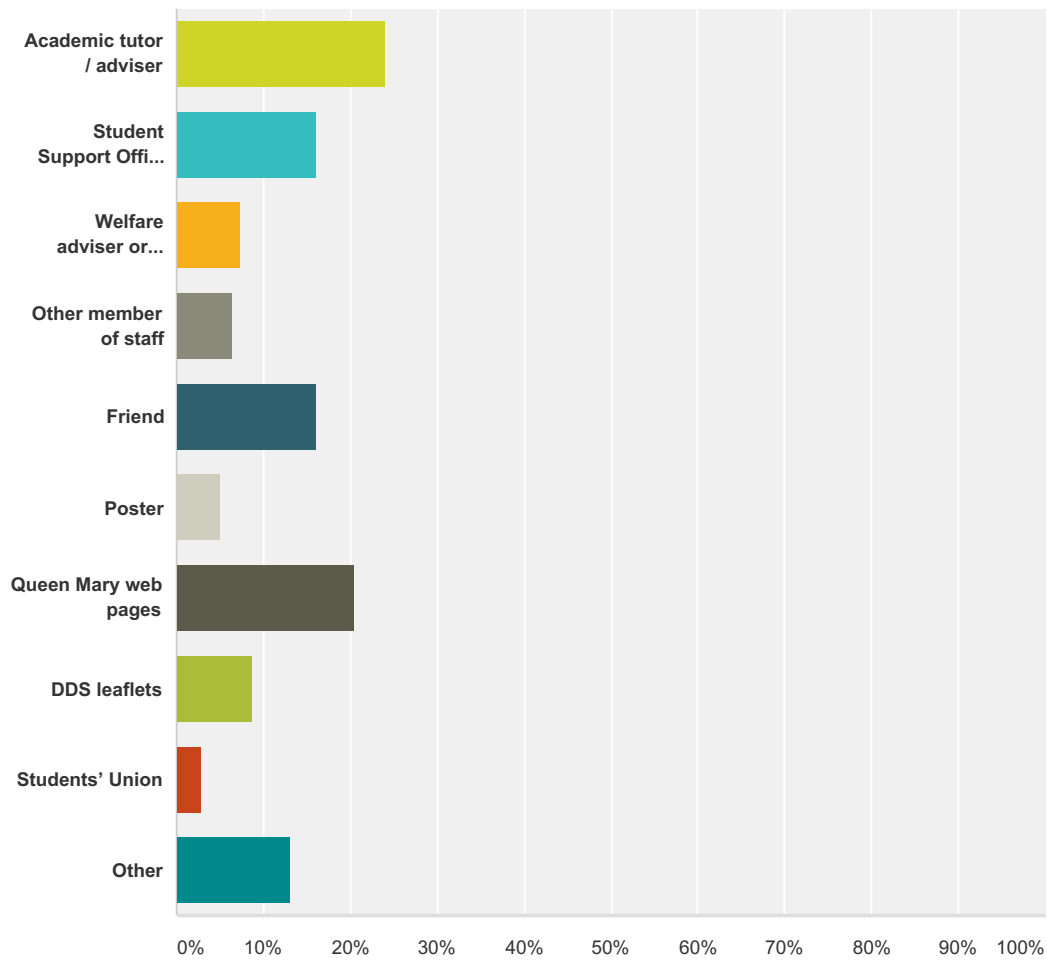


Q1 How did you find out about the Disability & Dyslexia Service (DDS)?

Answered: 137 Skipped: 0

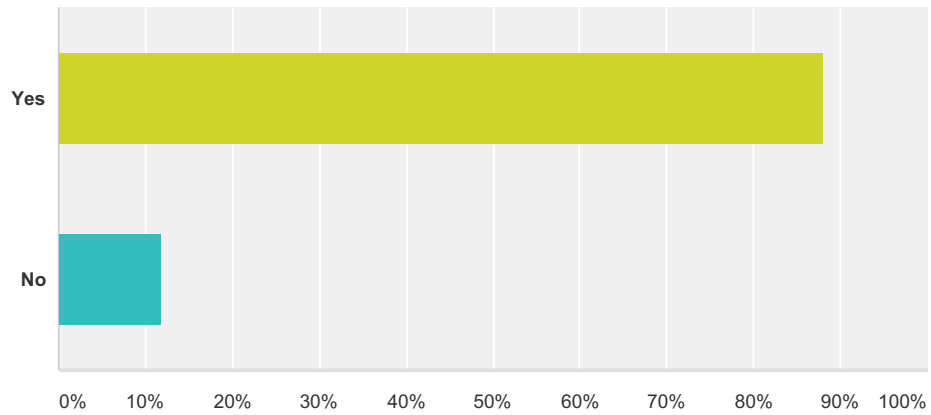


| Answer Choices | Responses | Count |
|-----------------------------------|-----------|-------|
| Academic tutor / adviser | 24.09% | 33 |
| Student Support Officer / Manager | 16.06% | 22 |
| Welfare adviser or Counsellor | 7.30% | 10 |
| Other member of staff | 6.57% | 9 |
| Friend | 16.06% | 22 |
| Poster | 5.11% | 7 |
| Queen Mary web pages | 20.44% | 28 |
| DDS leaflets | 8.76% | 12 |
| Students' Union | 2.92% | 4 |
| Other | 13.14% | 18 |

Total Respondents: 137

Q2 Were you happy with the length of time between booking your appointment and seeing a DDS adviser?

