CITY COLLEGE OF SAN FRANCISCO

Office of Research & Planning

MEMO

RE:	DSPS Student and Faculty/Staff Surveys, CCCCO Reporting 2021
To:	Muriel Parenteau, DSPS Terence Chuck, DSPS
From:	Katie Mills, Research Analyst
Date:	May 20, 2021 (updated May 28, 2021)

Summary

Disabled Students Programs and Services (DSPS) is required by the California Community College's Chancellor's Office (CCCCO) to conduct a survey every two years of students and faculty/staff who engage with DSPS. On behalf of DSPS, the Office of Research & Planning administered two surveys in April 2021, one for students and one for faculty/staff. The student survey recorded 319 responses, while the faculty/staff survey recorded 280 responses, a 180% and 97% increase in number of responses, respectively, from the 2019 survey. Tables updated May 28, 2021, per DSPS request, to match reporting template formatting and to include comments regarding CCCCO reporting requirements.

Methodology

The surveys were created in Microsoft Forms. A link to the student survey was to each student meeting the following criteria: enrolled in at least one class and receiving DSPS services in Spring 2021; the first email to students was sent Tuesday April 6, 2021, with a follow up email reminder sent Tuesday, April 20, 2021.

A link to the faculty/staff survey was sent to the all CCSF employee listserv (ccsf@cloud.ccsf.edu); the first email to faculty/staff was sent Wednesday, April 7 2021, with a follow-up reminder sent Wednesday, April 21 2021.

Both surveys closed on Tuesday April 27, 2021.

Student Survey Results

1. During this period of remote learning, my instructors have been supportive and helpful in ensuring my accommodations were facilitated.

Response option	Count of responses	Percent of responses
Strongly agree	208	66%
Somewhat agree	76	24%
Somewhat disagree	21	7%
Strongly disagree	11	3%
Total	**316**	**100%**

2. During remote instruction, I feel comfortable approaching my instructor with my accommodation needs in recorded or real-time lectures.

Response option	Count of responses	Percent of responses
Strongly agree	185	58%
Somewhat agree	94	30%
Somewhat disagree	26	8%
Strongly disagree	12	4%
Total	**317**	**100%**

3. Are you able to access information in your courses online?

Response option	Count of responses	Percent of responses
Always	196	62%
Usually	95	30%
Sometimes	15	5%
Rarely	8	3%
Total	**314**	**100%**

4. I understand my rights and responsibilities as a student with a disability.

Response option	Count of responses	Percent of responses
Strongly agree	194	62%
Somewhat agree	102	32%
Somewhat disagree	12	4%
Strongly disagree	7	2%
Total	**315**	**100%**

5. My academic accommodations and services helped me reach my educational goals.

Response option	Count of responses	Percent of responses
Strongly agree	206	65%
Somewhat agree	78	25%
Somewhat disagree	25	8%
Strongly disagree	7	2%
Total	**316**	**100%**

6. DSPS has been available and accessible online making it easy to request assistance while the campus is closed.

Response option	Count of responses	Percent of responses
Strongly agree	201	64%
Somewhat agree	71	23%
Somewhat disagree	31	10%
Strongly disagree	11	3%
Total	**314**	**100%**

7. Have you ever needed to file a disability-related complaint?

Response option	Count of responses	Percent of responses
Yes	25	8%
No	292	92%
Total	**317**	**100%**

8. If yes, how satisfied were you with the process?

Response option	Count of responses	Percent of responses
Highly satisfied	48	42%
Satisfied	51	45%
Dissatisfied	11	10%
Highly dissatisfied	4	3%
Total	**114**	**100%**

9. Due to remote instruction and remote learning, I have needed:

Response option	Count of responses	Percent of responses
More accommodations and access support	132	42%
The same accommodations and access support	131	42%
Fewer accommodations and access support	48	16%
Total	**311**	**100%**

10. Do you have concerns regarding the long-term effects of COVID-19 and need for new or additional accommodations (i.e., breathing complications, stamina, chronic mental health conditions, etc.)

Response option	Count of responses	Percent of responses
Yes	98	42%
No	135	58%
(Unsure)	(84)	--
Total	**233***	**100%**

Reporting update: DSPS was not asked to report on an "Unsure" option for Q10, but the option was included in the official survey questions provided by CCCCO. Percentage of valid options ("Yes" and "No") calculated as percent of valid responses.

Faculty/Staff Survey Results

1. What best describes your main role?

Response option	Count of responses	Percent of responses
Instructional Faculty	192	69%
Non-Instructional Faculty	23	8%
Classified	56	20%
Other*	9	3%
Total	**280**	**100%**

See Appendix A for written responses to "Other."

