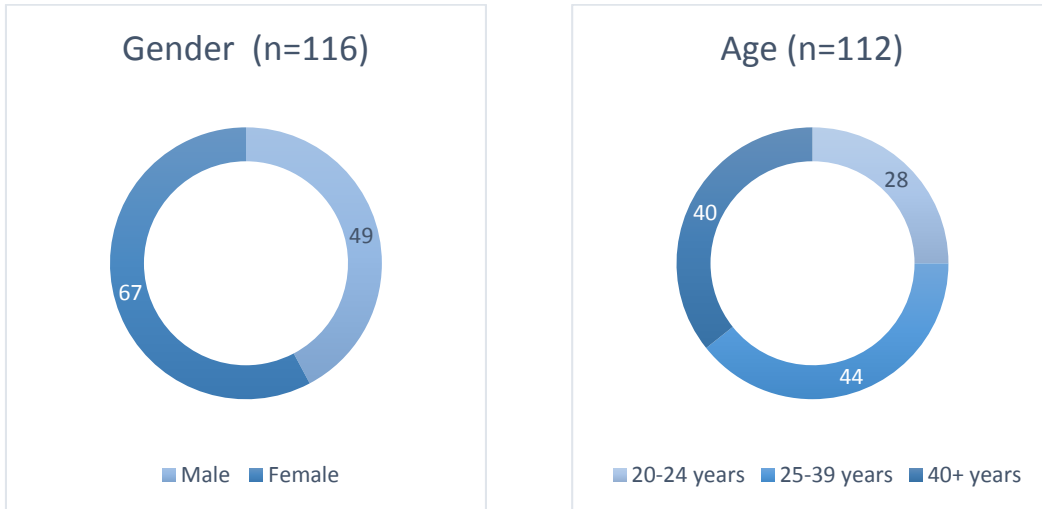


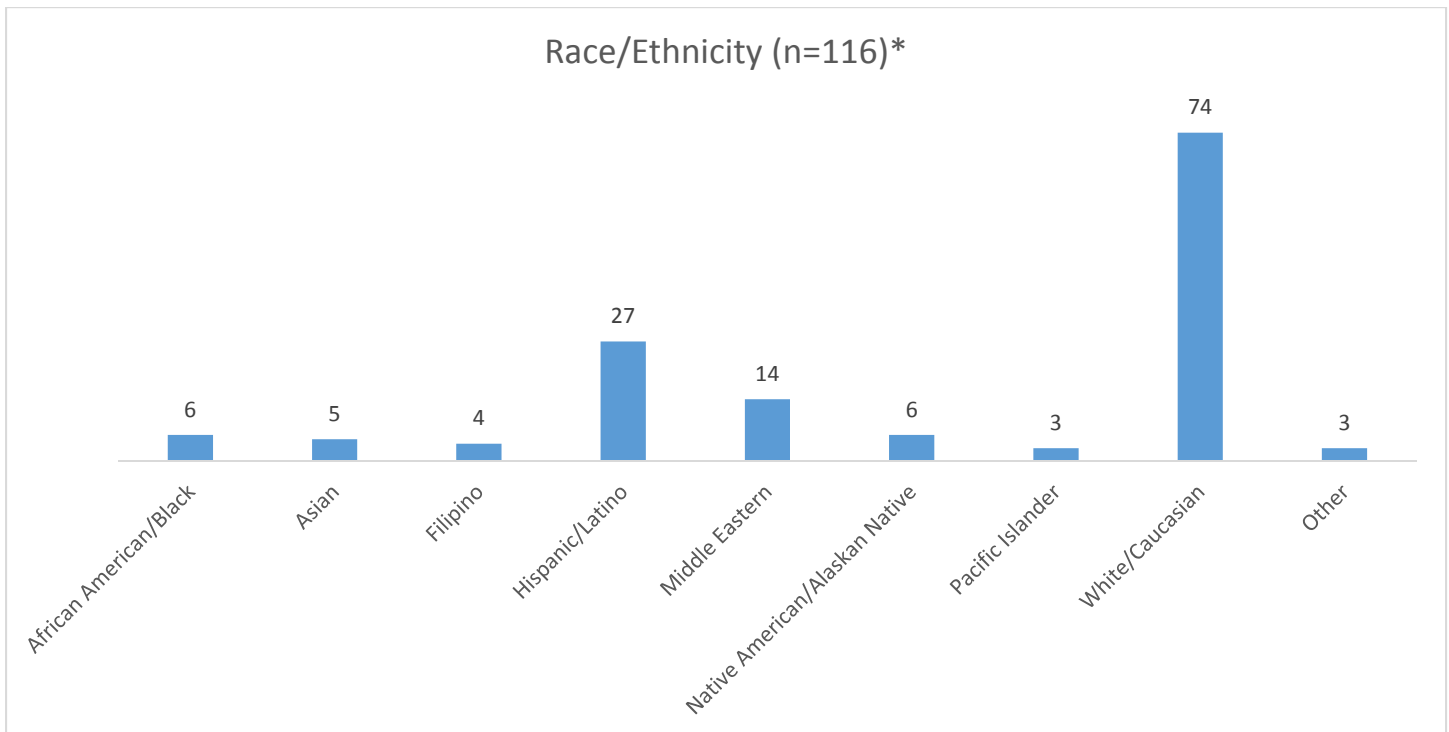
## Cuyamaca DSPS Survey 2017: Results

Cuyamaca’s Disabled Students Program and Services (DSPS) administered a survey in fall 2017 to understand students’ experiences with these services and to gather students’ suggestions for improving these services. In total, 116 students completed this online survey. The charts below reflect respondents’ demographic information.