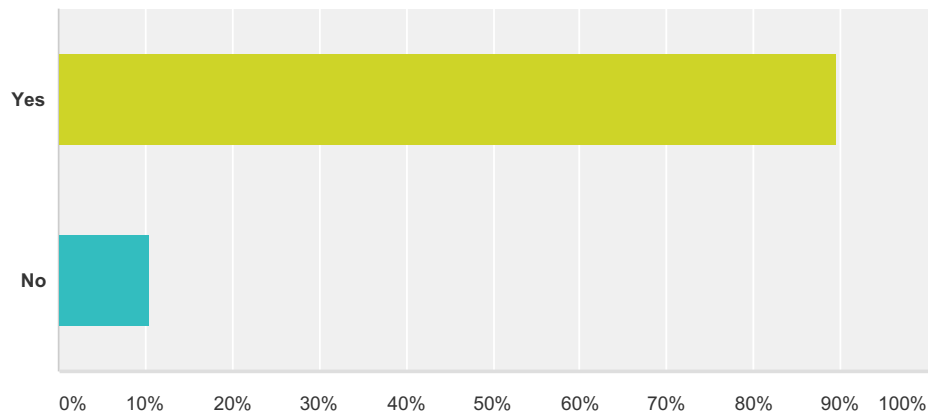
Answered: 135 Skipped: 2



| Answer Choices | Responses |
|----------------|------------|
| Yes | 88.15% 119 |
| No | 11.85% 16 |
| Total | 135 |

Q3 Are our appointment times convenient for you?

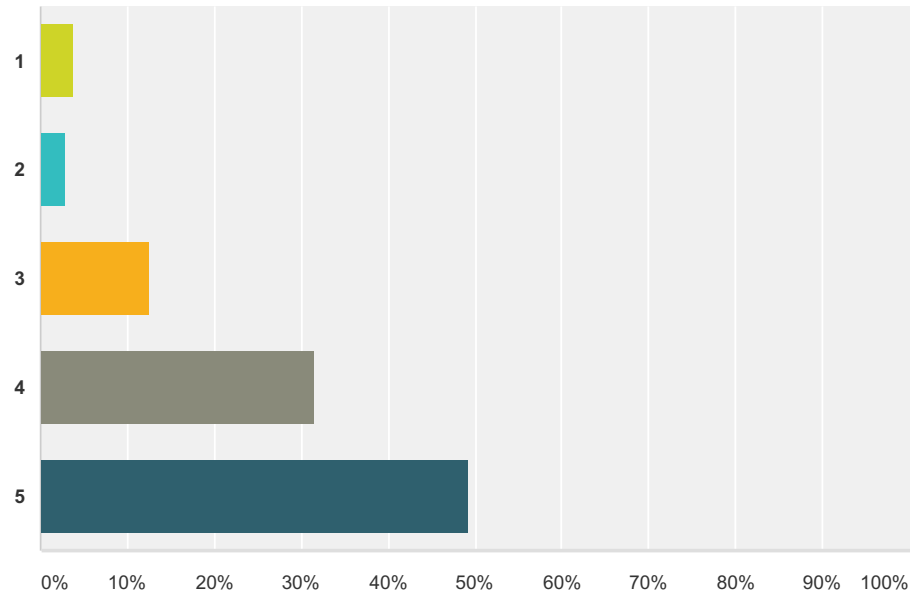
Answered: 134 Skipped: 3



| Answer Choices | Responses |
|----------------|------------|
| Yes | 89.55% 120 |
| No | 10.45% 14 |
| Total | 134 |

Q4 On a scale of 1 to 5, where 1 is "unsatisfactory" and 5 is "excellent", how would you describe the service when you first contacted DDS?

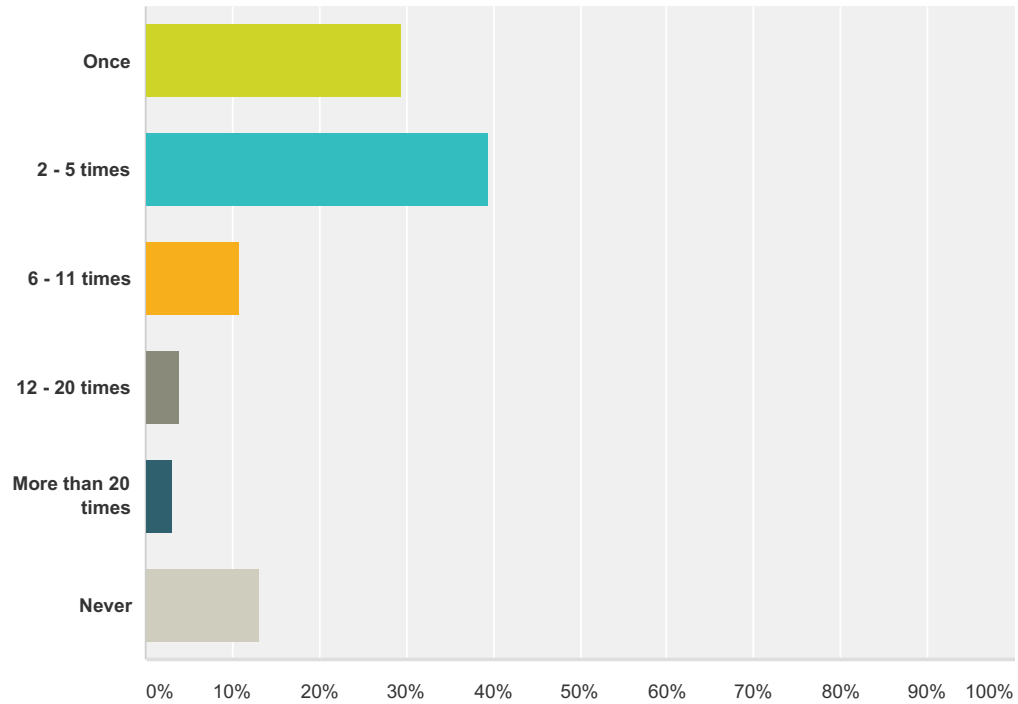
Answered: 136 Skipped: 1



| Answer Choices | Responses |
|----------------|------------|
| 1 | 3.68% 5 |
| 2 | 2.94% 4 |
| 3 | 12.50% 17 |
| 4 | 31.62% 43 |
| 5 | 49.26% 67 |
| Total | 136 |

Q5 How many times have you seen a disability/dyslexia adviser/mental health co-ordinator since the start of this academic year?

