

Student Disability Service

Student Evaluation 2013/14

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**Background**

* The Student Disability Service (SDS) has been undertaking an annual survey of users for 8 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/schools-departments/student-disability-service/about/feedback-evaluation>

**Methodology**

* Sent to 2,737 people (208 people more than 2013)
* Received 593 responses (22% response rate – a 17% increase on 2013)

**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.

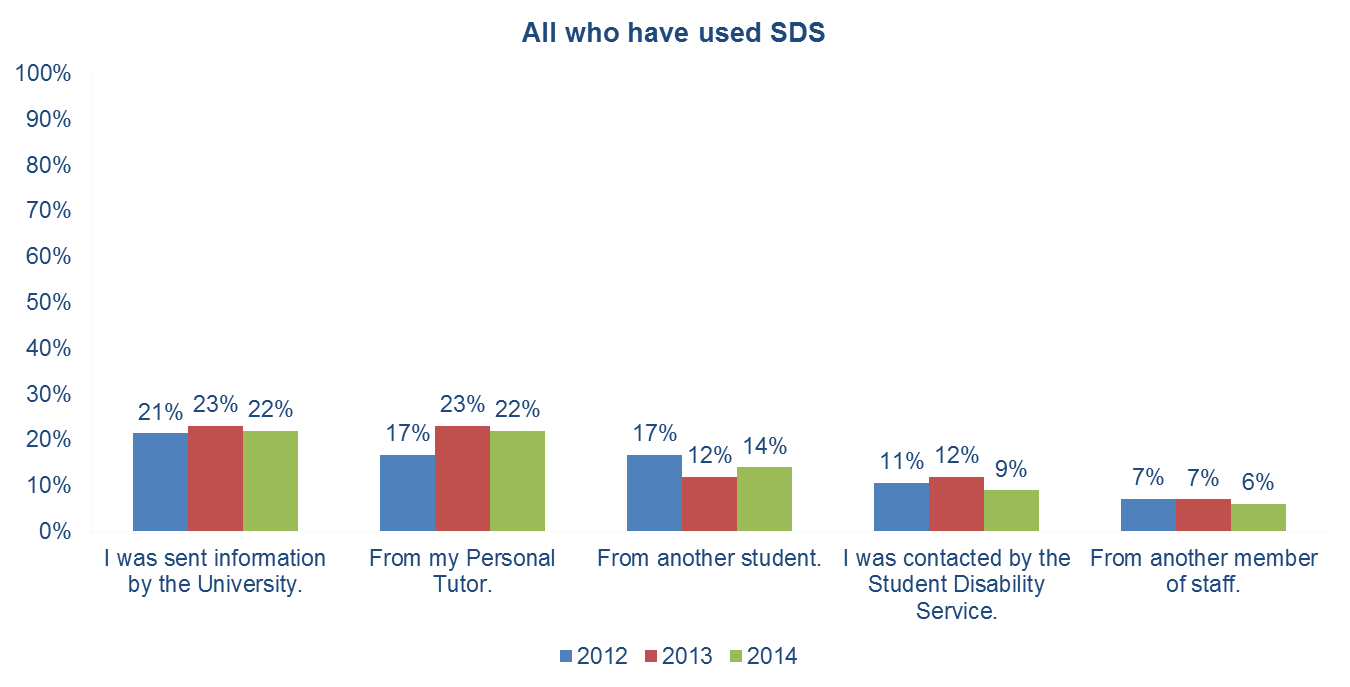
**Demographic Overview**

* 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 2 for a full breakdown of the demographics

**Awareness and Use of Service**

**Awareness of Service**

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

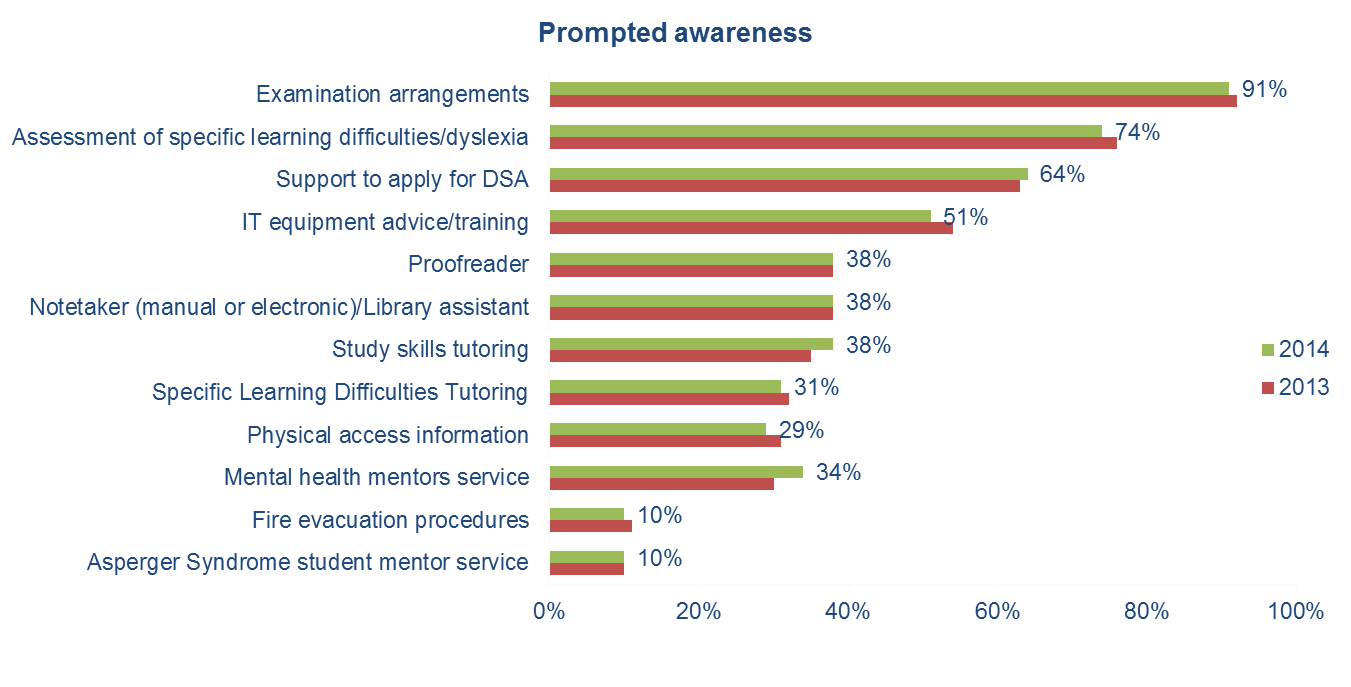


**How first found out - other**

134 people who said other and gave more information:

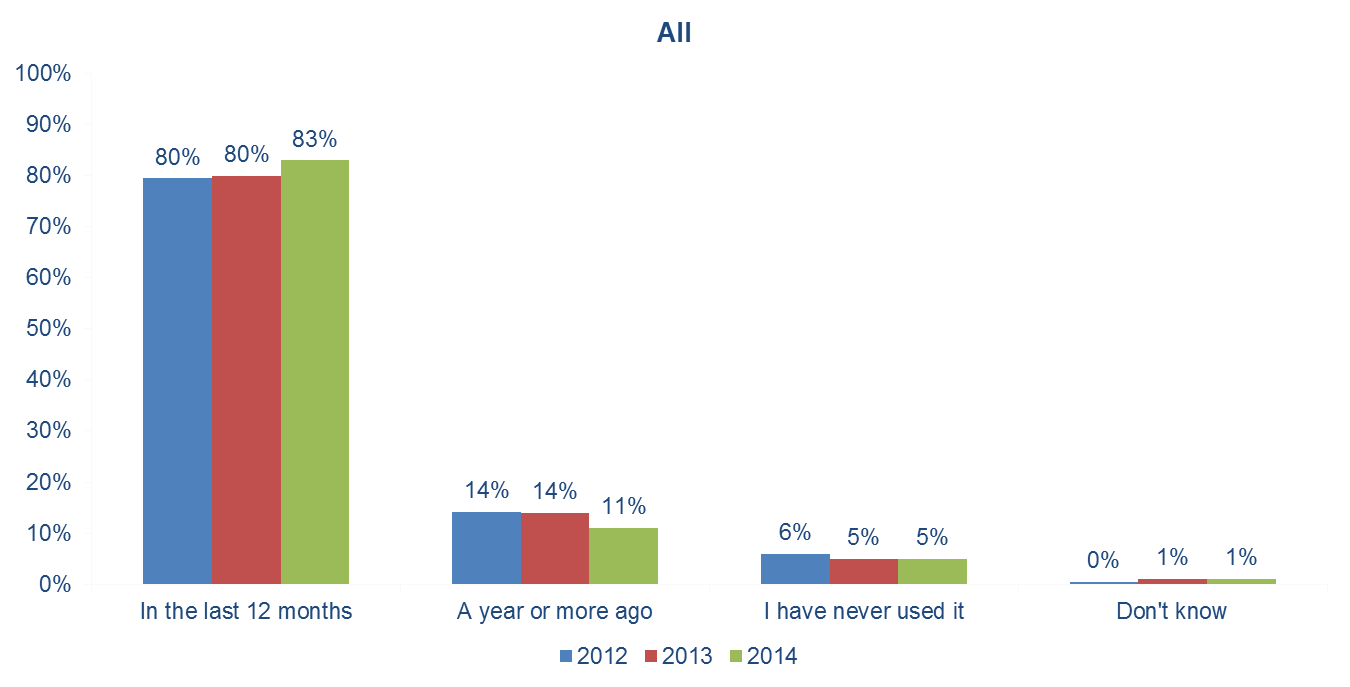
* 39 found it on the UoE website
* 9 people from their doctor
* 8 from a friend or colleague
* 6 from their previous institution

