



**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

*Anna Lois Puffer, Coordinator*

606/487-3503

[lois.puffer@kctcs.edu](mailto:lois.puffer@kctcs.edu)

*Brenda Young, Data Research Assistant*

606/487-3063

[brenda.young@kctcs.edu](mailto:brenda.young@kctcs.edu)

**DISABILITY SERVICES SPRING 2014 PARTICIPANTS  
SURVEY RESULTS SUMMARY**

*May 27, 2014*

**DISABILITY SERVICES PROGRAM SPRING 2014 PARTICIPANTS  
SURVEY RESULTS SUMMARY**

The HCTC Disability Services unit served 45 students in Spring 2014 and they were asked to complete a satisfaction survey. The survey consisted of eight questions plus one open-ended question which asked participants to suggest ways to improve Disability Services. A copy of the survey instrument is attached to this report. The survey link was made available to participants in February-March 2014.

A total of 30 responses (or 67%) were collected from Spring 2014 participants compared to 22 responses (or 48%) collected from Fall 2013 participants, 19 responses (or 56%) collected from Spring 2013 participants, 21 responses (or 57%) collected from Fall 2012 participants, and 26 responses (or 59%) collected from Spring 2012 participants. Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes student feedback for the open-ended question. Below is a summary statement and summary table, as well as the section regarding improvements. The final page of this document provides the codebook for the raw data.

Relative to Improvements

Services should be more detailed.

Improve communication with instructors as to the type of disability so encouragement can be given.

SUMMARY STATEMENT

Participants responding to the survey reported satisfaction with Disability Services (97%).

## Disability Services Spring 2014 Participant Satisfaction Survey Results

### SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. I found it easy to apply for Disability Services.	29	96.6%	1	3.3%
2. I was able to arrange a meeting/phone conference with the Disability Services Coordinator.	30	100%	0	0.0%
3. The Disability Services Coordinator responded to my emails and/or phone calls promptly (within 48 hours).	30	100%	0	0.0%
4. My requested accommodations were put into place within 48 hours.	30	100%	0	0.0%
5. Accommodation notification emails were sent to both myself and my instructors within 48 hours.	30	100%	0	0.0%
6. The accommodations provided were appropriate for my individual needs.	29	96.6%	1	3.3%
7. My requested accommodations were followed by my instructors.	29	96.6%	1	3.3%
8. Overall, I am satisfied with Disability Services.	29	96.6%	1	3.3%

Legend:

*Satisfied = combined total and percentage for Strongly Agree and Agree*

*Dissatisfied = total and percentage for Disagree and Strongly Disagree*

## CODEBOOK FOR RAW DATA

Satisfaction Level: Strongly Agree= 1; Agree= 2; Disagree = 3; Strongly Disagree = 4