### Demographics

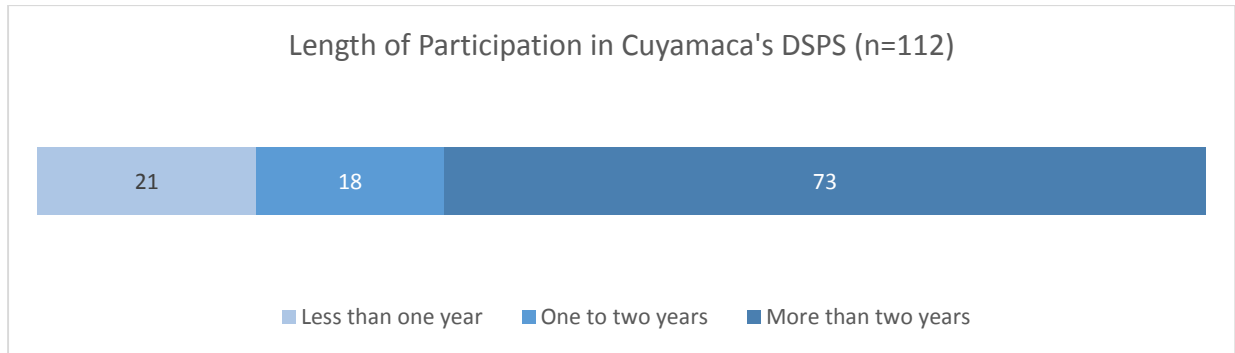


Approximately 58% of respondents were female and 42% were male. Respondents’ average age was approximately 37 years old; 25% of respondents were 20-24 years old, 39% were 25-39 years old, and 36% were 40 years or older. The majority of respondents (64%) were White/Caucasian, 23% were Hispanic or Latino, and 12% were Middle Eastern.