**Awareness of Services**



**Use of Service**

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



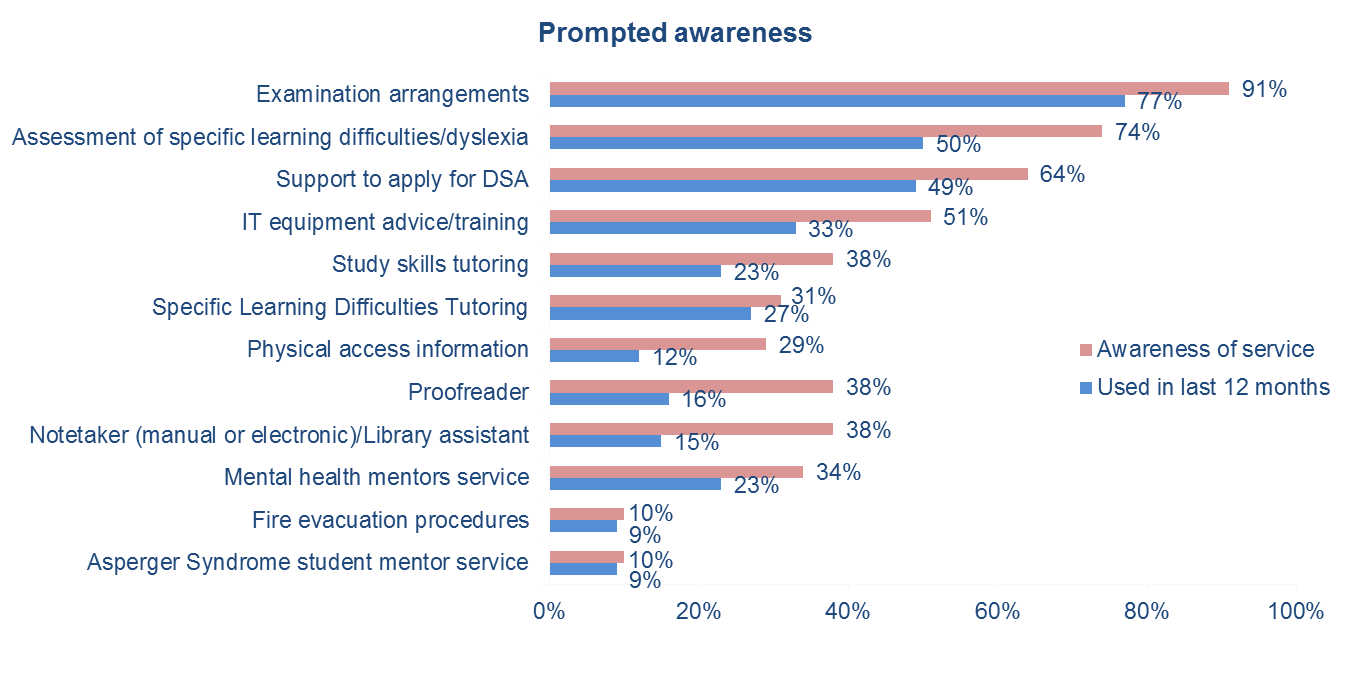
**When do you use the Student Disability Service?**



**Services used in the last 12 months**



**Awareness of services by usage**

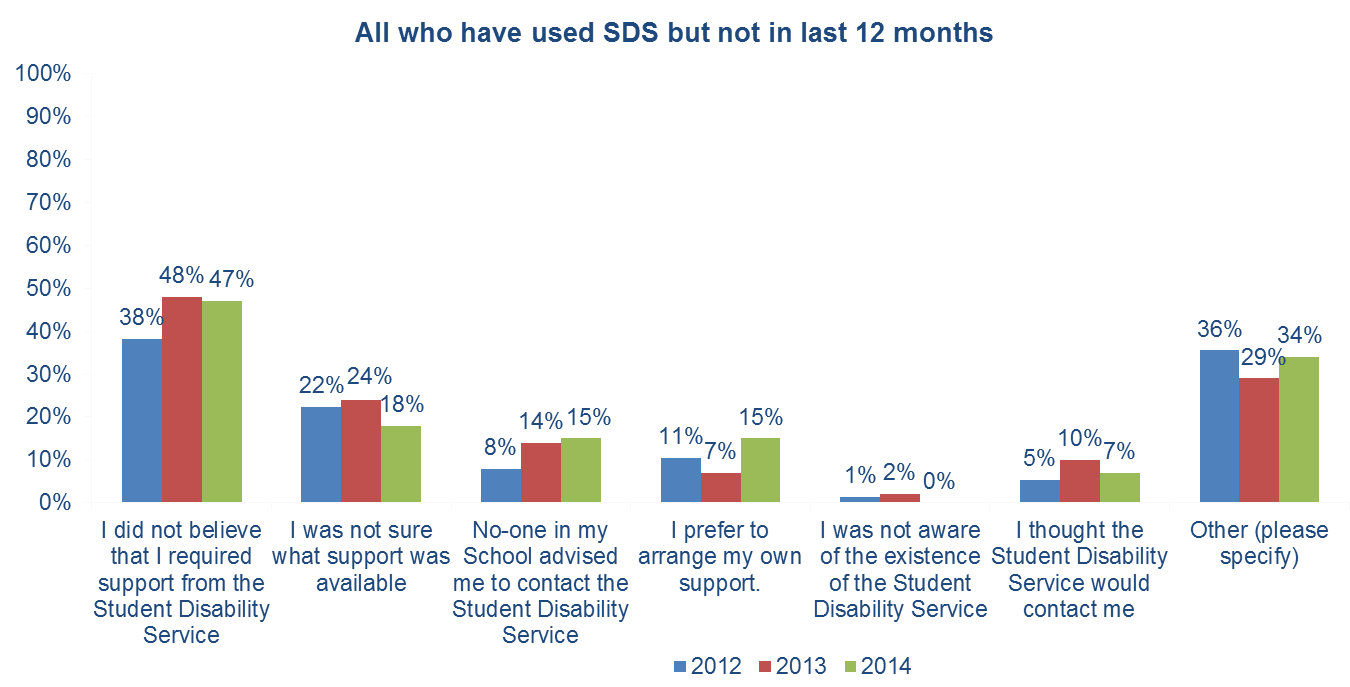


**Why students haven’t used the SDS**

**Why haven’t used the SDS at all**

* In 2014L 29 people responded
* 5 distance learners didn’t know if anything was provided for them
* Most felt that their disability had no negative impact on their learning experience and therefore did not need to contact SDS
* In 2013: 15 people responded
* Almost all cited the lack of need as the main reason for not using SDS.
* In 2012: 29 people responded
* 18 people said they hadn’t used the Student Disability Service because they didn’t need to
* The other responses relate to a lack of desire to expend any effort.

