



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.

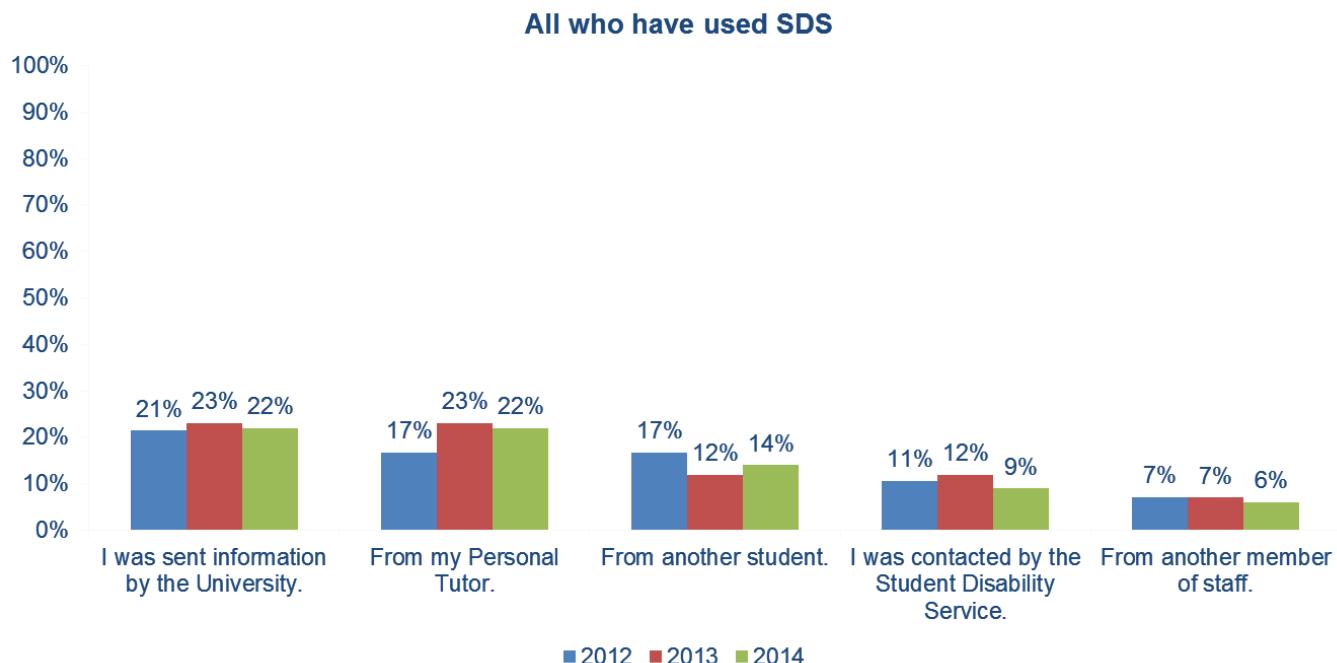
Demographic Overview

- 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?

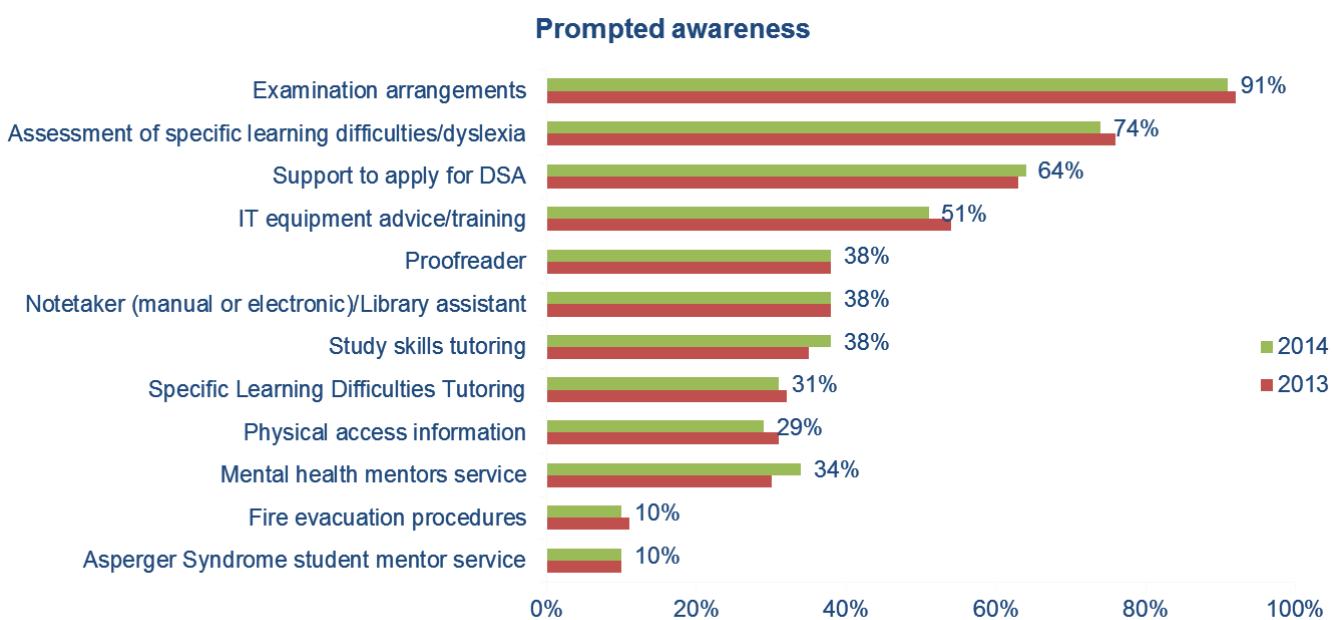


How first found out - other

134 people who said other and gave more information:

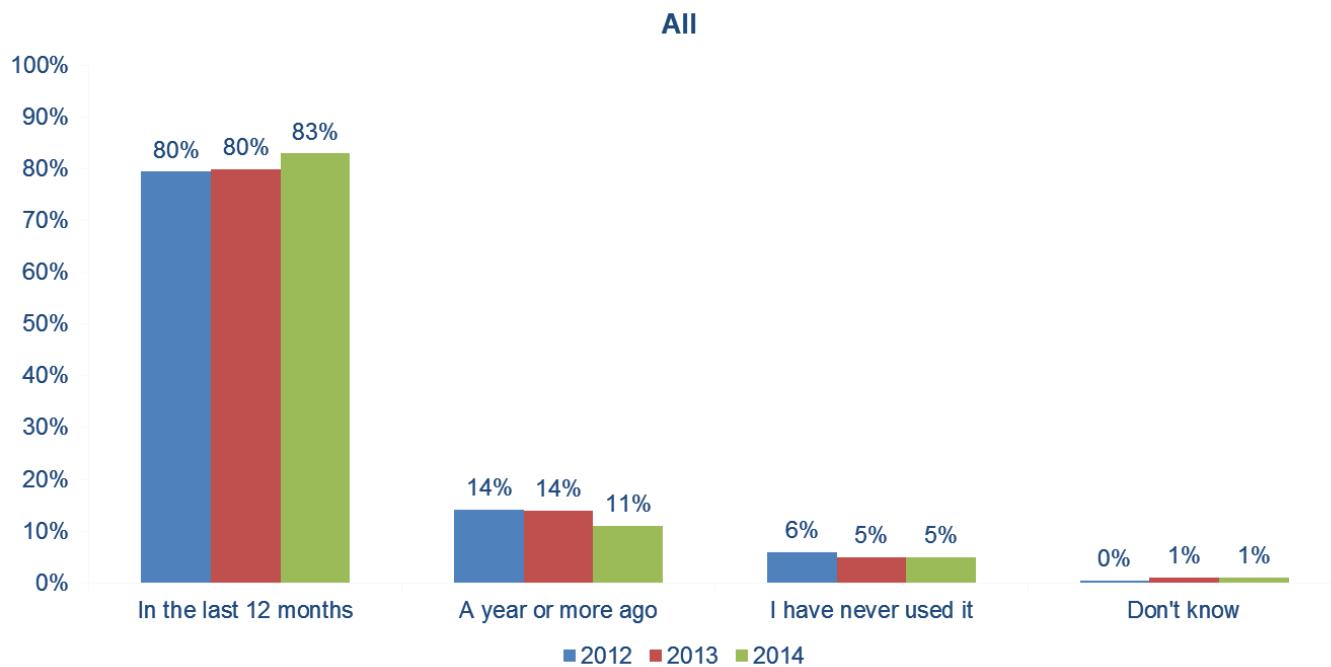
- 39 found it on the UoE website
- 9 people from their doctor
- 8 from a friend or colleague
- 6 from their previous institution