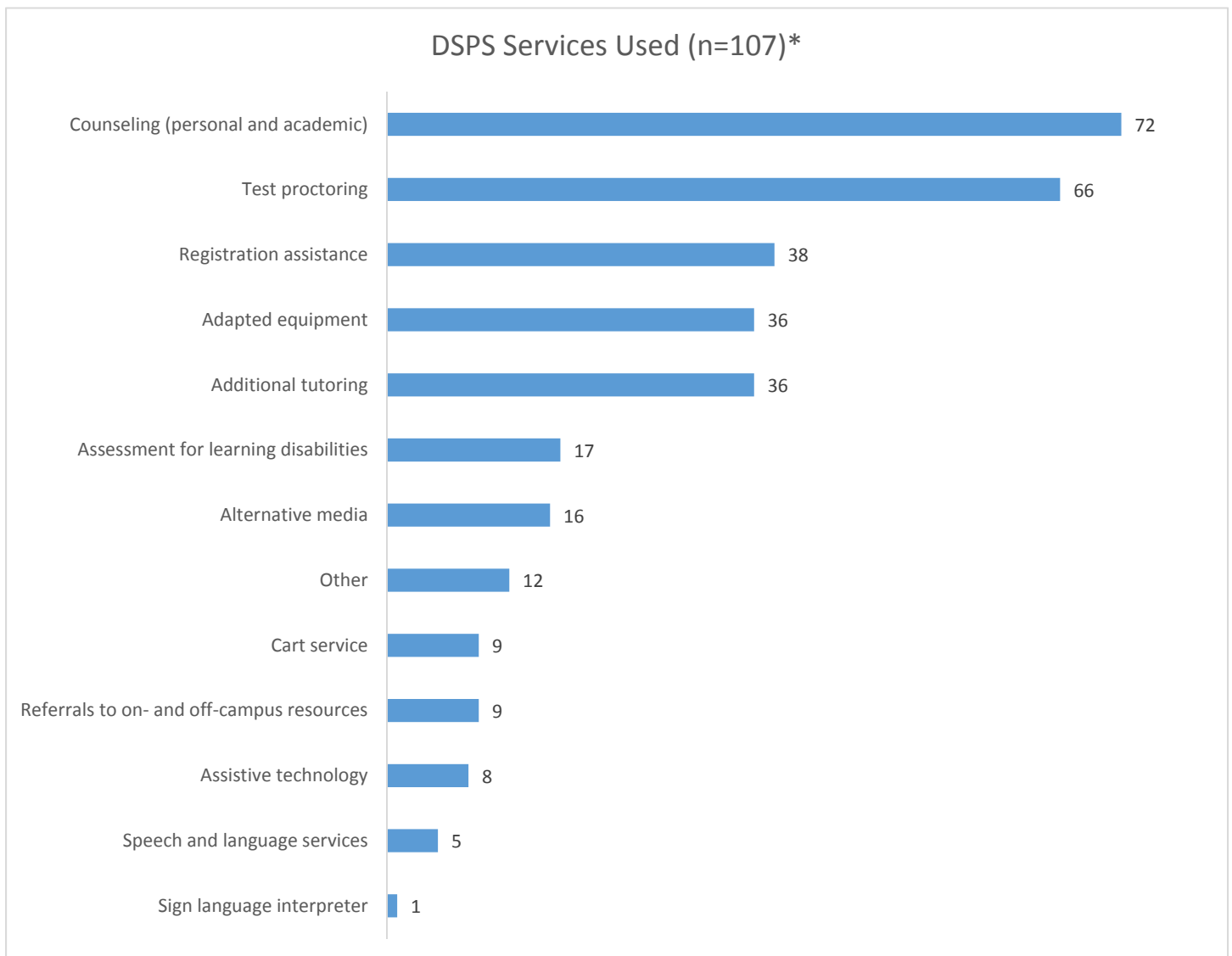


\*Note: Some respondents selected more than one race/ethnicity.

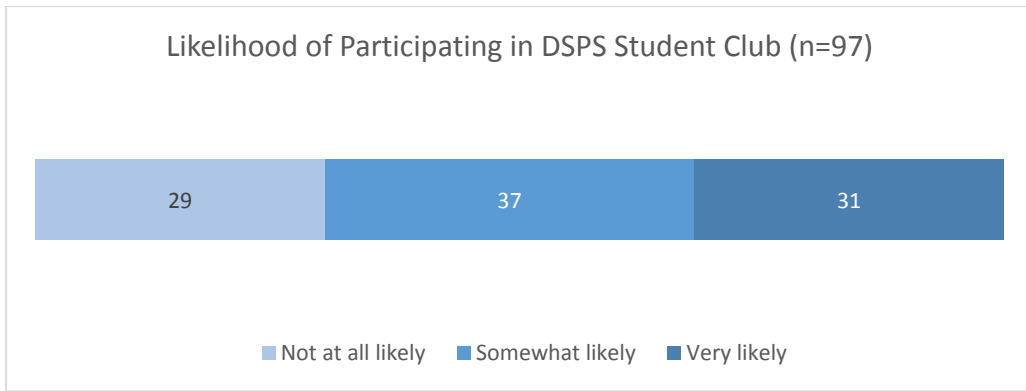
## DSPS participation



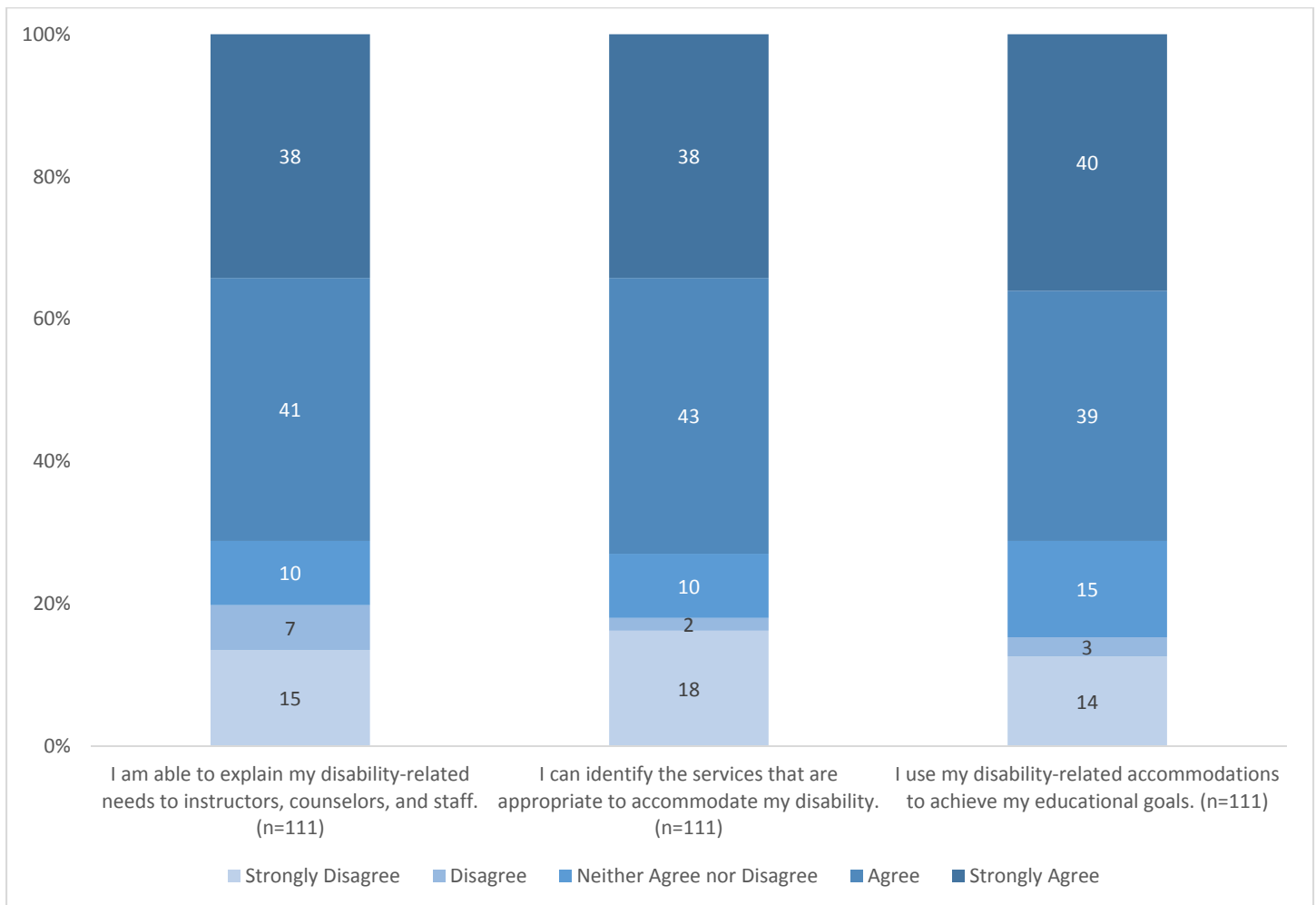
The majority of respondents (65%) indicated they participated in Cuyamaca's DSPS for more than two years, 16% participated for one to two years, and 19% participated for less than one year. The most commonly used services included personal and academic counseling, test proctoring, registration assistance, adapted equipment, and additional tutoring. Some students noted that they used "other" services, including extended time on exams, extra classes, and note-taking assistance.

