			100
skipped question			12

Page 1, Q1. How satisfied were you with DSP&S program overall?

1	Every one within the DSPS department is very helpful. I can come into the office and get an answer and feel confident of any answers I receive.	Feb 21, 2013 10:49 PM
2	I got some needed information on some concerns that I had. Although I still have a hard time speaking up on other questions that I may have needed answered.	Feb 21, 2013 11:49 AM
3	Rude workers involved in program	Feb 20, 2013 10:56 PM
4	I'm very satisfied with the help and support I have received from Ms. Alicia Faustino. I was displeased before she became my counselor.	Feb 20, 2013 7:51 PM
5	the stuff are very nice and respectfull	Feb 20, 2013 1:38 PM
6	Stephanie and Sylvia are easy to work with and wonderful women.	Feb 20, 2013 11:50 AM
7	because they made my problem most of time	Feb 20, 2013 11:35 AM
8	My counselor is Stephanie Foley. She is amazing. I believe that she really does care that I succeed in school. If I have any concerns, she helps me right away.	Feb 20, 2013 8:59 AM
9	Friendly staff. Jennifer Garcia helps a lot with finding tutors and additional resources to help us academically.	Feb 19, 2013 11:40 PM
10	the program is a big help	Feb 19, 2013 1:54 PM
11	They look out for the student to ensure we have everything we need.	Feb 19, 2013 9:44 AM
12	Need to know more about it.	Feb 19, 2013 9:37 AM
13	Each personal inside of the DSP&S has help me greatly, and I appreciate each and everyone.	Feb 18, 2013 7:01 PM
14	Anytime I need them to support me with the captioning for my classes they are professional, supportive, and friendly.	Feb 18, 2013 6:10 PM
15	DSPS counseling and early registration are helpful.	Feb 17, 2013 11:09 AM
16	I like my counselor, and she has been one of the more reliable and helpful sources of general, and case specific information.	Feb 15, 2013 9:57 PM
17	I have noticed a lot of turn over in this department in regards to building a consist working relationship with one person.	Feb 15, 2013 10:48 AM
18	All of my needs have been provided for	Feb 15, 2013 9:36 AM
19	I am satisfied with the program because it is simple to get use to and understand, has many options for me to take advantage of, and helps me relax more with my classes even when I am not using the program to it's fullest.	Feb 15, 2013 1:42 AM
20	Clerk seems to be gone from her desk more than she is there, very seldom can ever reach her on the phone. I don't feel Stephanie is a very knowledgable counselor	Feb 14, 2013 4:32 PM
21	my counslor and I have great communication	Feb 14, 2013 9:57 AM

Page 1, Q1. How satisfied were you with DSP&S program overall?

22	The program has definitely helped me complete some classes I don't think I could have without it. There are times when I don't make use of some benefits, but just knowing I could is helpfull... One instance is the testing center I don't always use it, but I know if I find out I can't focus in the class I can go there..	Feb 14, 2013 9:26 AM
23	I was unsatisfied with the LMC DSP&S Department when I was seen	Feb 13, 2013 11:19 PM
24	I really love this program. Jenny was fantastic and really helped me to see how I learn best. However twice I requested having a room by myself as I was tested to perform much better by talking out loud. I was not given this feature. However I was given the extra time which made all the difference.	Feb 13, 2013 10:56 PM
25	Syliva is very rude to the students. Its extremely hard when we have trouble with certain class and we don't have a tutor. Pl S get us math tutors!!!!	Feb 13, 2013 10:20 PM
26	It's sometimes difficult to get an appointment in a timely manner, and the reception person isn't always friendly.	Feb 13, 2013 8:41 PM
27	They are there to help me no matter how large or small my requests may be. Whenever I need to see someone with questions or needing direction, someone is always available to help me.	Feb 13, 2013 8:12 PM
28	Went a meeting which was just terrible! Students were crying no one even commented that they were crying. Ignore d them. And was tell students they were going to be a father figure to them. As they watched them cry. It was a disgrace.	Feb 13, 2013 7:59 PM
29	I would like to be able to have more access to the services via the internet because it is difficult for me to get to the school as I can not drive and due to my disability am often not able to make appointments. I would like to be able to do appointments by e-mail! I would also like to be able to go online and find all the DSPS classes and groups that are offered. I am not sure what is available. If I knew what was available to me, I would use it!	Feb 13, 2013 7:14 PM
30	LMC's DSP&S program is set up to ONLY accomodate students with learning disabilities; it is unhelpful, at best, when it comes to accommodating students with physical and/or other mental disabilities. I have a physical disability, and the most DSPS was prepared to help me with was to give me extra testing time - which ISN'T what I need to accomodate my disability.	Feb 13, 2013 6:51 PM
31	I'm have been very pleased with the services received.	Feb 13, 2013 5:38 PM
32	The consulor helps me at my convinient time. I don't have to wait for appointment	Feb 13, 2013 5:17 PM
33	there is always someone there to help me or support me and if they can't they direct me where I need to go.	Feb 13, 2013 3:49 PM
34	Dsps provide me with all the accomendations I need.	Feb 13, 2013 3:28 PM
35	the case workers are nice	Feb 13, 2013 3:28 PM
36	I don't like how having a disability in class is not kept very confidential in class. I wish they sent your accomodations to your teachers because you end up	Feb 13, 2013 3:11 PM