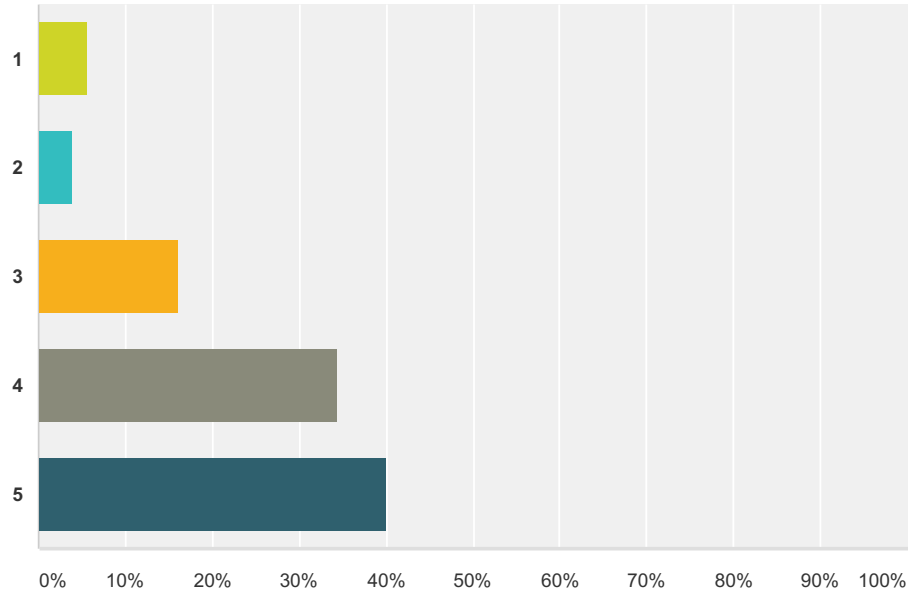
Answered: 129 Skipped: 8



| Answer Choices | Responses |
|--------------------|------------|
| Once | 29.46% 38 |
| 2 - 5 times | 39.53% 51 |
| 6 - 11 times | 10.85% 14 |
| 12 - 20 times | 3.88% 5 |
| More than 20 times | 3.10% 4 |
| Never | 13.18% 17 |
| Total | 129 |

Q6 On a scale of 1 to 5, where 1 is “not informative” and 5 is “very Informative”, please rate your appointment(s):

Answered: 125 Skipped: 12



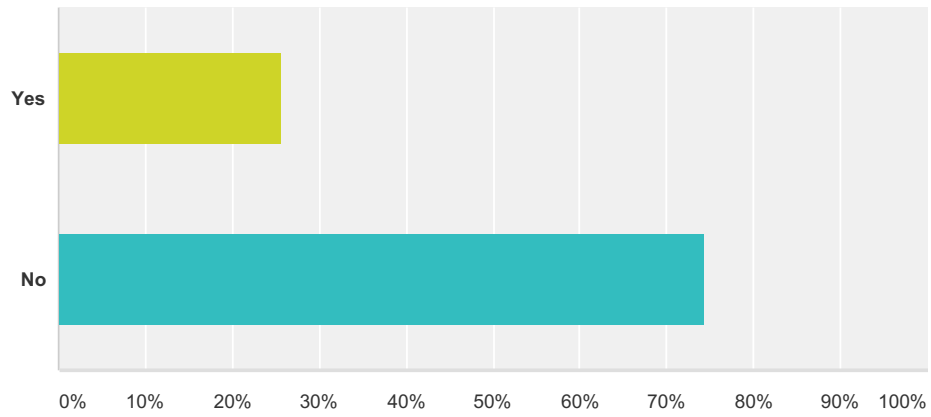
| Answer Choices | Responses |
|----------------|------------|
| 1 | 5.60% 7 |
| 2 | 4.00% 5 |
| 3 | 16.00% 20 |
| 4 | 34.40% 43 |
| 5 | 40.00% 50 |
| Total | 125 |

Q7 Think about how the adviser worked with you (the way they spoke to you, how they explained things, etc). What did you like or dislike?

Answered: 75 Skipped: 62

Q8 Before your appointment, were you worried that you might have to leave your course?