Awareness of Services

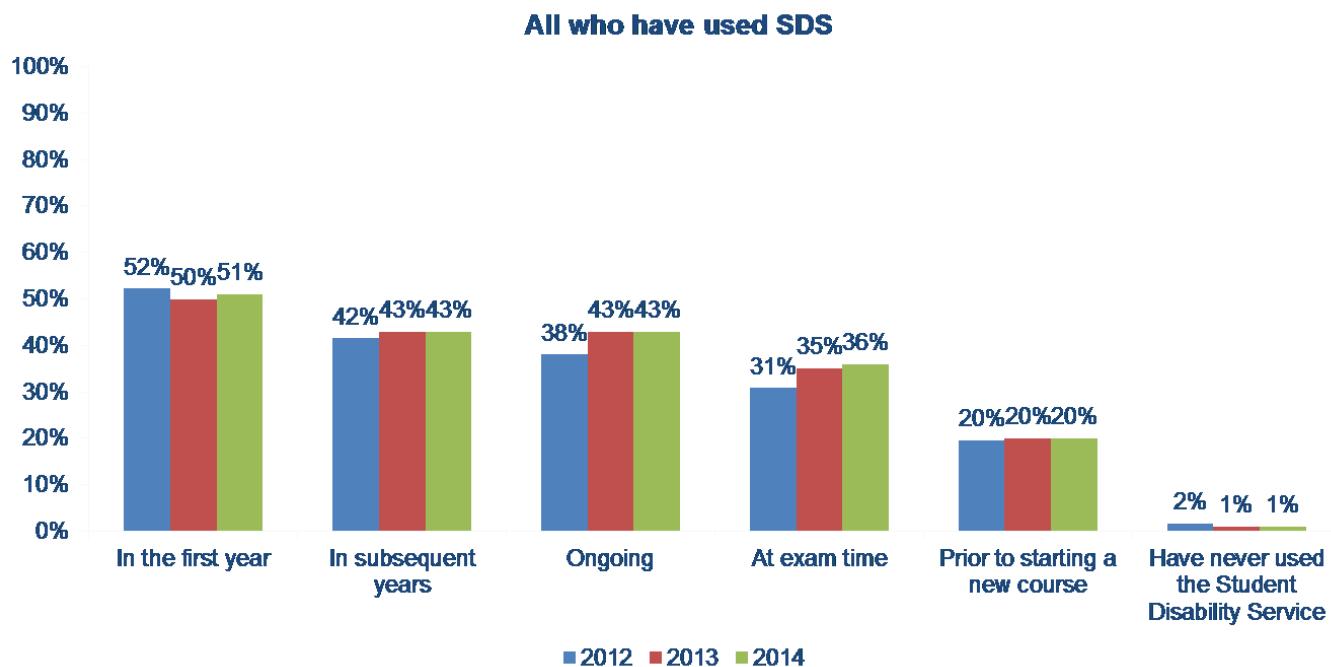


Use of Service

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

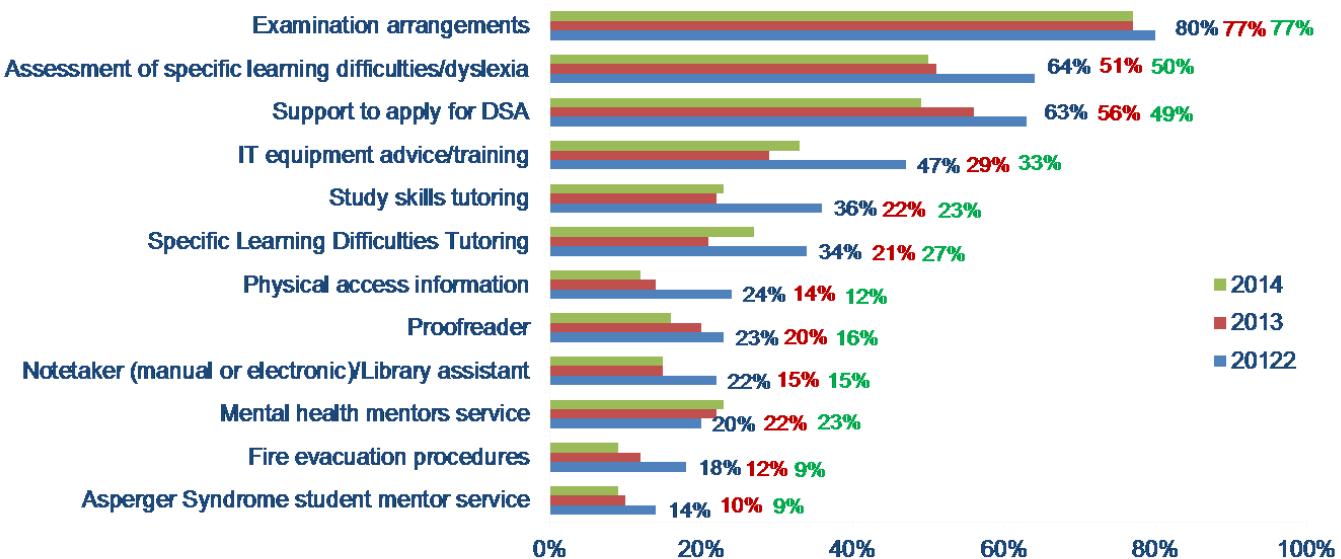


When do you use the Student Disability Service?



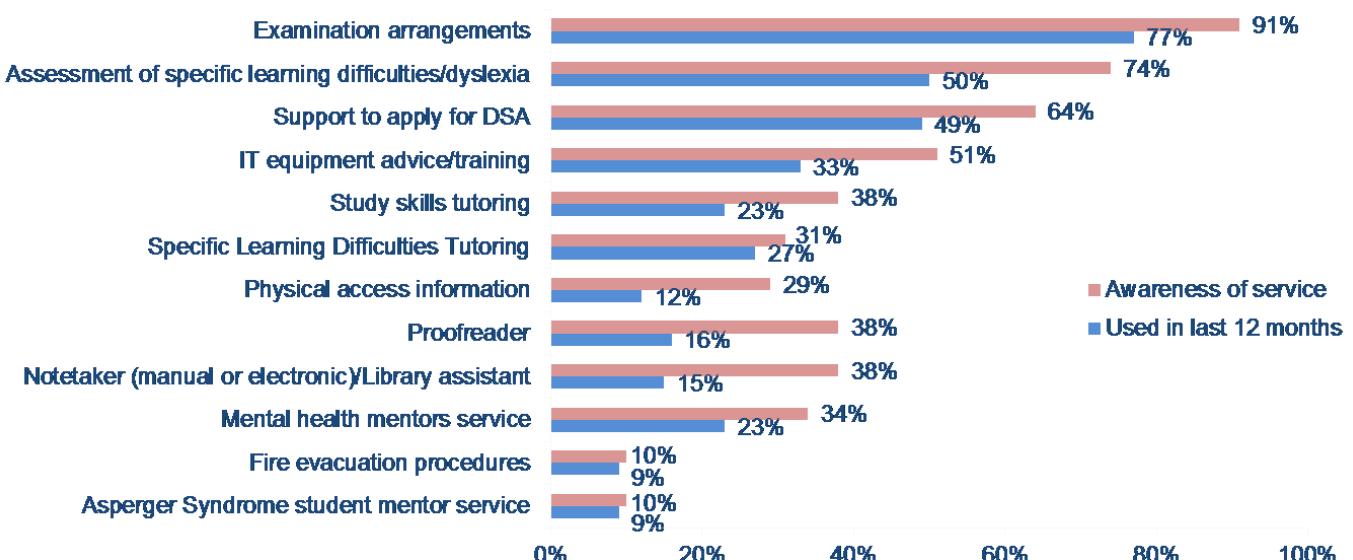
Services used in the last 12 months

All who used in last 12 months



Awareness of services by usage

Prompted awareness



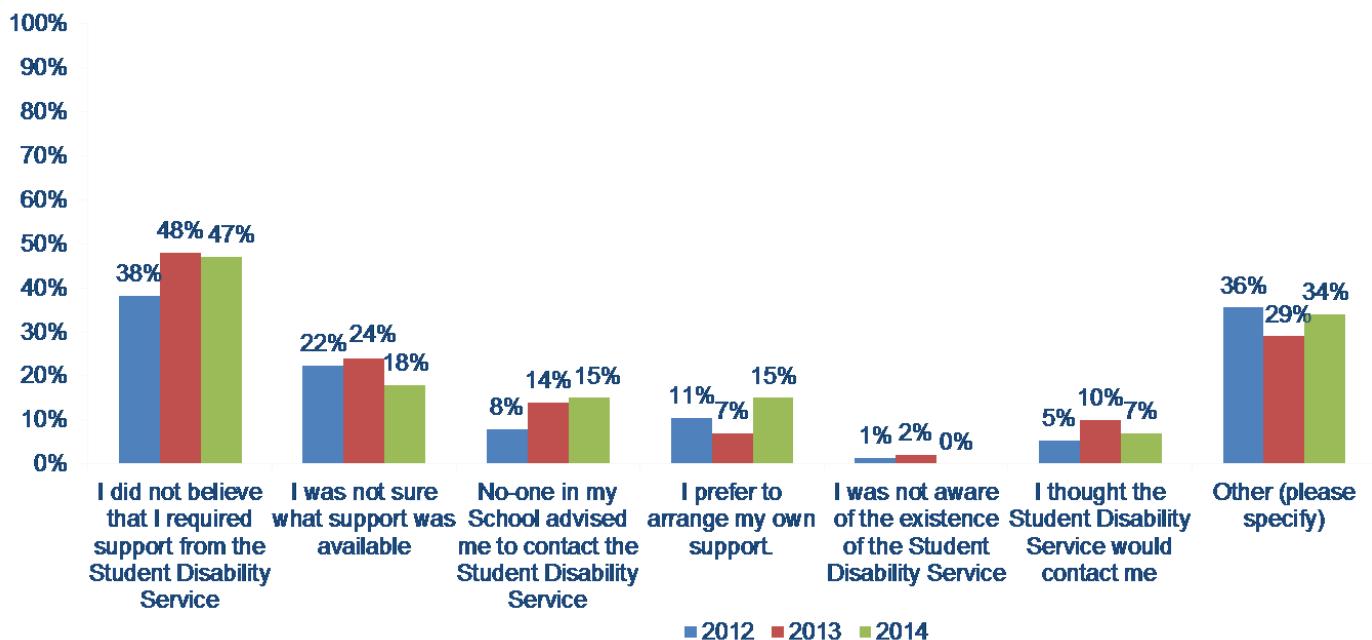
Why students haven't used the SDS

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

All who have used SDS but not 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

