Assessment of Learning Outcomes  
Spring 2013

2. Student Learning Outcomes
   A. Self Advocacy Skills: Students utilizing services will pick up their advocacy letters from O.D.S., meet with their professors to discuss their accommodations, and return advocacy letters to O.D.S. within the first 2 weeks of the fall semester.
   B. Competence and Independence: Students approved to receive books in an alternate format will use various sources of technology to access textbooks by the end of the Spring 2013 semester.
   C. Communication Skills: Students receiving services will report barriers to access to O.D.S. staff within 3 days of incident which will be assessed at the end of the Spring 2013 semester.

3. Method
   Assessment: A student satisfaction survey was implemented during Spring semester 2013. Students had the choice to respond to statements with the following options: Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree. Students were able to place their completed surveys in a folder in the Office of Disability Services to protect anonymity.

4. Results:
   A total of 26 students completed the survey during the Spring semester.
   • The first statement stated that working with Disability Services has helped me improve my ability to advocate for myself.
     o 18 replied strongly agree
     o 5 replied agree
     o 3 students were neutral
   • The second question stated that the staff of Disability Services explain the advocacy letter process to me in a way I can understand.
     o 25 replied strongly agree
     o 1 student agreed
   • The third question asked students if they met with their professors during the first two weeks of class to show them their advocacy letter (or within 2 weeks of getting approved to receive accommodations if approved during the middle of the semester).
     o 24 replied strongly agree
     o 1 student replied neutral
     o 1 student disagreed
• The fourth question asked students if they returned their advocacy letters to Disability Services within the first 2 weeks of the semester (or within 2 weeks of getting approved to receive accommodations if approved during the middle of the semester).
  ○ 22 students strongly agreed
  ○ 1 student agreed
  ○ 1 student replied neutral
  ○ 1 student disagreed
  ○ 1 student strongly disagreed

• The fifth question asked if a student was approved to receive books in an alternate format and utilized this service.
  ○ 5 students replied yes
  ○ 3 students replied no
  ○ 16 students replied N/A
  ○ 2 students did not answer the question

• The sixth question asked students who answered yes to #5 if they have utilized different formats of books this year.
  ○ 1 student replied yes
  ○ 4 students replied no
  ○ 13 students replied N/A
  ○ 7 students did not answer the question

• The seventh question asked if a student has informed Disability Services’ staff within 3 days when they have had a problem or encountered a barrier on campus.
  ○ 12 students replied yes
  ○ 0 students replied no
  ○ 12 students replied N/A
  ○ 2 students did not answer the question

• Outcome:
  ○ Overall student satisfaction is very good.

• Suggestions / Comments:
  ○ Thank you
  ○ The people make it really great
  ○ The Disability’s office has provided many helpful services during my education at AASU.
  ○ You guys are awesome.
  ○ You guys are awesome. Lindsay and Traci are nice and beautiful.
  ○ There is no way I could have done as well as I did or even come close to reaching my potential without the use of Disability Services. Thank you all so much for your help.
  ○ Traci is one of the best graduate assistants I’ve encountered in the last 2-3 years I’ve used this service.

5. Changes made due to response:
   Based on the results above, no changes to services were made at this time.