



Continuing Education DSPS Point-of-Service Executive Summary

Spring 2009

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Overview and Purpose

The DSPS Office in Continuing Education assists students with disabilities to enroll in classes and to obtain services to facilitate their success in reaching their educational, personal and vocational goals. Services available to students include:

- Special classes
- Counseling
- Registration assistance
- Test accommodations
- Assistive computer technology
- Interpreting services
- Referral to community resources
- Alternative text format

As part of the college's on-going effort to provide and maintain high quality service to students, five Continuing Education DSPS sites participated in an evaluation process aimed at assessing student satisfaction with services, including Centre City, ECC, Mid City, North City and West City. The timing of this effort was prompted by the upcoming college accreditation site visit scheduled for Fall 2010. Therefore, in consultation with the Office of Institutional Research and Planning at the San Diego Community College District, DSPS staff developed a point-of-service survey to evaluate student satisfaction with the DSPS Office during the Spring 2009 semester.

Methodology

Instrumentation

The Office of Institutional Research and Planning referenced previous accreditation point-of-service surveys and worked with DSPS staff to develop and confirm the survey questions. The survey instrument contained 23 questions and took approximately 3 to 5 minutes for students to complete. A copy of the survey is provided in Appendix A. For reporting purposes, questions are not referred to in question order; rather they are clustered into 4 general areas:

- (1) Student Profile – contained 5 questions in which students were asked to provide key demographic characteristics including: age, gender, ethnicity, primary language and service location.
- (2) Service Awareness – included one question asking how the students learned about services.
- (3) Satisfaction with Services – contained questions evaluating student satisfaction with customer services. Students were asked to rate 14 questions according to a Likert-type scale ranging from 1-Strongly Disagree to 5-Strongly Agree. The scale included a mid-point, 3-Neither Agree nor Disagree. Instructions indicated that leaving an answer blank would indicate a question was not applicable to the student. Agreement with a statement equated to satisfaction with service(s), while disagreement with a statement equated to dissatisfaction with service(s).
- (4) Open-Ended Questions – asked students to provide additional comments about what they liked best about the service they received and what they would change about the department or service.

Survey Population

The Office of Institutional Research and Planning asked the DSPS staff to estimate the total number of visits by students to each site during the data collection timeframe. DSPS staff estimated the number of visits by students at each site during the data collection timeframe to be relatively small (Centre City, N=140; ECC, N=180; Mid City, N=140; North City, N=180 and West City, N=60). (Note that students may obtain services more than one time. Thus the estimate was duplicated counts of students.) Therefore, due to the size of each site and the relatively small number of potential respondents across all five sites (Total N=700), a census of all students was warranted.

A minimum target of 350 completed surveys was attempted to obtain results that were likely to be representative of the larger population of students served within the sites and a total of 204 surveys were returned. (See Table 1.) North City comprised the largest proportion of survey respondents (35%), followed by Mid City (22%) and West City (17%). Centre City and ECC both comprised 13% of the survey respondents. Caution should be exercised when interpreting the results. The total number of completed surveys did not meet the minimum target goal. **Consequently, results reflect the opinions of only those students who took the survey and may not reflect the opinions of the general population.**

Table 1. DSPS Service Provider

	#	%
Centre City	27	13%
ECC	26	13%
Mid City	44	22%
North City	72	35%
West City	35	17%
Total	204	100%

Source: Spring 2009 Point-of-Service Survey

Procedure

In order to control for the cyclical demand for student services, the DSPS Survey collection was conducted in one extended timeframe of 8 weeks, beginning on January 20 and ending on March 13, 2009. Department staff members were given instructions for administering the survey to each student receiving services and a drop box was placed in a designated area at each of the DSPS sites for submittal of completed surveys.

Data Collection

As students completed their transactions of service, they were given a survey instrument and a standard Scantron form that served as the response form. Students were asked to complete the response form before leaving the office. Alternate accommodations were provided should the need arise. Surveys were available via screen reading software and staff were available to assist students to fill out survey questions if requested. Students returned completed response forms in the designated box and staff members were not allowed access to the response forms once completed.