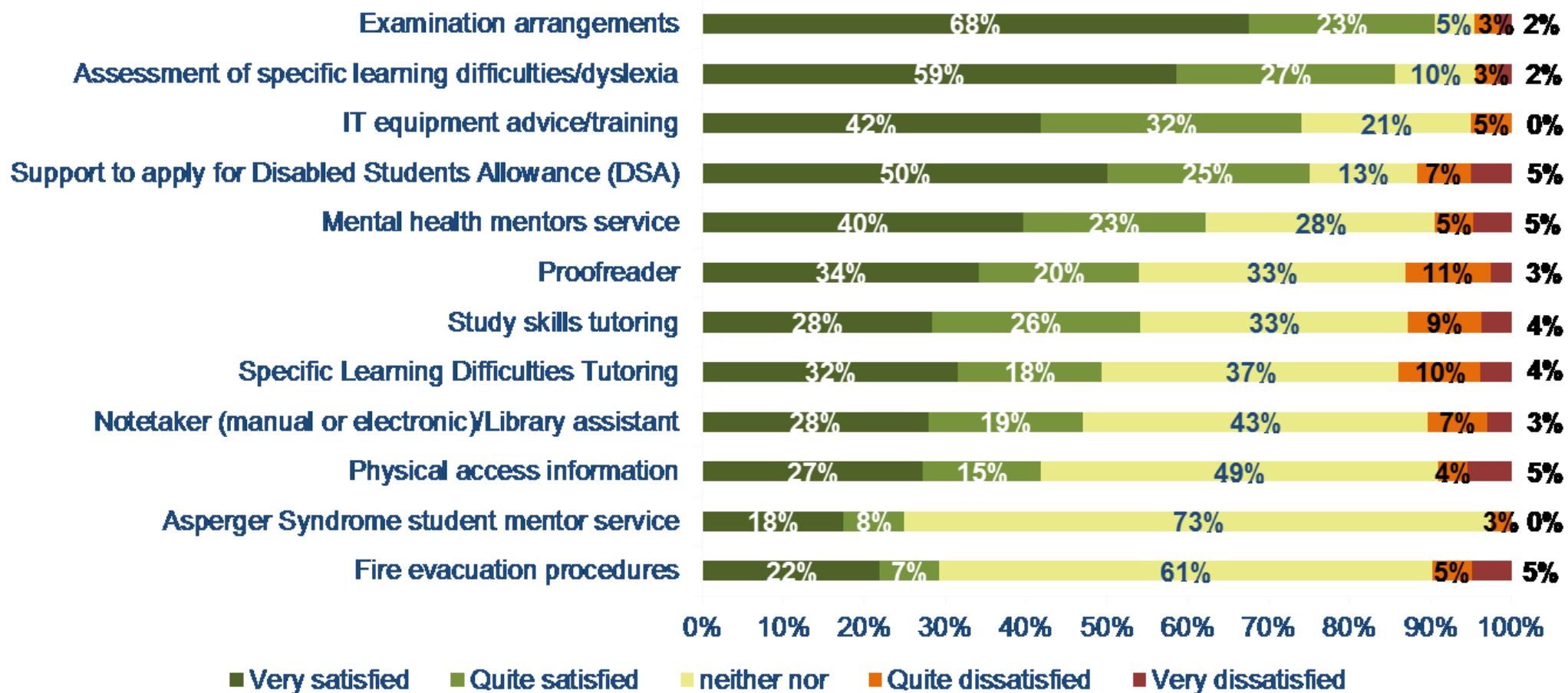
(all those who used in the last 12 months)

Level of satisfaction with specific staff types

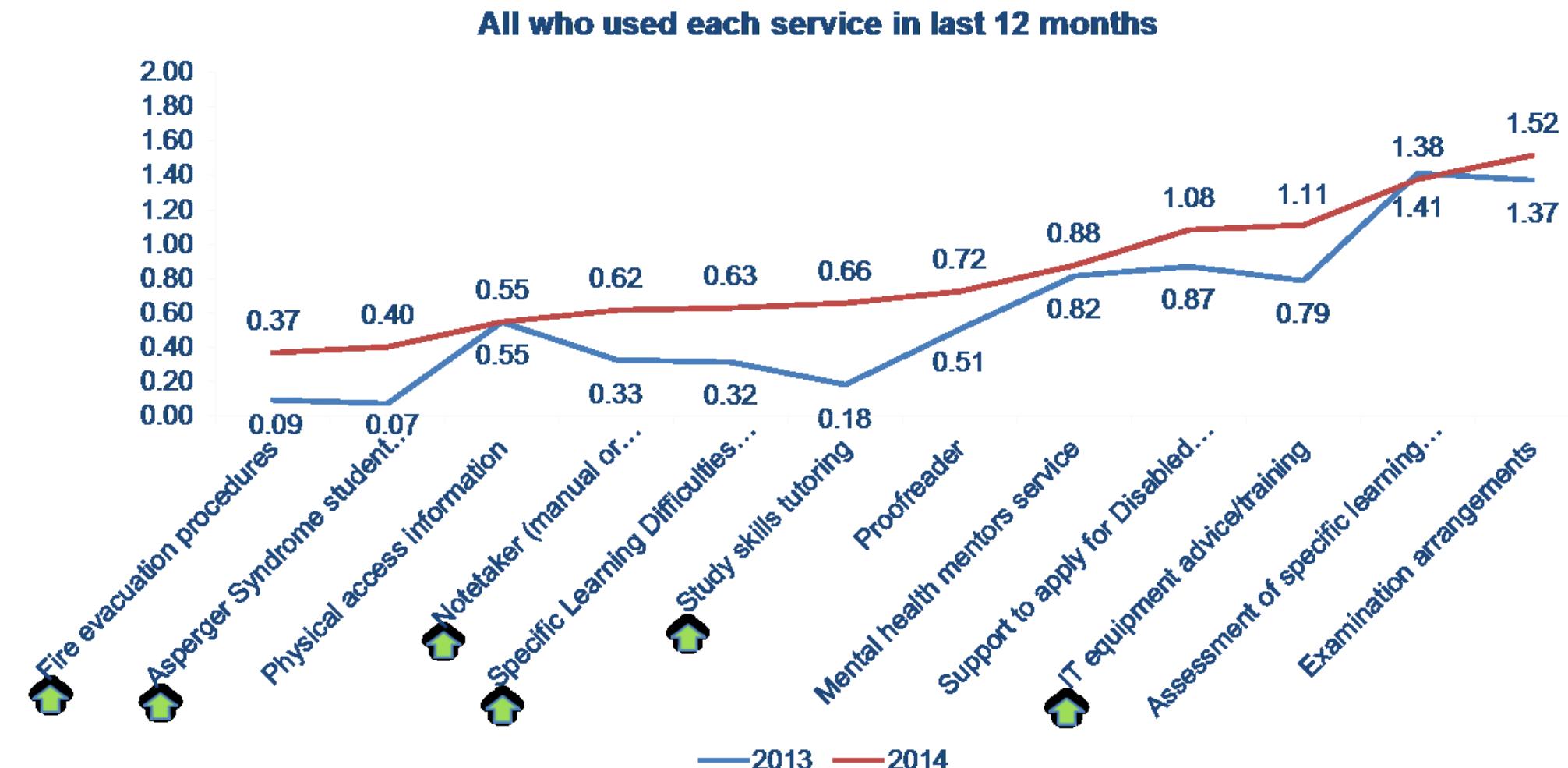
	Student Support Assistant (e.g. notetaker, IT tutor)	Management Team	Advisory Team	Frontline Reception Team
Very Satisfied	16%	22%	50%	65%
Satisfied	9%	12%	24%	24%
Neutral	6%	7%	9%	5%
Dissatisfied	1%	1%	4%	1%
Very Dissatisfied.	0%	1%	2%	0%
Had no contact	69%	56%	12%	6%