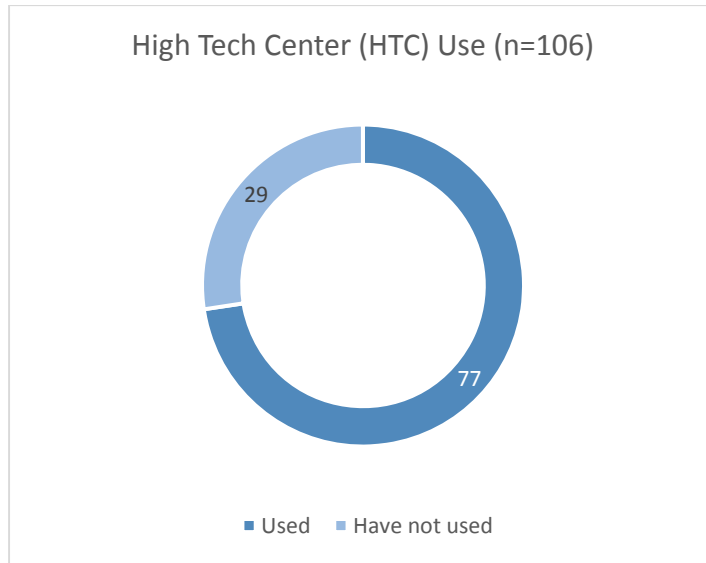


\*Note: Some respondents selected more than one response.

