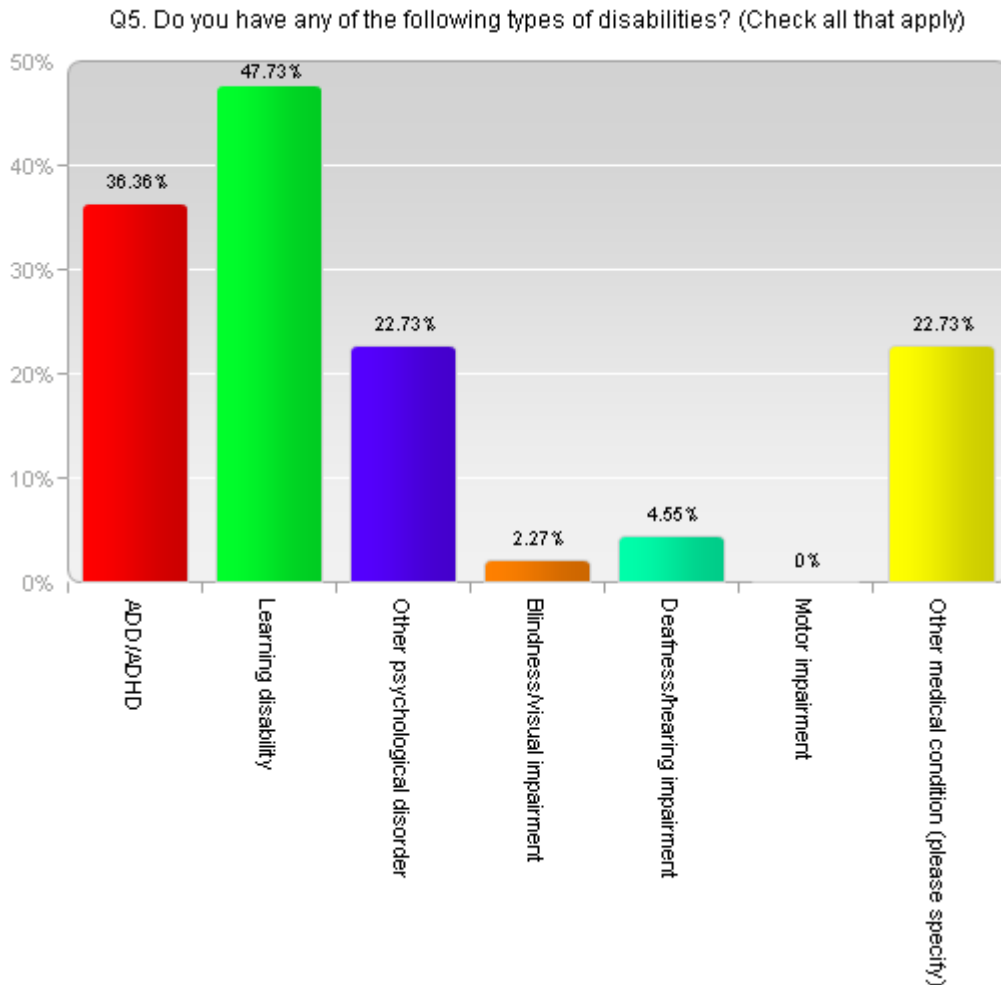


Center for Academic Success survey, Fall 2016

Our survey contained 42 items to measure students with disabilities' satisfaction with accessibility services provided by the Center for Academic Success (CAS). The survey was distributed for approximately one month through a secure on-line portal. 45 students responded; 62% women, 36% men, 2% gender non-conforming. 76% were white, and 98% have a disability. 36% were seniors, 22% each were sophomores and juniors, and 18% were first-year students. 2% were graduate students.

Most students who responded had a learning disability 47.73%, with ADD/ADHD being the next most common disability 36.36% reported.



- The most-used resources at CAS were test-taking (74%) and test scheduling (62%).
- 92.86% strongly agree and 7.14% agree that CAS staff provide courteous and satisfying service to students.
- 90% of those who participated in the survey agreed that the CAS services were helpful. No one answered with a response below "neutral".
- Nearly 11% of respondents experienced difficulties accessing buildings due to their disability.
- 83.33% of respondents take their exams at the CAS
- Approximately 9% of respondents have had difficulties scheduling exams with CAS

- Only 35.71% of respondents requested note-takers for the Fall 2016 semester
- Only about a quarter of respondents have used the CAS website.
- 7.14% of students used a live scribe smart pen for taking notes

Student Suggestions for improvement included adding more rooms for test-taking, that AU faculty need more training in order to assist students with disabilities, and that instead of disabilities we use the word “differences.”

Action items will be developed from these findings. For future surveys, we would like to continue addressing building accessibility, what might make students more likely to use our services, and how student views of CAS may have changed over the years given recent improvements in services and a new location.