It should be noted that students were encouraged to complete a survey each time they visited the office. Therefore, data may include duplicated records of individual students. Thus, the unit of analysis for this study was the survey response itself and not the individual respondent.

Analytical Plan

Due to the small number of surveys completed at each site, survey responses were aggregated to reflect Continuing Education DSPS services as a whole. Analysis of each survey question was performed and analyses of satisfaction questions were grouped into themes to enable further comparison. Students' comments to the open-ended questions are listed verbatim in Appendix B.

Student Profile

As indicated earlier, students were encouraged to complete a survey each time they visited a DSPS site during the assigned data collection time period. Thus, the distribution of demographic characteristics described in this section may be skewed due to duplicated records. Also note that unreported responses are only included in the Student Profile.

Among respondents who completed surveys, males constituted 56% of the survey respondents and females constituted 40% of the survey respondents. (See Table 2.)

The largest proportion of survey respondents were White students (38%), followed by African American students and Hispanic/Latino students (21% each), Filipino students (5%), Asian/Pacific Islander students (4%), those students who chose the category 'other ethnicity' (4%) and American Indian/Alaskan students (2%).

The majority of respondents indicated that they speak English as their primary language (73%).

The largest proportion of survey respondents were students between the ages of 40 to 49 (26%), followed by students between the ages of 50 and over (25%) and students 18 to 24 (21%).

Table 2. Profile of Survey Respondents

		#	%
Gender	Male	114	56%
	Female	82	40%
	Unreported	8	4%
Ethnicity	African American	42	21%
	American Indian/Alaskan Native	5	2%
	Asian/Pacific Islander	8	4%
	Filipino	11	5%
	Hispanic/Latino	43	21%
	White	77	38%
	Other	9	4%
	Unreported	9	4%
First Language	English	149	73%
	Other	38	19%
	Unreported	17	8%
Age	Under 18	1	0%
	18 - 24	42	21%
	25 - 29	24	12%
	30 - 39	31	15%
	40 - 49	53	26%
	50 and over	50	25%
	Unreported	3	1%
Total		204	100%

Source: Spring 2009 Point-of-Service Survey

The Findings

Service Awareness

Students selected one of the seven options listed as the manner in which they found out about services: (1) campus flyer/publications, (2) counselor, (3) friend/other student, (4) instructor/staff, (5) letter/e-mail from the college, (6) website, or (7) other. (See Table 3.) Students were asked to provide comments to “other” responses. These comments are listed verbatim in Appendix B.

Table 3. Service Awareness

	#	%
Campus Flyer/Publications	14	8%
Counselor	56	31%
Friend/Other Student	43	24%
Instructor/Staff	34	19%
Letter/E-Mail from College	8	4%
Website	5	3%
Other	22	12%
Total	182	100%

Source: Point-of-Service Survey

Satisfaction with Services

Results of individual satisfaction statements were clustered into three commonly themed categories according to their similarity with each other. (See Table 4.) The first theme is identified as *general service perception*, which includes satisfaction questions 6, 7, 9, 11, 12, 14, 16 and 19. Satisfaction questions 8, 13, and 15 comprise the second theme, *staff knowledge and communication skills*. The last theme, *convenience, timeliness and availability of service*, includes satisfaction questions 10, 17 and 18.