Page 1, Q1. How satisfied were you with DSP&S program overall?

explaining everything you need and you feel like a bigger idiot. I've tried to get help with notetaking and audio books but I spend a lot of time trying to get services but not getting them, because of staffing, availability etc..

37	They make sure to satisfied the students.	Feb 13, 2013 2:34 PM
38	No Information sessions. No information on what help DSPS provides throughout the semester. No information on how to stay in DSPS after a semester. Not much help at all besides extra test time and priority registration.	Feb 13, 2013 2:31 PM
39	The office is well organized , clean and everyone is very helpful and respects each students disabilities	Feb 13, 2013 2:27 PM

Page 1, Q2. How satisfied were you with your initial contact with DSP&S?

1	Not knowing just how and what to expect I could not have not been in better hands.	Feb 21, 2013 10:49 PM
2	I felt comfortable enough to communicate and ask questions about my progress.	Feb 21, 2013 11:49 AM
3	good	Feb 20, 2013 1:38 PM
4	ok	Feb 20, 2013 11:35 AM
5	The woman at the front desk is difficult to deal with. But once I got past her then everything works out very well.	Feb 20, 2013 8:59 AM
6	There were a few kinks that had to be worked out but overall it was a good experience that ultimately met my needs.	Feb 18, 2013 6:10 PM
7	We had a one-on-one meeting the year before to get acquainted with the program.	Feb 17, 2013 11:09 AM
8	The receptionist is kind of rude, and never seems to be around when I came in, or called. It was also difficult to get a call returned.	Feb 15, 2013 9:57 PM
9	Yes I like the quality of advisors in this department.	Feb 15, 2013 10:48 AM
10	Very helpful in getting me set in the right path	Feb 15, 2013 9:36 AM
11	I found the initial contact to have a welcoming air so I was quite pleasant with the experience.	Feb 15, 2013 1:42 AM
12	Sylvia Benzler does not belong in this department. She is rude and does not communicate well. I have had numerous occasions where appointments have been mixed up and I have rarely received reminders.	Feb 14, 2013 1:56 PM
13	in the begining there were errors made with my registration date, it was during the winter break and I was unable to speak to someone and the problem was not rectified. which stopped me from getting into the classes that semester.	Feb 14, 2013 9:57 AM
14	When I got tested for the math disability it was very supportive.	Feb 14, 2013 9:26 AM
15	I would give a grade it would be an F	Feb 13, 2013 11:19 PM
16	I was never able to see Gene!!only Stephanie Foley	Feb 13, 2013 10:20 PM
17	My initial contact was good but the reason I could not give it a "great" score is because it was my first time in college and I had no clue about WHAT to ask for. But once I learned of them and they learned of me, things has been great every since.	Feb 13, 2013 8:12 PM
18	The only person with training is James IT. Jennifer tries but needs training. Everything out dated Biases run wild in this department. They talk down to students. Clean house!!	Feb 13, 2013 7:59 PM
19	this was a very confusing series of meeting and communication. Seems that at times they did not talk to eachother.	Feb 13, 2013 7:14 PM

Page 1, Q2. How satisfied were you with your initial contact with DSP&S?

