

Students by Campus and ALA Year

Campus Location	2009
Boca Campus Total	473
Davie Campus Total	75
Ft. Lauderdale Campus Total	3
Jupiter Campus Total	43
Treasure Coast Campus Total	11
Grand Total for All Campuses	605

Office for Students with Disabilities

Spring 2009 – Boca Campus

Student Satisfaction Survey

Name (Optional) _____ Disability (Optional) _____

Please rate by circling the following according to your overall satisfaction with services.

Counselor	Excellent	Good	Fair	Poor	Did not use
Office Staff	Excellent	Good	Fair	Poor	Did not use
Test Accommodations	Excellent	Good	Fair	Poor	Did not use
Notetaker	Excellent	Good	Fair	Poor	Did not use
*Please Circle: Volunteer / Paid					
Assistive Technology	Excellent	Good	Fair	Poor	Did not use
Computer Lab	Excellent	Good	Fair	Poor	Did not use

1. What did you like best or find the most useful about the Office for Students with Disabilities?

2. What do you like least or find the least useful about the Office for Students with Disabilities?

3. What comments or suggestions do you have to improve the Office for Students with Disabilities?

THANK YOU! WE VALUE YOUR OPINION!

Office for Students with Disabilities: Student Satisfaction Survey

Summary of Quality Questions For: **2008, Fall to 2009, Spring**

<i>Measure</i>	<i>Service</i>	<i>Exc 4)</i>	<i>Good (3)</i>	<i>Fair (2)</i>	<i>Poor (1)</i>	<i>NA (0)</i>	<i>Total</i>	<i>AvgRating (excl. NA)</i>
Quality	Counselor	102	15	0	0	9	126	3.87
Quality	OfficeStaff	99	22	0	0	5	126	3.82
Quality	TestAccommodations	74	32	0	1	19	126	3.67
Quality	NoteTaker	40	27	8	3	48	126	3.33
Quality	AssistiveTechnology	48	13	1	1	63	126	3.71
Quality	ComputerLab	46	12	4	2	62	126	3.59

**Office for Students with Disabilities
Student Satisfaction Survey
Frequencies (Fall 2008 & Spring 2009 - 126 Surveys)**

Type of Service	Excellent (4)	Good (3)	Rating 4 or 3/ # of respondents	Fair (2)	Poor(1)	Rating 2 or 1/ # of respondents	N/A (0)
Counselor	102	15	117/117=100%	0	0	0/117 = 0%	9
Office Staff	99	22	121/121 =100%	0	0	0/121= 0%	5
Test Accom.	74	32	106/107= 99%	0	1	1/107 =1%	19
Notetaker	40	27	67/78 = 86%	8	3	11/78 = 14%	48
Assistive Tech	48	13	61/63 =97%	1	1	2/63 = 3%	63
Computer Lab	46	12	58/64 = 91%	4	2	6/64 = 9%	62
			530/550 = 96%			20/550 = 4%	

* Students either not responding or responding with N/A were not included in the total # of respondents

Boca Raton Campus - 80 surveys

Davie Campus - 26 surveys

Jupiter Campus - 20 surveys

**OSD Boca Campus
Student Satisfaction Survey
Fall 2008 to Spring 2009 Comments
Total number of surveys returned – 80**

1. What do you like best or find most useful about the Office for Students with Disabilities?

• **Staff (24)**

- Candy! But seriously, the staff is friendly and someone is always there.
- Friendly staff
- Everybody helps
- The fact that someone cares
- Everyone always welcomes you with a smile on their face.
- Very nice and helpful staff.
- All the help that they give me.
- I found Michelle, Nicole and Alicia so helpful.
- Everyone is so friendly
- Friendliness of the staff.
- Everyone smiles not only dedicated for my needs, yesterday one staff advocated/helped student a long time
- I also find that the staff are very helpful and when I ask them for help (a person working at the desk may need to show me where to sign my name on the sign-in sheet) they gladly assist me.
- Friendly staff
- The staff are all so helpful, friendly and sweet!
- The staff is the best, always are helpful.
- Their outstanding assistance
- The front office staff and my counselor
- The front office is fun to work
- The staff and also the students that work at OSD are very great at what they do.
- Everybody is friendly and very helpful.
- Everyone is extremely helpful and patient.
- The staff and faculty
- I really like how helpful and friendly everyone is.
- YOU GUYS ARE THE BEST!!!!!!