**Reasons for not using SDS in last 12 months**



**Open ended answers:**

* 21 people answered
* 15 of whom said there was they didn’t need any help (either because the adjustments had rolled over from previous years or they didn’t need any adjustments).
* 5 people said they were unsure of the available help
* 4 people said previous negative experience had stopped them using the service

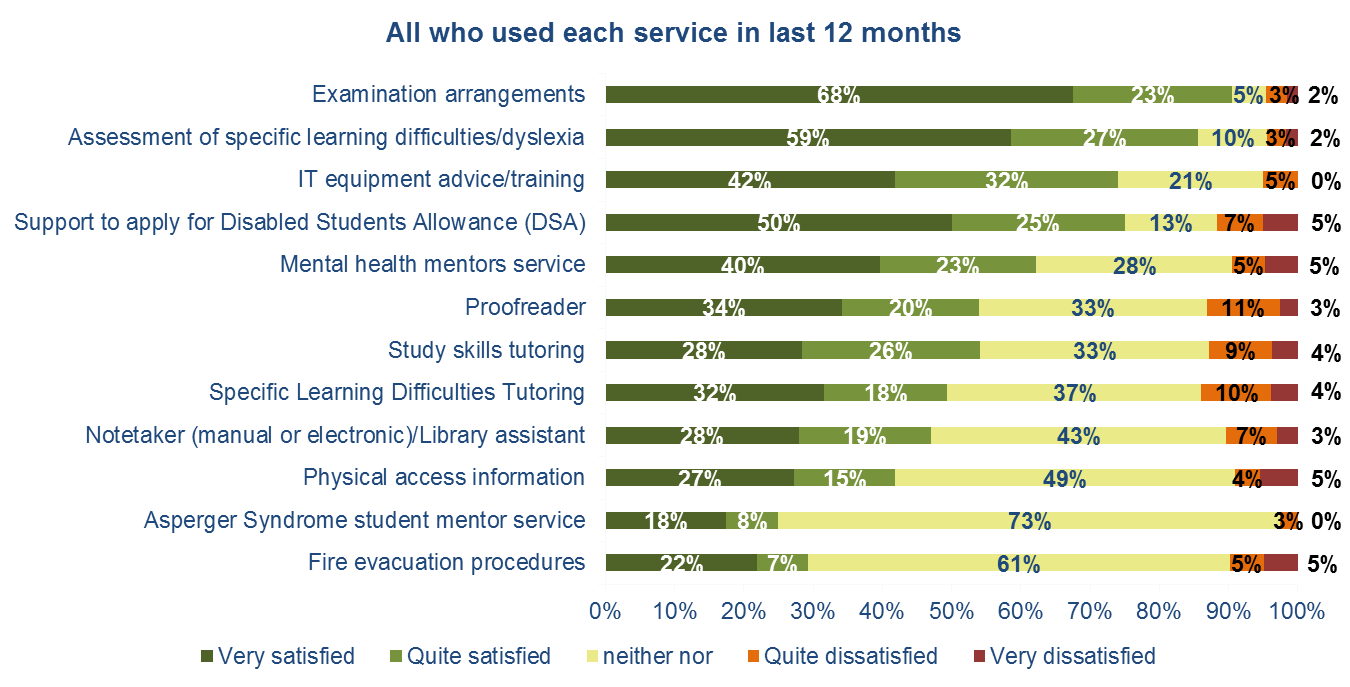
**Evaluation of service**

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

**Level of satisfaction with specific staff types**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Student Support Assistant (e.g. notetaker, IT tutor)** | **Management Team** | **Advisory Team** | **Frontline Reception Team** |
| **Very Satisfied** | 16% | 22% | 50% | 65% |
| **Satisfied** | 9% | 12% | 24% | 24% |
| **Neutral** | 6% | 7% | 9% | 5% |
| **Dissatisfied** | 1% | 1% | 4% | 1% |
| **Very Dissatisfied.** | 0% | 1% | 2% | 0% |
| **Had no contact** | 69% | 56% | 12% | 6% |

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



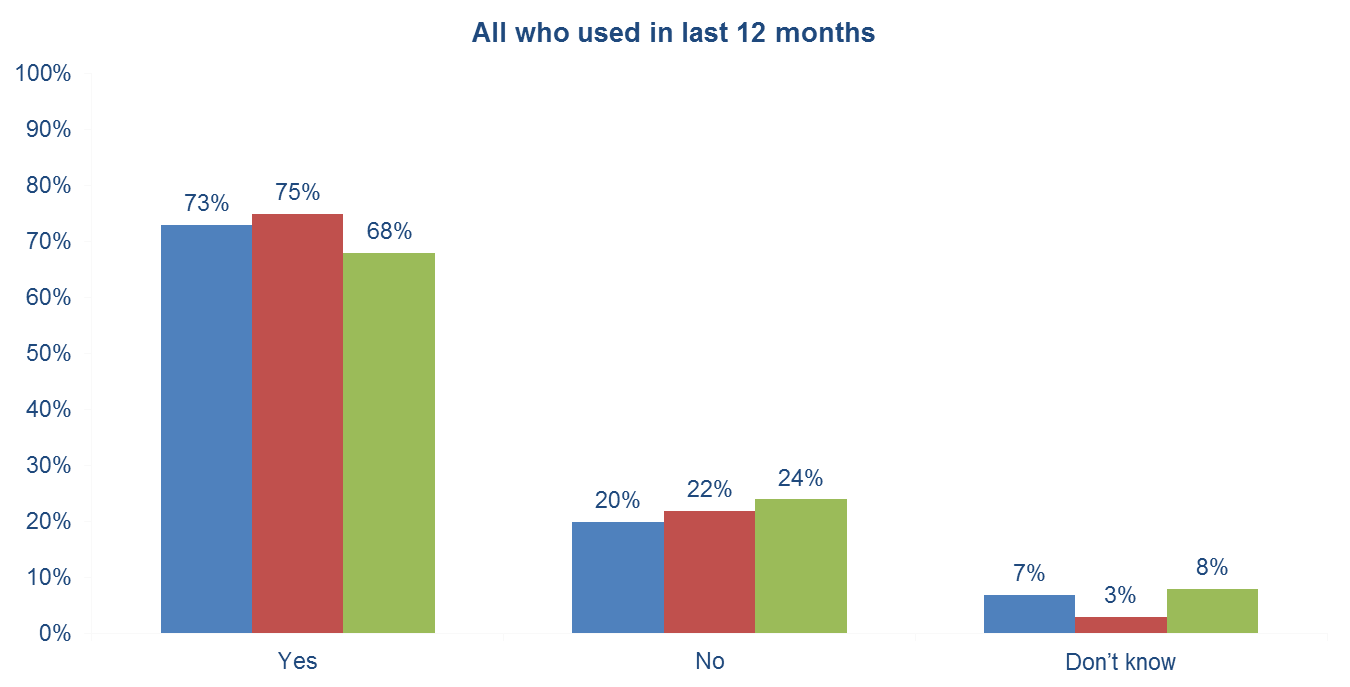
**Average rating of services by those who used them in 2013/14**



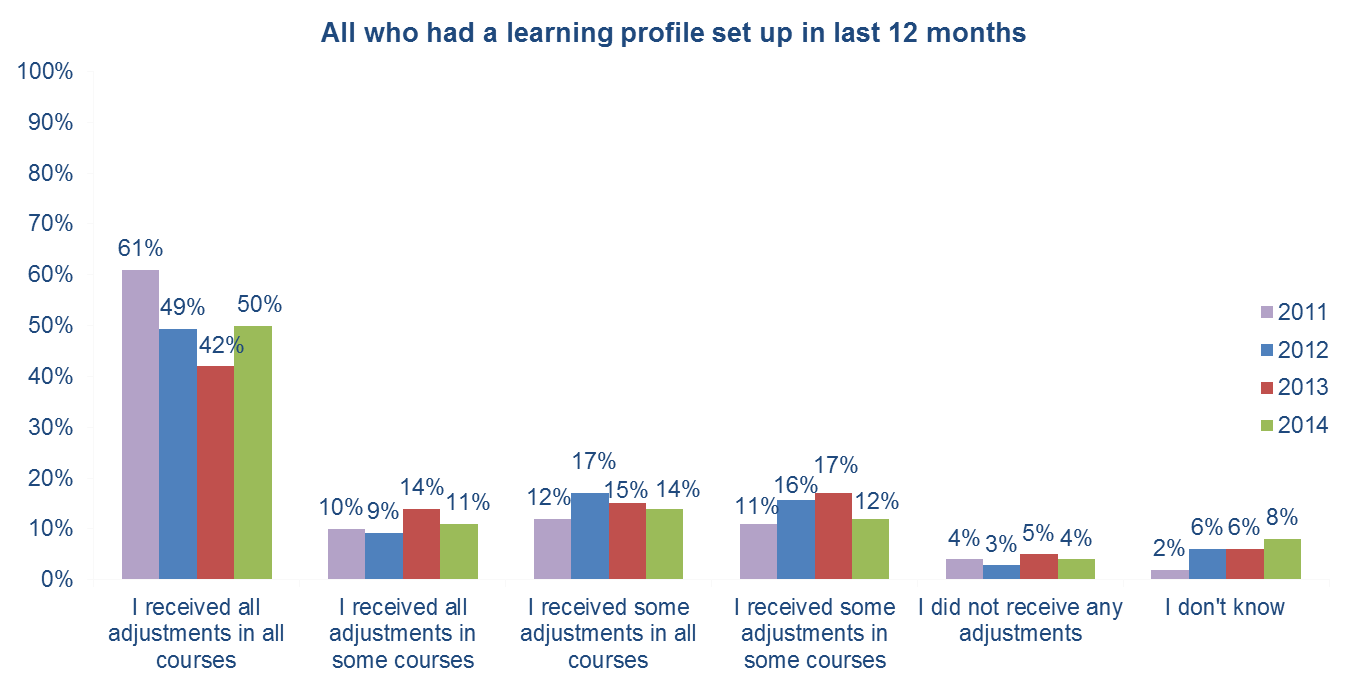
Ratings have significantly improved in 6 areas of service in 2014 ()

