**SSD Sign-In Evaluation Fall '18**

**(September 12, 2018 – January 4, 2019)**

The Office of Services to Students with Disabilities (SSD) began collecting student sign-in data through an online hosted survey created September 19, 2017. Initially, SSD utilized OrgSync to document student sign-in data, but due to several challenges with this platform the office transitioned to the Qualtrics system on October 12, 2017, which has been an impressive resource. This document analyzes the student sign-in data gathered from the Qualtrics system for the fall 2018 quarter (September 12, 2018 – January 4, 2019).

A total of 1,415 students signed in on an iPad located at the front desk of the SSD office, representing an 18.7% increase from fall 2017 (n=1,151). The documented responses represent collected data across multiple fields, including:

* Walk-in or Appointment
* Reason for Visit
* Counselor Visit
* Testing Services
* Alternate Media Services
* Mobility Services
* Notetaking Services
* Smartpen Services

Out of the total responses (n= 1,415), the majority of the SSD daily visits were appointments (n=782), which represents a significant increase (32.3%) over fall 2017 (n=530). Six hundred and thirty three students (n=633) selected walk-in, which is a 1.9% increase from fall 2017 (n=621). A comparative analysis of the data with the reasons for visit in fall 2018 and fall 2017 reveals, 142 students selected “Counseling,” whereas in fall 2017, 88 students selected “Counseling” representing a 38.02% increase. Six hundred and twenty one (n=621) students came in for “Testing” services, which is an increase of 16.10% compared to fall 2017 (n= 521). Forty four (n=44) students signed in for “SmartPen” related services, a 40.9% increase compared to 26 students from fall 2017, 31 students came in for “Alternate Media Services,” an increase of 58.06% from fall 2017 (n=13), 147 students selected “Cart Ride,” as compared to 117 students from fall 2017 (a 20.40% increase), 227 students signed in for “Notetaking” services, which is a 3.96% increase from 218 students in fall 2017, and the remaining 203 students selected “Other,” which is an increase of 16.74% from the fall 2017 quarter where 169 students selected “Other.”

*Figure 1* on the next page illustrates the number of walk-in’s and appointments from both quarters (fall 2017 and fall 2018), *Figure 2.1* illustrates the reasons for visit by appointments in fall 2017 and fall 2018, and *Figure 2.2* illustrates the reasons for visit by walk-ins for fall 2017 and fall 2018.

***Figure 1:*** *Graph illustrates the count of appointments and walk-ins.*

***Figure 2.1:*** *Graph illustrates the reasons for visit by appointments, for fall 2017 and fall 2018.*

***Figure 2.2:*** *Graph illustrates the reasons for visit by walk-ins, for fall 2017 and fall 2018.*

**Counselor Visits**

An important field on the sign-in form questions whether the student is visiting a counselor, and if yes, a follow-up field appears prompting the student to identify which counselor they are meeting with. The data collected illustrates that Dr. Ben Toubak had the highest number of visits in comparison to counselors Carlos Reza, Karmela Yahyakashani and Marci Daniels. Sixty-four students selected Dr. Toubak in the fall quarter, out of 142 counselor visits, which represents 45% of total counseling visits by students. Karmela Yahyakashani was selected by 22 students constituting 15.5% of total visits by students, Marci Daniels was selected by 6 students, which represents 4.22% of counseling visits, and Carlos Reza was selected by 18 students constituting 12.67%. Thirty two respondents were unsure which counselor they were here to see and selected “Other,” representing 22.53% of counseling visits.

Since fall 2017, counselor pictures have been added above their names to assist students in recognizing who they are coming into the office to see. The number of students who were unsure of what counselor they were meeting with rose to 22.53%, compared to 5.3% during summer quarter 2018 and may be attributable to changes in counseling staff.

***Figure 3:*** *Graph illustrates visits by counselor*

The reason that students met with their counselor is shown in the graph below, 34 students came in for a “Meet & Greet,” 20 students came in for an “Intake,” and 88 students selected “Other” as their reason.

***Figure 4:*** *Chart shows the reasons for the counselor visit.*

**Other Reasons for Student Visits**

The remaining reasons for student visits are as follows:

* Exam Accommodations
* SmartPen
* Note Taking
* Cart Accommodations
* Alternate Media
* Other Reasons

Each of the above reasons, once selected, triggers a drop down menu. For example, a student selects SmartPen as an option, a drop down menu will appear listing the following options: “Return SmartPen,” “Checkout SmartPen,” or to “Refill SmartPen.”

**Exam Accommodations**

Of the 1,415 students that signed in for the fall quarter, 621 students selected the reason for visit as exam accommodations. This constituted about 43.88% of total reasons for student visits in fall 2018. Six hundred and three (n=603) students selected the drop down option “Take exam.” Fifteen individuals inquired about exams, one individual selected “Pick up exam,” two individuals selected “Drop off exam.”

***Figure 5:*** *Graph shows the number of students choosing exam accommodations*

**SmartPen**

The SmartPen has been widely used by SSD students. In the fall quarter 2018, 44 students selected SmartPen as their reason for visit, which constituted 3.1% of total visits. When the students select SmartPen, there is a drop down menu asking the specific reason related to the SmartPen (ask questions about SmartPen, training on using SmartPen, or checking out a SmartPen).