• **Lab (21)**

- Computer lab (7)
- Use of computer and printer.

- Computer lab and Stuart.
 - Great computer lab. Nice copier.
 - I love the computer lab. It has great technology and everyone who works here is really nice.
 - I like the computer lab.
 - The computer lab and the Daisy Reader.
 - The array of available types of assistive technologies, tutoring services and last but far from least would be the counselor service.
 - The availability of assistive technology
 - Kurzweil by far.
 - Second would have to be the computer lab.
 - The computers and technology is awesome.
 - I also find the computer lab and the technology useful.
 - I love that Stuart can help with all tech items.
- **Volunteer Notetaking (5)**
 - Notetakers and test accommodations.
 - Notetaker was of real help and support.
 - Clean notes.
 - Volunteer notetakers and utilizing tutors.
 - The note boxes and the testing.
- **Tutoring (2)**
 - Volunteer notetakers and utilizing tutors.
 - Tutors
- **Counselor (15)**
 - Lynn Gil.
 - My counselor.
 - My counselor was very comforting.
 - Counselor assistance, attention to detail.
 - Our great counselor, Lynn, is the best. She should get a big raise.
 - Counseling.
 - The counseling services that I receive
 - My counselor and extra time
 - Counselors are helpful.
 - Able to get convenient appointment with counselor
 - Staff and case worker excellent
 - I have found that my advisor, Lynn Gil is the most useful. She helps me a lot!
 - Lynn, my counselor, gave me hope and cared about my problems in math.

- Lynn, my counselor, was the first to treat me like a person, not a number and helped me and my life for the better.
- I love my counselor and the services offered at the OSD.
- **Accommodations (9)**
 - I found the testing accommodations and notetaking service the most useful
 - Isolated room for tests.
 - Staff and accommodations.
 - The CCTV in room M and the computer lab.
 - Quiet rooms.
 - This semester the test with accommodation seemed to be most useful.
 - This semester I found testing most useful.
 - The variety of accommodations
 - The testing accommodations and note takers
- **Learning Specialist (2)**
 - Utilizing the learning specialist.
 - Being able to get help with study skills from Jill and being able to copy pictures from my books and print out study materials for class
- **Other (8)**
 - Everything was helpful (2)
 - Open early
 - Quiet friendly environment
 - Being able to speak to somebody at extreme times of need.
 - Bathrooms are nice
 - It's a great place to study
 - Non-discriminating environment significantly reduces anxiety, especially on test days

2. What do you like least or find least useful about the Office for Students with Disabilities?

- **Nothing (22)**
 - Nothing (15)
 - Everything is great
 - No complaints
 - There is nothing that I like least about the OSD
 - Like it all.
 - Nothing
 - I don't know
 - I love everything about the OSD

- **Notetakers (4)**
 - The actual notes that I received either too late or useless
 - Bad note takers
 - Wish notes were given day of class or next one.
 - the notetakers were unreliable
- **Lab (2)**
 - Sometimes the computer lab gets too loud.
 - Sometimes too lively or loud in the lab.
- **Testing (3)**
 - I'd prefer to finals in the smaller rooms, like I do w/regular tests. It would reduce distraction for me
 - Sometimes my test is lost
 - The testing accommodations were grossly mishandled.
- **Staff (2)**
 - Some of the people at the front desk don't understand English very well or speak it very well.
 - Sometimes when I call, I'm not sure if the person is at the front desk. Sometimes it goes to Glennis and she doesn't have the schedule book.
- **Open Hours (2)**
 - The office is closed on the weekends.
 - It closes early on Friday and is not open on weekends.
- **Other (7)**
 - When my counselor is out.
 - I wished I had acquired the help earlier not during my senior year.
 - "Cubbies" or place for storage is not secure. No private study rooms (not just before a test but a place to actually come and study in private.)
 - Employment assistance, opportunities, seminars or workshops provided through the office for students w/disabilities which aid graduates or soon to be graduates,
 - I think OSD should be opened later at night and at weekends.
 - Having to turn everything in on time, that was hard for me.
 - Lack of restrictions to guidelines for notetakers. They cause more problems when their notes are illegible, not from a native English speaker, unorganized, to very inconsistent w/placing notes in box. Specifically psychology and biology courses this semester.

