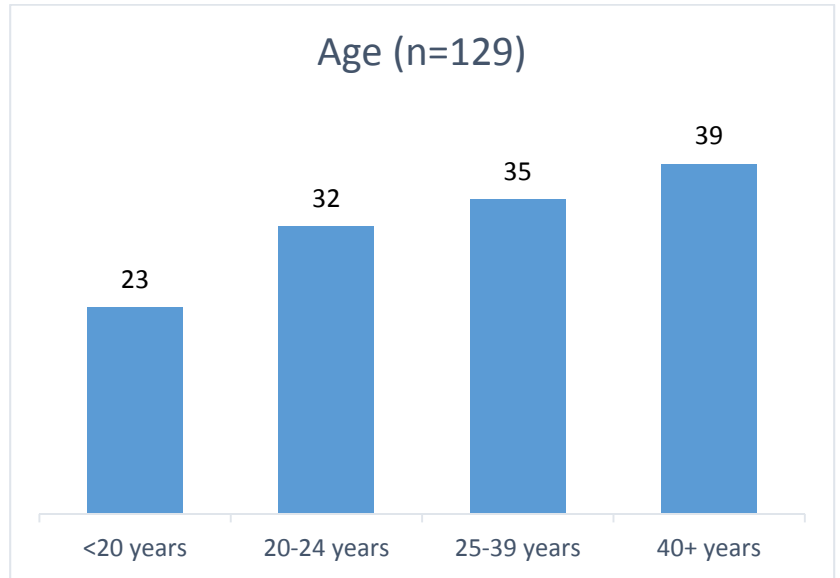
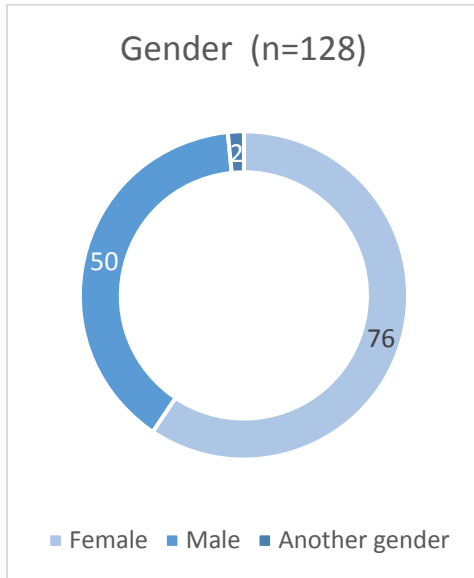


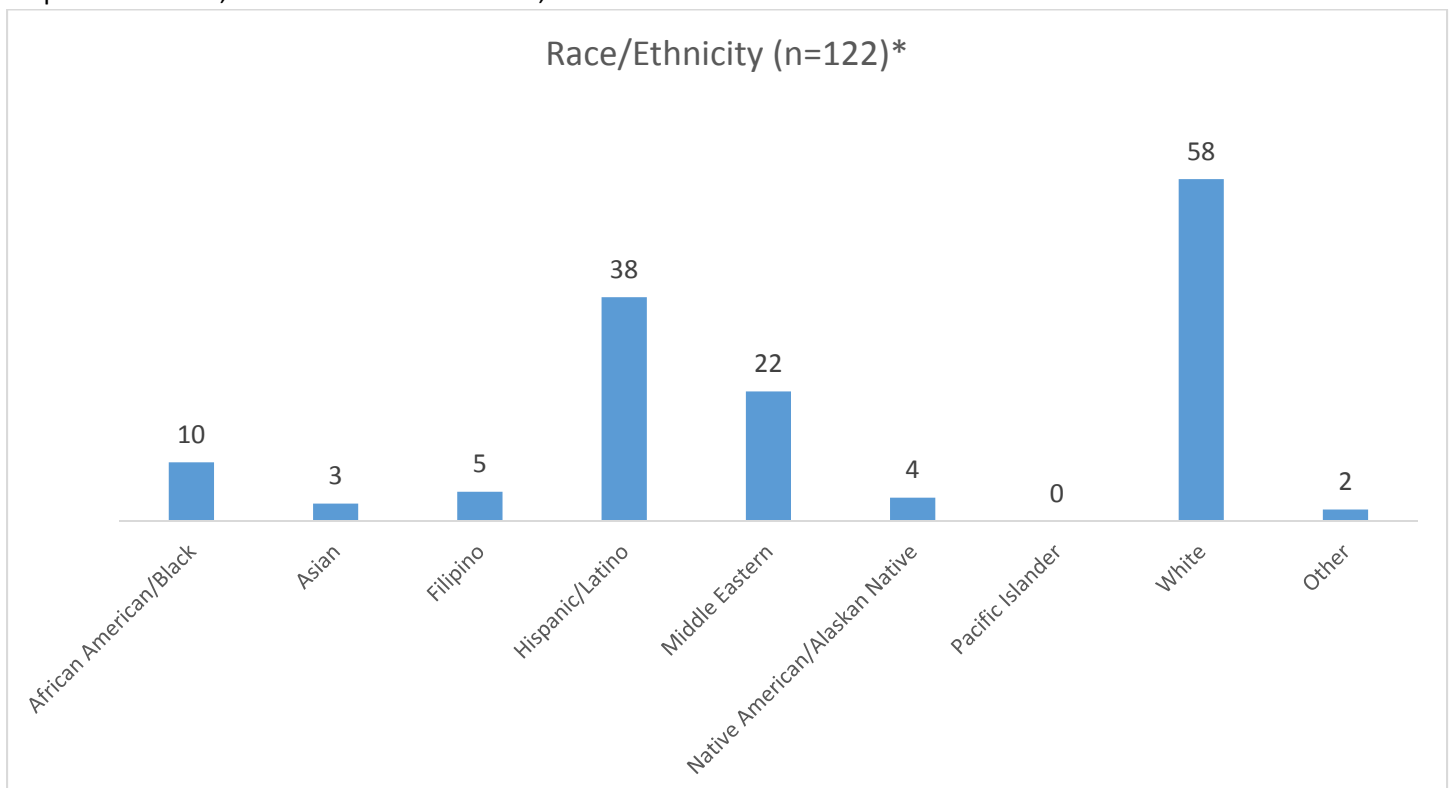
## Cuyamaca DSPS Survey 2018: Results

Cuyamaca's Disabled Students Program and Services (DSPS) administered a survey in fall 2018 to understand students' experiences with these services and to gather students' suggestions for improving these services. In total, 136 students completed this online survey. The charts below reflect respondents' demographic information.

