

Student Disability Service

Student Evaluation 2014/15

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**Background**

* The Student Disability Service (SDS) has undertaken an annual survey of users for 9 years
* The survey is administered by Communications and Marketing.
* The questionnaire has been adjusted from previous years; however, comparisons will continue to be drawn where possible
* Previous reports can be found on the Student Disability Service website <http://www.ed.ac.uk/student-disability-service/about/feedback-evaluation/evaluation>

**Methodology**

* Sent to 3,110 people (373 people more than 2014)
* Received 538 responses (17% response rate)

**Response Rates**

**Objectives**

* To monitor the satisfaction with the various services offered by the SDS
* To gauge the extent to which the SDS contributes positively to the educational experience
* To track trends over time
* To capture what SDS are doing right and identify what could be improved.

**Demographic Overview**

* The demographics of respondents remain relatively consistent across the years therefore allowing us to compare with some confidence.
* The demographics are also reflective of the wider SDS user profile so can be used to extrapolate to this audience.
* SDS respondents remain under represented (in terms of what we would expect) in three areas: non-UK, under 20yrs and males.
* See Appendix 1 for a full breakdown of the demographics

**Research Findings**

**Awareness of Service**

**How did you first find out about the Student Disability Service?**

**Awareness of Services**

**Use of Service**

**When was the last time you had contact with the Student Disability Service?**

**When do you use the Student Disability Service?**

**Services used in the last 12 months**

Apparent decrease but same no. in real terms (due to base size)

**Awareness of services by usage**

**Evaluation of service**

**(all those who used in the last 12 months)**

**Level of satisfaction with specific staff types**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Student Support Assistant (e.g. notetaker, AT Tutor)** | **Management Team** | **Advisory Team** | **Frontline Reception Team** |
| **Very Satisfied** | 18% | 24% | 50% | 62% |
| **Satisfied** | 8% | 14% | 24% | 26% |
| **Neutral** | 5% | 9% | 9% | 5% |
| **Dissatisfied** | 1% | 2% | 5% | 1% |
| **Very Dissatisfied.** | 2% | 3% | 3% | 2% |
| **Had no contact** | 65% | 49% | 10% | 4% |

**Rating of services by those who used them**

**Average rating of services by those who used them in 2014/15**

**Learning Profile**

**Did you have a Learning Profile set up in the last 12 months?**

**Did you receive the adjustments recommended in your Learning Profile**

**Adjustments received in Learning Profile by subject area – all with more than four responses** shows average score

All adj some class

Some adj all class

Some adj some class

No adj no class

All adj all class

INVESTIGATE

SET UP MEETINGS

APPLAUD

**Accessible and Inclusive Learning Policy (AILP)**

**Awareness of the AILP**

**Impact of AILP on learning experience**

**More details on impact of AILP**

242 responses in 2015 (120 more than last year). There are two major themes:

1. The policy is helpful when followed
2. The policy is not always followed

Of those who said it had made their experience much more positive

* 14% said it was good for all students
* 14% said it made them feel less conspicuous.

**Satisfaction with Service**

**Best elements of the SDS**

* In 2015, 375 people answered this leaving 906 comments
	+ Staff 81% (305 mentions)
	+ Support 42% (159 mentions)
	+ Accessibility 17 % (64 mentions)
	+ Customer service/efficiency 33% (124 mentions)
	+ Location/accessibility 18% (64 mentions)
	+ Exam support 16% (59 mentions)
* In 2014: 373 answered this, leaving 882 comments
* In 2013: 276 people answered this, leaving 652 comments
	+ Staff 33% (215 mentions)
	+ Support 23% (152 mentions)
	+ Accessibility 14% (94 mentions)
	+ It works 14% (89 mentions)
* In 2012: 318 people answered this questions, leaving 752 comments
	+ The staff 35% (264 mentions)
	+ The available support 14% (106 mentions)
	+ The accessibility 10% (77 comments)
	+ That it works 10% (73 comments)

