

## **UALR Disability Support Services Survey**

### **Introduction**

At the request of UALR Disability Support Services (DSS), the UALR Institute of Government Survey Research Center (SRC) conducted a telephone survey between February 22 and March 15, 2005. The purpose of the survey was to obtain the opinions of students about DSS services, classroom experiences, campus services, and accommodations. Students included in the sample were all currently enrolled (Spring 2005) UALR students listed as receiving support services from DSS. A total of 211 interviews were conducted from a total of 267 eligible respondents with valid phone numbers.

### **UALR Students' Need of Disability Support**

Most UALR students in need of disability services have those needs met by DSS (68%). A smaller portion has their needs met by individual academic departments (12%) or by both DSS and individual academic departments (10%).

Of the 47 who reported needs being met by individual academic departments, most named Art (13%); Counseling, Adult and Rehabilitation Education (CARE) (11%); and Biology (9%).

### **DSS Services**

A strong majority either strongly agreed or somewhat agreed that DSS is helpful (94%), knowledgeable (96%), and respectful (97%).

Most respondents (91%) also agreed that the DSS staff provides accommodations in a timely manner.

Furthermore, survey respondents agreed that the services they need are provided within the DSS office (92%).

### **Academic Experiences**

Most respondents (92%) agreed that their syllabi have disability accommodation statements, with 85% strongly agreeing.

A majority (84%) agreed that faculty provides the testing and classroom accommodations listed on their accommodation letter, with 68% strongly agreeing.

Of the 121 students who had attended UALR for the past three years, 83% agreed that they have noticed an improvement in the willingness and ability of faculty to understand their disability needs and work with them, with 60% strongly agreeing.

### **Campus Accessibility**

Almost two-thirds (65%) agreed that enough computer labs are adapted for people with the respondent's disability, with 50% of the respondents strongly agreeing.

A majority (80%) agreed that facilities on campus are accessible to people with physical disabilities, with 60% strongly agreeing.

Sixty-three percent (63%) agreed that events outside the classroom are accessible to people with physical disabilities, with 42% strongly agreeing.

### **Tools and Facilitators**

Ten percent of the respondents have used the services of a note-taker within the past 12 months. Ninety percent of these respondents agreed that they are able to get note-takers for their classes, with about half (52%) strongly agreeing. Of those relying on note-takers, 81% agreed that the note-takers provide them with good notes, with 57% strongly agreeing.

About 16% receive assistance through books on tape or books that are provided through CD or e-mail. Of these, 79% find the books on tape accurate, and 69% find them easy to use. The same percentage of respondents (79%) agreed that the books in digital format were accurate, while 76% agreed that the digital books are easy to use.

Just over a quarter of respondents (29%) take exams in a reduced distraction room. Of those, 86% agreed that the amount of distraction is reduced in these rooms, with 68% strongly agreeing.

### **Survey Respondents' Profiles**

Over half of the survey respondents (57%) attended UALR for at least three years. The survey respondents were comprised of a well-rounded group of UALR ranks, including all undergraduate ranks, graduate, post-baccalaureate, and law students. Undergraduate seniors (24%), juniors (20%) and graduate students (19%) were the most common respondents.

The respondents represented a total of 32 different majors: Psychology (7%); Audiology and Speech Pathology (6%); Counseling, Adult and Rehabilitation Education (CARE) (6%); History (6%); Biology (6%); undergraduate Business (6%); Educational Leadership (6%); and Art (6%) were most frequently named.

The most common primary disability categories were “Medical” and “ADD or ADHD” (both 22%). Learning disabilities were also frequently named, cited by 15% of the students who participated in the survey.

Most respondents were female (63%). The majority were White (78%) while the next largest category was Black or African American (19%).

## UALR Disability Support Services Survey

Hello, I'm \_\_\_\_\_, calling from University of Arkansas at Little Rock. Is this «FIRST» «MIDDLE» «LAST»? I am calling to include you in a survey for UALR's Disability Support Services. This survey is being conducted to assess UALR's responsiveness towards the needs of students with disabilities. We are not trying to sell you anything. Your name has been chosen from a list of UALR students and I'd like to ask you some questions.

Q1. Currently, are you a ...