### Demographics

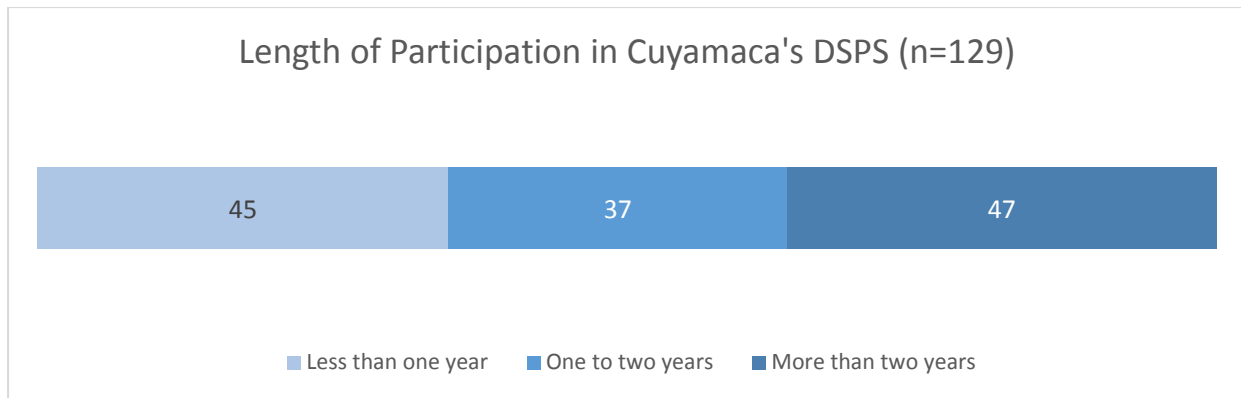


Approximately 59% of respondents were female, 39% were male, and 2% were another gender. Respondents' average age was approximately 34 years old; 18% of respondents were less than 20 years old, 25% were 20-24 years old, 27% were 25-39 years old, and 30% were 40 years or older. Approximately 48% of respondents were White, 31% were Hispanic or Latino, 18% were Middle Eastern, and 8% were African American or Black.

