

# Vernon College

## Assessment Activity/Report Communication Form 2013-2014

Title: *ADA Satisfaction Evaluations*

Date of completion: *September 24, 2014*

Please circle:

**Assessment Activity**

**Report**

**Both**

**Highlights of data:** *52 of 62 students completed an evaluation for 2013-2014*

*The results of the evaluations are as follows:*

*100% said that the OSD Director responded in a timely manner to their requests for accommodations.*

*100% said that the requested services were provided in a timely manner.*

*96% said that counselors referred them to the OSD after disclosure of their disability to the counselor.*

*97% of the students who went into the Century City Center or the Vernon Campus Tutoring Center said that the Tutoring Center Coordinator was friendly and helpful.*

*100% of the students who were tutored said that the tutors were knowledgeable and helpful.*

*97% of the students who used adaptive equipment said that it was appropriate and efficient.*

*100% of the students who used an interpreter said their interpreter was polite, efficient, and punctual.*

*100% of the students who needed a facility accommodation said it was handled quickly and efficiently.*

*100% of the students who used an alternate testing site said it was quiet and convenient.*

*100% of the students who used an alternate ADA testing site said that the examiner at the testing site was punctual, articulate, and professional.*

*98% said their instructors accommodated their requests in the classroom.*

*100% said that the accommodations they received from the OSD helped them to be successful in the classroom and/or in testing situations.*

**What did you learn from using the OSD?**

*I learned that Vernon College meets my requirements efficiently in a timely fashion and was very helpful.*

*I learn so much better in a quiet area.*

*I can do it.*

*Using my strengths to make up for my weakness.*

*That I test better in quiet areas.*

*They really do care about their students. They do not make you feel like a stupid person, unlike some instructors.*

*That there are people out there who want to help you succeed.*

*Those services help me succeed in college.*

**Please let us know how we can make our services better in the future by giving us your suggestions.**

*They can't make it better.*

*They are wonderful people and have allowed me to obtain my dream as an RN.*

*Everything was to my satisfaction.*

*When it comes to emails, please send them out 3 weeks ahead of time.*

*Having the ability to listen to approved music with headphones while testing would be very helpful.*

*The quiet testing area is wonderful! It has been significantly better than the previous location and has made a huge difference with my testing anxiety. **Note: this refers to the testing area the OSD used before the move to Room 610 at the end of the 2014 Spring semester.***

**How associated to Student Success?**

*As the students have testified, appropriate, efficient, and timely accommodations can help students succeed in the classroom and in testing situations at Vernon College.*

**Where the report can be found:** *OSD Coordinator's Office*

**Submitted by:** *Deana Lehman*

**Date:** *September 24, 2014*

**(responsible party)**

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**Received by Office of Institutional Effectiveness:** **September 30, 2014**

**(date)**

**Presented to College Effectiveness Committee:**

**(date)**