20	My initial (and thus far, only) contact with DSPS was an appointment with a DSPS counselor to get into the program. She had me explain to her the extent of my disability, and how it affected me over the course of my life. As I did so, she repeatedly said "aww" and openly pitied me, as if that was any help to me at all. What DSPS could really use is counselors who have some experience with disability, beyond seeing their disabled students as "inspirational", tear-jerking stories, or people who deserve pity.	Feb 13, 2013 6:51 PM
21	The initial contact was responded to quickly and efficiently.	Feb 13, 2013 5:38 PM
22	It explains what services I'm entitled to and I could'nt be more pleased.	Feb 13, 2013 3:49 PM
23	Very kind and respectful people	Feb 13, 2013 3:28 PM
24	I really like with Francis, and felt she understood my needs but lately my meetings have not been as productive.	Feb 13, 2013 3:11 PM
25	Counselor was helpful	Feb 13, 2013 2:31 PM
26	I just like the communication with the councilers and they help us with making a appointment an explaing what we need to succed , guide you to the right careers, being honest and listens to what we need help with	Feb 13, 2013 2:27 PM

Page 1, Q3. How easy was it to find the DSP&S Office and services?

1	I remembered where it was from previous visits and the sign on above it but perhaps there could be a little sign outside to let others know where it is.	Feb 21, 2013 11:49 AM
2	I have classes near the new office. The A-frame sign caught my attention.	Feb 20, 2013 8:59 AM
3	sister informed me she was a dsps student	Feb 19, 2013 1:54 PM
4	It keeps moving around.	Feb 19, 2013 9:37 AM
5	I had no problem finding them before construction work made it necessary for them to relocate, I was able to find the new location but it was a process and by time I found them I was not sure where to find them again because I was all turned around.	Feb 18, 2013 6:10 PM
6	With construction going on I had to search to find their offices. It was just a hallway with blank doors leading off.	Feb 17, 2013 11:09 AM
7	Wish more services at LMC Brentwood were available.	Feb 15, 2013 10:48 AM
8	As far as I can remember it was very easy for me to find.	Feb 15, 2013 1:42 AM
9	It was easier when it was in the admissions building, but the new one where the math labs use to be isn't bad ... It is well marked.	Feb 14, 2013 9:26 AM
10	very difficult to find	Feb 13, 2013 11:19 PM
11	Not only are there signs posted all over the school, but directions are posted on paperwork in the welcome package as well as in the information center, library, cafeteria, and elsewhere.	Feb 13, 2013 8:12 PM
12	I was in the office waiting and watched staff roll there eyes at DSPS student and mother.	Feb 13, 2013 7:59 PM
13	I pretty much know the capus so it wasn't hard at all.	Feb 13, 2013 3:49 PM
14	Very easy when it was in the consular hub	Feb 13, 2013 3:28 PM
15	It's easy to find only because I work here. I believe it would be hard to find if I were a new student.	Feb 13, 2013 2:31 PM
16	Hidden in the back of the complex in a small room. No signs really show where the office is located besides a small movable sign	Feb 13, 2013 2:31 PM
17	I just read the signs	Feb 13, 2013 2:27 PM

Page 1, Q4. How satisfied were you with the ability to get an appointment to see a DSP&S counselor in a timely manner?