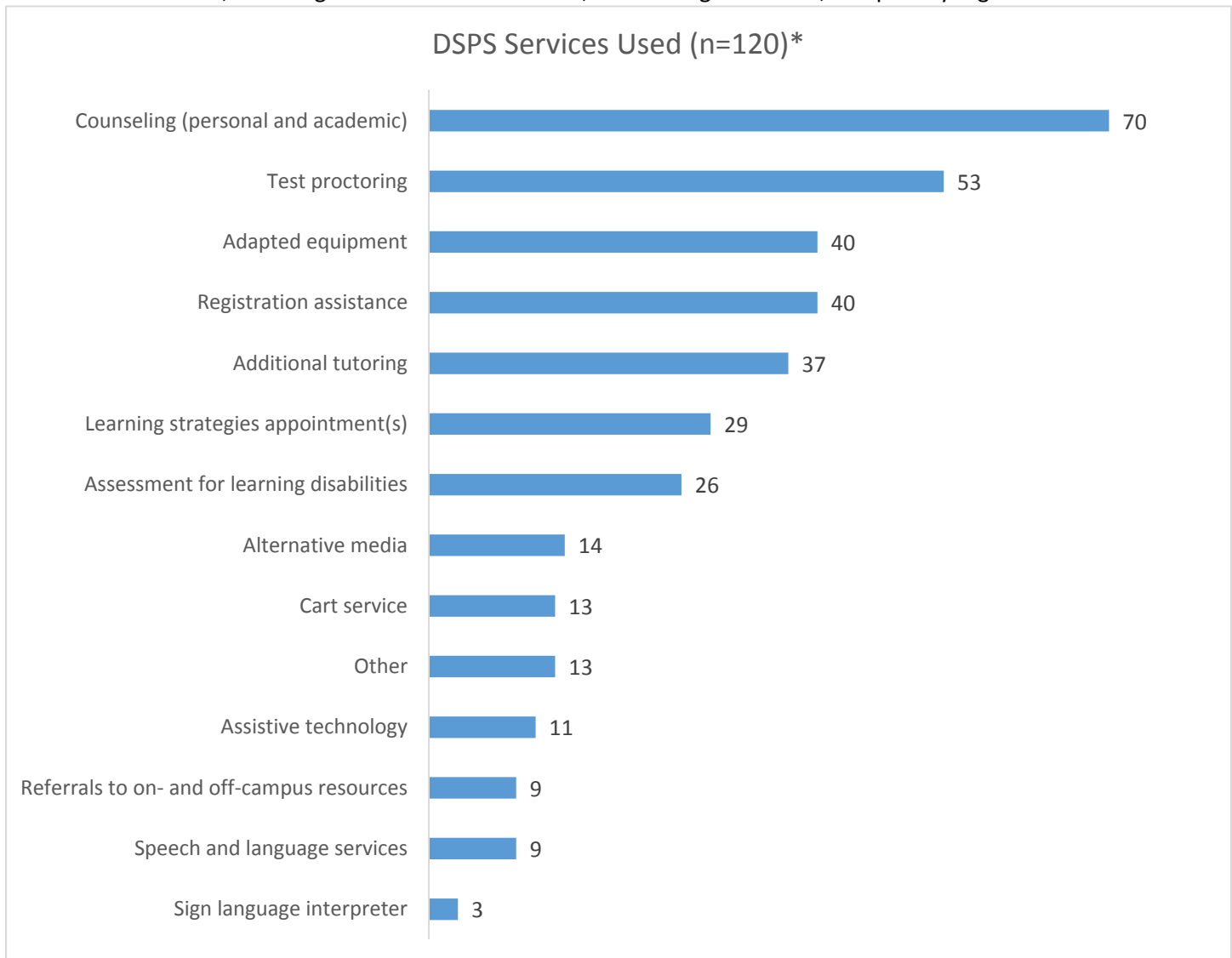


\*Note: Some respondents selected more than one race/ethnicity.

## DSPS participation



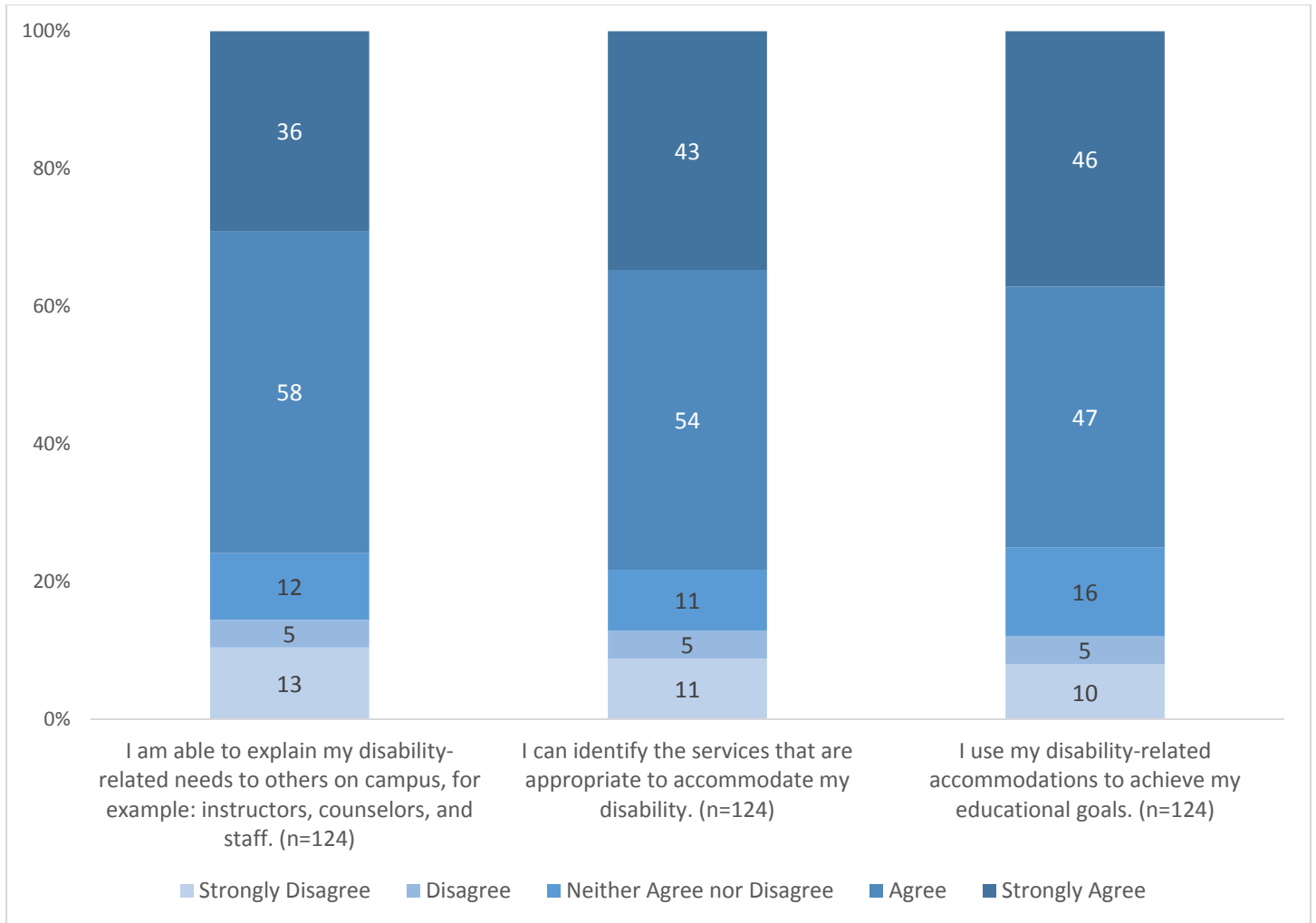
Approximately 36% of respondents indicated they participated in Cuyamaca's DSPS for more than two years, 29% participated for one to two years, and 35% participated for less than one year. The most commonly used services included personal and academic counseling, test proctoring, adapted equipment, registration assistance, additional tutoring, learning strategies appointment(s), and assessment for learning disabilities. Some students noted that they used "other" services, including extended time on exams, note-taking assistance, and priority registration.