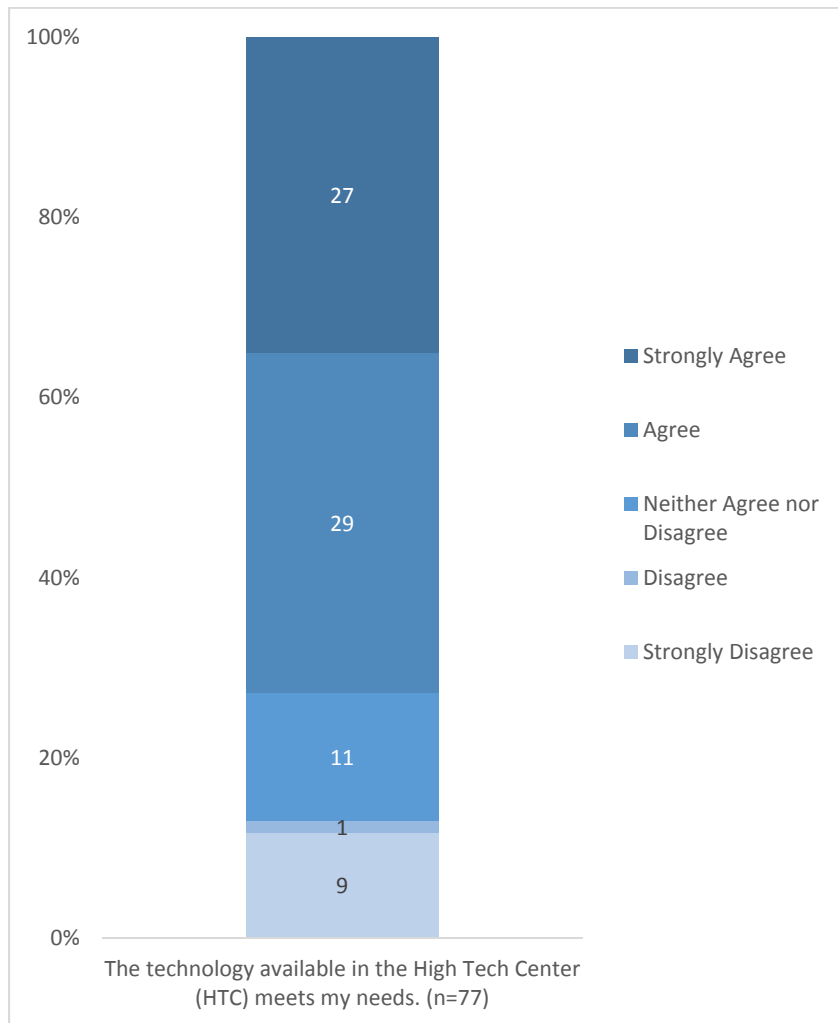


The majority of respondents indicated they were somewhat likely (38%) or very likely (32%) to participate in a student organization or club that supports Cuyamaca’s students with disabilities. Approximately 71% of respondents agreed or strongly agreed with the statement “I am able to explain my disability-related needs to instructors, counselors, and staff” and “I use my disability-related accommodations to achieve my educational goals.” Approximately 73% of respondents agreed or strongly agreed with the statement “I can identify the services that are appropriate to accommodate my disability.”





The majority of respondents indicated they have used Cuyamaca’s High Tech Center (HTC); of these respondents, 73% agreed or strongly agreed with the statement “The technology available in the High Tech Center (HTC) meets my needs.”

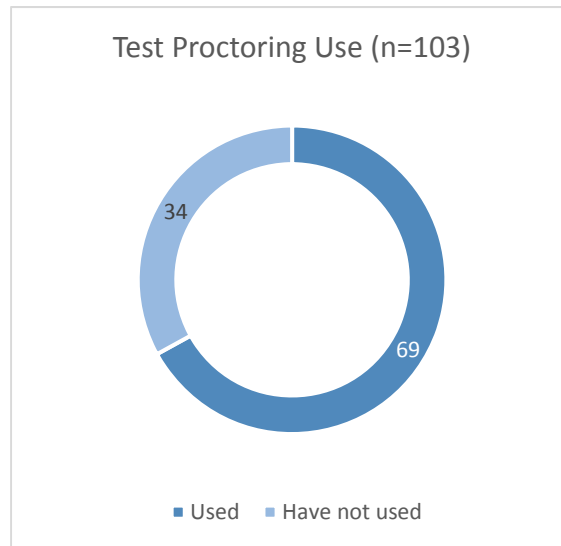


The respondents that indicated they had not used the HTC were asked to explain why they had not used the center. Students indicated that they were unaware of the HTC, did not need the HTC, or that the HTC was not available when they needed it. All verbatim responses are listed below.

#### Reasons for not using the HTC (n=29):

- Have no attend cuyamaca college since I started attending college.
- Haven't felt the need to use it.
- Haven't had the opportunity to visit it
- I can't predict my schedule to be able to use it when it's necessary such as pop quizzes
- I did not know about HTC
- I did not need it
- I didn't know about it
- I do not need to
- I drop a class and therefore did not have the need to use the hi tech center.
- I have not because I did not ever get a call or email letting me know I was part of DSPS
- I have not heard of it and I do not know what it is.
- I haven't had time to check it out
- I haven't heard about High Tech Center at Cuyamaca until now.
- I used in Grossmont college a lot because my classes their
- I've only attended Cuyamaca for one semester due to a course they only offered. I attended Grossmont College full time and never heard of HTC.
- if i cant find a tutor for my classes what can i do for other think.
- My classes have no need of their services.
- Never been
- never even heard of it
- Never heard of it i actually go to grossmont and i am with the dsps there.
- No need
- None
- none nec.
- Not important now
- Not sure
- Only sometimes
- the hours and times i needed were not avalible
- This is my first semester at cuyamaca using DSPS and I have not had the need to use the high tech center yet
- What's the high tech center?

## Test Proctoring use



The majority of respondents (67%) indicated they have used Test Proctoring, whereas 33% indicated they had not used Test Proctoring. The respondents that indicated they had not used Test Proctoring were asked to explain why they had not used this service, and the respondents that indicated they used the service were asked what they would change about the service. Students indicated that they did not need test proctoring, they were not familiar with this service, they were too embarrassed to use the service, or that this service was not suggested to them. All respondents' reasons for not using Test Proctoring are listed below.

### Reasons for not using Test Proctoring (n=33):

- Again I drop a class and therefore did not need test proctoring.
- because my classes at cuyamaca college was online. but i made my test for other classes on DSPTS at Grossmont College
- Didn't care to
- Didn't need it. I am hard of hearing and physically impaired only.
- Do not need
- Don't currently need.
- Have no attend cuyamaca college since I started attending college.
- Haven't had the chance
- I did not get a call or email letting me know that I was part of DSPTS
- I didn't want it but it's good for how need more time
- I don't know why
- I finish my test on time or professor give me more time in class
- I have not needed it so far.
- I have not tried it before
- I receive extended time with tests
- I take the tests in person, in a classroom
- I test well enough without it
- I try out the tests to see if I am okay and most of my classes were taken online.
- I'm not familiar with what this is?
- It isn't easy to use the test proctoring aspect for ASL classes - but i was given extra time by the teachers after class.