	Count	Percent
Freshman	20	10%
Sophomore	35	17%
Junior	43	20%
Senior	51	24%
Graduate Student	41	19%
Post-Baccalaureate	11	5%
Law School	7	3%
Don't Know	2	1%
Refused	1	1%
<b>Total</b>	<b>211</b>	<b>100%</b>

Q2. In which department is your major?  
(multiple responses)

	Count	Percent
Accounting	3	1%
Art	14	6%
Audiology & Speech Pathology	1	1%
Biology	12	6%
Business - Graduate	2	1%
Business - Undergraduate	12	6%
Computer Science	4	2%
Counseling, Adult and Rehab Ed (CARE)	14	6%
Criminal Justice	9	4%
Educational Leadership	12	6%
Engineering Technology	3	1%
English	3	1%
Health Sciences	6	3%
Health Services Administration	1	1%
History	13	6%

	Count	Percent
International & Second Languages	1	1%
Law	7	3%
Management	1	1%
Mathematics & Statistics	1	1%
Music	3	1%
Nursing	7	3%
Philosophy & Liberal Studies	4	2%
Physics & Astronomy	1	1%
Political Science	1	1%
Psychology	15	7%
Public Administration	1	1%
Radio, TV, & Film	4	2%
Rhetoric & Writing	6	3%
Social Work - Master's	4	2%
Social Work - Bachelor's	4	2%
Speech Communication	2	1%
Theatre Arts & Dance	3	1%
Undeclared	20	9%
Don't Know	1	1%
Other	24	11%
Total	219	100%

Q3. Are most of your disability related needs met through Disability Support Services or through individual academic departments?

	Count	Percent
DSS	144	68%
Academic Depts	25	12%
Both DSS & Academic Depts	22	10%
Other	8	4%
Self / No One Else	6	3%
Don't Know	6	3%
Total	211	100%

Q4. Which academic department meets most of your disability related needs?  
(as a percentage of those answering "Academic Depts" or "Both" on Q3)

	Count	Percent
Accounting	1	2%
Art	6	13%
Audiology & Speech Pathology	1	2%
Biology	4	9%
Couns Adult Rehab Ed (CARE)	5	11%
Criminal Justice	3	6%
Educational Leadership	2	4%
English	2	4%
History	1	2%
Mathematics & Statistics	3	6%
Nursing	1	2%
Philosophy & Liberal Studies	1	2%
Physics & Astronomy	1	2%
Psychology	2	4%
Radio, TV, & Film	2	4%
Rhetoric & Writing	3	6%
Speech Communication	2	4%
Theatre Arts & Dance	1	2%
Don't Know	4	9%
Other	2	4%
Total	47	100%

For each of the following statements, please tell me if you Strongly Agree, Somewhat Agree, Somewhat Disagree or Strongly Disagree.

Q5. Disability Support Services is helpful.

	Count	Percent
Strongly Agree	159	75%
Somewhat Agree	41	19%
Somewhat Disagree	4	2%
Strongly Disagree	3	1%
Not Applicable	4	2%
Total	211	100%

Q6. The DSS staff is knowledgeable.

	Count	Percent
Strongly Agree	163	77%
Somewhat Agree	39	19%
Somewhat Disagree	1	1%
Not Applicable	6	3%
Don't Know	2	1%
Total	211	100%

Q7. I am treated with respect by the DSS staff.

	Count	Percent
Strongly Agree	181	86%
Somewhat Agree	24	11%
Somewhat Disagree	2	1%
Not Applicable	3	1%
Don't Know	1	1%
Total	211	100%

Q8. The DSS staff provides accommodations in a timely manner.

	Count	Percent
Strongly Agree	160	76%
Somewhat Agree	32	15%
Somewhat Disagree	5	2%
Strongly Disagree	4	2%
Not Applicable	8	4%
Don't Know	2	1%
Total	211	100%

Q9. The services I need within the DSS office are provided.

	Count	Percent
Strongly Agree	156	74%
Somewhat Agree	37	18%
Somewhat Disagree	2	1%
Strongly Disagree	7	3%
Not Applicable	8	4%
Don't Know	1	1%
Total	211	100%

Q10. My course syllabi have disability accommodation statements on them.

	Count	Percent
Strongly Agree	179	85%
Somewhat Agree	14	7%
Somewhat Disagree	7	3%
Strongly Disagree	3	1%
Not Applicable	3	1%
Don't Know	5	2%
Total	211	100%

Q11. Faculty provide the testing and classroom accommodations listed on my accommodation letter.

	Count	Percent
Strongly Agree	143	68%
Somewhat Agree	34	16%
Somewhat Disagree	6	3%
Strongly Disagree	6	3%
Not Applicable	21	10%
Don't Know	1	1%
Total	211	100%

Q12. Enough computers in campus labs are adapted for people with my disability.

	Count	Percent
Strongly Agree	105	50%
Somewhat Agree	31	15%
Somewhat Disagree	4	2%
Strongly Disagree	11	5%
Not Applicable	56	27%
Don't Know	4	2%
Total	211	100%

Q13. The facilities on campus are accessible to people with physical disabilities.

	Count	Percent
Strongly Agree	126	60%
Somewhat Agree	43	20%
Somewhat Disagree	7	3%
Strongly Disagree	4	2%
Not Applicable	27	13%
Don't Know	4	2%
Total	211	100%

Q14. Campus events outside the classroom are accessible to people with physical disabilities.