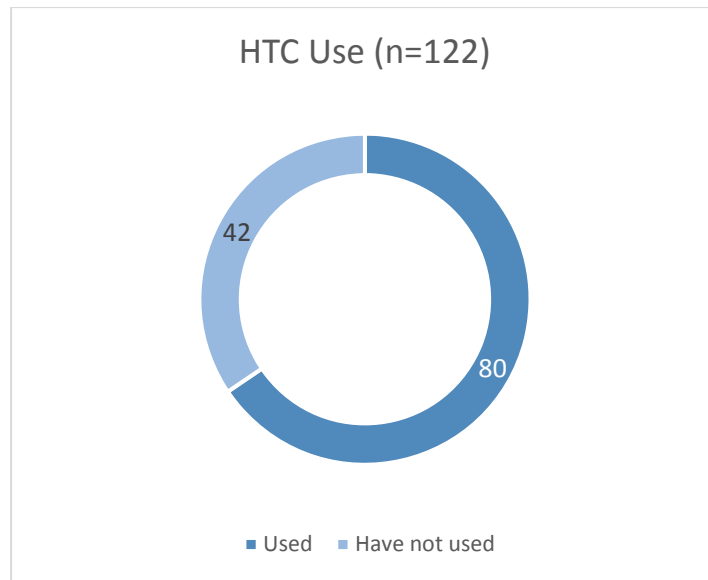


\*Note: Some respondents selected more than one response.

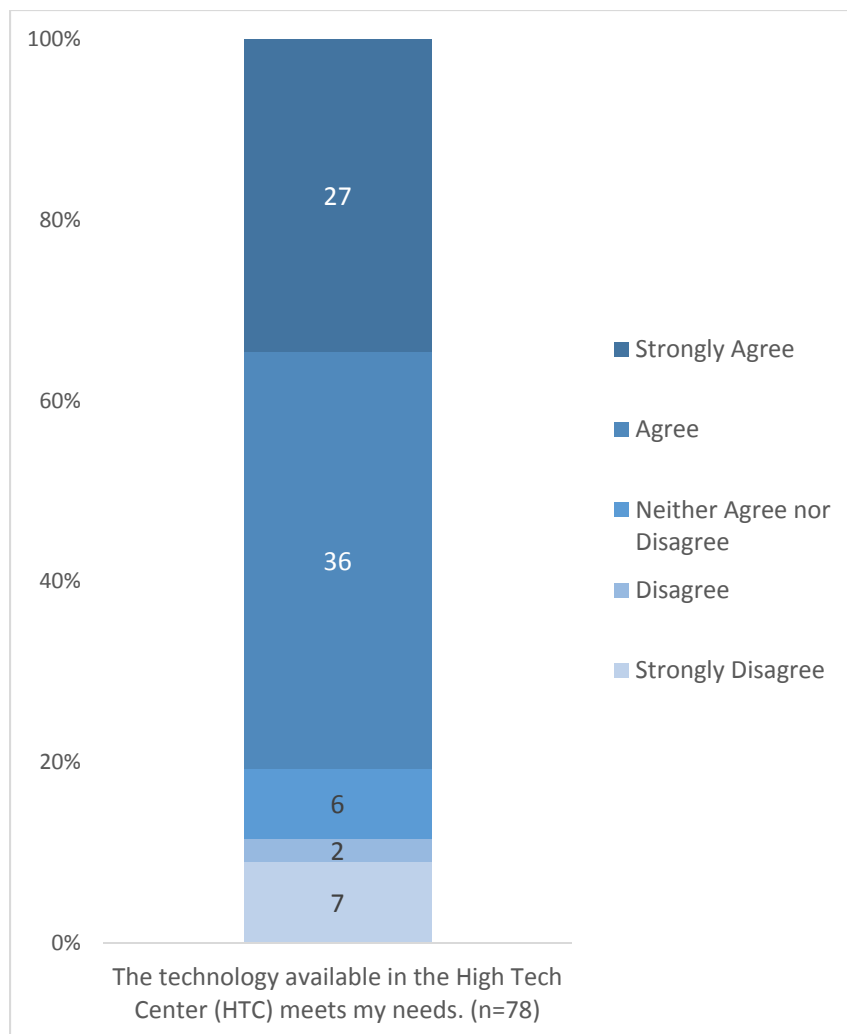
The majority of respondents indicated they agreed or strongly agreed with the following statements that align with the DSPS student learning outcomes (SLOs):

- 76% of respondents agreed or strongly agreed with the statement “I am able to explain my disability-related needs to others on campus, for example: instructors, counselors, and staff”
- 78% of respondents agreed or strongly agreed with the statement “I can identify the services that are appropriate to accommodate my disability”
- 75% of respondents agreed or strongly agreed with the statement “I use my disability-related accommodations to achieve my educational goals”





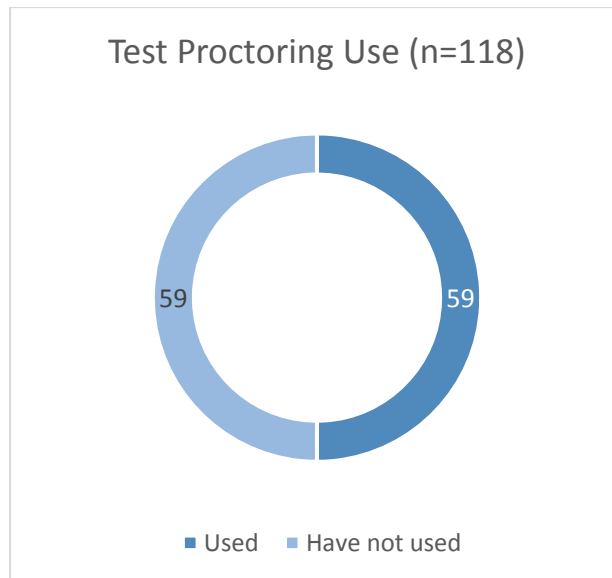
The majority of respondents (66%) indicated they have used Cuyamaca’s High Tech Center (HTC); of these respondents, the vast majority (81%) agreed or strongly agreed with the statement “The technology available in the High Tech Center (HTC) meets my needs.”