- n/a
- Never been
- never knew off
- No idea what that is
- No need
- No need [yet].
- Not aware it
- Not to sure why i just dont think i needed to.
- Probably bc at the cc level I was okay taking in the class; however, since I transferred to sdsu I am now using the testing proctor
- Same reason as before
- Still too embarrassed
- wasn't suggested to me
- Yes and Grossmont only

The majority of respondents (67%) indicated they have used Test Proctoring; these respondents were asked what they would change about the service. Students indicated that they did not need test proctoring, they were not familiar with this service, they were too embarrassed to use the service, or that this service was not suggested to them. All respondents' recommended changes to Test Proctoring are listed below.

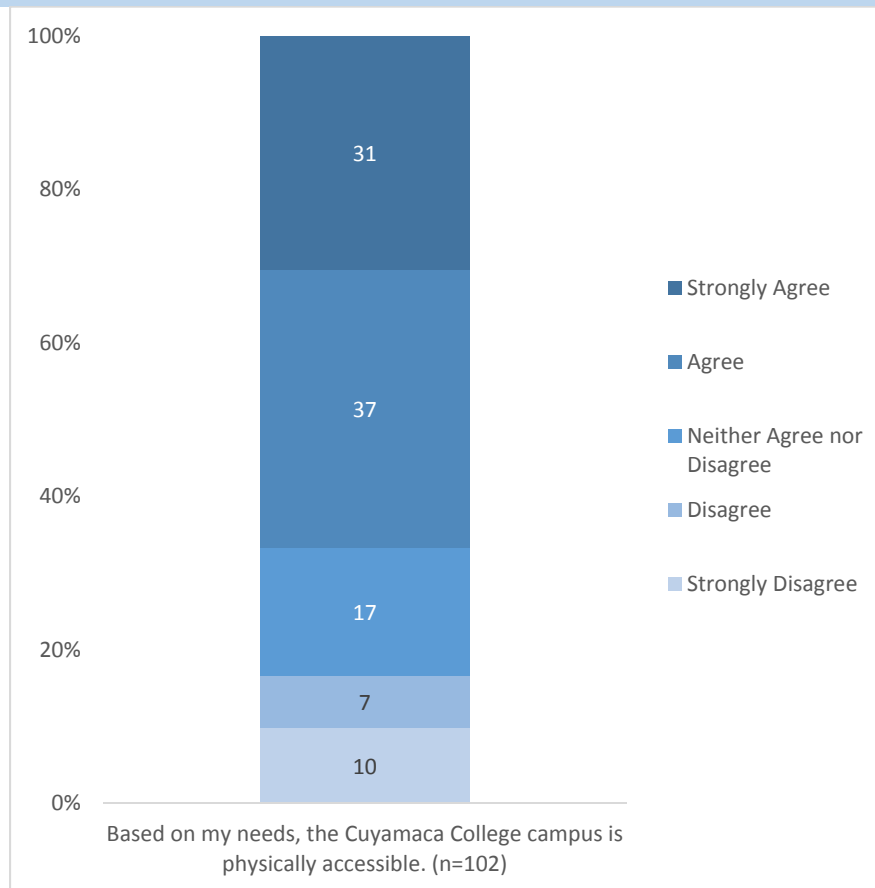
#### **Recommended changes to Test Proctoring (n=40):**

- As a student I would like to have more room to the desk area far apart from other students to do my test taken.
- Being able to schedule last minute requests
- Have a extra hour to do test
- Have longer hours.
- Have tests the same time as the rest of the class.
- Having more test proctoring individuals. There was one person I went to each time, but I didn't always get an e mail when she was out someone else was taking over. At Grossmont College, there are at least two women who can proctor and it really helps because all my English exams were at the center.
- I can't say much because I've been accommodated every time I used this.
- I found it difficult to set up my exams, there were a lot of steps I had to take to get it all done.
- I have the best time
- I have yet to find issue with it.
- I haven't any suggestion.
- I know
- I would make it a little easier to sign up for. the process now has you running in many directions, which is harder for those of us in wheelchairs, or with mobility issues.
- I would not change a thing about test proctoring.
- individual rooms
- It has been ok for me until now,
- It would be helpful to have someone who is knowledgeable in subjects so that if assistance is needed we can ask for help, since we're not taking the test with our instructor present.
- Just having more patience with nervous test takers with anxiety for testing, the reason we come to this service
- More people to give out test
- More secluded spot to work less distracting accommodations needed
- N/A
- NA
- No

- No because I am always able to take my test comfortably
- No changes
- no thing
- Not a thing
- Not much. Just use the best available staff for it.
- Nothing
- nothing staff members did a great job with test environment
- Nothing they do a good job at what there supposed to do fir students.
- Nothing thus far.
- Nothing you guys are amazing
- Nothing, it is good as is.
- Nothing.
- Possibly use a larger room.
- Reduce restrictions on students don't treat them like they are in a jail cell
- Seems fine as is.
- the hours opened and sometimes days
- Well, mainly all my testing is done online with my online classes through CANVAS I cuurently get time and a half but sometimes I feel that's not enough time. When I think about going back to on campus to attend classes. I think there are two others ways testing can be done the professors giving me the whole class time to finish my test or putting the test on CANVAS for me with the time limits that I am needed.