**Elements of the SDS needing improvement**

In 2015, 280 answered this, leaving 408 comments

* Promotion of services (increasing awareness of it and what if offers, including outreach) 12%
* Communication 11%
* More support from Schools in implementing adjustments/recommendations/AILP 11%
* Customer service ( more important for dissatisfied respondents) 9%
* Service provision 7%
* Appointment availability/waiting times 6%
* Increased follow up 4%
* In 2014: 267 answered this, leaving 457 comments
* In 2013 210 people answered this question, leaving 357 comments:
	+ Communications 24% (84 comments)
	+ Improvements to the service 19% (67 comments)
	+ Promotion of services 12% (43 comments)
	+ Staff 11% (39 comments)
* In 2012 250 people answered this question, leaving 440 comments:
	+ Communications 15% (64 comments)
	+ Staff 13% (56 comments)
	+ Improvements to the service 12% (54 comments)
	+ More follow up is needed 8% (37 comments)

**If you had cause to complain were your complaints handled constructively?**

**Overall Satisfaction**

**The work of the SDS has contributed positively to my educational experience at the University of Edinburgh**

**Summary of positive feedback**

“the Disability Service is a sign that some aspects of the institution do care for its students.”

“The work of the Student Disability Service has honestly been the best aspect of my university experience. Without their help I most likely would have dropped out a long time ago due to stress and difficulty.”

“I don't know how I would rise above the terrible depression and fears about the future without this kind of program and help.”

“I felt like I had a fair chance at demonstrating my potential….I feel very strongly about how the SDS has contributed positively to my educational experience! Thank-you so much.”

“Would not be where I am today without them”

**Summary and Recommendations**

**Summary - results**

**Overall**

* Consistent overall satisfaction overall - 81% thought the SDS contributed positively to their life at UoE (no significant change from last year)
* Of those who said SDS had contributed positively to their educational experience (Q14):
	+ 28% said this was due to the general support and 28% the exam support
	+ 12% said it allowed them to stay on or complete their course
	+ 6% said it helped improve their results

**Services**

* Improved rating for Mental Health Mentor service
* Increased dissatisfaction with: Notetaker, IT advice/training and Assessment
* Decrease in the number of subject areas where adjustments are being made in classes - only 47% had received all adjustments in all courses
* Schools may benefit from follow up on communication between SDS, the School and the student
* Generally good satisfaction with staff

**Accessible and Inclusive Learning Policy (AILP)**

* 55% had heard of it before
* 59% of those who had heard about it thought it had a positive impact on their learning experience (but only 44% of those who hadn’t)

**Suggestions for improvement**

* Promotion 12%
* Communication 11%
* More support from Schools 11%
* Customer service 9%

**Recommendations**

* Think about setting some performance indicators:
	+ Number of people receiving all adjustments in all classes
	+ Overall satisfaction
* Re-connect with Schools to reinforce your service, help them communicate the services on offer and boost the number of subjects where adjustments are being made in classes
* Send an email to all 1st years telling them what you offer and to get in touch if they would like more information (if you don’t already)
* Promote the AILP more widely – can EUSA help?
* Look at the open-ended responses and implement potentially quick solutions to problems arising

**Appendix I: Demographics**

**Age**

|  |  |  |  |
| --- | --- | --- | --- |
| **Gender** | **UoE** | **Total SDS** | **Survey** |
| <20 | 57% | 13% | 16% |
| 20-25 | 20% | 59% | 53% |
| 26+ | 23% | 30% | 31% |

**Gender split**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **UoE** | **SDS** | **Survey** |
| M | 41% | 43% | 32% |
| F | 59% | 57% | 68% |

**Nationality**

|  |  |  |  |
| --- | --- | --- | --- |
| **Region** | **UoE** | **Total SDS** | **Survey** |
| UK | 59% | 79% | 72% |
| Other | 41% | 21% | 28% |

**Subject area**

There are 43 other subject areas with =<2% and 7 with no representation

**Degree level**



\* Combined PGT and PGR numbers

**Year of Study**

**Computer Usage**

**Appendix 2: The Questionnaire**

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