**Learning Profile**

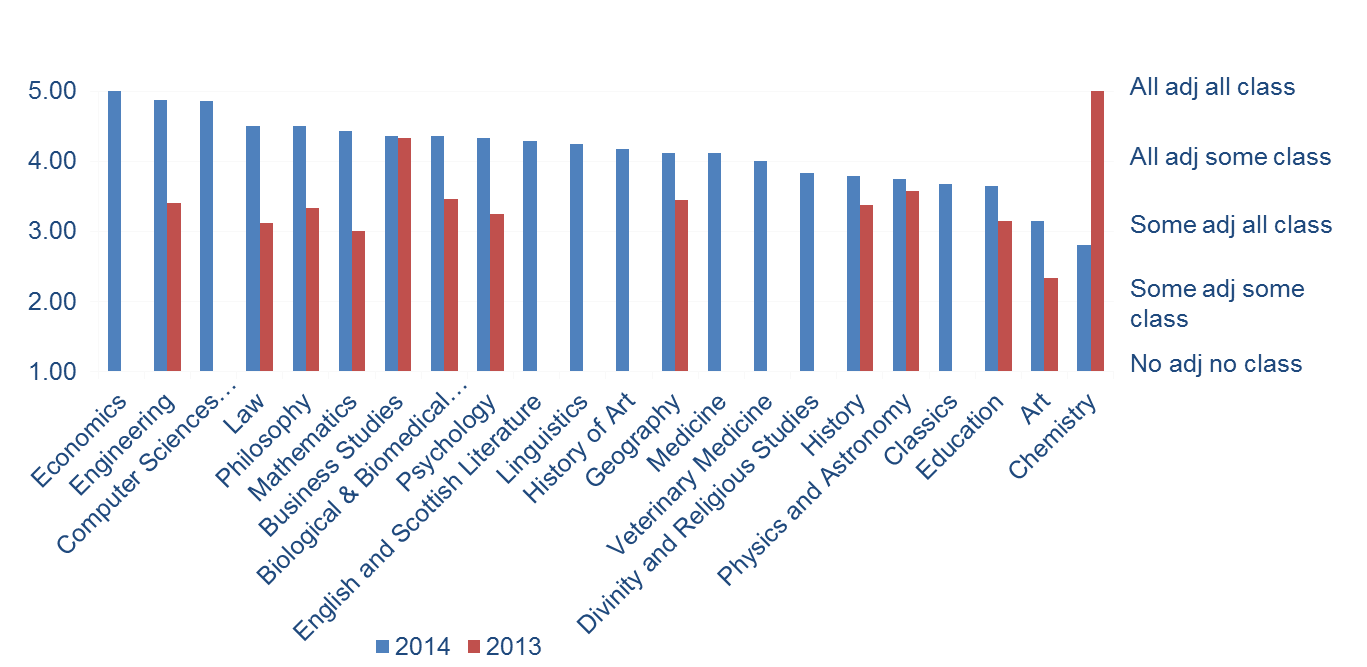
**Did you have a Learning Profile set up in the last 12 months?**



**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



**Satisfaction with Service**

**Best elements of the SDS**

In 2014: 372 people answered, leaving 879 comments

|  |  |
| --- | --- |
| Staff | 23% |
| The support/assistance provided | 15% |
| Help with exams | 7% |
| Accessibility of the Service | 6% |
| The assessment process | 5% |

In 2013: 276 people answered, leaving 652 comments

|  |  |  |
| --- | --- | --- |
| Staff | 33% | 215 comments |
| The available support | 23% | 152 comments |
| Accessibility | 14% | 94 comments |
| That it works | 14% | 89 comments |

In 2012: 318 people answered, leaving 752 comments

|  |  |  |
| --- | --- | --- |
| Staff | 35% | 264 comments |
| The available support | 14% | 106 comments |
| Accessibility | 10% | 77 comments |
| That it works | 10% | 73 comments |

**Elements of the SDS needing improvement**

In 2014: 266 answered this, leaving 452 comments

* 15% related to the promotion of services and of SDS in general
* 14% to communications – mainly around setting expectation
* 10% with regards to the amount of time it takes to get something done
* 10% wanted some alternative help that wasn’t currently offered
* 8% thought the customer service could be improved
* 7% felt there could have been greater collaboration between SDS and the schools/colleges/academics
* 6% felt there could be more follow up

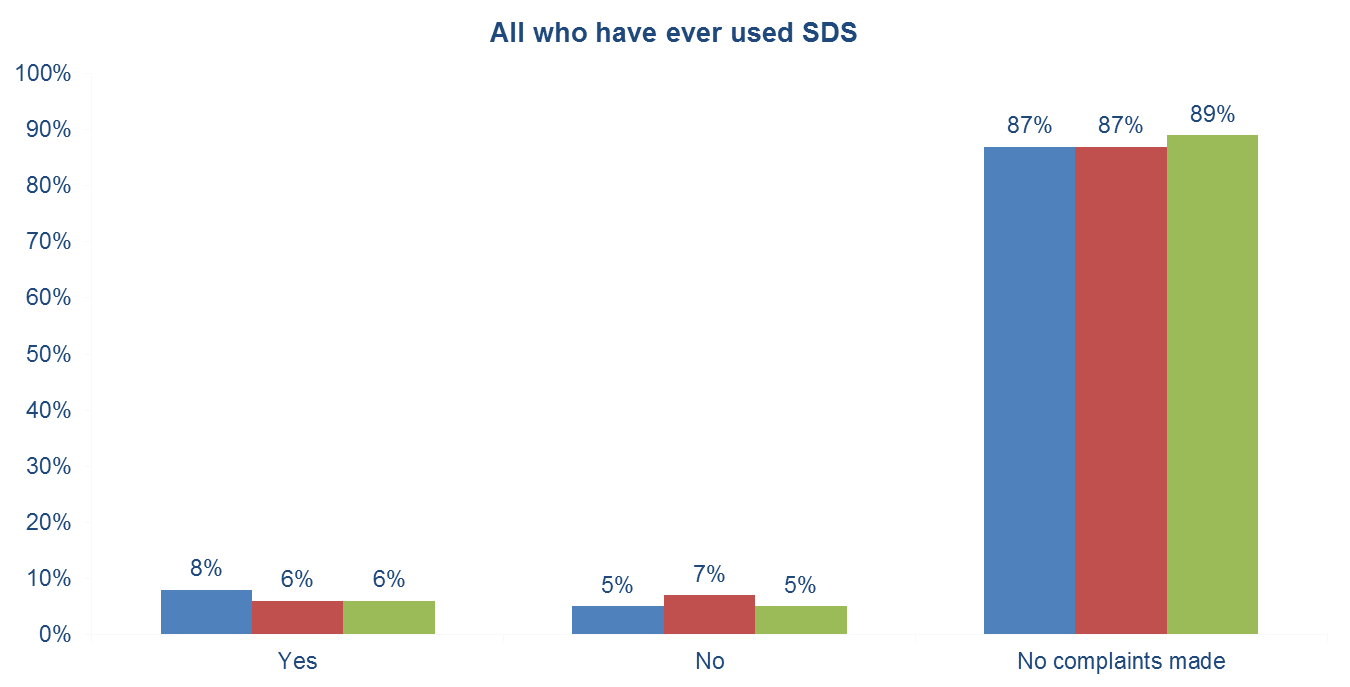
In 2013 210 people answered this question, leaving 357 comments:

|  |  |  |
| --- | --- | --- |
| Communications | 24% | 84 comments |
| Improvements to the Service | 24% | 67 comments |
| Promotion of the Service | 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?**