## Campus accessibility



The majority of respondents (66.7%) agreed or strongly agreed with the statement “Based on my needs, the Cuyamaca College campus is physically accessible,” whereas 17% of respondents disagreed or strongly disagreed with that statement. These respondents were asked to explain how the campus is not physically accessible, and their responses are listed below.

### Reasons the campus is not physically accessible based on respondents’ needs (n=14):

- Everything is very far apart.
- Hard to find bus routes to
- i feel like they also needed to be opened at night
- I know
- I registered a summer class and I could not attend the class because the elevators were out of service.
- I will walk the campus with you and point out deficiency
- I would have liked to take another class, but, there was a 2 hour break between the 2. I could not go to the student center and have lunch, just relax or study. It's just too far for me to walk to and in your "cart" assistance rules, one was they cannot take you to the "Student Center". I didn't want to just lie and say I needed a ride to the bookstore or computer center just to go close to the student center. I loved the way both Grossmont College and SDSU were laid out. Everything the student needed it pretty much on the quad. Very convenient! I REALLY appreciate the folks that have been giving me a ride to building B, Music building. They've been very prompt, extremely friendly, and I'm so thankful to have them helping me. BIG THANKS TO THEM!!!
- NA
- Need more handicapped parking
- Personally, Grossmont College is closer to me so that's where I choose to attend, The environment at Grossmont I feel is better maybe, because I was in the mentor program.
- too far from grossmont college

- Too many hills use a wheelchair daily
- upper level near H building is always full. More parking needed on upper level By H building
- When I need

Respondents were asked to identify which DSPS services at the Main Office have been most helpful to them. Their responses are listed below.

### Most helpful DSPS services (n=60)

- Accommodation updates.
- Accommodations and follow-up academic counseling.
- Additional time for test taking.
- All
- All services at DSPS I have used have been helpful.
- All them
- ARC
- Assessment
- Being able to see the counciler at almost anytime in the school year
- Books on tape were available to me free of charge after I paid the initial \$50 to the company that sent me the tapes that I had used in the 1990s. I was told by Grossmont DSPS that I could use this for lifetime. I returned to college at cuyamaca in the 2000s, I received a message asking if I needed my books on tape, when I went into Grossmont DSPS office to get the info that I needed to get my tapes and stated that I was elligable, Grossmont no longer had that information and said that they may have deleted it when they changed their system. I now attend another college for my BS degree online out of state and greatly need some of my books on tape for comprehension. My comprehension score was 6 and my auditory score was in the 90s. While this suits me greatly in person, I am having difficulty with online class comprehension and it takes me 5x longer than it should to understand the material. I am OBVIOUSLY a DSPS student or would not receive this survey! I would like someone to contact me and correct the mistake made at Grossmont DSPS. I do not want to retest. It was EXTREMELY difficult the first time, I have high anxiety and had a panic attack during testing. Please contact me to correct the mistake your office made.
- Cart
- Cart service
- carts and counsel
- consoling is the most helpful service.
- Counseling
- counseling
- Counseling
- Counseling High tech center Test practator
- Counseling Definitely
- Counseling, they really help you figure it out, which is really helpful with my anxiety
- Counselling
- Counselors
- Counselors to help achieve my goals.
- Dsps counsellor
- EOPS
- Everything was good
- Extra time on tests and a note taker
- Getting paperwork done
- Have no attend cuyamaca college since I started attending college.

- Help me when I need items for record
- Helping me to access the best seating in class to accommodate my hearing issues.
- I have mostly relied on the cart service, with the counseling and career guidance as a close second. If it hadn't been for my DSPTS counselor, I would never have known that I had earned two Associates at the same time. No other councilor on campus saw what he did.
- In building a whole consular's and stuff are helpful
- Meeting with [counselor] for cognitive strategies to help me stay organized and solution oriented and [counselor] for academic counseling and guidance.. not setting low standards for me just because of my disability. She expects a lot and I think that it's helpful.
- My counselor no matter what challenges I've been through she still tell me you can do this and shes always helpful. Second I would say my mentor all though we lost contact. Third the testing accommodations, priority registration, Educational planing.
- My counselor was the best!
- No
- none yet.
- None. They refused to do a learning disability assessment on me. Said I needed to go through my doctor which I never had a doctor.
- Nothing
- priority registration and counselling services.
- Referring, counseling, coaching and encouragement.
- Registration support
- services
- staff
- Tape recorders.
- Test proctor
- Test proctoring kurzweil
- Testing
- Testing accommodations
- Testing.
- The academic counseling! I could not have achieved success without the help of [counselor]. The non DSPTS academic counseling is terrible. I believe that many students drop out bc of being confused and overwhelmed with what to do. If every student had [counselor] Cuyamaca would have 100% graduation rate. [She] should be training the academic counselors! I am so grateful to her.
- The cart
- The councilors
- The Counselors has been the most helpful which the Counselor provides information to accommodate for my health issue and learning disabilities.
- The notebooks that i can use to get extra notes in class.
- The tape recorder and extra writing class.
- The testing center and the HTC
- They always are nice about me taking test with longer hours
- Tutoring and test taking

Respondents were asked to identify changes they would make to DSPS services. Their responses are listed below.