An analysis of data from fall 2018 revealed four students were here to ask questions about the SmartPen, eight students attended training for the SmartPen, 10 students were here to check out the SmartPen, nine students signed in to return their SmartPen and check it out again, five students were here to refill ink for their SmartPen, five students were here to ask SmartPen related questions, and seven students were here to return their SmartPen. The pie chart (*Figure 6*) below provides a breakdown of reasons for the SmartPen visit.

***Figure 6:*** *Chart represents the reason for the SmartPen visit.*

**Notetaking**

In the fall of 2018, a total of 227 students selected the reason for their visit as “Notetaking,” which constitutes 16.04% of total visits. Out of the 227 students that identified this reason, 15 students were here to inquire about notetaking, 144 students selected the option of “Copy Notes,” 15 students “Requested a Notetaker,” 11 students selected “Pick Up Notes” and 42 students “Volunteered” to be a peer notetaker. This is the second highest selected reason for visit among students.

***Figure 7:*** *Graph represents the data for notetaking visits for fall 2018*

**Cart Accommodations**

From the data obtained from the surveys, students who selected the “Cart Accommodations” option totaled 147 which constitutes 19.23% of total visits. The three categories on the SSD survey for mobility accommodations are: scheduled rides, unscheduled rides, and mobility questions. Two students selected “Mobility questions” representing 1.37% of reasons 56 students had scheduled rides representing 38.09% of total cart rides during the fall quarter, whereas 89 students had unscheduled rides constituting 60.54% of total cart rides.

*Figure 8: Graph represents the data from cart accommodations.*

**Alternate Media**

Thirty-one students visited the SSD office for Alternate Media Services representing 2.19% of total visits for the quarter. Fourteen students visited the office for “Alternate Media Intake,” two students selected “Pick up Alternate Media” in the drop down menu, and two students “Dropped off a book,” and 13 visits were for “Other” reasons. This data has been plotted as a pie chart in the *Figure 9*.

*Figure 9: Chart represents the data obtained for Alternate Media Visits.*

**Other Reasons**

The survey provided many choices for visit reasons, however, if the option is not listed, students type in the reason for their visit. There were 203 students out of 1,415 who typed “Other” as the reason for their visit. Twenty three students typed their reason for visit as “Questions about accommodation,” 15 students typed their reason as “Forms,” 13 students typed “Notes” as their reason of visit, 12 students typed “Exam Accommodation Form,” 11 students typed “Paperwork.” The remaining 129 students each gave a different reason, (i.e., Drop off Notetaker Form, Registration, Counseling, etc.). These reasons have been plotted on a line graph in *Figure 10* on the following page.

*Figure 10: Graph represents the reasons which students entered in the “Other” option*

**Summary**

The SSD Qualtrics survey has been incredibly useful in gathering student sign-in data across the different service fields that are offered by the office. We have accumulated 5,553 responses in the span of fourteen months – 1,415 in the fall quarter 2018. A comparison of responses per quarter for academic years 2017-18 revealed winter 2018 had the most responses (n=1,706) followed by fall 2018 (n=1,415), fall of 2017 (n=1,151), spring 2018 (n=1,005) and summer 2018 (n= 276). In terms of students who made appointments in comparison to those who walked in for the fall 2018 quarter, data reveals there were more appointment based visits (n=782), which represents 55.26% of total visits than walk-in’s (n= 633) which account for 44.74%.

The most used services this quarter were testing (n= 621) and notetaking (n= 227), followed by mobility services (n= 147) which saw an increase in comparison with fall 2017 (n=117). Six hundred and twenty-one students selected “Take exam,” which constitutes 43.88% of total student visits for the fall 2018 quarter. One hundred and forty two students selected “Counseling,” 64 students selected Dr. Ben Toubak and 22 students selected Karmela Yahyakashani as their counselor during the quarter constituting 60.56% of the category. The most utilized service for Alternate Media was “Alternate Media Intake,” and “Other” which together constituted 87.09% in that category, for Notetaking “Copy Notes” was most utilized service (n=144) which constitutes 63.43% responses in that category, and for mobility services the majority of students had “Unscheduled Rides” (n= 89). Smartpen services had the highest amount of responses under “Checkout Smartpen” with 22.72% of responses (n=10). With this data, we will be able to better understand what services students are utilizing the most and least, and how we can better assist students given the information collected over time.

**Challenges**

There were several notable challenges for the fall 2018 quarter with our SSD sign-in process including:

1. Students continue to display reluctance to sign-in.

2. Lack of consistent front office support has resulted in staff and student assistants being inconsistent with ensuring that students are signing in before being addressed. This has impacted the student sign-in data.

3. There is currently only one device in the office to sign-in, and although the process is short, the lobby in the SSD is small and there have been lines to sign-in during peak hours.

4. There was an increase in the number of students confused about their assigned counselor. This is attributed to recent changes in counseling staff and will be monitored closely in winter quarter 2019.

**Accomplishments and Revisions**

As the SSD office continues to collect student data, we will make more informed decisions about services the office provides, and learn more about what works with our sign-in process as well as what does not.