Rating of services by those who used them

All who used each service in last 12 months



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

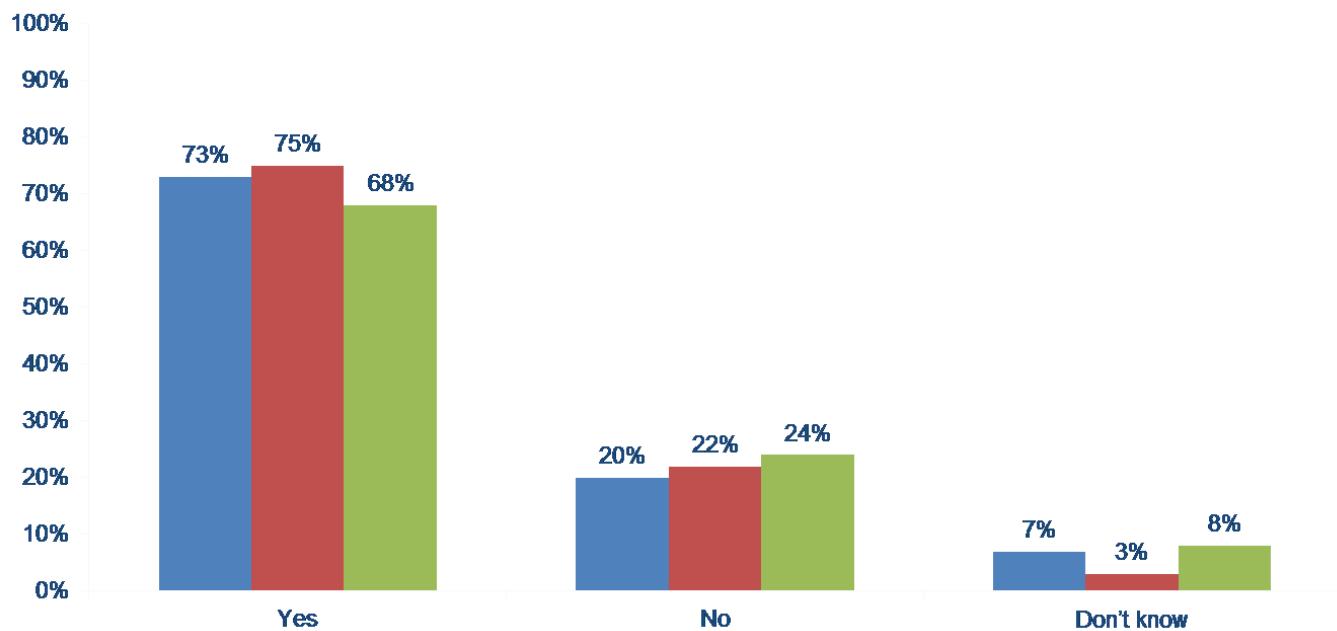


Ratings have significantly improved in 6 areas of service in 2014 (↑)

Learning Profile

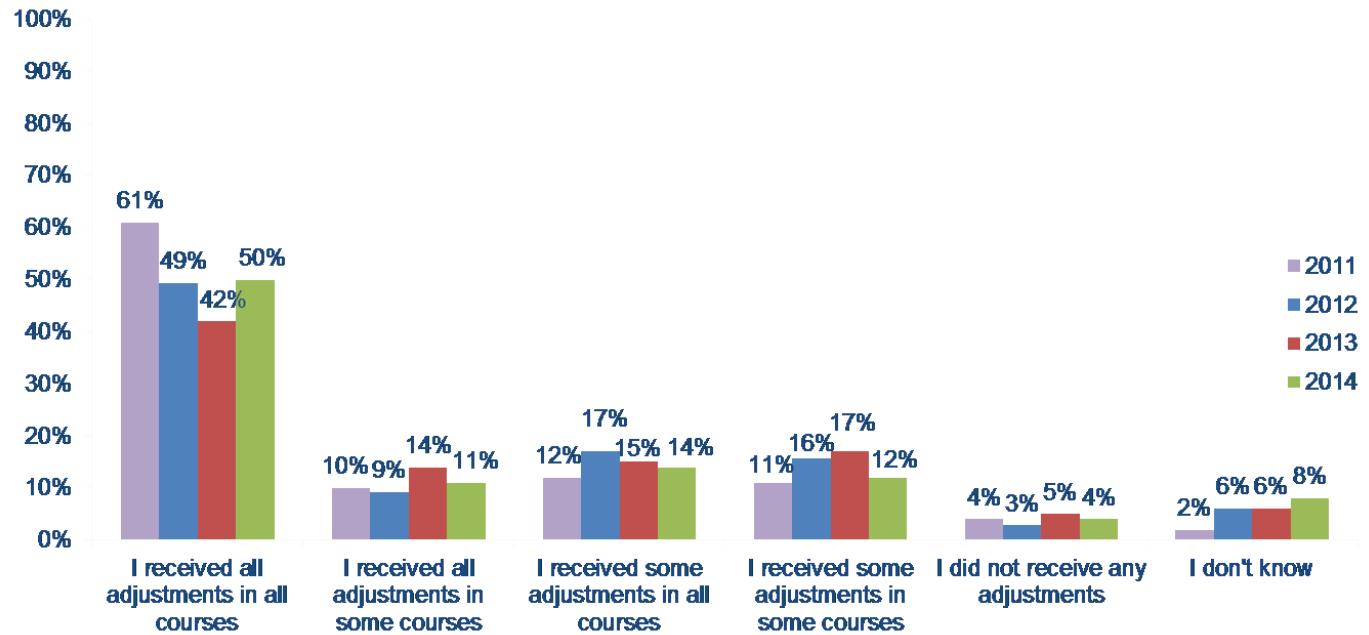
Did you have a Learning Profile set up in the last 12 months?

All who used in last 12 months

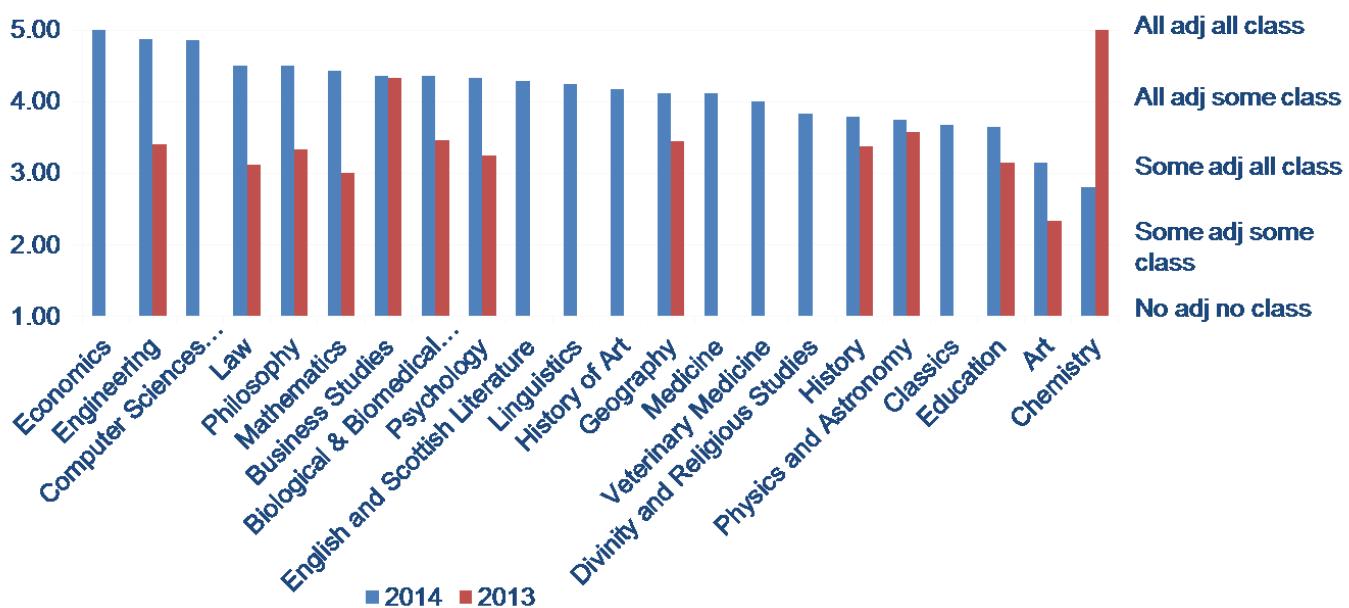


Did you receive the adjustments recommended in your Learning Profile

All who had a learning profile set up in last 12 months



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:

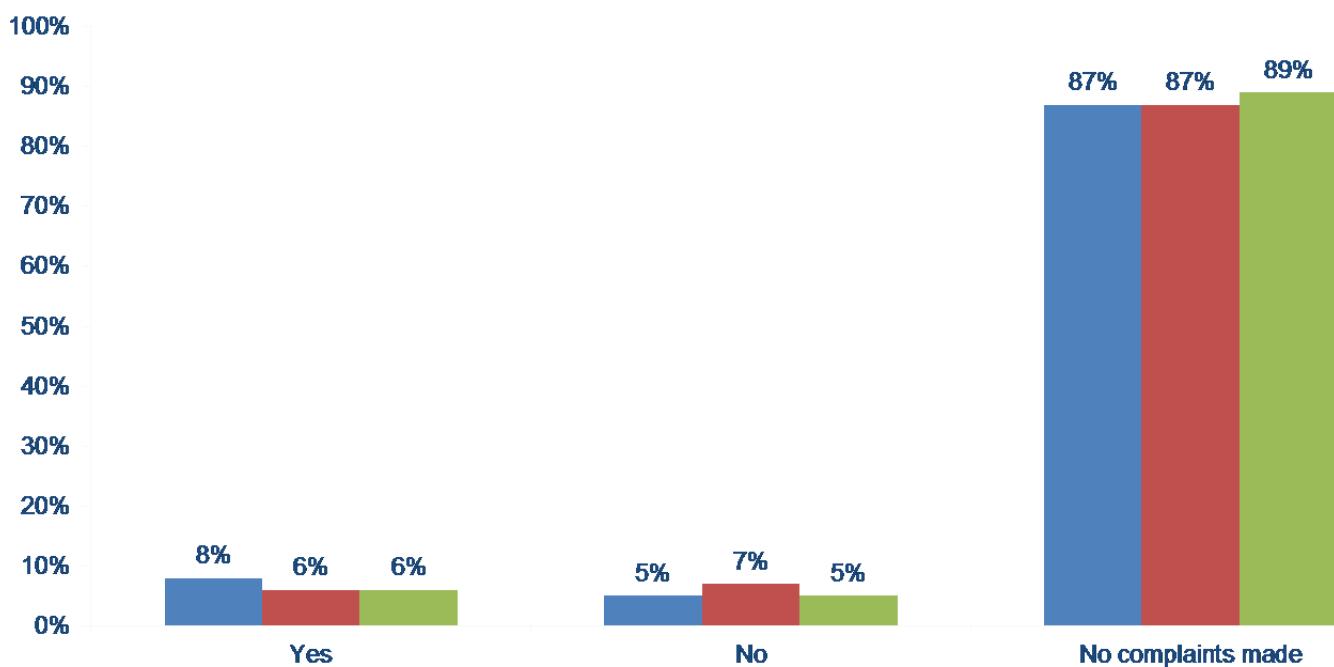
Communications	24%	84 comments
Improvements to the Service	24%	67 comments
Promotion of the Service	12%	43 comments
Staff	11%	39 comments

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?

