**SSD Sign-In Evaluation Spring ’19**

**(March 30, 2019 – June 18, 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, however, 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 spring 2019 quarter (March 30, 2018 – June 18, 2019).

A total of 1,202 students signed in on an iPad located at the front desk of the SSD office, representing a 16.38% increase from spring 2018 (n=1,005). 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= 1,202), the majority of the SSD daily visits were walk-ins (n=618), representing a significant 30.42% increase over spring 2018 (n=430). Five hundred and eighty-four (n=584) students selected appointment, which is a 1.54% increase from spring 2018 (n=575). A comparative analysis of the data for reasons for visit in spring 2019 and spring 2018 reveals, 167 students selected “Counseling,” whereas in spring 2018, 97 students selected “Counseling” representing a 41.91% increase. Four hundred and sixty-two (n=462) students came in for “Testing” services, which is a significant decrease of 2.38% compared to spring 2018 (n= 451), 35 students signed in for “SmartPen” related appointments, (a 42.85% increase) compared to 20 students from spring 2018, nine students came in for “Alternate Media Services,” a decrease of 40% from spring 2018 (n=15), 207 students selected “Cart Ride,” as compared to 172 students from spring 2018 (a 16.90% increase), 207 students signed in for “Notetaking” services which represents a 25.12% increase from 155 students in spring 2018, and the remaining 115 students selected “Other,” which has decreased 17.39% from the winter 2018 quarter, where 95 students selected “Other.”

*Figure 1* on the next page illustrates the number of walk-in’s and appointments from both quarters (spring 2018 and spring 2019), *Figure 2.1* illustrates the reasons for visits by appointment in spring 2018 and spring 2019, and *Figure 2.2* illustrates the reasons for visits by walk-in for spring 2018 and spring 2019.

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

***Figure 2.1:*** *Graph illustrates the reasons for visit by appointment, for spring 2018 and spring 2019.*

***Figure 2.2:*** *Graph illustrates the reasons for visit by walk-in, for spring 2018 and spring 2019.*

**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 Alyssa Bradley, Karmela Yahyakashani and Marci Daniels. Fifty-five students selected Dr. Toubak in the spring quarter, out of 167 counselor visits, which represents 32.93% of total counseling visits by students. Similarly, Karmela Yahyakashani was selected by 48 students constituting 28.74% of counselor visits by students. Alyssa Bradley was selected by 36 students constituting 21.55% and Marci Daniels was selected by 13 students, which represents 7.78% of counseling visits. Fifteen respondents were unsure which counselor they were here to see and selected “Other,” representing 8.98% of the overall counseling visits.

Since winter 2018, 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 which counselor they were meeting with decreased significantly from fall 2018 by 53.12% and 31.81% in winter 2019. Pictures of new counseling staff were uploaded while quarter was nearing its end. In the upcoming quarter students might find it helpful to determine their counselor easily thereby, decreasing the uncertainty even further.

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

The reasons for students to visit counselors is shown in the pie chart below, 31 students came in for a “Meet & Greet,” 13 students came in for an “Intake,” and 123 students selected “Other” as their reason for counselor visit.

***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, if 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 1,202 students that signed in for the spring quarter, 462 students selected the reason for visit as exam accommodations. This constituted about 38.43% of total reasons for student visits in spring 2019. Four hundred and thirty six (n=436) students selected the drop down option, “Take exam.” Nineteen individuals inquired about their exams, four individual selected “Pick up exam,” three 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 spring quarter, 35 students selected SmartPen as the reason for their visit, which constituted 2.91% 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, refill ink in SmartPen, or checking out a SmartPen).

An analysis of data from spring 2019 revealed four students were here to ask questions about the SmartPen, five students attended training for the SmartPen, three students were here to check out the SmartPen, seven students signed in to return their SmartPen and check it out again, two students were here to refill ink for their SmartPen, and fourteen 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 spring of 2019, a total of 207 students selected the reason for their visit as “Notetaking,” which constitutes 17.22% of total visits. Out of the 207 students that identified this reason, 27 students were here to inquire about notetaking, 105 students selected the option of “Copy Notes,” seven students “Requested a Notetaker,” 17 students selected “Pick Up Notes,” and 51 students selected the “Volunteer” option to be a peer notetaker. There has been a decrease in number of sign-ins for Notetaking compared to previous quarters; 43.44% in winter 2019 (n=366), and 8.81% in fall 2018 (n=227), as the volunteers are emailing their notes instead of coming in to the office to drop off notes. However the number has increased by 25.12% when compared to spring 2018 (n=155) making it second highest selected reason for visit among students.

***Figure 7:*** *Graph represents the data for notetaking visits for spring 2019*

**Cart Accommodations**

From the data obtained from the surveys, students who selected the “Cart Accommodations” option totaled 207 which constitutes 17.22% of total visits. The three categories on the SSD survey for mobility accommodations are: scheduled rides, unscheduled rides, and mobility questions. None selected “Mobility questions.” Forty students had scheduled rides representing 19.33% of total cart rides during the spring quarter, whereas 167 students had unscheduled rides constituting 80.67% of total cart rides.

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

**Alternate Media**

Nine students visited the SSD office for Alternate Media Services representing 0.74% of total visits for the quarter. Two students visited the office for “Alternate Media Intake,” three students selected “Pick Up Alternate Media” in the drop down menu, three visits were for “Other” reasons, one student “Dropped off a book.” This data has been plotted as a pie chart in *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 115 students out of 1,202 who typed “Other” as the reason for their visit. Twelve students typed “Exam accommodation form,” eight students had a “Question,” seven students typed their reason for visit as “Turn in forms,” seven students typed their reason as “Notes,” six students typed “Turn in exam accommodation form” as their reason of visit, five students typed their reason as “Memo Request Form,” five students typed “Paperwork.” The remaining 65 students each gave a different reason, (i.e., SmartPen, turn in scholarship release form, schedule appointment, recorder, reschedule cart ride, etc.). These reasons have been plotted on a line graph in *Figure 10* on the following page.

**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 8,321 responses in the span of twenty months – 1,202 in the spring quarter 2019. A comparison of responses per quarter for academic years 2017 to 2019 revealed winter 2018 had the most responses (n=1,706) followed by winter 2019 (n=1,566), fall 2018 (n=1,415), spring 2019 (n=1,202), 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 spring 2019 quarter, data reveals there were more walk-in based visits (n=618), which represents 51.41% of total visits than appointments (n= 584) which account for 48.58%.

The most used services this quarter were testing (n= 462), mobility services (n=207) and notetaking (n= 207). Four hundred and thirty-six (n=436) students selected “Take exam,” which constitutes 36.27% of total student visits for the spring 2019 quarter. One hundred and sixty seven students selected “Counseling,” 55 students selected Dr. Ben Toubak and 48 students selected Karmela Yahyakashani as their counselor during the quarter constituting 61.67% of the category. There was decrease in number of uncertainty among students from fall 2018 by 53.12% and 31.81% in winter 2019 about which counselor they were appointed to. The most utilized service for Alternate Media was “Pick Up Alternate Media,” (n=3) and “Other” (n=3) which together constituted 66.66% in that category, and for mobility services the majority of students had “Unscheduled Rides” (n=167). Smartpen services had the highest amount of responses under “Checkout Smartpen” with 40% of responses (n=14). 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 spring 2019 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. Percentage of students confused about their assigned counselor decreased from fall 2018 and winter 2019; however, the overall percentage increased compared to the previous year. This is attributed to recent changes in counseling staff which has been monitored closely in spring 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.