Table 4. Student Satisfaction with DSPS Services

Satisfaction Statements		Total N	Strongly Disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree
General Service Perception	Q6 I was treated courteously by the staff.	188	4%	2%	0%	38%	56%
	Q7 The staff was attentive to my needs.	188	3%	1%	3%	37%	56%
	Q9 The assistance I received from this department was useful.	186	2%	1%	4%	37%	56%
	Q11 Overall, I am satisfied with the services I received.	188	3%	1%	4%	36%	57%
	Q12 I feel comfortable returning for additional services if I need them.	190	2%	0%	6%	35%	56%
	Q14 DSPS counselors were supportive and encouraging.	191	2%	0%	3%	30%	65%
	Q16 DSPS accommodations and services assisted me in achieving my educational goals.	178	1%	1%	17%	33%	48%
	Q19 The campus is physically accessible based upon my needs.	183	2%	2%	13%	36%	48%
	General Service Perception Average	- - -	2%	1%	6%	35%	55%
Staff Knowledge/Communication Skills	Q8 The staff was knowledgeable and able to answer my questions.	190	2%	1%	4%	41%	53%
	Q13 The DSPS counselors and instructors were knowledgeable about my disability.	191	2%	1%	5%	33%	59%
	Q15 My DSPS counselor advised me of accommodations for which I am eligible.	182	2%	2%	7%	37%	52%
	Staff Knowledge/Communication Skills Average	- - -	2%	1%	6%	37%	55%
Convenience/Timeliness/Availability of Service	Q10 The office hours were convenient to meet my needs.	189	4%	0%	7%	38%	52%
	Q17 The technology in the High Tech Center was current and met my needs.	134	3%	3%	52%	17%	25%
	Q18 The High Tech Center hours met my needs.	132	3%	3%	49%	23%	22%
	Convenience/Timeliness/Availability of Service Average	- - -	3%	2%	33%	27%	35%
Overall Average		- - -	2%	1%	11%	34%	52%

Source: Spring 2009 Point-of-Service Survey

Student Comments

Students' comments to the open-ended questions are listed in Appendix B. Comments are listed verbatim and are edited with **** only in the case of profanity or to protect an individual's identity in evaluative questions.

Appendix A: Survey Instrument

**EVALUATION OF STUDENT SERVICES
DSPS Office**

We are pleased that you have visited the DSPS Office and now are asking for your help. Please take a few minutes to answer some questions about our service. Your suggestions and opinions are important to us. The responses will be evaluated and changes or improvements will be made in an effort to provide you with better services. **Your responses will be kept completely confidential.** Thanks for your participation!

DIRECTIONS: For each question, please completely fill in the appropriate circle on the response form provided. Please select only one answer per question.

Tell us about you...

1. Your age:

- | | | |
|---------------|------------|------------------|
| 1 -- Under 18 | 2 -- 18-24 | 3 -- 25-29 |
| 4 -- 30-39 | 5 -- 40-49 | 6 -- 50 and over |

2. Gender:

- | | |
|-----------|-------------|
| 1 -- Male | 2 -- Female |
|-----------|-------------|

3. Ethnic background:

- | | |
|---|-------------------------------------|
| 1 -- African American/ Black Non-Hispanic | 2 -- American Indian/Alaskan Native |
| 3 -- Asian/Pacific Islander | 4 -- Filipino |
| 5 -- Hispanic/Latino | 6 -- White Non-Hispanic |
| 7 -- Other Non-White | |

4. Is English your first language?

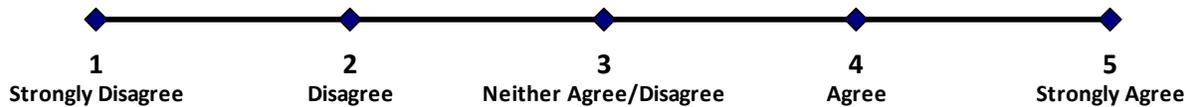
- | | |
|----------|---------|
| 1 -- Yes | 2 -- No |
|----------|---------|

5. Where did you receive the service(s)?

- | | |
|----------------------|---------------------------|
| 1 -- City College | 2 -- Mesa College |
| 3 -- Miramar College | 4 -- Continuing Ed Campus |

PLEASE CONTINUE THE SURVEY ON THE BACK

Please rate your level of agreement with the statements regarding DSPS Office service(s) according to the scale below. Leaving an answer blank means “Not Applicable”.