### Recommended changes to DSPS services (n=59)

- Allow me to work there :-)
- amount of staff
- Better councilors
- Counseling should be available just like non dsps counseling and they should actually take an interest in the students the same way that non dsps counseling did when I needed to see someone
- don't know
- Have more help so there is not so long of a wait to see someone
- Have no attend cuyamaca college since I started attending college.
- Have there student workers more trained and aware of the policies so that it can better help students and avoid giving the run around, and stress.
- I have no complaints
- I haven't had any issues with the current services that I receive so I cannot really say they need to change.
- I know
- I witnessed an act of discrimination by a staff member towards an older Chaldean man. I would teach more sensitivity about the Chaldean culture (I am Caucasian). I would also put [counselor] in charge of all of counseling and have her implement a new protocol on academic advising. I currently have a child attending Cuyamaca and the non DSPS counselors she has seen have only worsened any anxieties and given her incorrect information.
- I would change the mini Tech Lab for DSPS students because office hours mostly closed for other DSPS student. Which I was not able to use their computers at all. I notice it was open schedule only two days out of the week and other days was only for class session.
- I would change the young front staff I believe they are students as well for the following reasons when I last visited the DSPS office before it was re names I cant help to remember over hearing the lady who check me in tell her co worker look at her what's wrong with here? Did it stop there no then after handing her my college Id she laughed at my photo then her and her co worker young male were looking up students photos some how on the Grossmont DSPS computer laughing at students photos. Do I know my rights yes was this unacceptable yes it was but I am smart enough to know that the college does these surveys I've been a student for a while so I know Grossmont is good at making sure there students have what they need to succeed. If possible please address this matter however I would like to remain anomalous. I look forward to my continued education with Grossmont.
- I would have highly trained members at your facility that knows how to help their students. Every semester I've used your services I've gotten anxiety because they have been no help.
- I would like to see more help for us with mental health issues. I got into dsps because of my i was diagnosed with schizoaffective disorder and it's considered my disability. Though for us with mental disability i feel there isn't much help and college can be difficult for someone who goes through depression or a psychotic episode. I recently had to take a break from school because of depression and other symptoms and when brought it up to the counselor at dsps at grossmont she didn't know what to say or do but to tell me i should see a therapist. Its difficult especially when your falling behind in class due to symptoms that come with a mental health issue with no assistance to help you catch back up in class. I actually almost failed classes due to this and when i tell my teacher or counselor about why i am struggling i get no way of catching up and they look at me like im crazy and tell me i should go to a therapist.
- I would not make any significant changes.
- Letting students know if they are part of this program
- Mandatory Class on compassion and staff that is not disabled to understand we are in pain. More counseling availability.

- More at home resources for people with ADHD. Many of the problems associated with ADHD and academics stem from at-home issues with focus and academic balance.
- More available and longer counseling appointments
- More counselors
- More walk in hours
- N/A
- Na
- No
- No change
- No comment.
- no thing
- No thing b/c is perfect
- Non
- none
- Not a thing
- Not a thing, you're all terrific!!!!
- NOT A THING!! the staff is wonderful just the way they are!
- Not being on my transcripts
- nothing
- Nothing
- Nothing at all
- Nothing comes to mind.
- Nothing everyone has been super helpful and courteous!
- nothing everything was fine
- Nothing I like the way it is
- Nothing it was helpful.
- Nothing.
- Quieter environment
- Set appointments with counselors could be more accesible especially at the end of each semester, sometimes just for one question appointments are set 1 or 2 weeks far.
- so far no changes are needed
- Students should NEVER be deleted from DSPS records. Many students return to college later in life!!!
- The appointments need to be on time and not delayed.
- The length of time it takes to get an appointment
- the required semester assessment - but i understand why it is needed
- The worker's attitude. They thought I was perfectly capable and copped me an attitude when I asked how to verify that I had ADHD.
- There should be success stories for new students to see.
- They do a excellent job to make sure that you are happy with what you need
- Time
- To have emergency consoling for the student, some cases need to be solved at the same time.
- To support the disabled students with parking. I know that both Cuyamaca and Grossmont Colleges are making the disabled students pay more now for parking. I tried to fight it with DSPS and also the president of the college, to no avail. All I can say is "good luck" to other disabled students who have to lay out an additional \$40 for parking. Luckily, I am done with all my courses. I am moving to Idaho and if I take more courses, I will try to take them online. That's another issue that needs to be addressed at the colleges - more ONLINE CLASSES!
- Treat students just normal don't accuse them or self search them like they are fugitives.