2. Employment status:

Response option	Count of responses	Percent of responses
Full Time	200	72%
Part Time	78	28%
Total	**278**	**100%**

3. Directly in response to COVID-19, have you made any referrals to DSPS for academic accommodations?

Response option	Count of responses	Percent of responses
Yes	121	44%
No	157	56%
Total	**278**	**100%**

4. If you've answered yes, approximately how many times in the past year during COVID-19 have you referred a student to DSPS?

Response option	Count of responses	Percent of responses
0	68	36%
1-3	87	45%
4-6	18	9%
7 or more	19	10%
Total	**192**	**100%**

5. Are you aware of any students that were forced to drop out or withdrawal because of the intersection of their disability and the online modality of instruction due to COVID-19?

Response option	Count of responses	Percent of responses
Yes	70	25%
No	118	43%
Unsure	90	32%
Total	**278**	**100%**

6. As a result of COVID-19, have you consulted with DSPS more frequently for technical assistance than you have previously?

Response option	Count of responses	Percent of responses
Yes	56	20%
No	224	80%
Total	**280**	**100%**

7. As a result of remote instruction, approximately how many students with disabilities have you identified experiencing greater difficulty in your courses?

Response option	Count of responses	Percent of responses
0	86	32%
1-3	116	44%
4-6	37	14%
7 or more	26	10%
Total	**265**	**100%**

8. I am familiar with the following types of disability accommodations and services provided by the disability services office. Please check all that apply.

Response option	Count of response options	Percent of all response options submitted*
Adaptive Computer Lab	149	13%
Alternative Media	156	13%
Interpreting Services	167	14%
Testing Accommodations	248	22%
Note-taking	217	19%
Learning disability testing	184	16%
Other**	30	3%
Total	**1,151**	**100%**

Reporting update: To report results that total to 100%, CCCCO directed DSPS to report as percentage of all response options recorded and not as percentage of respondents to indicate option.

See Appendix A for written responses to "Other."

9. When I have contacted the disability services office regarding questions/concerns for a student, I have received a response in a timely manner.

Response option	Count of responses	Percent of responses
Strongly agree	190	78%
Somewhat agree	36	15%
Somewhat disagree	12	5%
Strongly disagree	6	2%
Total	**244**	**100%**

10. With remote instruction, I have the skills, training, and resources to educate/assist students with disabilities.

Response option	Count of responses	Percent of responses
Strongly agree	48	18%
Somewhat agree	110	42%
Somewhat disagree	63	24%
Strongly disagree	41	16%
Total	**262**	**100%**

11. Are you utilizing universal design and/or accessibility tools in Canvas such as Immersive Reader and Blackboard Ally?

Response option	Count of responses	Percent of responses
Yes	82	32%
No	177	68%
Total	**259**	**100%***

Reporting update: DSPS was asked to report on a "N/A" option for Q11. Due to inconsistencies between official survey questions provided by CCCCO and the CCCCO reporting system "N/A" option was not included in survey. DSPS reported as 0% for this response option.

12. Do you have a disability statement on your syllabus that informs students to register with the disability services office if they have a disability?

Response option	Count of responses	Percent of responses
Yes	191	75%
No	62	25%
Total	**253**	**100%***

Reporting update: DSPS was asked to report on a "N/A" option for Q12. Due to inconsistencies between official survey questions provided by CCCCO and the CCCCO reporting system "N/A" option was not included in survey. DSPS reported as 0% for this response option.

Appendix A - Written Responses to Faculty/Staff DSPS Survey

Q1 Faculty/Staff written responses to "Other" option (N=9)

Administrator
Advisor & Faculty
Athletic Counselor
Counseling Faculty
Counselor
Department Chair
Instructional Aide in English Department and former CCSF Counselor (Intern) for 3 semesters
Is this not for administrators?
Unrepresented Classified **[classification redacted]**

Q8 Faculty/Staff written responses to "Other" option (N=30)

Adaptive equipments like motorized scooter, back lumbar support cushion, digital recorders
Adaptive seating, enrollment help.
appointments with counselors
Assistance understanding tests and assignments
Captioning
Captioning Services
Class
close captioning
Closed captioning video
Counseling for students with disabilities
DSPS classes
DSPS has been vital support to the deaf and learning disabled students I have referred there over the last 40 years. DSPS is indispensable. I have used their accommodations on more than one occasion and found them to be extremely helpful.
DSPS Orientations
EAC Classes / off-site courses designed for particular disability groups.
I am a DSPS Counselor at another Community College
I think there is specific DSPS tutoring (am I correct?)
little person needed scooter, removing bookbinding
None
online assistent
Sign-language for hearing impaired . . . maybe that's interpreting?
So many other helpful actions, too many to list.
Specialized instruction
Support
Technical assistance
There is not a pace for this statement, but THANK YOU for all the assistance you have provided my students in the past!
tutoring
vision and hearing