All who have ever used SDS



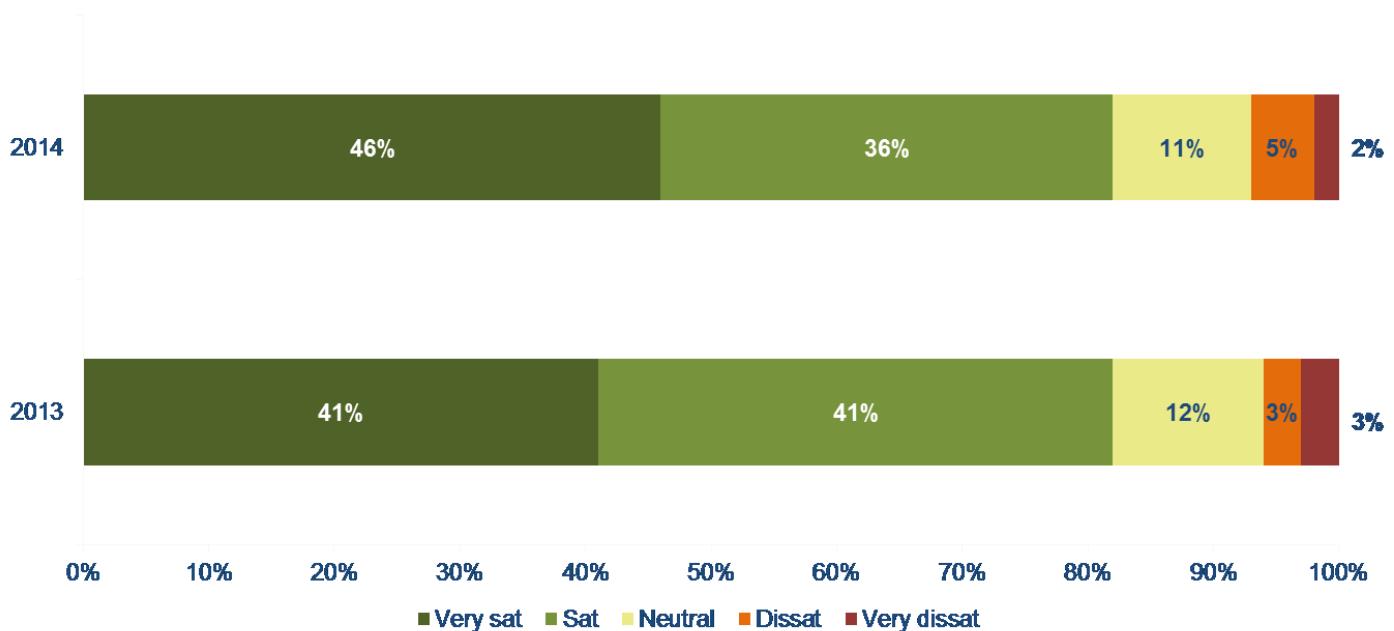
Complaints – open ended answers

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

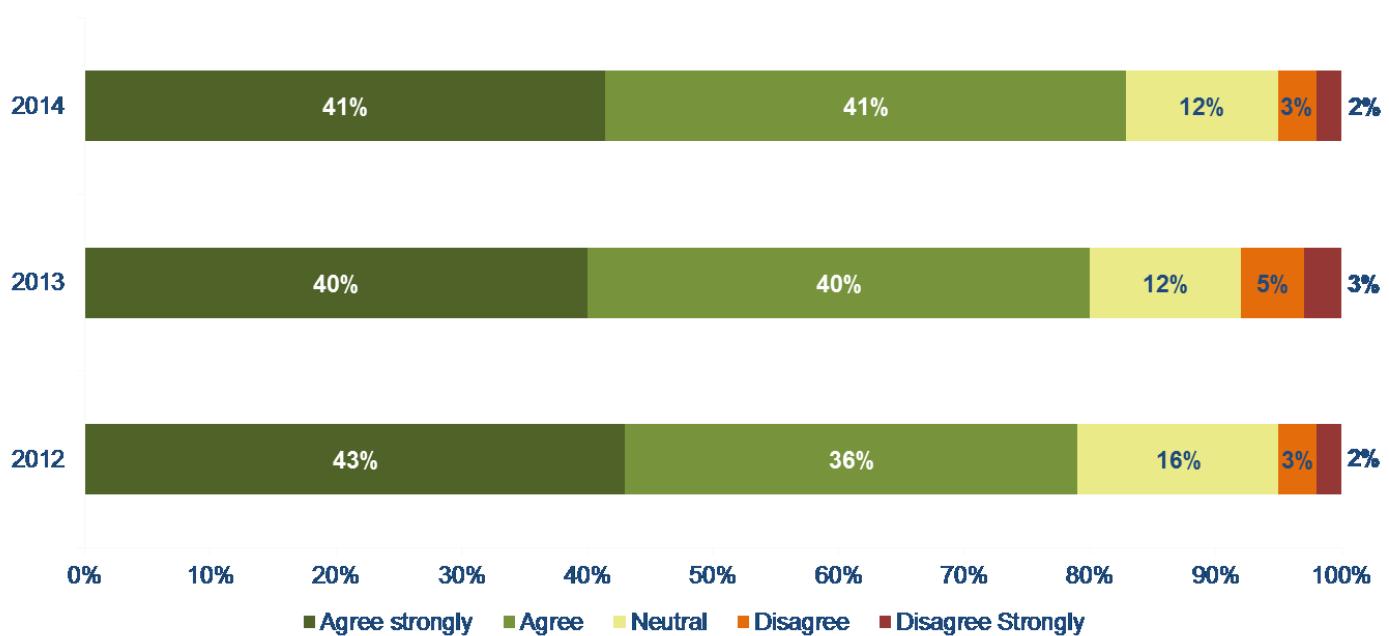
Overall Satisfaction

All who have used the SDS



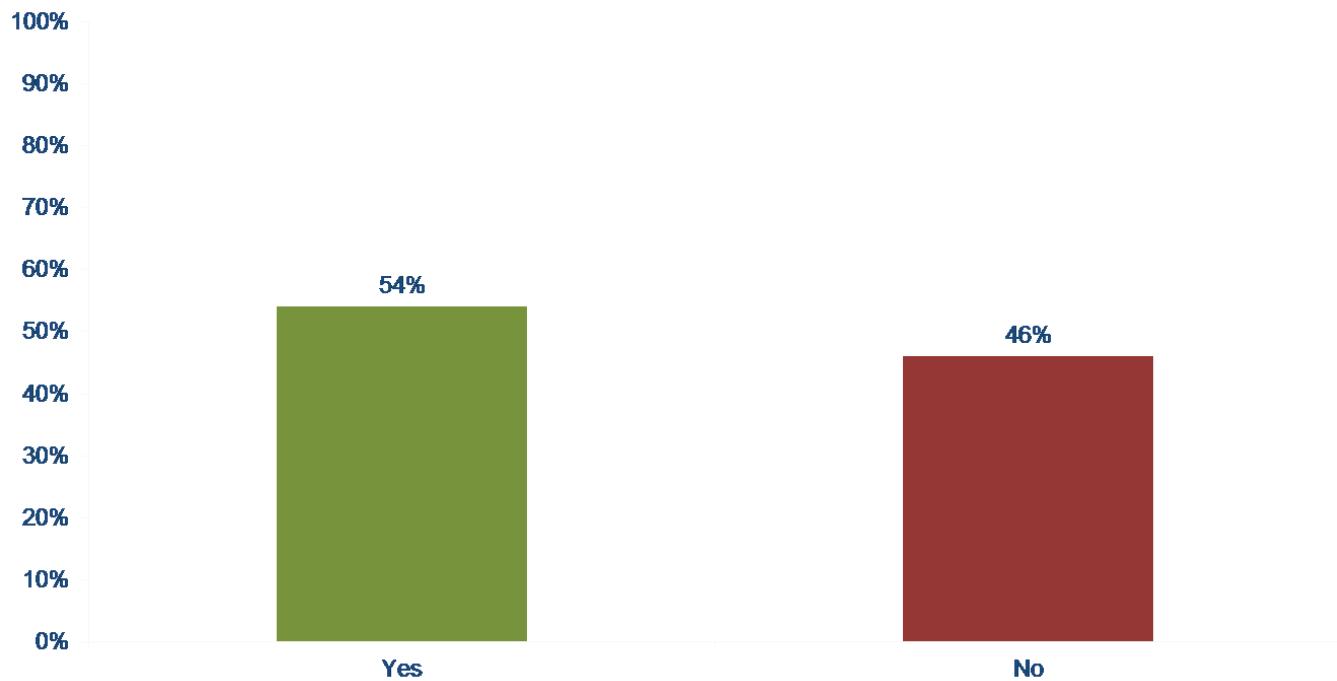
The work of the SDS has contributed positively to my educational experience at the University of Edinburgh