3. What comments or suggestions do you have to improve the Office for Students with Disabilities?

- **Nothing (18)**

- Nothing (5)
- None (4)
- Stay awesome!
- Overall YOU ARE THE BEST!!!!
- You guys are great!
- Great OSD office!
- I think OSD is working fine in its current format.
- No need for improvement. Everything is perfect.
- You all are doing a great job and keep it up!
- Keep up great work.
- No need for improvement.

- **Other (8)**

- Make all or most cubbies lockable, so that students can temporarily secure their possessions. This is very useful, especially to those students that do not like to leave their possessions in their bags while they are testing.
- More workshops such as notetaking, studying, writing, speech-giving for OSD students who probably struggle more than others.
- More free food.
- Tutors so students can understand material.
- To continue helping students in need. The help offer by OSD is great and it makes you feel capable of finishing college.
- Never stop trying to improve yet remember you are great. Motto learned at Pennington.
- More contact w/teachers.
- Continue to monitor/cheer up students because it truly helps getting through the semester.

- **Counselor (2)**

- You need about five more Miss Gils
- Please keep Lynn Gil on your staff. Her care and patience is highly commendable. I hope others will gain the help that I have from my counselor. She treated me like a person, not a number. This is rare and I am grateful for this level of assistance.

- **Accommodations (5)**

- Testing accommodation forms, having to remembering to fill them out ON TIME can sometimes be difficult. Should be able to at least complete them online if required. This will save time, paper, costs etc. and should be easier for most students. The option should at least be there.

- Make sure students are receiving full benefits and accommodations.
 - Another CCTV like in room M.
 - Better notetakers - time wise. In the past I received my notes late. They were great notes but I needed them right after class not the next week.
 - Please hire someone to coordinate testing accommodations that cares about students and their job. Almost every test I took I had problems with because the TAF was not checked when received from the professor (i.e. they did not include time allowed for class to take exam), or the exam was not checked when received from professor (i.e. missing pages, wrong exam, and exam completely missing) and once my exam was not even scheduled, even when I turned in TAF on time. I also had a TAF go "missing" and it was not noticed until I showed up to take the exam. Please find someone who takes testing accommodations seriously! The student assistants here are often more helpful than the testing coordinator.
- **Staff (1)**
 - Sometimes it's hard to get the front desk person's attention if we have an appointment and they need to call the counselor (or whoever the appointment is with).
- **Lab (5)**
 - Make the computer lab bigger
 - In the computer lab, I think that there should be another addition of the Kurzweil 1000 program.
 - Computer lab etiquette workshops needed to assist the overly zealous students entering or exiting the lab. Reminder those computers and all other technologies are owned by OSD and NOT individual students.
 - One suggestion could be to have more computers in the lab if there was room. The reason for this is because it gets very crowded.
 - I think all computers in the lab should have the same programs on them. Too many times I have come in and could not do something needing Kurzweil. I do not feel that they all need to have scanners but the programs should be on them. Thanks for asking for my opinion. It shows you care about the students and that makes me happy to be a student at FAU.

**OSD Davie Campus
Student Satisfaction Survey
Fall 2008 to Spring 2009 Comments
Total number of surveys returned – 26**

1. What do you like best or find most useful about the Office for Students with Disabilities?

• **Staff (14)**

- Very friendly and helpful
- The staff is very helpful
- Being able to get questions answered by competent and friendly staff.
- The computers and staff
- The staff
- Everyone is friendly in the office and they helped me get my paperwork ready. They helped me get into a close school near my home to do my ETP hours
- They are very helpful
- Friendly and helpful staff.
- Very helpful
- Staff, new office.
- Staff very informative and helpful.
- Everyone very helpful, grad student enlarged articles for me. Thank you!
- Employees very communicative.
- The staff is very helpful

• **Counselor (2)**

- How each staff/counselor finds time to help us according to our needs.
- Amy Parker is very nice and very helpful.