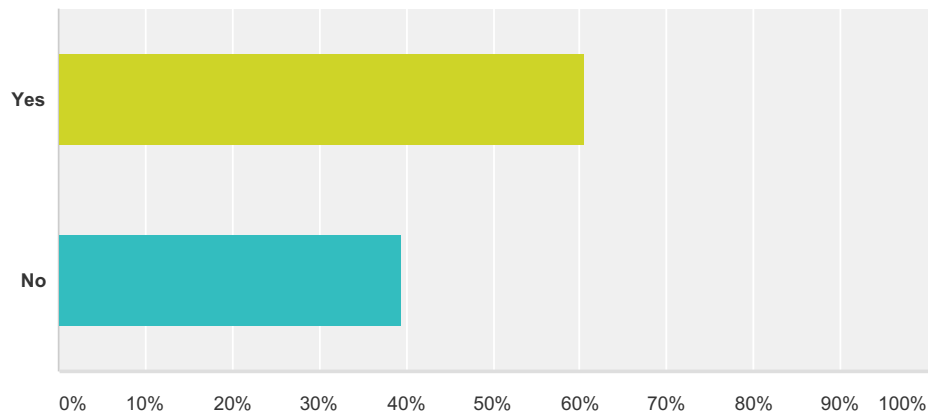
Answered: 125 Skipped: 12



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 25.60% | 32 |
| No | 74.40% | 93 |
| Total | | 125 |

Q9 Has our advice helped you to stay on your course?

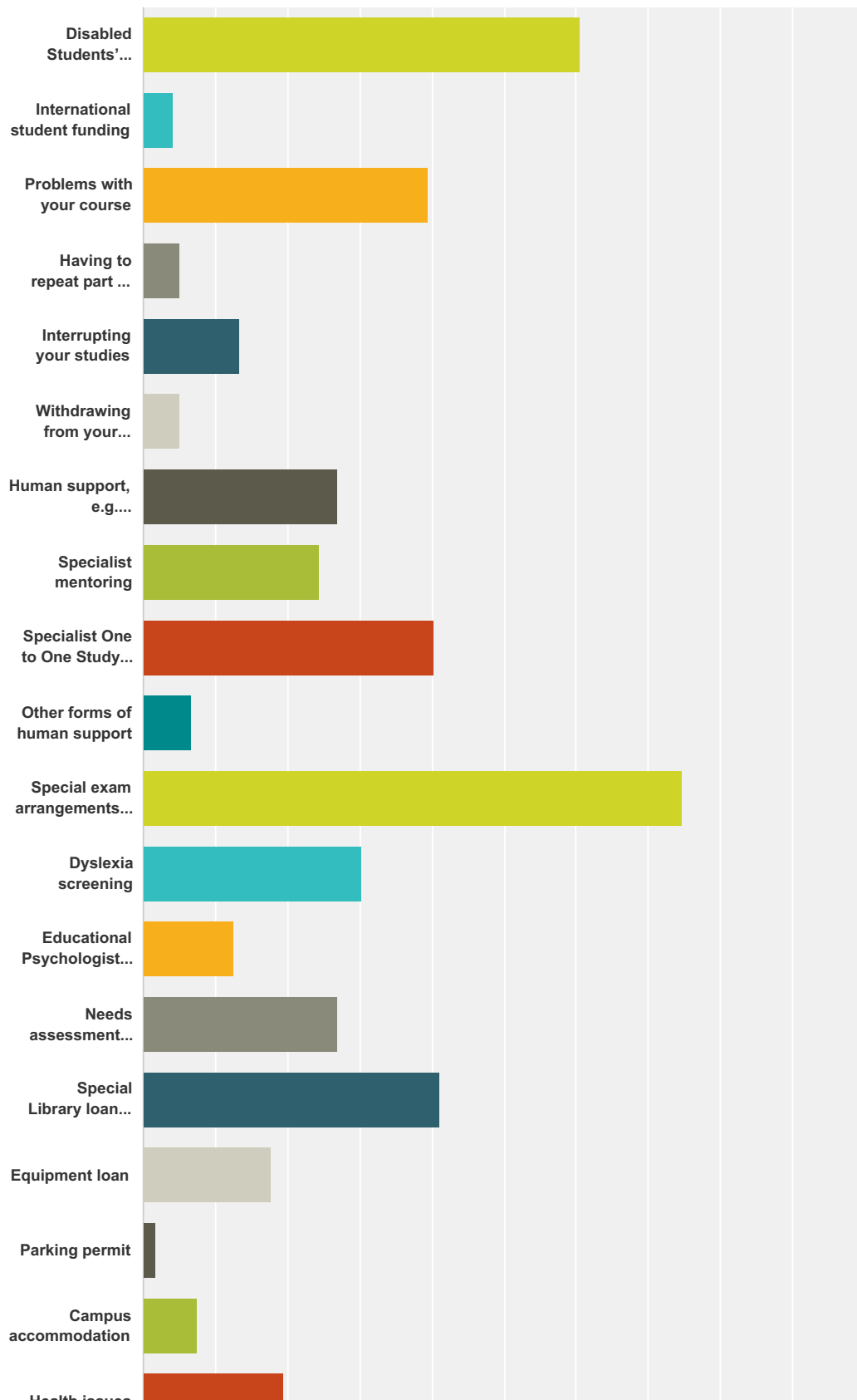
Answered: 33 Skipped: 104

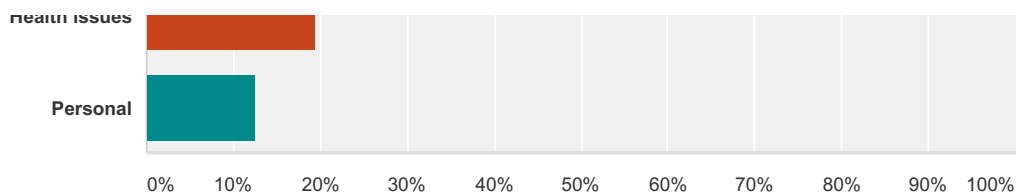


| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 60.61% | 20 |
| No | 39.39% | 13 |
| Total | | 33 |