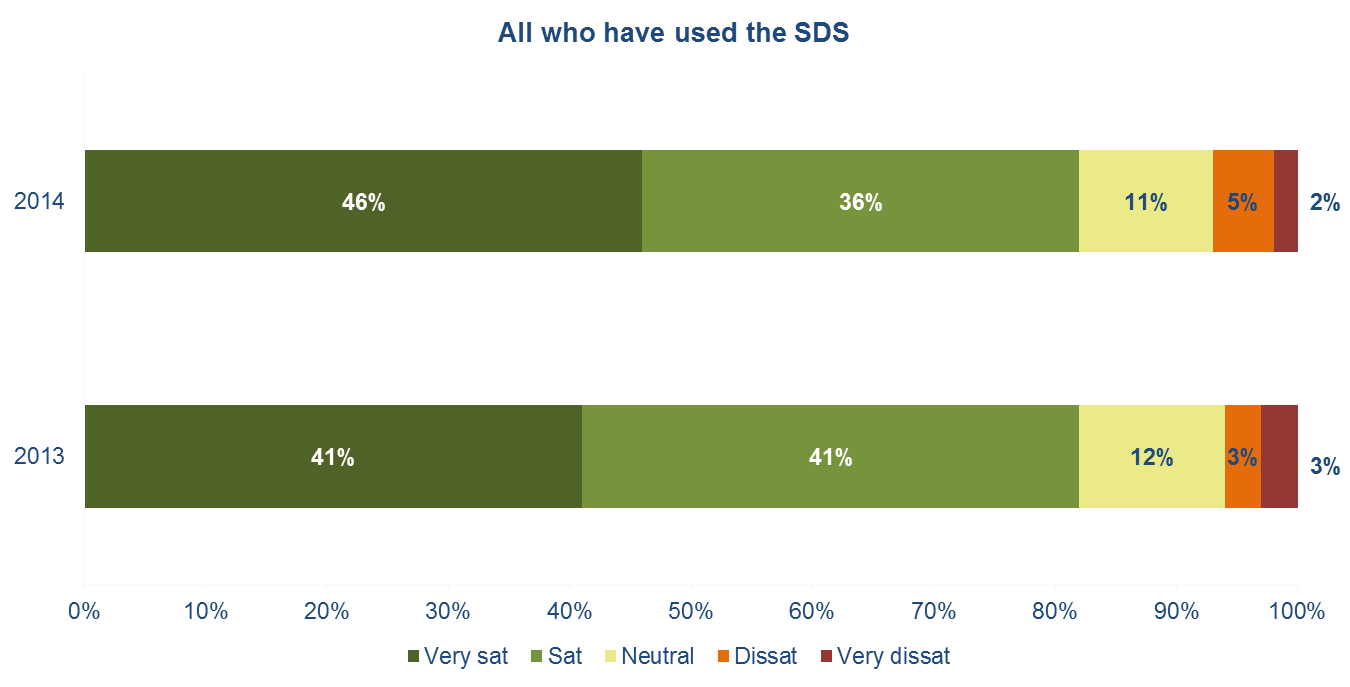


**Complaints – open ended answers**

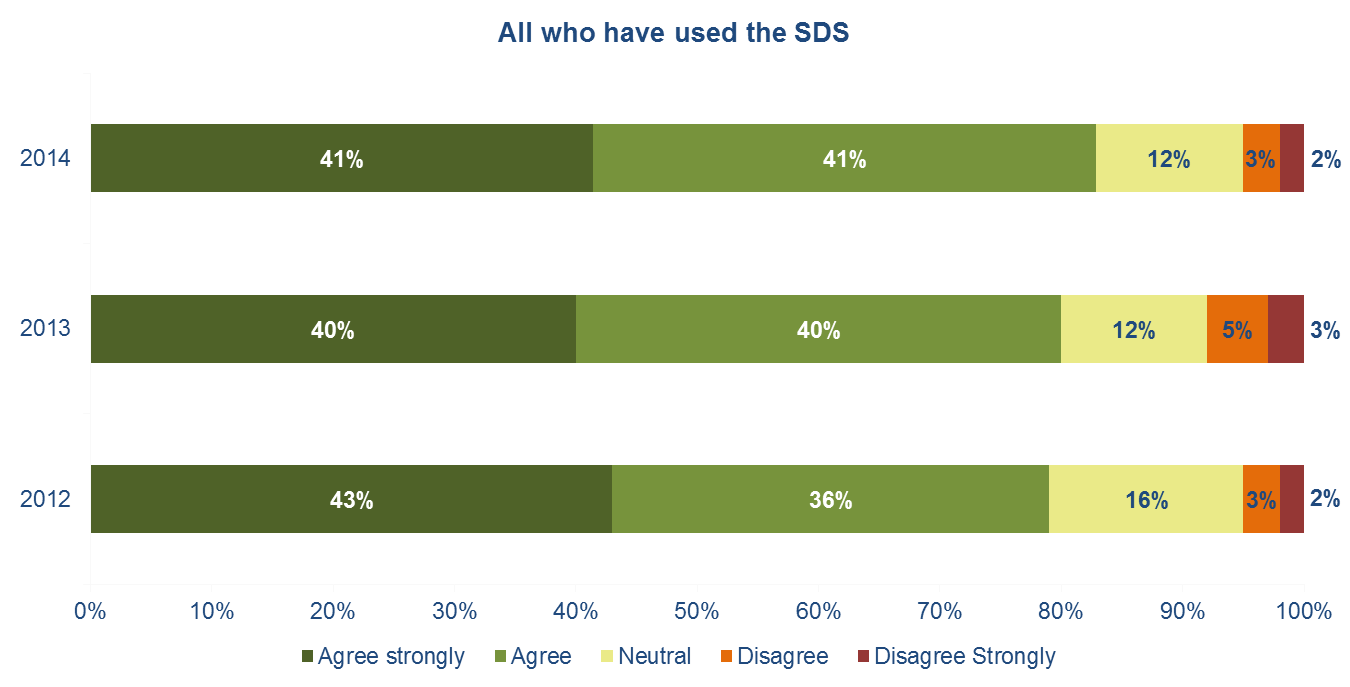
142 people gave more detail on the nature of their complaint

* 42 of whom (30%) only said positive things
* 28 (20%) had interacted with SDS with regards to exam provision
* 17 (12%) due to adjustments that were (or weren’t) made
* 13 (9%) due to poor service
* 11 (8%) were unhappy at the lack of available slides prior to lectures