6. I was treated courteously by the staff.
7. The staff was attentive to my needs.
8. The staff was knowledgeable and able to answer my questions.
9. The assistance I received from this department was useful.
10. The office hours were convenient to meet my needs.
11. Overall, I am satisfied with the services I received.
12. I feel comfortable returning for additional services if I need them.
13. The DSPS counselors and instructors were knowledgeable about my disability.
14. DSPS counselors were supportive and encouraging.
15. My DSPS counselor advised me of accommodations for which I am eligible.
16. DSPS accommodations and services assisted me in achieving my educational goals.
17. The technology in the High Tech Center was current and met my needs.
18. The High Tech Center hours met my needs.
19. The campus is physically accessible based upon my needs.
20. How did you learn of the service(s)?

1 -- Campus flyer/publications	2 -- Counselor
3 -- Friend/Other Student	4 -- Instructor/Staff
5 -- Letter/e-mail from the college	6 -- Website
7 -- Other (See instructions below)	

If Other, please write in your response in the **Comments Section** on the right side of the response form under #1.

Please write your responses to the next questions in the **Comments Section** on the right side of the response form under the appropriate number.

- #2. What did you like best about the service you received here?
- #3. If you could change one thing about this department or service, what would it be?

Thank you for taking the survey! Please drop the completed response form and the survey in the designated box.

Appendix B: Respondent Comments

How did you learn of the service(s)? [Other, specified]

1. After I was at ILS Escondido for awhile I found out where groups went Me W so I joined irs
2. My wife
3. I checked internet myself at home.
4. My counselor offered me about this service from Mesa College.
5. I learned it from my counselor.
6. A friend
7. I learned about DSPS from a counselor from the counseling office
8. Through Trace
9. I learned of the Srce through Abt
10. From a counselor at scripps hospital
11. ABI Lisa Carulli/Instructor
12. Yess support groups & speech therapist
13. Mesa College
14. By asking Quistions
15. My payee told me about your services
16. Hflkf
17. Reference from neurologist treating my disorder (#20)
18. Sharp rehab hospital
19. Doctor
20. My therapist told me about the program.
21. Physician
22. Scripps Encinitas
23. My neuropsychologist Lisa Davidson, referred me.
24. Mesa's College class schedule after failing 1st class
25. SD Brain Injury Foundation
26. Sharp re-entry program- just kept thinking it wasn't needed at first
27. My doctor recommended it.
28. T learnt of services through my care-takers
29. Brain Injury Foundation meeting
30. Scott Brankster came to me at Sharp Rehab
31. Through Debbie and the other staff at Sharp Memorial
32. Sharp Hospital Rehab
33. Counselor
34. P.T. Kizer
35. My speech therapist @ Gentiva
36. Counselor/Teacher
37. Becau St Ock And
38. Family
39. Counselor
40. Sharp ReEntry Program
41. From Rod Mitchell, dept of vocational rehabilitation
42. From staff
43. Scripps Rehab
44. Sharp Rehab
45. Sharp Rehab
46. By counselor at ECC
47. English, read, Grummer computer
48. Madison HighSchool
49. DR
50. From citi/college-
51. I went to the counselor office to meet her.
52. City Collage DSPS

53. Counselor at City College
54. Counselor Ray Harran when I sign up. Thank you somuch
55. In on cataloge makinlist.
56. Counslor
57. My mother told me of it and arranged my attendence here
58. Web-site
59. Pass by ask around
60. Teacher
61. Counselor
62. My instructor
63. I was referred a few years ago.
64. Mid City.
65. Friend/other student
66. Question 20- Dept. of Rehab
67. Dept. of Rehabilitation.
68. Counselor

What did you like best about the service you received here?