Q10 What issues did you discuss with your adviser? (Please tick all that apply)

Answered: 119 Skipped: 18

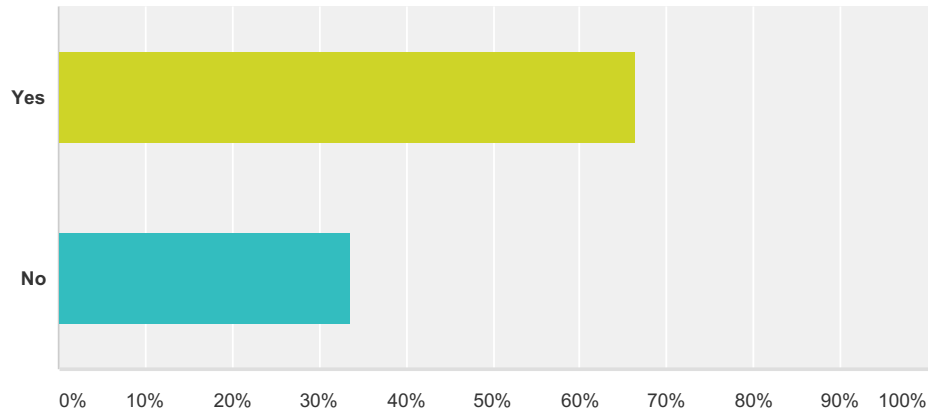




| Answer Choices | Responses | |
|---------------------------------------------|-----------|----|
| Disabled Students' Allowance | 60.50% | 72 |
| International student funding | 4.20% | 5 |
| Problems with your course | 39.50% | 47 |
| Having to repeat part of your course | 5.04% | 6 |
| Interrupting your studies | 13.45% | 16 |
| Withdrawing from your course | 5.04% | 6 |
| Human support, e.g. note-taking | 26.89% | 32 |
| Specialist mentoring | 24.37% | 29 |
| Specialist One to One Study Skills support | 40.34% | 48 |
| Other forms of human support | 6.72% | 8 |
| Special exam arrangements (extra time etc.) | 74.79% | 89 |
| Dyslexia screening | 30.25% | 36 |
| Educational Psychologist's appointment | 12.61% | 15 |
| Needs assessment appointment | 26.89% | 32 |
| Special Library loan facilities | 41.18% | 49 |
| Equipment loan | 17.65% | 21 |
| Parking permit | 1.68% | 2 |
| Campus accommodation | 7.56% | 9 |
| Health issues | 19.33% | 23 |
| Personal | 12.61% | 15 |
| Total Respondents: 119 | | |

Q11 Did the Disability / Dyslexia / ASD Adviser or Mental Health Co-ordinator offer to do any follow up work for you after your appointment?

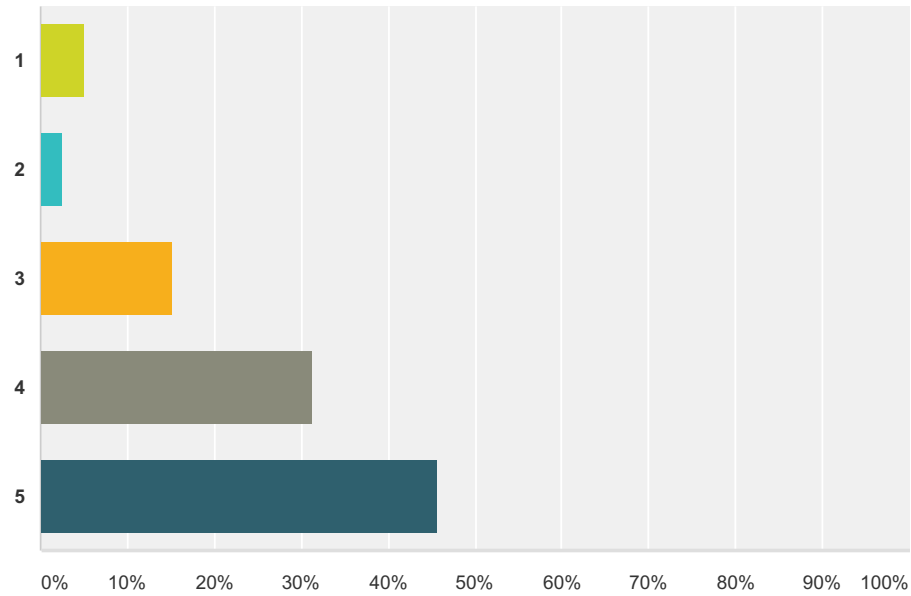
Answered: 119 Skipped: 18



| Answer Choices | Responses |
|----------------|------------|
| Yes | 66.39% 79 |
| No | 33.61% 40 |
| Total | 119 |

Q12 On a scale of 1 to 5, where 1 is “unsatisfactory” and 5 is “excellent”, what do you think of the overall service offered by the Disability Adviser / Senior Dyslexia Tutor/ Mental Health Co-Ordinator?