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, did not have time to use the HTC, or that they felt uncomfortable. All verbatim responses are listed below.

#### Reasons for not using the HTC (n=44):

- I feel uncomfortable
- because I am improving my English till now.
- Because i don't need it at this moment.
- Beginning on 10-29-18
- Didn't have chance to.
- Do not know what that is
- Have my own computer and no time to go in since I work 8-5 Monday - Friday
- Have not needed to as yet
- Haven't really needed it yet
- Haven't gotten that far my first time being in the DSPS
- I did not know about it
- I didn't know about it or what it is.
- I didn't need yet I do not have enough time.
- I do know what is that
- I do not know what is it
- I don't have a lot of time on my hands to use the High Tech Center.
- I don't know what it is.
- I don't need id
- I don't need it
- I don't need it at the time
- I go to Grossmont College
- I go to school online and have not used too much of the accomodations unless it's tutoring, or early registration
- I have a laptop that meets my needs
- I have never used this
- I haven't needed it yet.
- I haven't needed test proctoring yet. It's in my accommodations if I need it, but I've been fine so far
- I just dont use it
- I just never had the time to use it.
- I need more about this Center
- I never had any use for it
- I never herd of it. :-(
- I was told about it
- My classes are at night.
- na
- no
- No because I don't now what it is.
- No time
- Other places have computers that I'm already in.
- Text book
- To be honest i'm not sure
- Yes and it's very helpful
- Yes toDoing my homework on the college



Half of respondents (50%) indicated they have used Test Proctoring, whereas 50% 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. Students indicated that they did not need this service, they were not familiar with this service, they were too uncomfortable to use the service, or they took classes online. All respondents' reasons for not using Test Proctoring are listed below.

### Reasons for not using Test Proctoring (n=56):

- Bc there is or was previous agreement between instructors and test proctoring,there was no plan ahead of time for me
- Because I am relaxed with my friends
- Didn't need it this semester
- don't know
- Don't know what that's is, maybe is call with another name?
- Don't need it yet for these classes
- Have not needed to as yet.
- have not needed to use it
- Have trouble getting out of bed to get to campus due to illness. Classes mostly online
- Haven't had time to schedule appointment also didn't know dsps afford that
- Haven't set up an appointment.
- I did not need it.
- I did not use
- I did not use it
- I do know
- I do not need it
- I do not need it.
- I don't know what is it
- I don't know
- I don't look for help because I'm uncomfortable with using the system compared to someone that can't. I believe that everyone should have the same.
- I don't need to
- I don't really know

- I have done well taking my tests in class.
- I have enough time
- I have never used it
- I have not come to this stage yet.
- I haven't needed it.
- I haven't needed the extra time to complete my tests.
- I haven't taken the assessment tests in Cuyamaca College yet.
- I haven't felt the need to yet.
- I haven't needed it yet
- I haven't needed it this semester but I will next semester.
- I like to take the exam in class
- I prefer in class
- I simply don't need it but do need extended times.
- I will never because the Proctor's attitude
- my class in online.
- My classes are at night.
- My disability isn't something that always effects me. I haven't had a bad day on an exam day yet
- My instructors have been accomodating in allowing me to sit outside the classroom if I need silence or just have extra time in class to complete a test.
- My tests have been online
- Never heard of it
- Never herd of it.
- no
- No
- No because I don't need to be tested
- No I don't know what it is
- No need at this time
- No tests yet
- No use for it
- Not sure what this means.
- Not too sure what that is
- Not yet
- The professors give me enough time on my tests
- The teacher gives me extra time most of the time
- when teachers know they give the same accomondations

Half of respondents (50%) indicated they have used Test Proctoring; these respondents were asked what they liked about the service. Students indicated they liked the extra time they received; the quiet, private space; and the help they receive from the test proctoring staff. All of the aspects of test proctoring that respondents indicated they liked are listed below.

#### Best Aspects of Test Proctoring (n=53):

- A lot of help
- Able to take tests on my own schedule and time
- Easy to use
- everything
- Everything. The extra time. The quiet environment. [The staff member] is very understanding and flexible with me.
- extended time
- Extra time
- Extra time, quiet environment
- Gives me more time to take the test.
- Helpful with more time on exams to ease anxiety.
- How nice [the staff member] is and how she gives me my own room. I couldn't take test without test proctoring
- I did not like it
- I felt relaxed and rushed as well as supported.
- I get the distraction free environment I need.
- I really like the fact my surrounding is not chaos which helps me focus a lot better I also, like the extended time I get if I needed it knowing I have extra time definitely reduce my stress a lot.
- It allows me not to disturb other classmates with my noisy medical devices. It also gives me a quiet environment to take my test. It also allows for needed snack break if needed for my diabetes.
- It gave me more time to be able to finish my tests.
- It gave me more time to take my exams. I didn't have to feel rushed.
- It gives me extra time.
- it help me alot
- It helps me stay focused when I take my tests in a quite area by myself and I defintally do much better on tests.
- It is quiet and no distractions
- It was a quieter environment I fest less anxiety
- it was quiet and gave me the time I needed.
- It's easier to focus and not as nerve wrenching
- It's quiet and the technology reads it to me
- I like privacy and more space.
- [The staff member] their is really nice and helpful
- Like how you are in a quiet environment and u can focus on your test.
- Like most test development, I spent a lot of time making sure .
- [The staff member] is very nice and helpful. The quiet place with the east plugs to drown out distractions is nice. Just being able to have that extra time for times writing assignments is extremely helpful!
- No pressure to get it done
- No comments
- Quiet
- Quiet environment
- Quiet, extra time, fewer visual distractions
- quit, and I have lots of time to finish the test



- Quit, have extra time
- Since I broke my wrist I can't write so being able to type on the computer has been a huge help
- Test proctoring makes it easier to understand what's being asked. It's a nice tool to have because sometimes directions on tests are difficult to understand.
- That it is good and i dont need to worry about the time.
- that make the test big for me to see it clear
- The ability to take exams at my own pace and double time and quiet environment whenever I needed it.
- The environment
- the extra time I get for tests
- The extra time. My PTSD sometimes gets the best of me when I don't understand the question.
- the person (s) helping with testing.
- the quiet environment
- The system is easy to use to schedule exams and proctoring is set up well.
- There is more time
- Very helpful in providing a quiet place and longer testing time for exams
- Yes
- You can take your time not being rushed.it is very quiet and clean.

