

Needs and Usage Study

What services and accommodations do CSD students perceive themselves as needing, and how do they utilize these accommodations?

Methodology

- Non-clinician staff documented all student interactions during winter quarter 2016 using an internally created paper form.
- Staff-student interactions were analyzed using excel to determine the most frequent types of services being sought by students.
- An internally created Qualtrics survey was distributed to all CSD students during winter quarter 2016 to collect data on their needs in addition to self-perceived use of accommodations and services.
- Survey participants were invited to attend a meeting on either campus to help interpret the findings.

Key Findings

- 71% of CSD administrative staff's interactive time with students is spent on four key areas: advocacy, advising, academic coaching and accommodation revision.
- Data from the online survey showed students perceiving their usage rate of services and accommodations to be nearly twice as much as what was actually recorded by administrative staff.
- During interpretation meetings, students identified a need for more social and support opportunities to relieve anxiety and build networks.

Demographics

- Out of 899 CSD students who used services or accommodations during the winter term, 497 students (55%) were based in the Loop while 402 students (45%) were based in Lincoln Park.
- Out of 833 students invited to complete the online survey, 197 students (24%) started the survey and 145 students (18%) completed the survey.

Plan of Action

- Explore potential time or labor efficiencies to be gained related to advising, academic coaching, accommodations revision and advocacy
- Explore the feasibility of creating a common space or activities to address social concerns reported by students

“Everybody in the office is very friendly and cares about each student. This brought immediate comfort. Due to my previous phone conversation with Dorothy Griggs felt extremely comfortable. Upon meeting Dorothy, she was extremely gracious and my appointment with Beth Ann Richards was very comforting. My Smart Pen meeting with David Rooney was very helpful. Everyone was friendly in the office, from staff to students.”