1	I just went up there and asked to make an appointment. It did fit with my time schedule and I was able to go to the appointment.	Feb 21, 2013 11:49 AM
2	sometimes appointments are given weeks out and you really need to meet with a counselor	Feb 20, 2013 9:26 PM
3	Ms. Faustino always finds a way to accommodate my schedule even if there are no openings.	Feb 20, 2013 7:51 PM
4	as said when ever i assk to see counselor i got it	Feb 20, 2013 11:35 AM
5	I am able to see my counselor within a day or two.	Feb 20, 2013 8:59 AM
6	Able to get an appt immediately.	Feb 19, 2013 9:37 AM
7	My appointment was set and was within a timely fashion.	Feb 18, 2013 7:01 PM
8	I am always able to get appointments that work for me.	Feb 18, 2013 6:10 PM
9	I have not had any problems.	Feb 17, 2013 11:09 AM
10	I only got what I needed in time, because I got a jump on it. If I would of left it to two weeks before the deadline I would of probably missed it. See question #2	Feb 15, 2013 9:57 PM
11	Average availability; however Ms. Sylvia Benzler does an amazing job accomodating my schedule.	Feb 15, 2013 10:48 AM
12	I am happy with how easy it is for me to make an appointment at a time that I am free at a day soon after I go in to make an appointment.	Feb 15, 2013 1:42 AM
13	Sylvia Benzler does not belong in this department. She is rude and does not communicate well. I have had numerous occasions were appointments have been mixed up and changed without being notified. She does not relate well to the DSPS students.	Feb 14, 2013 1:56 PM
14	my relationship with DSPS have improved since my first semester	Feb 14, 2013 9:57 AM
15	There are times it can take a bit a longer than I would like, but it is an understandable amount of time.	Feb 14, 2013 9:26 AM
16	The staff was unprofessional and rude to me	Feb 13, 2013 11:19 PM
17	see above	Feb 13, 2013 8:41 PM
18	They were not over booked and I was not pushed off until later dates.	Feb 13, 2013 8:12 PM
19	Qualify of councilors unsatisfactory	Feb 13, 2013 7:59 PM
20	Love my counselor but she was 10 ,ims late. I forgive her she is great!	Feb 13, 2013 7:44 PM
21	I was told I didn't need to go to eops and dsps I only needed one	Feb 13, 2013 3:49 PM
22	I wish there schedule was little more flexible	Feb 13, 2013 3:28 PM

Page 1, Q4. How satisfied were you with the ability to get an appointment to see a DSP&S counselor in a timely manner?

23 Very satisfied

Feb 13, 2013 2:27 PM

Page 3, Q6. How satisfied were you with your DSP&S counselor(s) clearly explaining your accommodations?

1	It was understandable and also a good review on what types of accomodations I can utilize.	Feb 21, 2013 11:51 AM
2	My accommodations were never clearly explained to mean and I was very unsatisfied with DSPS; that is until Ms. Faustino became my counselor in the Fall 2012 semester and clearly explained to me what accommodations I was entitled to.	Feb 20, 2013 7:52 PM
3	Stephanie was thorough and very attentive to my educational needs with my disability.	Feb 20, 2013 11:51 AM
4	ok	Feb 20, 2013 11:37 AM
5	Ms. Foley write everything down for me. She goes over the information and makes sure that I understand it all.	Feb 20, 2013 9:02 AM
6	Mrs. Richards, Mrs.Foley, Jim, Jenny, and Mrs. Benzler are all my network at LMC. Without their aid I do not know where I would be. I really appreciate all of there support.	Feb 18, 2013 7:12 PM
7	Sometimes I find it hard to hear the instructions but other than that I am satisfied.	Feb 18, 2013 6:11 PM
8	I am not sure how I would take tests there. I have never done that before.	Feb 17, 2013 11:11 AM
9	I could have used a little more help because of my disability I have a hard time processing information in 1 appointment..	Feb 15, 2013 10:53 AM
10	Stephanie Foley was the best!	Feb 15, 2013 10:48 AM
11	As far as I can remember it was very simple and I understand it all.	Feb 15, 2013 1:47 AM
12	It was very clear and the accomodations were all helpfull.	Feb 14, 2013 9:27 AM
13	Seemed in a hurry and Didnt get a chance o ask Sophia questions.	Feb 14, 2013 8:47 AM
14	I felt disrespect and I believe my rights as a disabled student was volited	Feb 13, 2013 11:23 PM
15	Wish she understood that certain class have been a challenge	Feb 13, 2013 10:22 PM
16	They explained EVERYTHING and asked me on a number of occasions if I needed them to go back over anything.	Feb 13, 2013 8:14 PM
17	Talked about class. Said they had information that would help worksheet brain maps for studying to come back and she would have them ready. 3 months of checking and no still not available.	Feb 13, 2013 8:06 PM
18	I think my daughter and I could have used alittle more on our first meeting with the counselor because we left a bit confused and later had more questions than what we started with.	Feb 13, 2013 7:16 PM
19	Though I was offered little in the way of accommodations I need, my DSPS counselor explained them thoroughly.	Feb 13, 2013 6:52 PM
20	when i did meet with a counselor she was very clear and i still stop by and say	Feb 13, 2013 3:51 PM