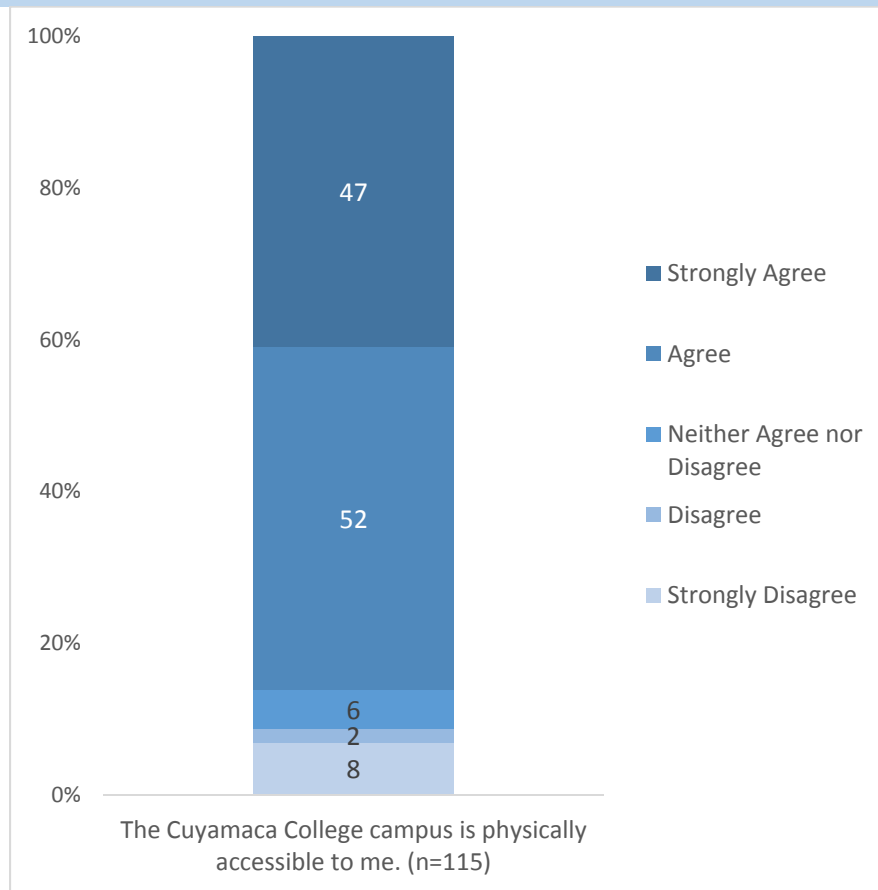
Half of respondents (50%) indicated they have used Test Proctoring; these respondents were asked what they would change about the service. Students suggested allowing students to take tests in a more private space, limiting distractions in the test environment, allowing them to drink coffee or chew gum while taking tests, expanding the times that test proctoring is available, simplifying the process to sign up for test proctoring, and teaching instructors about the test proctoring service. All respondents' recommended changes to Test Proctoring are listed below.

#### **Recommended changes to Test Proctoring (n=38):**

- i would like it if the teacher would know that it is
- Be in private, well-lit room. Clear your workspace.
- breaks after a certain amount of time
- Everything is fair to get the test done.
- I would like more helpful staff.
- i would like to bring in my coffee when i take any test
- I would not like to change anything
- I would nothing change nothing about it
- If I could have a longer period of time to schedule my appointments for the test it would help a lot more because sometimes I forget to schedule them a week before and then I have to take the test in class which makes me have more anxiety.
- It is to quite for me in the room
- Make it to where once we have turned in our paperwork for test proctoring to schedule an appointment online.
- more privacy.. hard to concentrate...
- more secluded atmosphere
- N/A
- Nothing
- no changes
- none!
- nothing
- Nothing
- nothing everything is good and I like it
- Nothing in my opinion

- Nothing really I think the test proctoring is very well organized
- Nothing, it's perfect in my opinion
- Nothing.
- Nothing. Its perfect the way it is.
- Nothing. [The staff member] is spectacular.
- Prefer not said
- space or allowance to get up and walk, sometimes my nervous energy builds up over the 2 hours and it makes it harder to concentrate
- take tests by my self not in rooms with others
- That can't chew gum it helps me focus
- That it is easier to set up with the professor and the test center.
- The one week policy for students who schedule appointments and have other life emergencies come up but are unable to change their test time or push it back a week unless it complies with the supervisor.
- The staff over there they are not nice they look down on me ,
- The time the employees show up. They all should be there at 730. So we can schedule testing early
- There's not that much I would change except for a few things the clock in that room so freaking frustrating when you trying to gather your thought, especially during essay the clock keep making the ticking sound it's very distracting for me, I don't mind the clock I hate the ticking. The other thing I would change is the temperature in that room sometimes is unbearable, I like the temperature during summer however during winter or fall is freezing I know it says 70° Degrees but I definitely do not believe that.
- There is nothing that I see that I think needs to change.
- Until now everything is perfect
- Yes

## Campus accessibility



The majority of respondents (86%) agreed or strongly agreed with the statement “The Cuyamaca College campus is physically accessible to me,” whereas 9% 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 to respondents (n=18):

