Survey Results: Ease of Access to Academic Accommodations

Across all accommodations, students were "somewhat satisfied" or "satisfied" with received accommodations 72% of the time. For most accommodations, satisfaction with the received accommodations was higher than the reported ease of access.

Survey Results: Feedback about the DSO

"The Disability Services Office is easy to access and contact. They answer my questions within the same day and always clear up any concerns I have."

"Clear conditions to apply for accommodation and very structured way of getting it."

"Very approachable, understanding, supportive and helpful. Always willing to consult with students and try to help in the best way they can."

Survey Results: Areas for Growth

Students requested increased communication between the DSO and registered students as well as with the campus community. Students described a desire for a smoother, faster registration and approval process. Navigating the temporary accommodations process while in the immediate stages of concussion recovery in particular emerged as a consistent challenge.

Survey Results: Recommendations

Recommended: Improved Communication

Increase outreach to and communication with students.

Created and began sending a monthly newsletter highlighting DSO happenings, disability history and issues, entertainment recommendations, resources and more.

On average, 67% of recipients have opened the newsletter in its first three months. Navigating the temporary accommodations process while in the immediate stages of concussion recovery in particular emerged as a consistent challenge.

Survey Results: Respondents by Disability Type

Total number is higher than the class year data because many students identify as having more than one disability type.

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Recommendations: Specific Accommodations with Campus Partners

- Continue to work with the CFLC to ensure sufficient testing space for all BC students with disabilities.
- Work with Eagle Escort to improve student experience and add an additional van/driver to enable timely pick-up.

Current action: We are updating our website and faculty accommodation letters to provide more specific guidance.

Assessment Method:
The DSO created a survey in Qualtrics and employed quantitative and qualitative methods to obtain student feedback on services provided by the office and campus accessibility. An invitation email was sent to students with an anonymous link to the survey, which took 5-10 minutes to complete. The survey consisted of multiple-choice, check all that apply, matrix, and open-ended questions.

Survey sent to: 1,146 students (all of the students who had received accommodations through DSO from Fall 2019 through October 2020). 242 students completed the survey. 21% response rate.

About the Disability Services Office:
The Disability Services Office (DSO) empowers students with medical, physical, psychological, and temporary disabilities to achieve their educational, career, and personal goals. We provide accommodations to undergraduate and graduate BC students in the following areas:

- Academic
- Housing
- Dining
- Transportation/Parking

To date in 2020-2021, our office has provided accommodations for more than 800 Boston College students.

Professional Development:

We offer ongoing training and professional development for all faculty and staff members to ensure they understand the process, roles, and responsibilities associated with providing accommodations. This includes training on the Americans with Disabilities Act (ADA) and Section 504. Our goal is to create an inclusive and accessible campus community for all students.

Outreach:

We conduct outreach and communication initiatives to increase awareness and understanding of the Disability Services Office and its services. This includes creating and sending a monthly newsletter highlighting DSO happenings, disability history and issues, entertainment recommendations, resources and more.

Current action: This year, we have revised our housing accommodations process, so students are notified of an approval or denial much faster than in previous years. As the bulk of housing requests are received in January and February, the survey results may not reflect these changes.

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