**Overall Satisfaction**

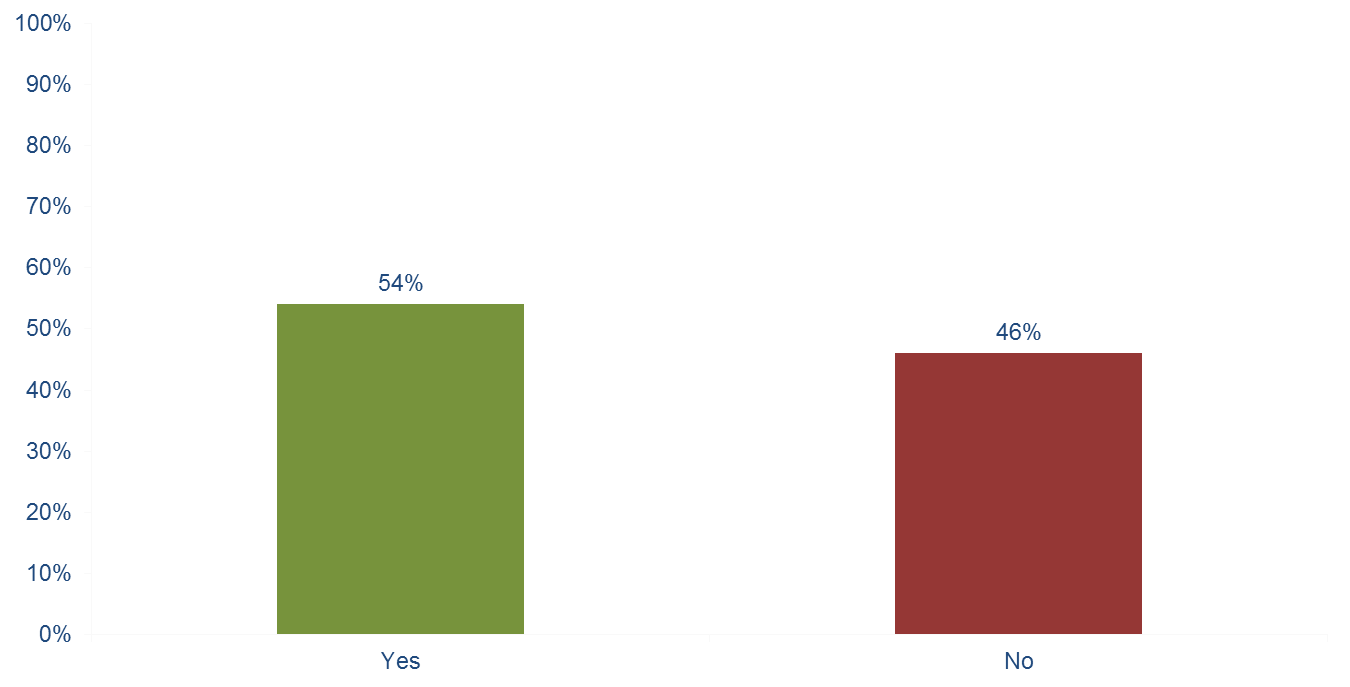


**The work of the SDS has contributed positively to my educational experience at the University of Edinburgh**

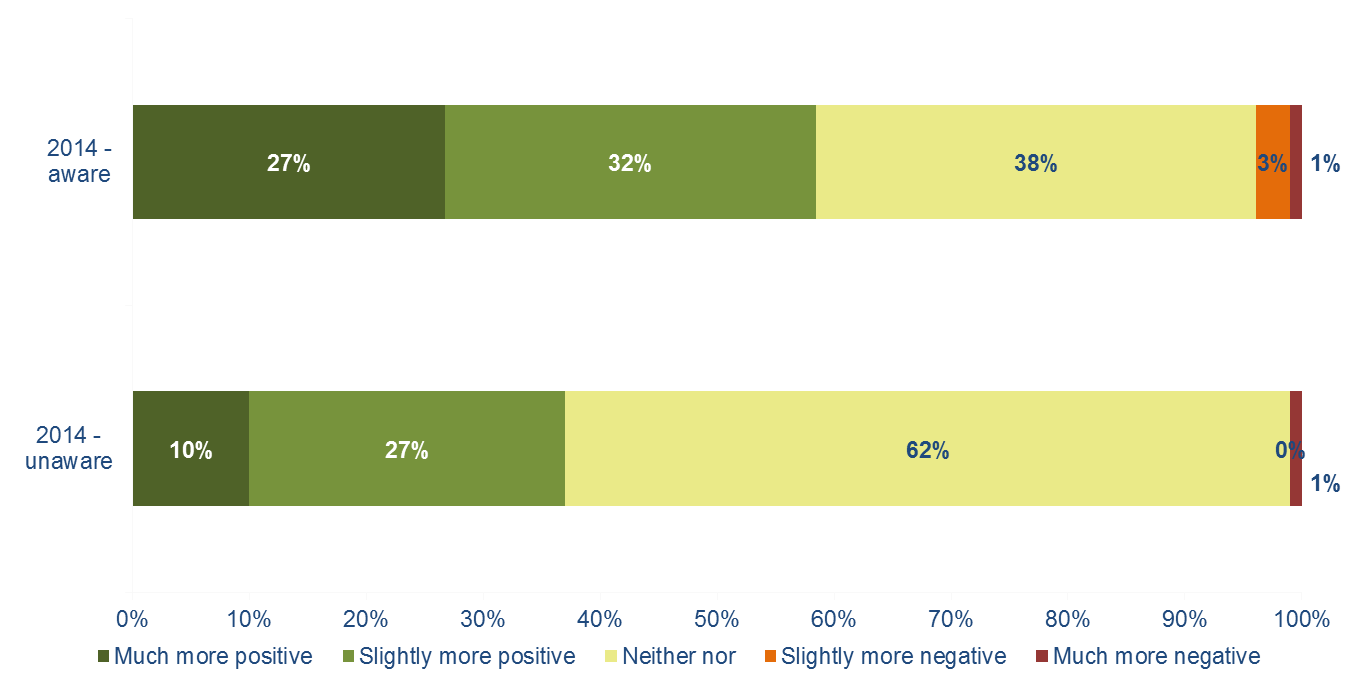


**Accessible and Inclusive Learning Policy (AILP)**

**Awareness of the AILP**

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**Impact of AILP on learning experience**

****

**More details on impact of AILP**

* 122 responses
* There are two major themes:

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

**Summary and Recommendations**

**Summary - profile**

* The respondents are broadly representative of those who are flagged as having a disability within the University
* However, compared to the University profile there may be slight under-representation in young people under 20yrs, males and students from outside the UK.

**Summary - results**

**Overall**

* 82% thought the SDS contributed positively to their life at UoE (no significant change from last year)
* However, only 50% had received all adjustments in all courses (8% increase from 2013, 1% increase from 2012)

**Services**

* Examination arrangement has the best awareness (91%) and is the most used (77%)
* Asperger's Syndrome student mentor service is the lowest awareness (10%) and is the least used service (9%)
* Slight dissatisfaction with study skills tutoring, support for applying for DSA, proofreading, and specific learning difficulties tutoring

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

* 54% 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 37% of those who hadn’t)

**Other**

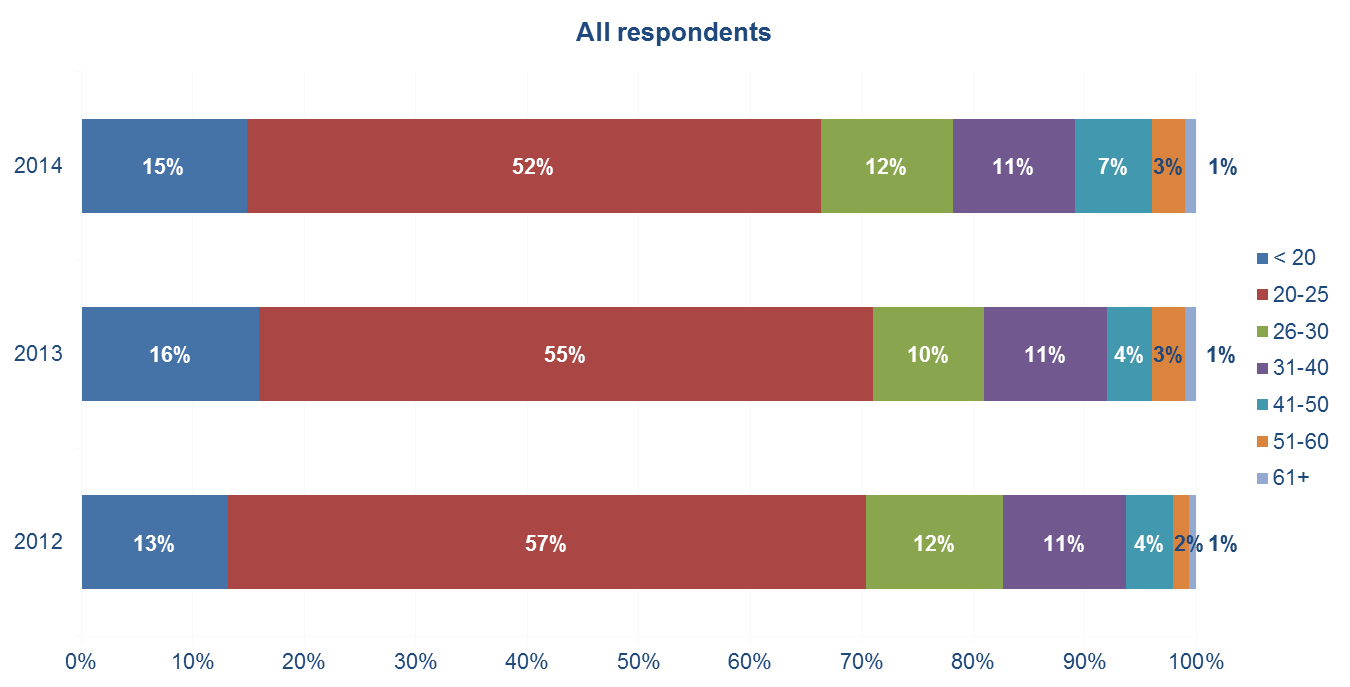
* Generally good satisfaction with staff
* Only few responses from those not using the service, but those who replied suggested communications could be improved and the offering to distance learners could be clearer