Page 3, Q6. How satisfied were you with your DSP&S counselor(s) clearly explaining your accommodations?

	hello	
21	I understood all my accommodation	Feb 13, 2013 3:30 PM
22	Just not always available to get your accomodations	Feb 13, 2013 3:12 PM
23	Not very knowledgable for my major and doesn't know about the transfer degree requirements.	Feb 13, 2013 2:33 PM
24	Their all very understanding and patient also knows what to say in all honesty	Feb 13, 2013 2:28 PM

Page 3, Q7. How satisfied are you with your DSP&S counselor(s) knowledge of Los Medanos Colleges policies, procedures, and academic requirements?

1	could not have been more satisfied.	Feb 21, 2013 10:51 PM
2	I am satisfied but I still miss out on understanding what they exactly mean since it takes some patience and explaining for me to fully understand it.	Feb 21, 2013 11:51 AM
3	If Ms. Faustino does not know the answer, she finds out and quickly gets back to me	Feb 20, 2013 7:52 PM
4	They both are very informed and qualified to help students.	Feb 20, 2013 11:51 AM
5	couse i had a difficult to get direction,suc when to apply college	Feb 20, 2013 11:37 AM
6	I don't remember this being discussed but I will make an appointment.	Feb 19, 2013 10:42 AM
7	Take the time to explain and let me know what the school has to offer.	Feb 19, 2013 9:45 AM
8	Still waiting for new requirements that are being set up.	Feb 19, 2013 9:38 AM
9	Mrs. Foley , Mrs. Moy, and Mrs.Richards have exteme knowledge of the procedures, policies, and academic requirements.	Feb 18, 2013 7:12 PM
10	As far as I know they are knowledgeable in that area.	Feb 18, 2013 6:11 PM
11	They know different programs.	Feb 17, 2013 11:11 AM
12	see question #4. My counselor has been more helpful than when I sought information in Financial Aid and Counseling. Those two departments need some help.	Feb 15, 2013 9:59 PM
13	Very experienced.	Feb 15, 2013 10:48 AM
14	The few questions that I have asked my counselor have all been answered with ease it seems so I am content.	Feb 15, 2013 1:47 AM
15	My last appointment I learned the deadline to apply to a CSU was far earlier than I thought at first.	Feb 14, 2013 9:27 AM
16	Very rushed through everything.	Feb 14, 2013 8:47 AM
17	LMC Counselors and Admin were very rude and disrespectful I will NOT attend LMC I rather be at a college were I feel respected and I can get the knowlege of the camapus I am attending I would recommed friends and family not to attend LMC or any College in the CCCD	Feb 13, 2013 11:23 PM
18	I don't go to a DSPS counselor I go to a regular one until they tell me I hace to.	Feb 13, 2013 8:06 PM
19	The counselor's are not well informed about the academic requirements. They really don't guide students well. Because of them, I will be graduating much later than I should have	Feb 13, 2013 5:00 PM
20	the counselors that i have seen seem to be very knowledgeable. so i was/am very satisfied	Feb 13, 2013 3:51 PM

Page 3, Q7. How satisfied are you with your DSP&S counselor(s) knowledge of Los Medanos Colleges policies, procedures, and academic requirements?

21	They answer all my questions	Feb 13, 2013 3:30 PM
22	Not much knowledge on the transfer degree and what is required to attain it. Not knowledgable about the nursing programs and classes required to enter certain programs. Only knows basic breadth requirements.	Feb 13, 2013 2:33 PM
23	I haven't asked.	Feb 13, 2013 2:32 PM
24	Very satisfied	Feb 13, 2013 2:28 PM

Page 4, Q8. If you have utilized the DSP&S testing center, how satisfied with the testing environment are you?