All who have used the SDS

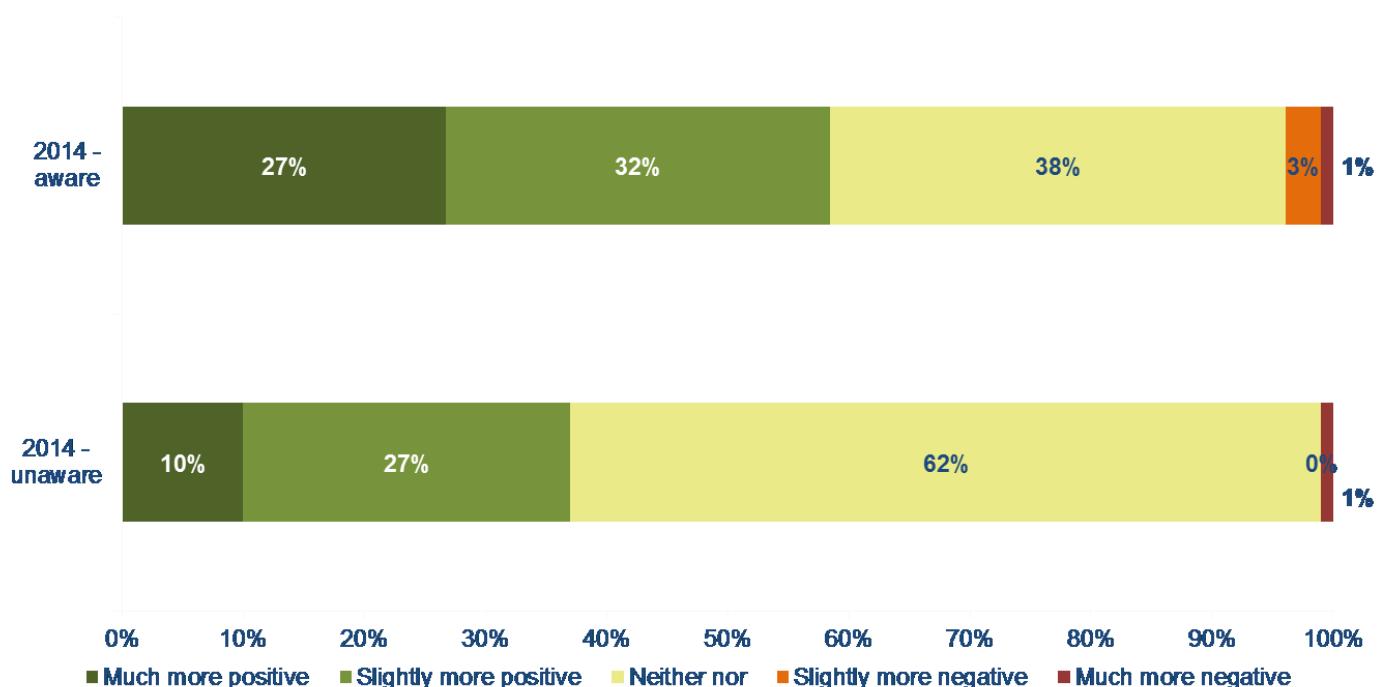


Accessible and Inclusive Learning Policy (AILP)