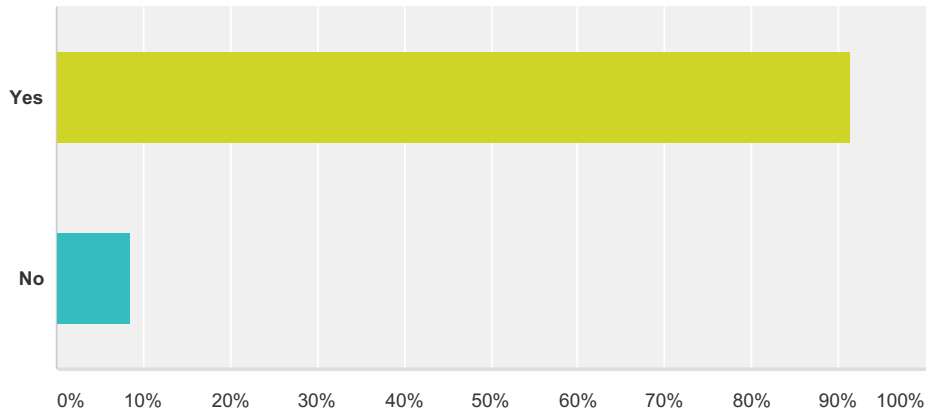
Answered: 118 Skipped: 19



| Answer Choices | Responses |
|----------------|------------|
| 1 | 5.08% 6 |
| 2 | 2.54% 3 |
| 3 | 15.25% 18 |
| 4 | 31.36% 37 |
| 5 | 45.76% 54 |
| Total | 118 |

Q13 Would you feel comfortable about contacting the Disability / Dyslexia / ASD Adviser or Mental Health Co-Ordinator again?

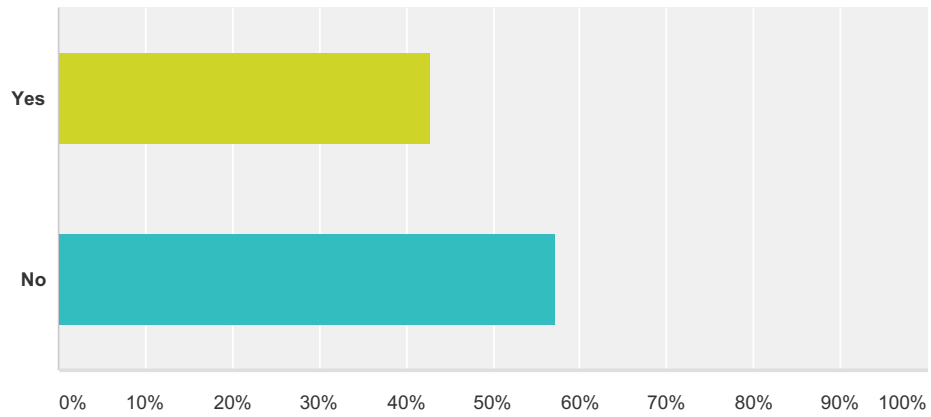
Answered: 118 Skipped: 19



| Answer Choices | Responses |
|----------------|------------|
| Yes | 91.53% 108 |
| No | 8.47% 10 |
| Total | 118 |

Q14 Do you receive specialist one-to-one study skills support because you have a specific learning difficulty like dyslexia?

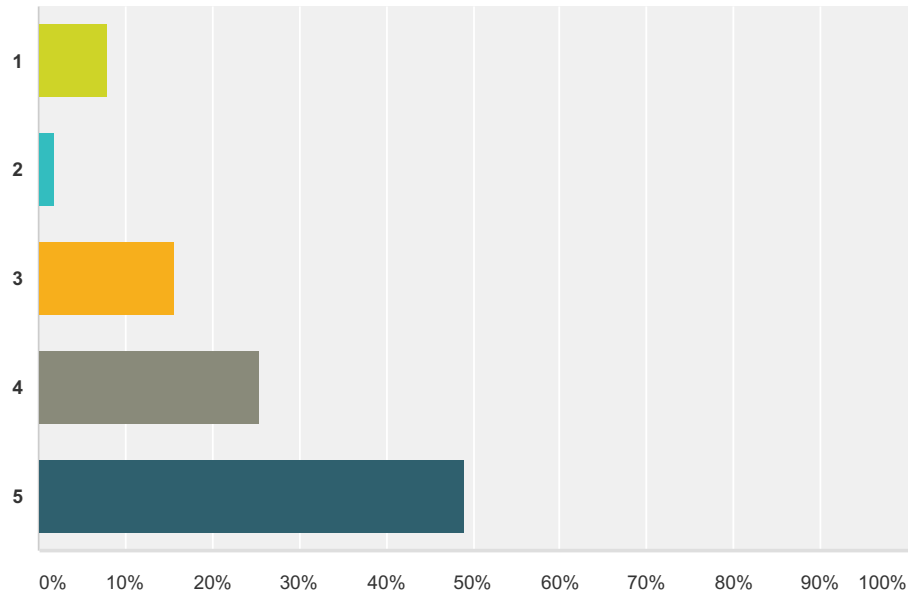
Answered: 119 Skipped: 18



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 42.86% | 51 |
| No | 57.14% | 68 |
| Total | | 119 |

Q15 On a scale of 1 to 5, where 1 is “unsatisfactory” and 5 is “excellent”, how would you describe the standard of tuition received from the dyslexia tutor?