1	I have not visted the testing center yet.	Feb 21, 2013 11:53 AM
2	with new center only	Feb 20, 2013 10:58 PM
3	Noise cancelling headphones would be a great addition. Also, table dividers that prevent you from being distracted by other students would be very helpful. How about painting the walls a different color? Ms. Jennifer Garcia has been so kind and helpful. I am easily distracted and overwhelmed by noise, when testing was done in the library bldg, Ms. Garcia saw that I could not concentrate due to other students, she took me to another room so I could complete my test in silence --- I passed! My test grades improved after I started using the testing center.	Feb 20, 2013 7:54 PM
4	I enjoy the quietness because I can focus.	Feb 19, 2013 9:49 AM
5	Yes I use the testing center each week.	Feb 18, 2013 7:26 PM
6	I just learned that there was a testing center from another DSPS student.	Feb 18, 2013 6:14 PM
7	very opened and spacious , it's so big . I liked the smaller room	Feb 14, 2013 11:20 PM
8	Always able to supply a quite and clean environment for testing.	Feb 14, 2013 10:59 AM
9	The only problem was other people coming in and getting settled.	Feb 14, 2013 9:29 AM
10	At the present time, I have not had the opportunity to experience in the testing center (although it was offered). I have been attempting to see how I do in a classroom setting so far.	Feb 13, 2013 8:21 PM
11	Jennifer. Does her best. professors don't always do what they say they are going to it takes a week do. They have no idea how things week for students. Cross training is need or even a workshop.	Feb 13, 2013 8:17 PM
12	I don't think the testing center was up and running yet but I had to take a test in a room which was the study/tutor center and it was very distracting because other students kept coming in and were talking. I had extra time but it was not quiet and I need both in order to think.	Feb 13, 2013 7:20 PM
13	Jennifer Garcia is the best person to work with at DSPS. She really truly cares for her students. She follows the rules and regulations and understands each students needs. She is extremely accommodating. Jennifer is a huge asset to LMC. We feel very lucky and blessed to have her.	Feb 13, 2013 5:04 PM
14	i have and i wasn't distracted like i could have been had i been in a classroom with 20 other students	Feb 13, 2013 3:53 PM
15	It was a very quite area where I could think out loud to myself and not disturb anyone	Feb 13, 2013 3:31 PM
16	The room is crowded and small	Feb 13, 2013 3:14 PM
17	Too small and people easily cheat pulling out cell phones and taking breaks during test. Students take breaks and roam around campus looking up answers and reviewing material so after the break the information is fresh. I feel this is cheating	Feb 13, 2013 2:35 PM

Page 4, Q8. If you have utilized the DSP&S testing center, how satisfied with the testing environment are you?

18 But haven't used it yet

Feb 13, 2013 2:29 PM

Page 4, Q9. If you have utilized the DSP&S alternative media services (examples: audio books, Baillie, or large print documents), how satisfied were you?

1	I have not yet utilized those services.	Feb 21, 2013 11:53 AM
2	Jim Kolthoff is very patient and helpful. He started trying to find the audio book I needed as soon as I put in my request	Feb 20, 2013 7:54 PM
3	Don't know too much about this. I am still trying to adjust.	Feb 19, 2013 10:43 AM
4	I was so excited to learn that the program offer the audio books.	Feb 19, 2013 9:49 AM
5	Professor Jim, went above and beyond when I requested the media services. Jim returned it in a timely fashion, on my first day of college I was able to started read my textbooks. Jim ever load it with an audio file so I can read and follow along. This is a big advantage for me, because there are times when I misprenounce words, with the aid of Jim, I am now able to correct this problem and read out loud inside of the classroom setting.	Feb 18, 2013 7:26 PM
6	When I did use it I always got my audio books late in the semester and by this point I was already struggling with the load of reading..I was dissapointed that it took so long to get them copied..I only used this sevice a couple times and gave up.	Feb 15, 2013 10:55 AM
7	Only used the audio book and each time the DVD was not working properly.	Feb 14, 2013 10:59 AM
8	I have not had a chance to experience either of these also.	Feb 13, 2013 8:21 PM
9	By the time i got my text books into audio the class was 3 weeks in. I got behind. I had to provide the text book. So i was without. A book for three weeks. Now i do without my accommodation because. I don't. Wabt that to happen again.	Feb 13, 2013 8:17 PM
10	Could not get any audio books I needed for my classes	Feb 13, 2013 3:14 PM
11	I was a little disappointed that our audio books don't have a format to read the print at the same time. I have a hard time with repetative neck movements and it's much better reading from a computer screen. Some books are difficult to find in e-book format.	Feb 13, 2013 2:38 PM
12	Haven't used this yet	Feb 13, 2013 2:29 PM
13	I tried to use services but I was unable to get my books on tape like my services stated.	Feb 13, 2013 2:27 PM