• **Accommodations (7)**

- Test accommodations, very quiet
- Test accommodations
- The quiet areas and distraction reduced areas are a very use of accommodations.
- Computer lab and testing room
- Testing accommodations.
- QUIET SETTING
- Arrangement of my test, setting and room quietness

• **Other (3)**

- Close, yet separate and indistinguishable from the rest of the campus.
Open late, especially compared to the larger Boca office
- Good accessibility for wheelchair, private study room.
- I am from the Boca campus and just came to this office for test.

2. What do you like least or find least useful about the Office for Students with Disabilities?

- **Nothing (3)**
 - Nothing (3)
- **Staff (1)**
 - When a staff leaves and we don't know why
- **Open Hours (3)**
 - Stay open until 8:00 pm
 - Closes at 7:00 pm
 - Sometimes time schedules do not coordinate with state schedule
- **Computers (2)**
 - The computers have old software
 - They need more computers and a larger office space with more rooms
- **Accommodations (2)**
 - Red tape, testing procedures
 - Noise during testing, but at new facility will hopefully be better.
- **Other (1)**
 - It's a little small

3. What comments or suggestions do you have to improve the Office for Students with Disabilities?

- **Nothing (3)**
 - Nothing (2)
 - They are awesome
- **Thank you (2)**
 - Very good.
 - Thanks for being there for me and helping me when I need. Your office makes me feel comfortable going to school. Everyone in the office is excellent and more helpful than the education counselors.
- **Noise (1)**
 - Improving on the noise, it was a bit noisy in this new building
- **Staff (1)**
 - Staff should be more helpful to everyone that needs accommodations.
- **Computers (2)**
 - More computers; there are only two
 - Probably increase study rooms and significant amount of computers
- **Other (5)**
 - To decorate the office so it looks nice
 - Make the Davie office bigger
 - Not sure, but ability to use the facilities rooms as private study areas, as long as it does not interfere with testing or other activities. Learning workshops of some kind i.e. notetaking, test taking, studying techniques offered or sponsored by OSD. Also, ability to pair up with a tutor, volunteer or not for different subjects.
 - Increase funding
 - Early registration for classes. Cubbies for personal items (notes, backpacks etc) during tests

**OSD Jupiter Campus
Student Satisfaction Survey
Fall 2008 to Spring 2009 Comments
Total number of surveys returned – 20**

1. What do you like best or find most useful about the Office for Students with Disabilities?

• **Staff/Counselor (14)**

- Staff is very friendly and helpful.
- Dr Kern, her staff, the atmosphere. The fact that help is always there when you need it.
- I found the staff very helpful and responsive to my need and concerns.
- Dr Kern was always helpful and friendly.
- Dr Kern! It's a very friendly and helpful environment and it opens up opportunities for other things.
- What I find most useful about the OSD is the friendliness and professionalism of the counselors.
- Counselor maintains good communication with student.
- The staff's willingness to help.
- I like Dr Kern and the office staff.
- They are willing and wanting to help in any way that they can.
- The staff was very friendly and helpful when arranging to have me take tests on my own.
- Dr Kern's help.
- My counselor was very helpful and generous with her time.
- The friendly staff.

• **Accommodations (5)**

- Note takers and being able to take exams in here instead of the class.
- I was able to get my testing accommodations, flexible about deadlines.
- I find the testing accommodations given to be the most useful part of OSD.
- Notetaking.
- You have up to date programs for the sight impaired.

2. What do you like least or find least useful about the Office for Students with Disabilities?

- **Nothing (5)**
 - Nothing (3)
 - It's all good.
 - I wish I could spend more time here! I love it so much!
- **Other (3)**
 - Don't change the amount of time needed for notification beforehand for finals.
 - Interruptions during test and pencils with no erasers.
 - Not enough computers for all the students.

3. What comments or suggestions do you have to improve the Office for Students with Disabilities?

- **Nothing (7)**
 - Nothing (2)
 - Thank you.
 - Nothing needs to be improved except to give all the staff more money.
 - You guys are doing a great job!
 - None, OSD is a great department. I think you have a great team.
 - I don't know how you could improve. You are really very good.
- **Other (1)**
 - It would be helpful if, when a professor realizes he or she made mistakes on the test or gives the class clarification about problems, that some way to relay that information to the test-taker in the OSD could be found.