Answered: 51 Skipped: 86



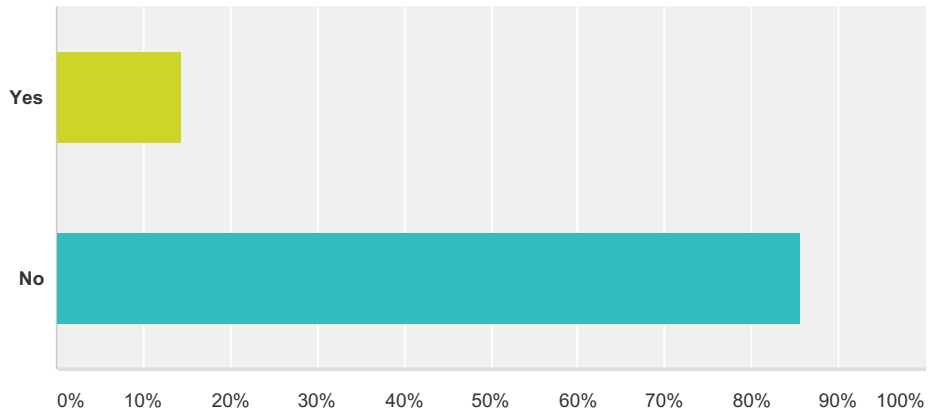
| Answer Choices | Responses |
|----------------|-----------|
| 1 | 7.84% 4 |
| 2 | 1.96% 1 |
| 3 | 15.69% 8 |
| 4 | 25.49% 13 |
| 5 | 49.02% 25 |
| Total | 51 |

Q16 How do you benefit by receiving one-to-one dyslexia support sessions?

Answered: 36 Skipped: 101

Q17 Do you receive specialist mentoring, or study assistance, which has been arranged by the Mental Health Co-Ordinator or the Mental Health / ASD adviser?

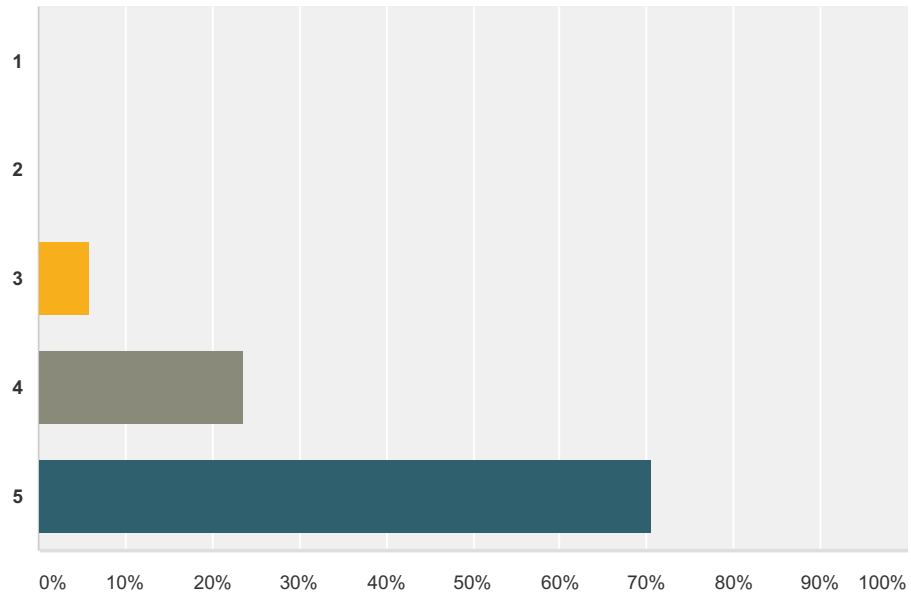
Answered: 118 Skipped: 19



| Answer Choices | Responses |
|----------------|------------|
| Yes | 14.41% 17 |
| No | 85.59% 101 |
| Total | 118 |

Q18 On a scale of 1 to 5, where 1 is “unsatisfactory” and 5 is “excellent”, how would you describe the standard of the mentoring you have received?

Answered: 17 Skipped: 120



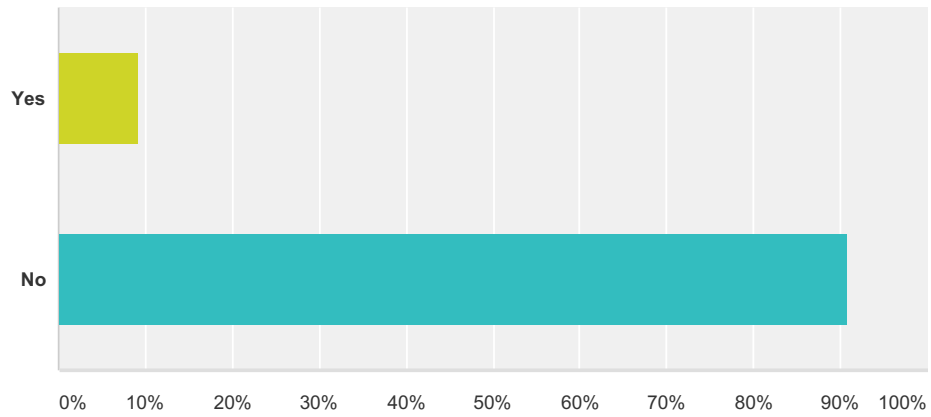
| Answer Choices | Responses | |
|----------------|-----------|-----------|
| 1 | 0.00% | 0 |
| 2 | 0.00% | 0 |
| 3 | 5.88% | 1 |
| 4 | 23.53% | 4 |
| 5 | 70.59% | 12 |
| Total | | 17 |

Q19 How have you benefited from receiving specialist mentoring / study assistance support?

Answered: 11 Skipped: 126

Q20 Have you been provided with an 'Educational Support Worker' by DDS, e.g. a note-taker?