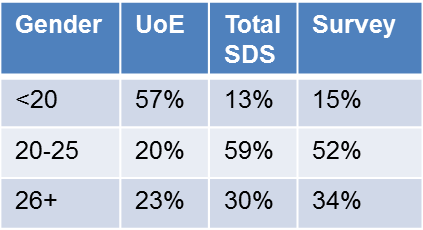
**Recommendations**

* Think about setting some performance indicators:
  + Number of people receiving all adjustments in all classes
  + Overall satisfaction
* Look at the provision for distance learners – is it enough / communicated well?
* Re-connect with schools to reinforce your service
* Send an email to all 1st telling them what you offer and to get in touch if they would like more information
* Promote the AILP wider
* Look at the verbatims and try and make some quick solutions to any problems arising

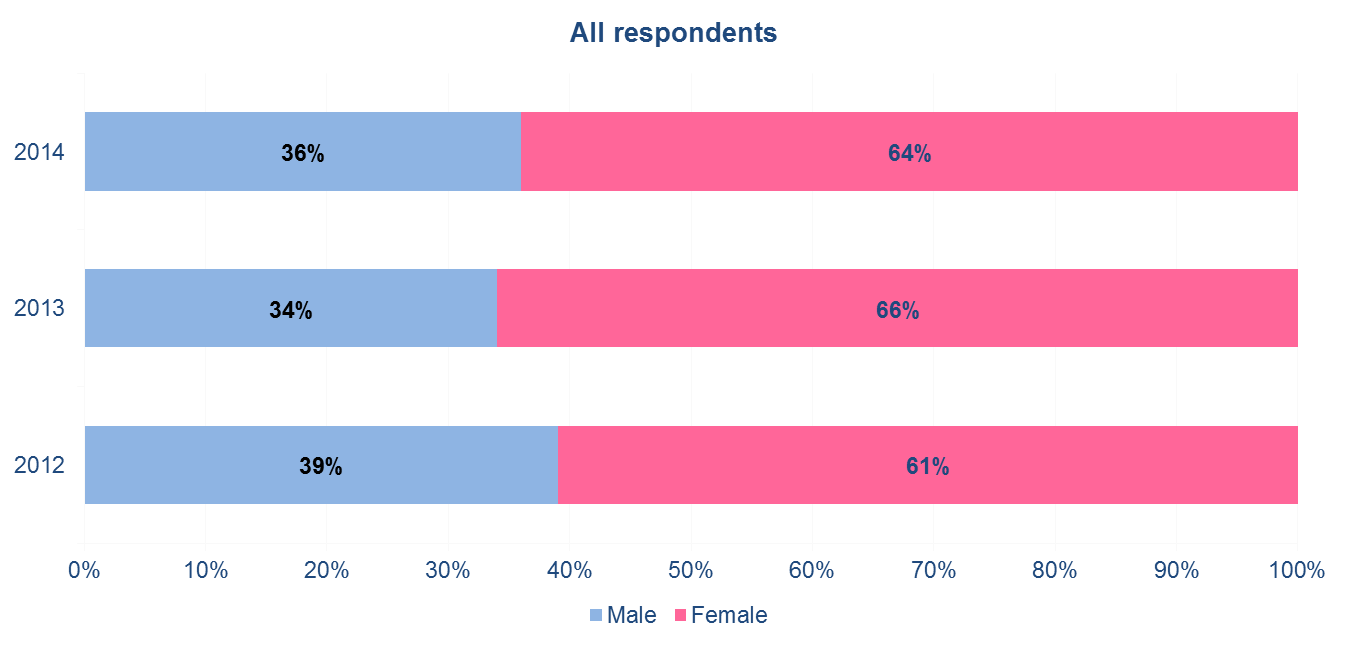
**Appendix I: Demographics**

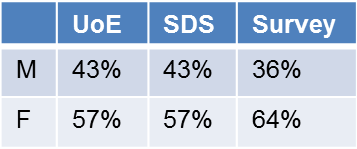
**Age**



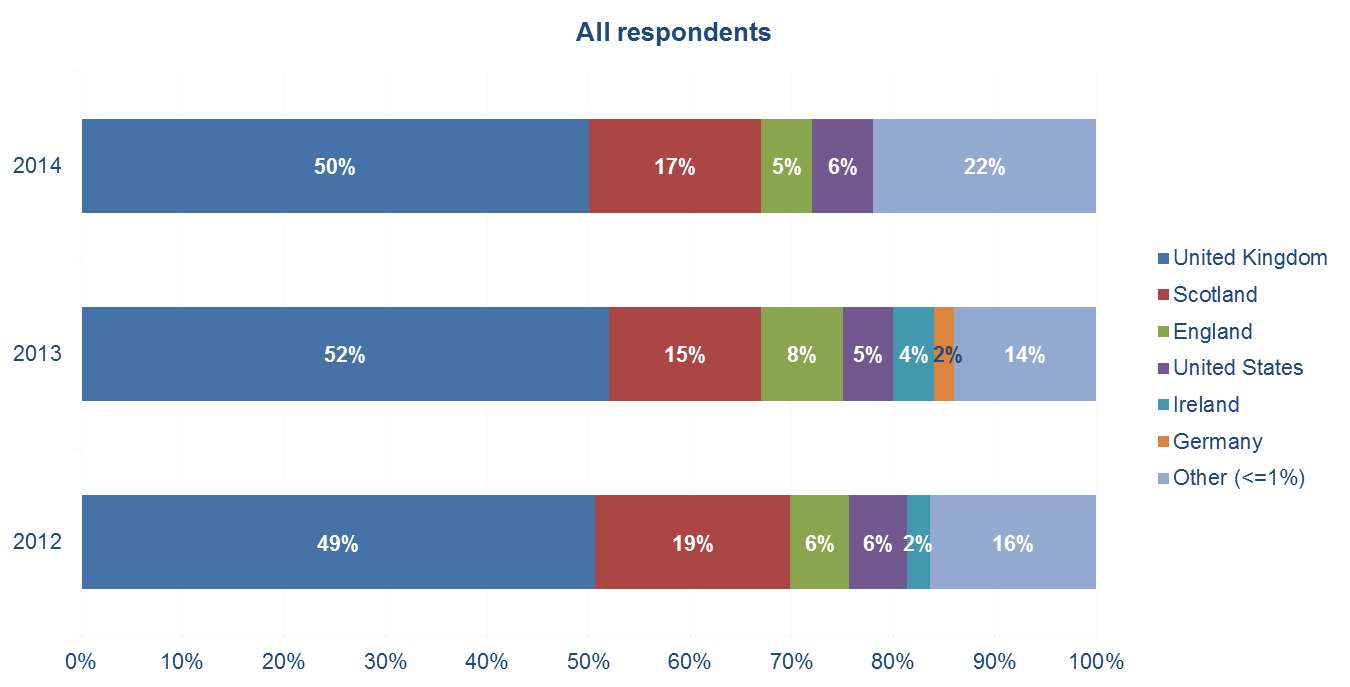


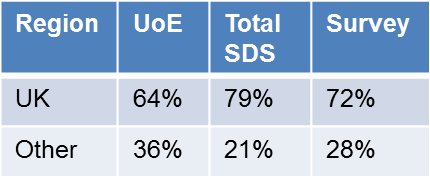
**Gender split**



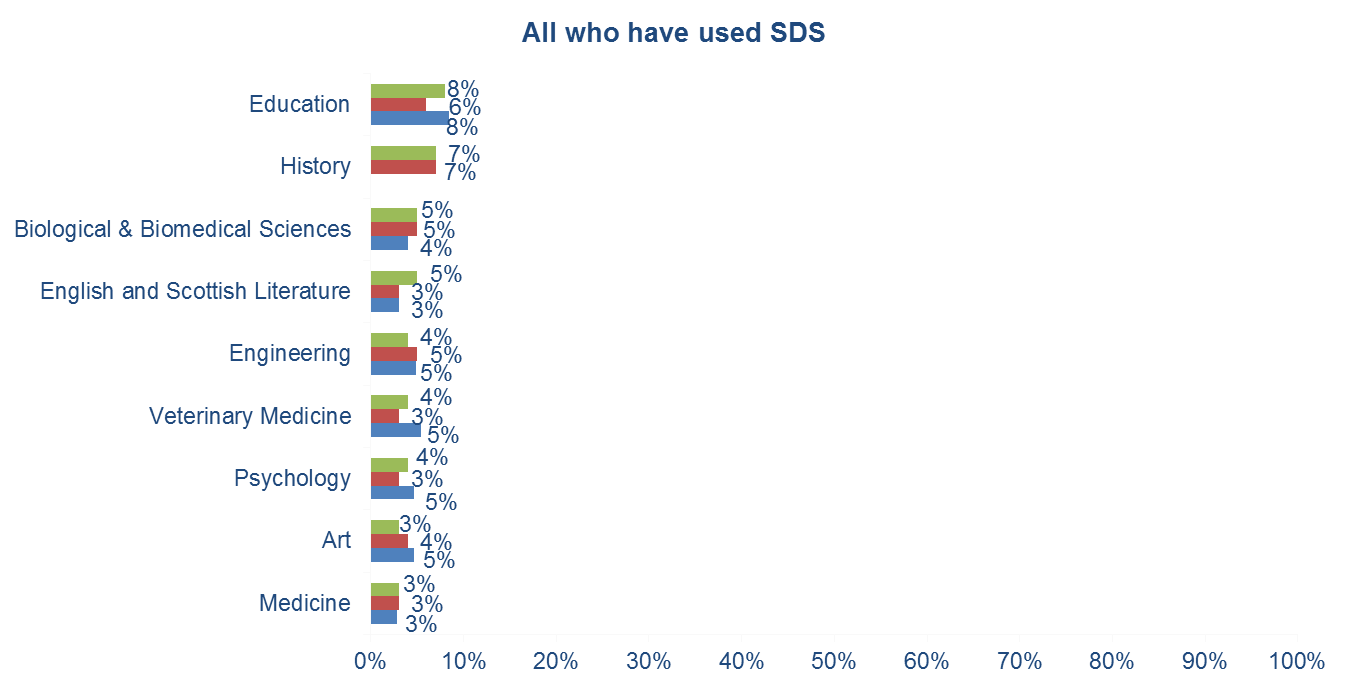


**Nationality**



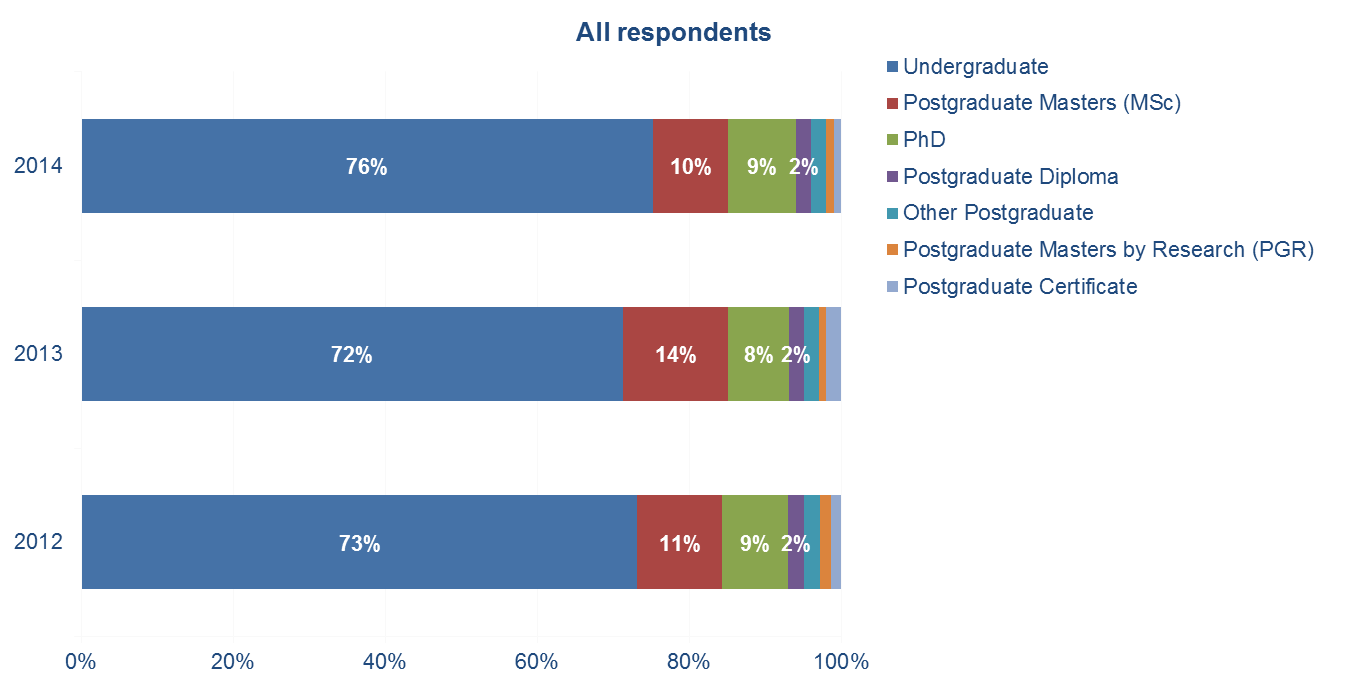


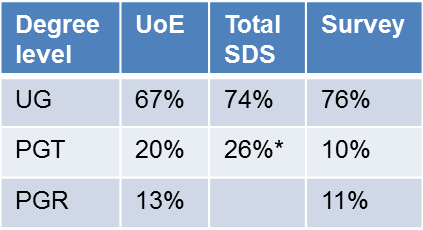
**Subject area**



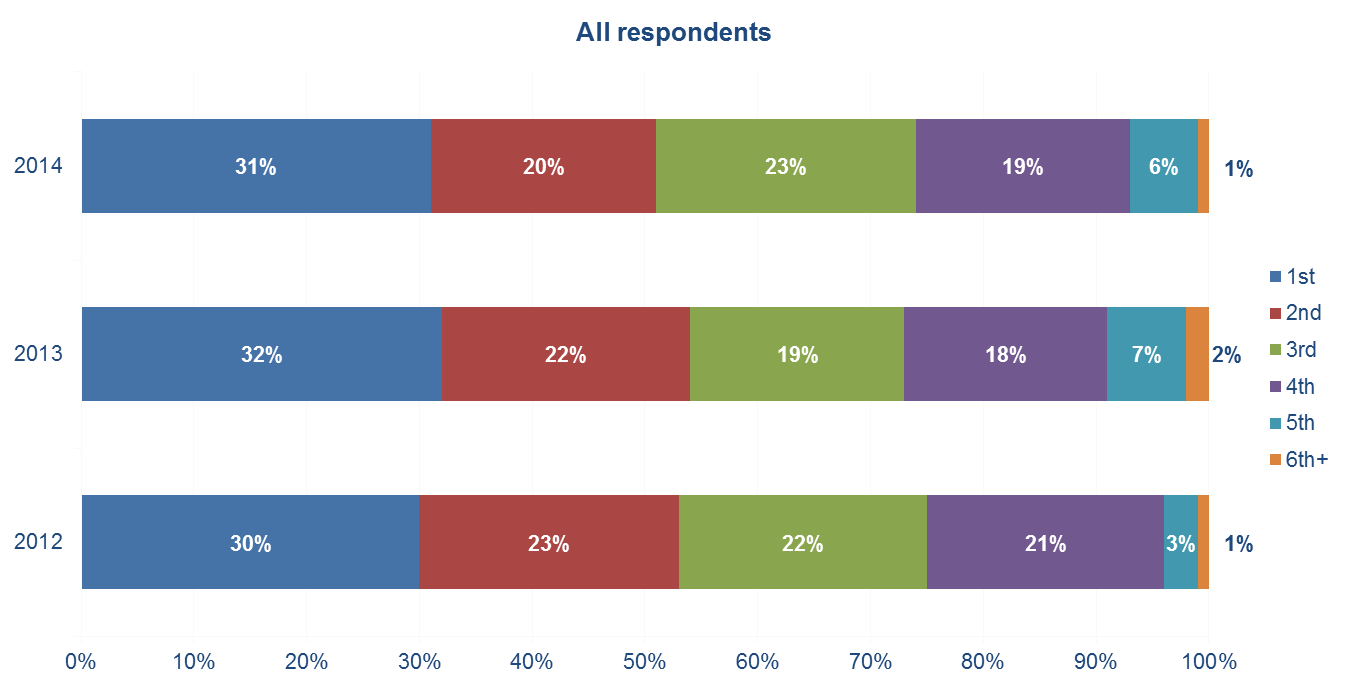
There are 35 other subject areas with =<2% and 6 with no representation

**Degree level**





**Year of Study**



**Appendix 2: The Questionnaire**