- Because I need to do my gol
- agree
- Because it's good college
- Because they help me with the car service
- Disagree.
- I can get there on time.
- I can go wherever I need freely.
- I get periority registration
- I have a physical illness that makes it difficult to get out of bed because of fatigue. It is also not close by.
- I live out of the area.
- I think. The center is all good
- I use the cart service and that helps me get to everywhere I need to.
- It is because it is a good campus to learn and help people
- It is close to where I live and they work hard to see the times that work for me.
- My teachers do not respond to my E-mails when I take online classes.
- Prefer not to mention
- So people can get where ever they want to go.
- The cart service does not accommodate my wheelchair, so I have to use my cane which is harder on my legs and wrists

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=94)

- I am not sure what her name was, but she showed me everything that was available for me. She made me feel very comfortable and explained everything for a perfect path for my degree.
- Ability to meet with someone as soon as I can and sit down to discuss academic adjustments and a schedule of what classes to take each semester to reach my graduation goal.
- Academic advisement
- Academic counseling has been very helpful.
- academic preparation
- Accommodation plans
- Achieve my goals
- agree
- all
- All
- All of them
- appointments
- At Cuyamaca college
- Being able to see my councilor when needed to help explain my needs and educational plan.
- Books
- Calleorks
- Car service
- Career counseling
- computer lab
- counseling
- Counseling
- Counseling and registration
- Counseling and test proctoring.
- Counseling and the high tech center
- Counseling services, registration services.
- Counseling, planning
- Counseling, services provided for my hearing loss, testing services, note taking
- Counseling.
- Counselling
- counselors appointment.
- Counsling office
- Counsoling
- Counslors
- Disability program
- Dsps counseling
- DSPS office
- early registration
- Early registration
- Early registration and being able to talk about my future schooling and what I have been doing in the past
- Early registration and real time captioning.
- Every thing from helping with edcration Plan.To getting the service I need.

- everybody has been helpful
- Extra time for the exams
- Front seating
- Going to talking to people.
- Guidance counseling
- Help in registration.
- Help with scheduling classes.
- Helping me with figuring out my educational goals and offering helpful options to accommodate my disability.
- Helping me with the strategies.
- High tech center and the staff at the main office have been extremely wonderful!
- HTC
- I have not had very many helpful services to help me with my classes.
- I have prior registration and that a counselor is there to help me choose which classes I need for each semester that I will be in school.
- I've only used the tech.
- Meeting the counslor
- Meeting weekly with [staff member]
- More testing time
- na
- No help at all
- None. The counselor I contacted was non-responsive. Left a message and never heard back from her.
- Planning my classes
- Registration priority has been definetly the most helpful as well as meetings with the counselors.
- Simply speaking with a counselor that has dealt with people/students with special needs makes a big difference
- Speech and language strategies
- Strategies, digital recorder and the cart service.
- Study tips classes
- Test Proctoring and cart rides
- Test proctoring.
- testing, counseling
- Text book
- The academic counseling
- The assessment
- The caring part of helping
- The councling office and the DSPS.
- The counseling meets
- the counseling.
- The Counselors have helped me out a lot and been very heplful
- The counselors they help me a lot with my classes and other resources they recommend me to used
- The early registration
- the long time they give me for test and make test larger for me
- The most helpful is the cart service, special desk and chair , note taking
- The most helpful person to me is the [staff member], but she is always very helpful and easily approachable she works at the front desk. The other person that's always helpful is [the counselor] I don't really go to the main office often because I have the EOPS counselor and the athletic counselor STEM counselor and transfer counselor, I have many amazing helpful people around me. However this semester I was struggling a lot because my biology professor didn't want me to take the quiz or exam at the high tech center or have a recorder or note

taker, he was difficult I was able to talk to [the counselor] she was able to fix it less than 24 hour she's amazing she's always there for me when I need her the most.

- The office of the college
- The reading program is the most helpful
- The recoder
- The tape recorder the kurzweil and test proctoring
- the Tech Center.
- They are the best
- Tutoring
- Tutoring and counseling
- Tutoring people
- Yes
- yes they are very helpful

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

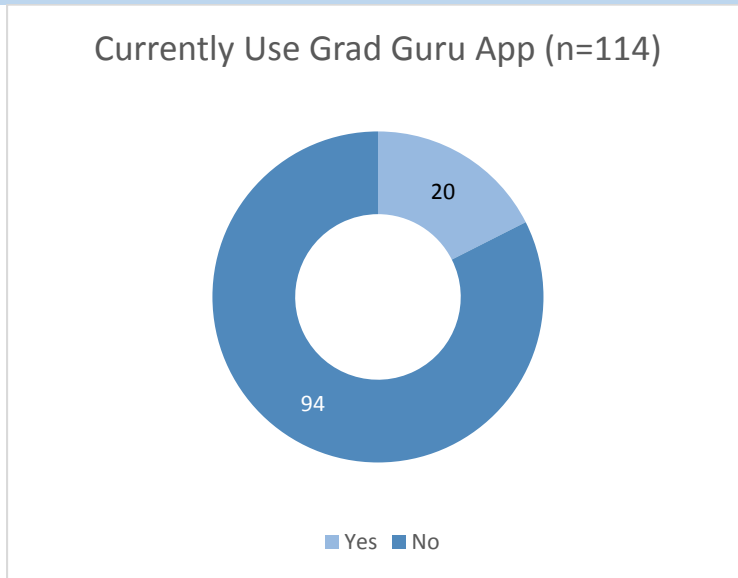
#### Recommended changes to DSPS services (n=67)