1. I need a lot of the services offered. Speaking and organizing my speech tactics to more and not my photo belongs are be mg phown at school and I am selling some I can S make a liring – probably some more things but 3??
2. ECC was not suitable to my need Iae to transportation need to mid-city. Mesa is much more suitable in that vegard.
3. Help organized my life.
4. Hmm.... I think it's better information or website. They are find it easy way.
5. I think it is good program for me to improve my basic skill.
6. The best thing I like about this service is my counselor and meeting new people. And im been learning a lot.=D
7. The teacher
8. I was very helpful
9. What I liked about the service I received today was the intune. I was able to get the enrollment intune.
10. They are courteous and prompt to solve my needs. DSPS has been good to me, specialy my counselar I have received many services including counseling, accommodations, support and encouraging words from time to time.
11. I was encouraged to acquire and reach my educational and career goals. Particularly through the DSPS office. And was given the correct advise on how to go about this despite my disabilaties. Also my instructors were very encouraging to me.
12. It is the best because the staff are cool.
13. The people were very helpful. They provided me with more time than needed to take tests.
14. The instructors
15. ABI program classes
16. **** (1) is great (2) students are great
Never got one last sym. **** hasn't called me Back yet, but he's great!
17. They have my best interest in mind. Trusthorthy dedicated and helpful! I am very grateful for the service.
18. Everything
19. They seemed on the dot about situations needed to help people unlike a-lot of places. I gone too for help.
20. How everybody here teachers + counselor care about your needs.
21. It E A ificuply and fnowledceable
22. A well trained group

23. Got complete answers to questions.
24. I like being around people
25. The counselor was very attentive and concerned about my situation. I appreciate the genuine care taken in handling my needs.
26. ****
27. **** has been fastastic. She has helped me with the needed equipment do help reach my educational goals.
28. Staff, knowledge and willingness to help support educational needs.
29. ****is an awesome DSPS counselor.
30. Acomodating staff and knowledgeable of schedules and priorities.
31. Adaptive P.E.
32. Becue in what they do
33. Face-to-face consultation
34. The oppertunities
35. The service was efficient direct + easy. It was very personalized + thorough
36. My counselor knew what + where help was needed after my placement tests + we talked about what I wanted to work on & where I needed to start
37. The courses added to my knowlege of material about the brain in particular.
38. That most of it strengthens my broken brains knowledge
39. The caring attitude o the way the staff understand brain injury issues
40. **** was kind, welcoming + said there would be counseling help over the loss of my daughter. I thought that was my greatest need
41. ****made me feel very comfortable about going to the ABI program If it were someone else I may not have Joined
42. It is very fitting & helpful/useful for me
43. The friendships + comendity.
44. Understanding + knowledgeable about my situation + needs. Kind & attentive
45. I fry fo if DLy
46. The new classes
47. How my classes helped my memory!
48. They answered all my questions and gave me alot of useful information
49. The counselor was understanding and extrodinarily insightful. She has very good knowledge of resources and mparts informativ professionally!
50. The services from the DSPS counselor. Very motivating. The technology in the classroom was very helpful.
51. The careing people
52. I liked the personality of the counclers
53. Flyer in mail at Home
54. That it was Free
55. Usage of a computer and learning usage.
56. They were so attentively/courteosly and also nice to my needs
57. People were frendly.
58. Everybody was wonderful. They helped me so much! Everything was easy.
59. I like it I learn teach
60. Very clear about explaining the way class is
61. That I could get help when I need it.
62. It was good info.
63. DSPS counselor was very supportive, helpful and encouraging
64. Extremely helpful with everything I needed to receive my training without any delays. Accessable by email on direct access in the office. Always polite and smiling, pleasant and has the time to listen or speak to you
65. The customer/client services with respect & kindness. The counselors demonstrated professional skills and wait or comeback later was not refrequently used.
66. The loving support from ****.

67. ****was an excellent explainer, and she took time to show me some computer kills that will help with my vision problem
68. The counslor's were knowledgeable about my disability.
69. After awhile I grew to appreciate the generic consideration applied to each of us, regardless of our past academic success or failure. It was like a homeroom class in regular highschool.
70. They responded very quickly, made me comfortable most are free
71. **** is an amazing counclor who always makes students feel comfortable & supported. She is estatic to go above and beyond her students' expectations.
72. I liked how ****answered all of my questions and concerns with regarding school.
73. Easy to learn from the suff
74. Feeling helped
75. Help
76. Clarification of regulations re handicap.
77. I like that the staff is very nice and understanding with people with disabilities. They work with their students, and they are friendly with their clients. I also liked that they staff is very knowledgeable of their job.
78. My DSPS counselor always meets my need's.
79. The counselor is one of the kind, even sick (She was sick and working) when I was in my interview.
80. The service was helpful for my needs
81. Oppertunities
82. Help my math and spelling and reading too.
83. That the teachers are cool and very reliable
84. They get in my face and make me work
85. The help and the knowledge the staff has and how they use it to Better my understanding
86. I liked that they were very helpful to my needs.
87. The best the courteously by the staff and the student
88. Location, time, day. Easygoing class. Steps in stead of fully expected competence. Met friends
89. The help I needed for my disability
90. Advice Based on Facts