Page 4, Q10. If you have utilized the DSP&S assistive technology services (examples: Kurzweil 3000, or Dragon naturally speaking), how satisfied were you?

1	Again, I have not utilized this service or had knowledge about any of it. But I do know that there is a testing center.	Feb 21, 2013 11:53 AM
2	I wish the Dragon software was available in a more private setting. I have only tried to use it once because it is very uncomfortable to speak to the program when there are so many students around.	Feb 20, 2013 7:54 PM
3	Don't know if this applies to me.	Feb 19, 2013 10:43 AM
4	I am also excited about learn th e Dragon program. I feel it would help my learning skills.	Feb 19, 2013 9:49 AM
5	I look forward to purchasing the Kurweil 3000 software in addition to the Dragon software. I enjoy be able to take full advantage of the these programs. Thank you for having this feature here at LMC, I would to see more of the technology around the campus. Many students use the Kurzweil 3000.	Feb 18, 2013 7:26 PM
6	I am not sure what the Kurzweil 3000 is, I have never used Dragon at LMC	Feb 18, 2013 6:14 PM
7	Would like to take advantage of Dragon.	Feb 15, 2013 10:49 AM
8	Never tried it	Feb 14, 2013 10:59 AM
9	Dragon naturally speaking has been used on other computers, but not for schooling. I love the software. I would probably enjoy it for schooling as well...I just hadn't experienced this either.	Feb 13, 2013 8:21 PM
10	The class i took was great. Training was great. But few computer s had it and they would freeze up. And still do in the testing center. It takes pulling teeth to get hard copy from professor to have tests done in the programs.	Feb 13, 2013 8:17 PM
11	The hearing amplifier is absolutely great, I don't know how I managed without them!	Feb 13, 2013 3:07 PM
12	Not yet	Feb 13, 2013 2:29 PM

Page 5, Q11. If you have utilized the DSP&S Learning Disability testing, how satisfied were you?

1	The ability to feel less stressed. Which could have helped if I and I want to stress I would not allow myself to stress.	Feb 21, 2013 10:54 PM
2	I have not utilized this yet.	Feb 21, 2013 11:53 AM
3	I haven't used yet. I need to find out more about it.	Feb 19, 2013 10:44 AM
4	I am so grateful for the testing center. I can focus and I have less anxiety.	Feb 19, 2013 9:50 AM
5	I was able to learn many different things about myself and my learning style.	Feb 18, 2013 7:28 PM
6	I could still hear people talking	Feb 14, 2013 11:20 PM
7	I learned I had a math disability and as long as the complication of also being bipolar is not out of control I have been able to complete math classes with the accommodations I was given.	Feb 14, 2013 9:30 AM
8	I felt like I was being judged and disrespected and I would give LMC DSP&S a grade F	Feb 13, 2013 11:24 PM
9	I am a Night student so I have never tried to use this service. And I can't reschedule the test to take it during the day.	Feb 13, 2013 10:11 PM
10	As of yet, I have not used this privilege.	Feb 13, 2013 8:22 PM
11	I have been given extra time on my tests which I need but I was put in a room that was very noisy and added to my anxiety.	Feb 13, 2013 7:23 PM
12	I don't even know what this is.	Feb 13, 2013 7:17 PM
13	Jennifer and Jim make the testing process easy and they are very accommodating.	Feb 13, 2013 5:05 PM
14	It's so quiet. I like that	Feb 13, 2013 3:53 PM
15	It was very interesting	Feb 13, 2013 3:32 PM
16	It's very useful because the adults in DSPs would understand what disability you have	Feb 13, 2013 2:31 PM