- It was simple, I made an appointment, she made me feel very comfortable and explained everything to the perfect degree.
- na
- Add another counselor to make more appointment times.
- agree
- Communication between dsps staff veterans staff and the instructors to co.e up with a tailored game plan. Check list, study guide etc at the beginning of the semester before classes start. I had 0 help this semester but I did receive cookie cutter speeches that didnt amount to any meaningful tangible help.
- everything in the DSPS services is great and I will not change anything.
- Extending the appointment time period
- Helping more students get to DS PS
- Hours make them open until 6:30
- I am satisfied with their services
- I don't feel like it helps much because I had more accommodations in high school
- I wish the staff was more accommodating to my needs. I feel like I don't receive the best help with my classes and I do have difficulty.
- I would change the way autistic and mentally challenged students are dealt with. Autistic people can't sit in a dsps meeting and listen for long lengths of time. It needs to be short and sweet. Too much talking loses the student and they are not understanding most of what you are saying. I would put beginning computer classes mandatory for all dsps students. In this world we all know how important this is. Most mentally challenged students may not have much practical computer knowledge that they can use at a job. Why are we leaving them out of this computerized world? Not fair. They at least need basic knowledge. The dsps classes should be more student interactive so students are engaged and not just listening, because you have lost a lot of them. I love that you are all there for these kids. I was disappointed in dsps for mentally challenged students.
- I would like to do the exam in the main office
- I would not change nothing about it
- I'm not sure
- If they could email my professors my accommodation sheet. There's not really a way to give that to them or negotiate a note-taking situation that doesn't draw a lot of attention to it.
- If you have a lifelong disability, you shouldn't have to coming in every year.
- It is good.

- It's great!
- Make sure all staff is on the same page and giving out correct information. A few times one person would tell me one thing, then the next person I talked to told me something totally different.
- Making appointments online.
- Maybe have another plan in mind of what classes you want to take depending if you don't want to follow the other plan anymore.
- More counselors to talk to.
- more counselors, more time to speak about different concerns, availability.
- N/A
- Nothing
- no
- no changes its fine for me
- No thing
- None!
- Not a thing
- Not a thing Appreciate & recognize the staff more for their patience understanding kindness & effort to help all
- Not anything for now.
- Not sure to be honest.
- nothing
- Nothing
- Nothing every thing is ok.
- Nothing need to be changed in my Opinion
- Nothing that I can think of
- Nothing that I can think of.
- Nothing the program is really good that there shouldn't be no change they give good support
- Nothing they are wonderful
- Nothing thus far
- Nothing, everything is great
- Nothing, I'm not complaining. I say it's perfect
- Nothing, they're great.
- Nothing! Keep doing you! I love you guys, thank you for being the best support system outside of home :)
- nothing.
- Nothing.
- Nothing. DSPS is always there for our needs.
- Nothing. Its perfect.
- Nothing. Services met my needs.
- Number one thing I would change about this service is the name I'm not disabled I just learn different the word disabled justify people who use this service is not normal, other people who do not use it is normal. The school, in general, need to educate their faculty member especially professors I get asked a lot of questions what's wrong with me I look normal I live na ormal lifestyle I think the ignorance is very frustrating. None of the professor's respect students privacy when it comes to this thing especially my biology professor, he put my business out there everyone in class knows my business if I really want to I can get the school and him in trouble.
- Open more walk in assistance
- People need not to judge other no matter whom they are or what disability they have
- Possibly having later hours for appointments.
- Prefer not to mention

- spelling accommodations
- The AAA process could be more integrated across Cuyamaca and Grossmont, rather than having their own forms/procedures for some things, while others are identical due to the two schools being in the same district.
- The counselors. They do not know anything
- The hours of availability. Help with financial aid.
- The mandatory 2 meetings in the semester. I'm doing well with light, as needed support and it's hard for me to find things to meet that requirement without having too much support.
- The office of the college
- They do not offer realistic policies or accommodations that help me achieve my educational goals from home. I find it incredibly insulting and ableist to not understand the difficulty I have coming to campus, and they were unwilling to show any compassion by working with me to allow for phone appointments when I spend almost every day, all day, in bed. It is unacceptable to not create programs where someone with extenuating circumstances can complete classes from home or have phone appointments if classes are online. Unacceptable and unempathetic. Make it accessible for those with difficulties to get a full education from home, if they need it. Don't make it so that those with disabilities have to explain it to their teachers every semester and embarrass themselves. It's humiliating and not our fault we have struggles. Send paperwork to teachers automatically. To make someone every semester say, "I have severe problems" is so degrading. To not allow for excused absences or home-based study arrangements if they are needed for those with physical or mental health challenges is degrading and we feel left behind. It feels like you are saying, "oh, well! Push through it or maybe you shouldn't be going to school." It's not okay. Also, the staff is completely disjointed and nobody has the same information. Ask anybody a question, and you will get a different answer if you ask someone else. If someone has to withdraw late for medical reasons, take it off the transcript. Don't show that they have a medical problem. Give us opportunities to succeed instead of making everything more difficult and more of a battle. Have staff that shows compassion and tries to understand what it's like to have these challenges. Some kind words and a small display of understanding that attending school with these challenges are extremely difficult, and an acknowledgment of what the student is going through rather than dismissal or invalidation, go a long way. If someone expresses that they can't get out of bed, don't respond with, "well, do you think you could try?" or, "it's our policy that we don't do phone appointments". Of course we have tried, and try hard every single day. It is heartbreaking, dismissive, abusive, and feels horrible to be talked to as though we should try harder when we have nothing left to give. The current policies and accommodations are extremely minimal and mentally unhealthy. Do not harm students more and call it help.
- to bring my coffee in with me
- Using gum to help concentrate





Approximately 18% of respondents currently use the Grad Guru app to learn about DSPS events or other college events, and 88% do not currently use Grad Guru. Of the respondents that do not currently use Grad Guru, the majority (64%) said they would be somewhat likely or very likely to use Grad Guru in the future to learn about DSPS events and other college events.