	Count	Percent
Strongly Agree	89	42%
Somewhat Agree	45	21%
Somewhat Disagree	7	3%
Strongly Disagree	2	1%
Not Applicable	53	25%
Don't Know	15	7%
Total	211	100%

Q15. Have you used the services of a notetaker within the past 12 months?

	Count	Percent
Yes	21	10%
No	190	90%
Total	211	100%

Please tell me if you Strongly Agree, Somewhat Agree, Somewhat Disagree, or Strongly Disagree with the following statements.

Q16. I am able to get notetakers for my classes.  
(as a percentage of those answering "Yes" on Q15)

	Count	Percent
Strongly Agree	11	52%
Somewhat Agree	8	38%
Strongly Disagree	2	10%
Total	21	100%

Q17. Notetakers provide me with good notes.  
(as a percentage of those answering "Yes" on Q15)

	Count	Percent
Strongly Agree	12	57%
Somewhat Agree	5	24%
Somewhat Disagree	3	14%
Strongly Disagree	1	5%
Total	21	100%

Q18. Do you use either books on tape or books that are provided through CD or email?

	Count	Percent
Yes	33	16%
No	178	84%
Total	211	100%

Please tell me if you Strongly Agree, Somewhat Agree, Somewhat Disagree, or Strongly Disagree with the following statements.

Q19. The books on tape are accurate.  
(as a percentage of those answering "Yes" on Q18)

	Count	Percent
Strongly Agree	17	52%
Somewhat Agree	9	27%
Somewhat Disagree	1	3%
Strongly Disagree	1	3%
Not Applicable	5	15%
Total	33	100%

Q20. The books on tape are easy to use.  
(as a percentage of those answering "Yes" on Q18)

	Count	Percent
Strongly Agree	15	45%
Somewhat Agree	8	24%
Somewhat Disagree	2	6%
Strongly Disagree	2	6%
Not Applicable	6	18%
Total	33	100%

Q21. The books in digital format, such as email or CD, are accurate.  
(as a percentage of those answering "Yes" on Q18)

	Count	Percent
Strongly Agree	18	55%
Somewhat Agree	8	24%
Not Applicable	6	18%
Don't Know	1	3%
Total	33	100%

Q22. The books in digital format, such as email or CD, are easy to use.  
(as a percentage of those answering "Yes" on Q18)

	Count	Percent
Strongly Agree	20	61%
Somewhat Agree	5	15%
Somewhat Disagree	2	6%
Not Applicable	5	15%
Don't Know	1	3%
Total	33	100%

Q23. Do you take exams in a reduced distraction room?

	Count	Percent
Yes	62	29%
No	149	71%
Total	211	100%

Please tell me if you Strongly Agree, Somewhat Agree, Somewhat Disagree,  
or Strongly Disagree with the following statements.

Q24. The amount of distraction is reduced in these rooms.  
(as a percentage of those answering "Yes" on Q23)

	Count	Percent
Strongly Agree	42	68%
Somewhat Agree	11	18%
Somewhat Disagree	3	5%
Strongly Disagree	3	5%
Not Applicable	3	5%
Total	62	100%

Q25. Have you attended UALR for at least three years?

	Count	Percent
Yes	121	57%
No	90	43%
Total	211	100%

Please tell me if you Strongly Agree, Somewhat Agree, Somewhat Disagree, or Strongly Disagree with the following statements.

Q26. I have noticed an improvement in the willingness and ability of faculty to understand my disability needs and work with me.  
(as a percentage of those answering "Yes" on Q25)

	Count	Percent
Strongly Agree	72	60%
Somewhat Agree	28	23%
Somewhat Disagree	8	7%
Strongly Disagree	5	4%
Not Applicable	6	5%
Don't Know	2	2%
Total	121	100%

Q27. What is your primary disability?

	Count	Percent
Medical	47	22%
ADD or ADHD	46	22%
Learning	32	15%
Blind / Low Vision	25	12%
Mobility	22	10%
Psychological	15	7%
Deaf / Hard of Hearing	13	6%
Traumatic Brain Injury	4	2%
Other	3	1%
Don't Know	1	1%
Refused	3	1%
Total	211	100%

Q28. What other disabilities, if any, do you have?  
(multiple responses)

	Count	Percent
Medical	19	8%
Learning	15	7%
ADD or ADHD	11	5%
Mobility	10	4%
Psychological	7	3%
Blind / Low Vision	4	2%
Speech	4	2%
Deaf / Hard of Hearing	1	0%
Traumatic Brain Injury	1	0%
Don't Know	4	2%
None	150	66%
Total	226	100%

Q29. And I need to verify that you are a . . .

	Count	Percent
Male	79	37%
Female	132	63%
Total	211	100%

Q30. Which one of these groups would you say best represents your race?

	Count	Percent
White	164	78%
Black or African American	39	19%
Asian	2	1%
American Indian or Alaska Native	3	1%
Refused	3	1%
Total	211	100%