If you could change one thing about this department or service, what would it be?

1. Let me think if there is anything and I'll tell ya later
2. Better coord between adaptive classes and ABI to enable transferring betw m/w sted & Tltl sted
3. More class offered for daily needs. Like finance, coolling,
4. Hmmm.... I think you would to tell everyone about department or service. Probably people would understand easy.
5. I think this programs need to be challenge for students, that's all I have to say.
6. If I could change one thing I would add a cafetria
7. Nothing
8. Faster assistance for appointments
9. Nothing. Everything seems to be fine.
10. I can't think of anything-
11. Expand et to enable the disabled so they can acquire the work skills and training in order to enter or re-enter the job morket.
12. Nothing because it is cool in it's own way.
13. I would move the staff to Miramar Colloge. Or have them train this staff at Miramar Colloge. The staff at Miramar College didn't accomodate mo flurw. One counselor told me to bring a lamp in from home. If I could nioo see in their testing office.
14. Nothing
15. Sharp Rehab O.T. therapist
16. Slow down ****

17. More houres. no TV
18. So far nothing
19. Leue it as it is. it's Great!
20. Nothing
21. Nothing
22. Money better re. Long. Talking
23. That we had **** our campus full time!
24. Provide more training materials (Books)
25. None
26. More staff; larger program
27. More disabled parking
28. Department is fine Need more Handicapped Parking
29. Nothing
30. Nothing
31. More spare time w/counselors –walk in + appointments
Otherwise- they are absolutely always here when needed
32. Decrease the amount of time needed for registration.
33. I wish we would do introductions everyday in announcement time.
34. More options of classes
35. It's a new serive, and perfect.
36. Why change it if it does not need fixing
37. Maybe more days/wk
38. None
39. Nothing- very satisfied.
40. Nothing
41. No changis.
42. More time for one-on-one assistance in the classroom.
43. I would be to have ws-luigual class
44. Uncertain.
45. Nothing
46. Would be to rebuild campus turn it nice and neat.
47. Nothing
48. I like to more space
49. Have more visual language in computer
50. If I could live a little bit closer:
51. More chairs and tables.
52. Accessability (ie: no flash drive plug in ect.)
53. To have a perminate worker at the front counter to take and give information. A receptionist, at the front DSPS office desk.
54. More courteous and endearing people, a pleasent experience each time you have a conversation. Made to feel that your needs matter and you come away from that person with a feeling of calm. That you matter.
55. N/A Thank you ****i keep caring and sharing a better environment.
56. More ****
57. Nothing.
58. A café on campus
59. Stratification of students by academic abilities could be stressed more
60. Parking
61. I would extend these services to new students by promoting more vigorously. Many students may be potentially elligable and are unaware that this department/service exists.
62. I would not change anything about DSPS services but I would like to see some of the office staff in the front office treat students with courtesy.
63. Nothing noticeable.
64. I cannot say that there is anything that I would change.

65. My DSPS counselor needs more hours!!!!
66. It would be the size of the office. I mean a bigger office will be a better place for students and staff. That office is too small.
67. I wouldn't change anything about the department.
68. It's a good school
69. Please clean up the bathroom so will can use them of.
70. The bathrooms because the floors are very sticky.
71. Have a lab with computers
72. I honestly wouldn't change anything about this service.
73. Not thing is perfect
74. More help and information on computer usage
75. Not a thing
76. Parking for students