Awareness of the AILP



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

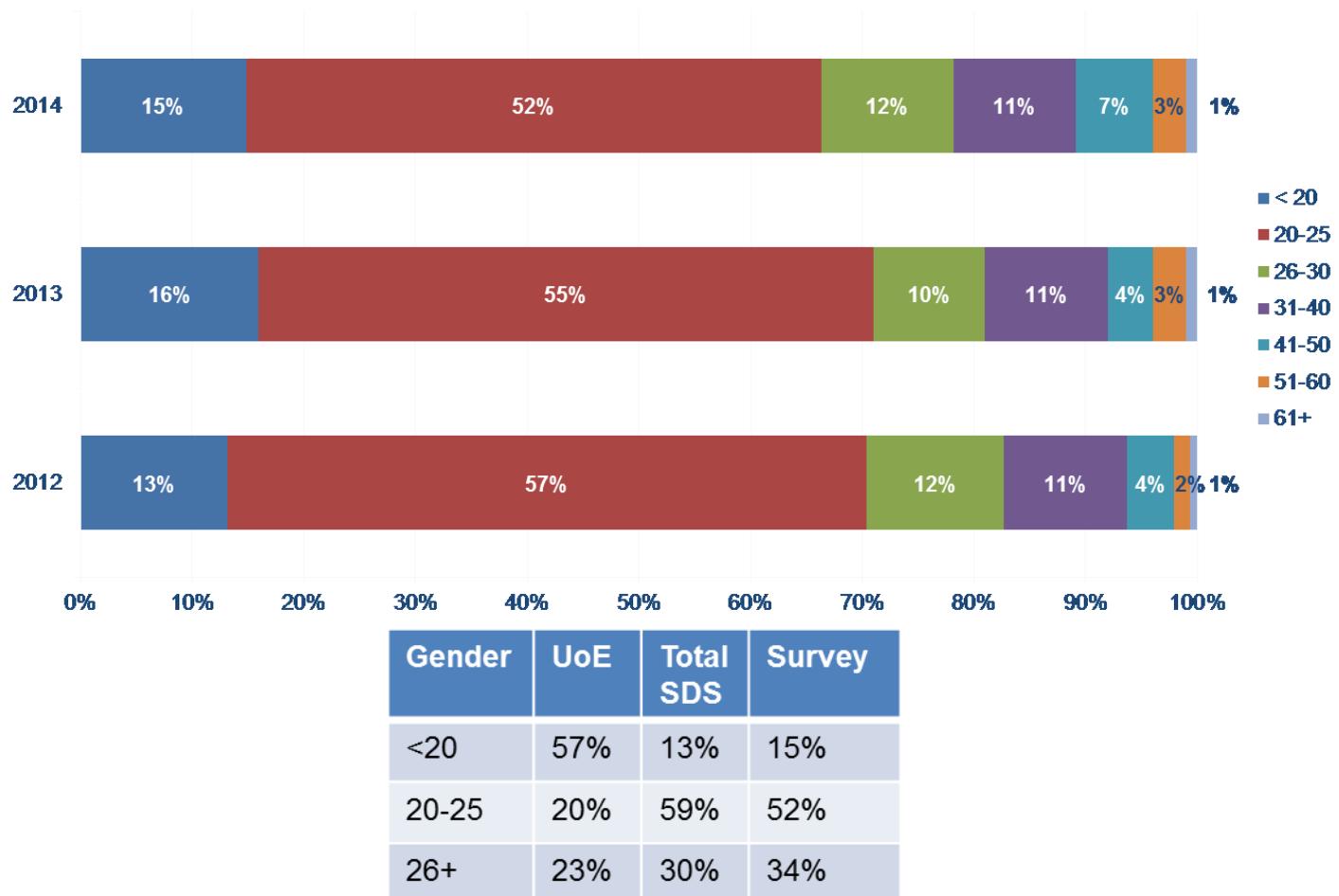
Recommendations

- 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

All respondents

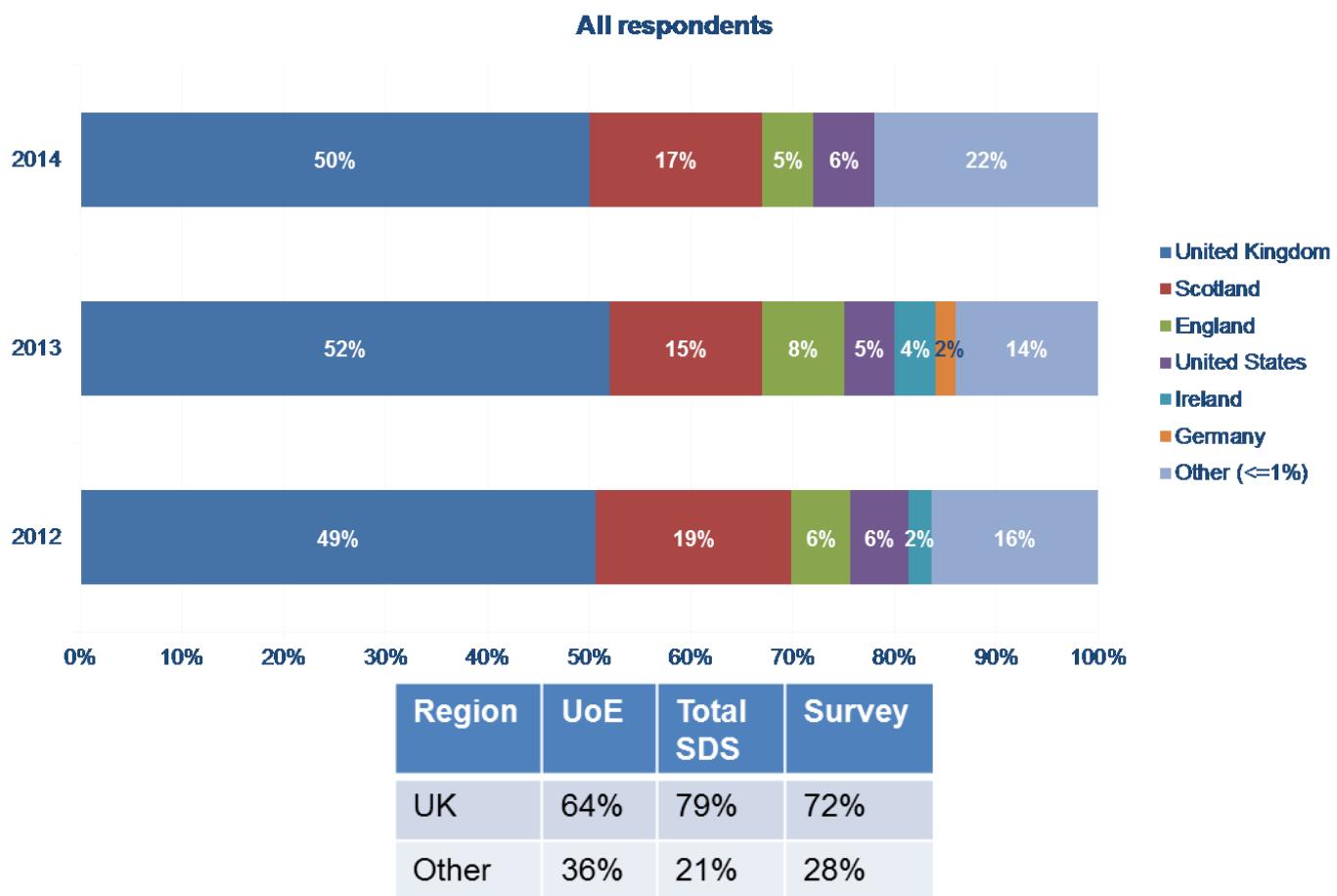


Gender split

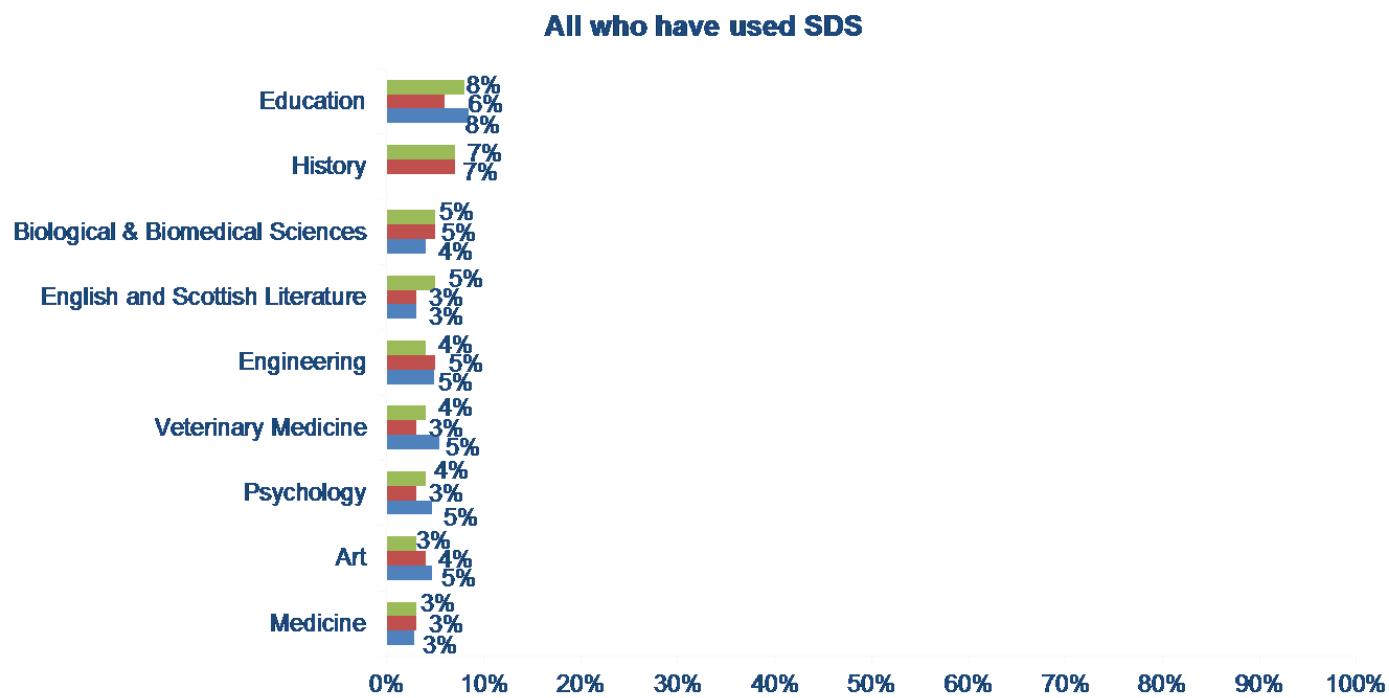
All respondents



Nationality

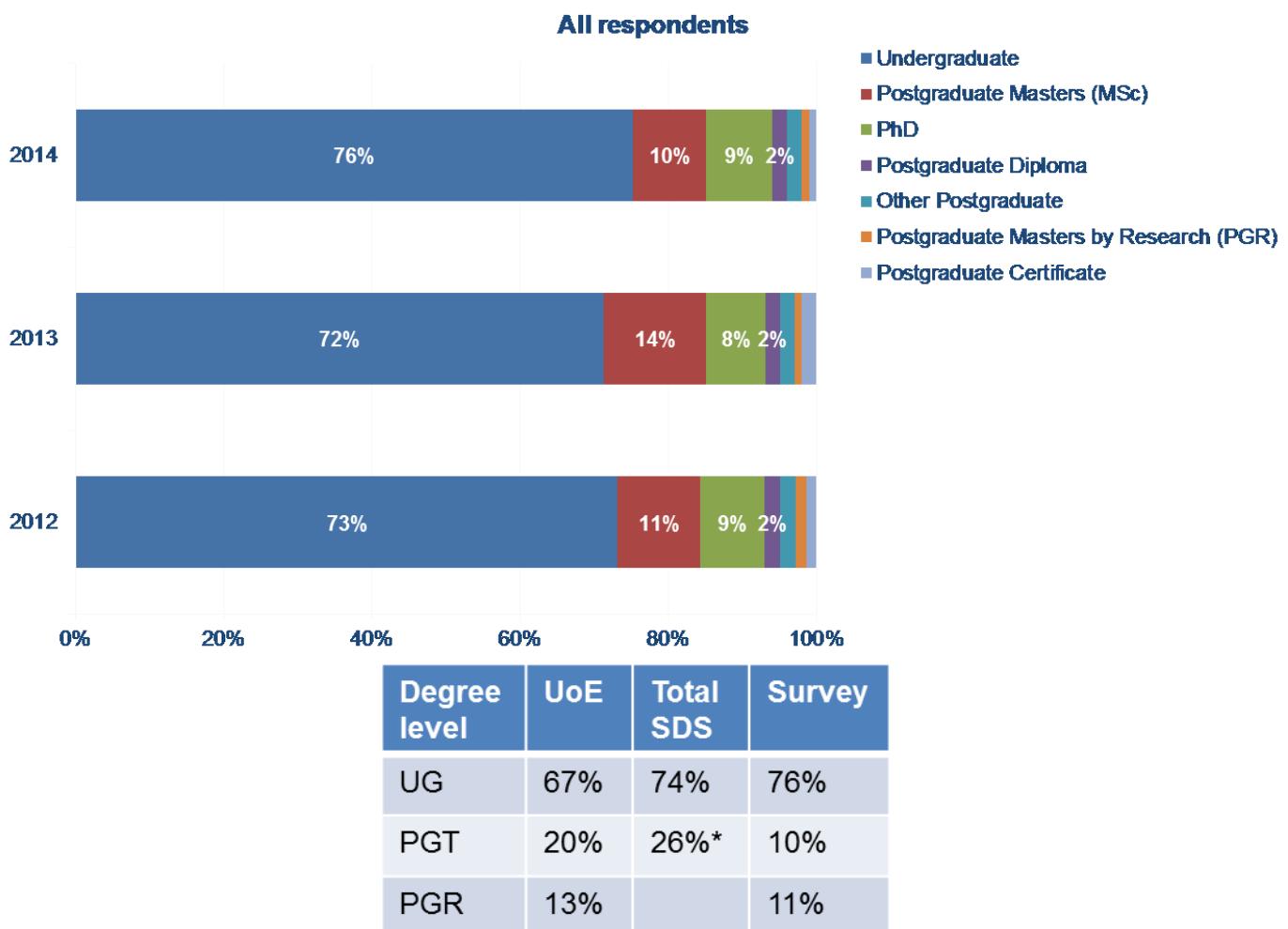


Subject area

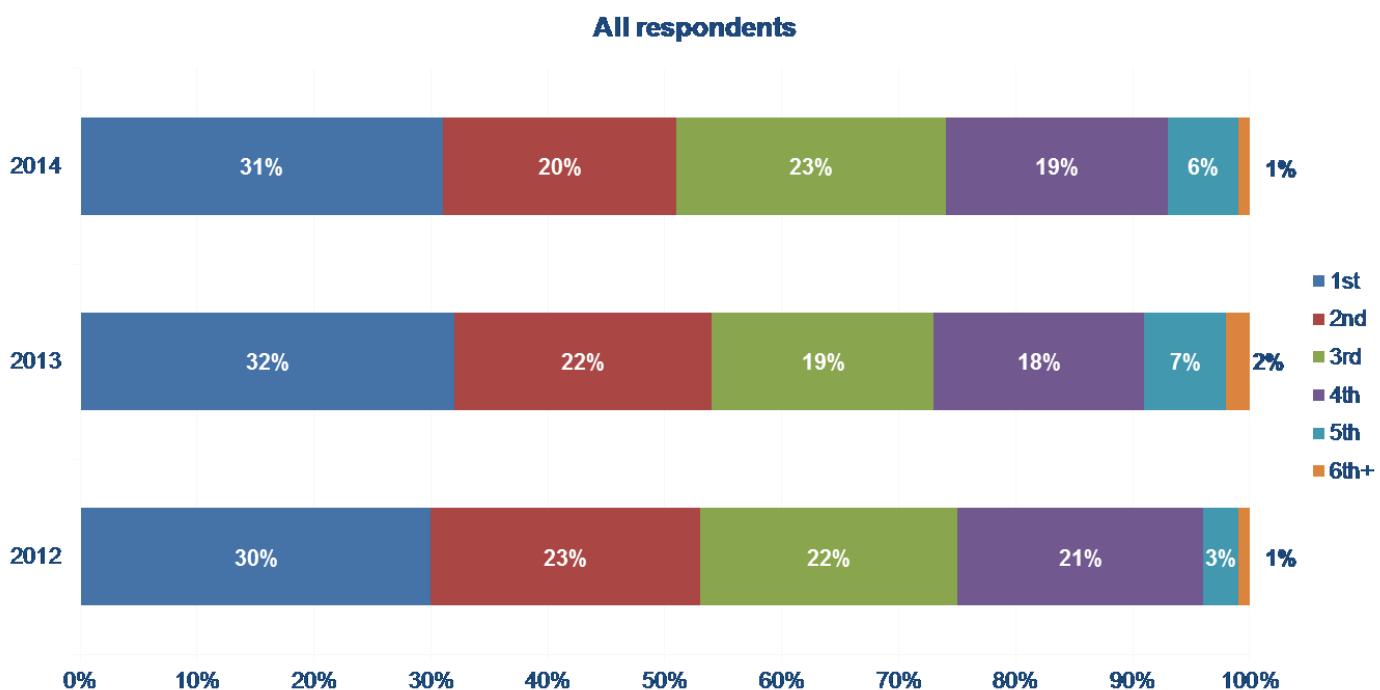


There are 35 other subject areas with =<2% and 6 with no representation

Degree level



Year of Study



Appendix 2: The Questionnaire

1. Please indicate which of the following services you are aware the Student Disability Service offer:

- Examination arrangements
- Support to apply for Disabled Students Allowance (DSA)
- Assessment of specific learning difficulties/dyslexia
- Study skills tutoring
- Specific Learning Difficulties Tutoring
- IT equipment advice/training
- Physical access information
- Notetaker (manual or electronic)/Library assistant
- Proofreader
- Asperger Syndrome student mentor service
- Fire evacuation procedures
- Mental health mentors service

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

- In the last 12 months
- A year or more ago
- I have never used it
- Don't know

***3. I have not used the Student Disability Service in the last 12 months because: please tick all that apply**

- I did not believe that I required support from the Student Disability Service
- I was not aware of the existence of the Student Disability Service
- I was not sure what support was available
- No-one in my School advised me to contact the Student Disability Service
- I prefer to arrange my own support
- I thought the Student Disability Service would contact me
- Other (please specify)

4. Please rate the services you have used in the last 12 months:

Please rate each row

	Very satisfied	Quite satisfied	neither nor	Quite dissatisfied	Very dissatisfied	Not used
Examination arrangements	<input type="radio"/>					
Support to apply for Disabled Students Allowance (DSA)	<input type="radio"/>					
Assessment of specific learning difficulties/dyslexia	<input type="radio"/>					
Study skills tutoring	<input type="radio"/>					
Specific Learning Difficulties Tutoring	<input type="radio"/>					
IT equipment advice/training	<input type="radio"/>					
Physical access information	<input type="radio"/>					
Notetaker (manual or electronic)/Library assistant	<input type="radio"/>					
Proofreader	<input type="radio"/>					
Asperger Syndrome student mentor service	<input type="radio"/>					
Fire evacuation procedures	<input type="radio"/>					
Mental health mentors service	<input type="radio"/>					

5. How satisfied are you with the following aspects of the Student Disability Service:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied.	Had no contact
Frontline Reception Team	<input type="radio"/>					
Advisory Team	<input type="radio"/>					
Management Team	<input type="radio"/>					
Student Support Assistant (eg notetakers, IT tutor etc..)	<input type="radio"/>					

Please specify the Student Support Assistant role(s) you are rating, above e.g. Notetaker, Proofreader etc

6. How satisfied are you with the Student Disability Service overall

Very satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

7. Did you have a Learning Profile set up in the last 12 months (a list of recommended adjustments such as extra time in exams)

Yes No Don't know

The Student Disability Service recommends support and adjustments which are then implemented by Schools, Library Staff and/or Academic Registry, as appropriate. It is important for the Student Disability Service to know if these recommendations are not being carried out.

8. Did you receive the adjustments recommended in your Learning Profile?

- I received all adjustments in all courses
- I received all adjustments in some courses
- I received some adjustments in all courses
- I received some adjustments in some courses
- I did not receive any adjustments
- I don't know

