

Vernon College
Assessment Activity/Report Communication Form
2018-2019

Title: ADA Satisfaction Assessment

Date of completion: July 12, 2018

Highlights of data: 55 (65%) ADA students served during 2017-2018 completed satisfaction evaluations for services they received. The results of the survey showed a 99% overall satisfaction rate with all ADA services.

Using only the applicable answers, the following percentages apply to the students' responses:

100%- The requested services were provided in a timely manner.

100%-The OSD Director responded in a timely manner to my request for accommodations.

100%- The instructor accommodated my requests in the classroom.

97%- The accommodation(s) received helped them to be successful in classes/testing situations;

the requested services were provided in a timely manner

96% -Upon disclosure of their disability to a counselor, they were referred to the OSD.

Some responses to the question, "What did you learn from using the OSD?"

"I am capable of doing math with the right tools and time."

"I learned that people are available to help if you just ask for it."

"I learned to better manage my time."

"I learned that quiet testing lowers my anxiety."

"They are extremely helpful."

"How to advocate for myself."

"No matter what, the staff were always flexible with your schedule."

Some comments to the question about student suggestions for improvements:

"There is nothing to improve. ALL the ladies in the OSD are wonderful! They all have been such a great help to me. They are women I will never forget. I love them all!"

"I think the services were exceptional and helped me out a lot. Don't change a thing."

"There is nothing more. You guys are always so helpful, nice, and understanding. Y'all have an awesome team! Thank y'all!"

"Just keep doing what you are doing."

"Positive experience thus far."

Use of data: The following questions will be added to the survey for next year: "How did you find out about our ADA services?" and "What suggestions do you have for informing the public about our services?" We will also continue to strive for the excellent satisfaction rate we had this year.

- * To be shared with the Student Success Data and College Effectiveness Committees as well as Vernon College constituents.

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How associated to Student Success? Extra time and a quiet place to test can heavily influence ADA students' grades. In addition, a friendly and competent staff can help students succeed, as noted in their comments.

Where the report can be found: PASS Dept. Director/Office for Students with
Disabilities Coordinator's Office

Submitted by: Deana Lehman **Date:** July 12, 2018
(Responsible Party)

Received by Office of Institutional Effectiveness: September 13, 2018
(Date)

Posted to VC Website*: February 19, 2019
(Date)

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