9. If you had cause to complain in the last 12 months were your complaints handled constructively.

- Yes
- No
- No complaints made

10. Please give more details

11. Please list the best elements of the Student Disability Service

1.
2.
3.

12. Please list the areas most in need of improvement at the Student Disability Service

1.
2.
3.

13. To what extent do you agree or disagree with the following statement:

The work of the Student Disability Service has contributed positively to my educational experience at the University of Edinburgh.

- Agree strongly
- Agree
- Neutral
- Disagree
- Disagree strongly

14. Over the course of your whole university career, at which points have you used the Student Disability Service?

tick as many boxes as appropriate

- Prior to starting a new course
- In the first year
- In subsequent years
- At exam time
- Ongoing
- Have never used the Student Disability Service

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

- I was sent information by the University.
- I was contacted by the Student Disability Service.
- From my Personal Tutor / PG Supervisor.
- From another member of staff.
- From another student.
- Other (please specify)

16. Why have you not used the Student Disability Service?

In September 2013 the University implemented an Accessible and Inclusive Learning Policy which mainstreams seven adjustments, previously recommended only for disabled students. This means that access to learning will be inclusive of all students, regardless of whether or not they have a disability or are being supported by the Student Disability Service. The seven mainstreamed adjustments are as follows:

1. Course outlines and reading lists shall be made available at least 4 weeks before the start of the course.
2. Reading lists shall indicate priority and/or relevance.
3. Lecture outlines or PowerPoint presentation slides for lectures/seminars shall be made available to students at least 24 hours in advance of the class.
4. Key technical words and/or formulae shall be provided to students at least 24 hours in advance of the class.
5. Students shall be notified by email of changes to arrangements/ announcements such as changes to courses/room changes/cancellations.
6. Students shall be permitted to audio record lectures, tutorials and supervision sessions using their own equipment for their own personal learning.
7. All teaching staff shall ensure that microphones are worn and used in all lectures regardless of the perceived need to wear them.

17. Are you aware of the Accessible and Inclusive Learning Policy?

Yes

No

18. Would you say you have had a more positive or negative learning experience as a result of the Accessible and Inclusive Learning Policy?

Much more positive

Slightly more positive

Neither positive nor negative

Slightly more negative

Much more negative

19. Please give more details on why your experience was more positive or negative

20. Please select your main subject area

[Redacted]
[Redacted]

21. Which of the following age brackets do you fall into:

- < 20 31-40 61+
 20-25 41-50
 26-30 51-60

22. Are you

- Male Female

23. Please select your nationality

[Redacted]
[Redacted]

24. In terms of the physical location, are you currently studying:

- On campus only Online only Online and on campus combined

25. What level of study are you currently undertaking?

- Undergraduate
 Postgraduate Certificate
 Postgraduate Diploma
 Postgraduate Masters (MSc)
 Postgraduate Masters by Research (PGR)
 PhD
 Continuing Professional Development (CPD)
 Other Postgraduate (please specify)

[Redacted]

26. What year of study are you in at the moment?

- 1st 2nd 3rd 4th 5th 6th+

27. Which of the following statements is most true for you:

- I only use a PC
 I mainly use a PC and sometimes use a Mac
 I mainly use a Mac and sometimes use a PC
 I only use a Mac
 Other (please specify)

[Redacted]

28. If you would like someone from the Student Disability Service to follow up on any comments made here please leave your name and email address below

Name: [Redacted]
Email Address: [Redacted]