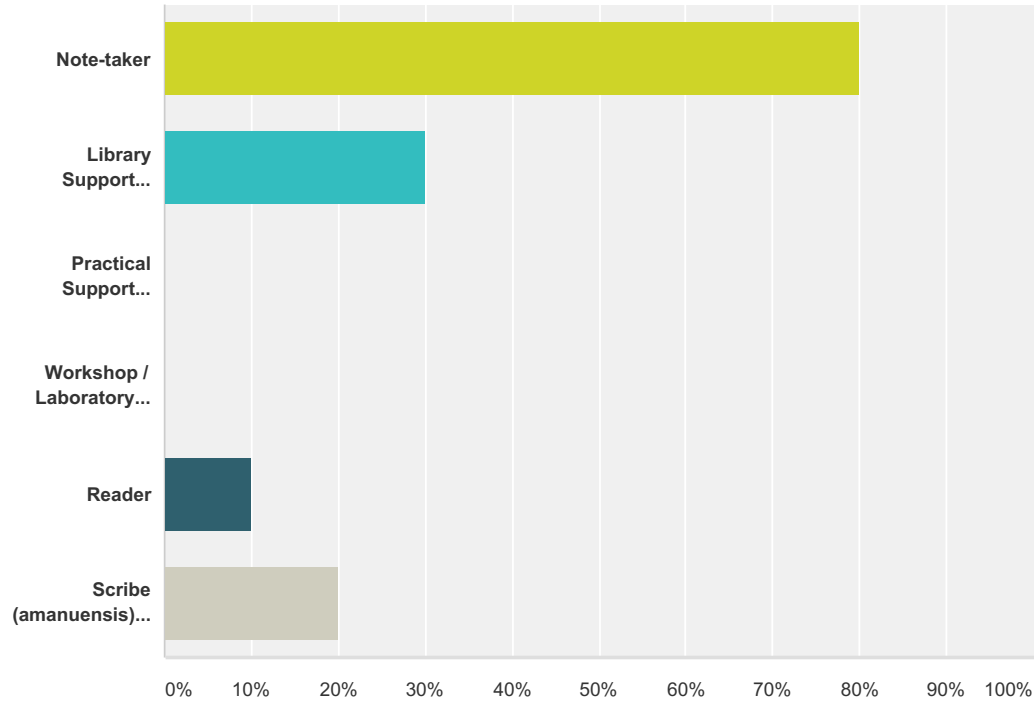
Answered: 119 Skipped: 18



| Answer Choices | Responses |
|----------------|------------|
| Yes | 9.24% 11 |
| No | 90.76% 108 |
| Total | 119 |

Q21 What type of support worker have you had? (Please indicate all the types of support you have received)

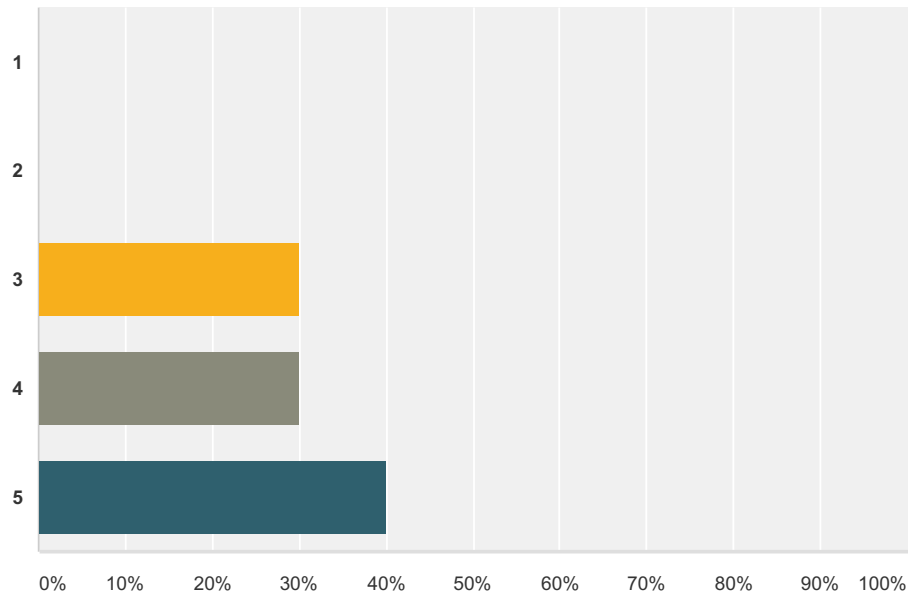
Answered: 10 Skipped: 127



| Answer Choices | Responses |
|-----------------------------------------|-----------|
| Note-taker | 80.00% 8 |
| Library Support Assistant | 30.00% 3 |
| Practical Support Assistant | 0.00% 0 |
| Workshop / Laboratory Assistant | 0.00% 0 |
| Reader | 10.00% 1 |
| Scribe (amanuensis) or reader for exams | 20.00% 2 |
| Total Respondents: 10 | |

Q22 Where 1 is 'very dissatisfied' and 5 is 'very satisfied' please indicate how you have found this support:

Answered: 10 Skipped: 127



| Answer Choices | Responses |
|----------------|-----------|
| 1 | 0.00% 0 |
| 2 | 0.00% 0 |
| 3 | 30.00% 3 |
| 4 | 30.00% 3 |
| 5 | 40.00% 4 |
| Total | 10 |

Q23 Do you have any more comments or suggestions about the Disability and Dyslexia Service?

Answered: 40 Skipped: 97

Q24 Are there any other things you would like other departments in the University to help you with?

Answered: 35 Skipped: 102

Q25 Thank you for taking the time to complete this survey.If you would like to enter the prize draw to win an Amazon Kindle Fire HD8, 8" tablet. (Please note that this email address will only used to notify the winner of the draw). The draw will take place on Tuesday 5th April.

Answered: 100 Skipped: 37

| Answer Choices | Responses | |
|----------------|-----------|-----|
| email address: | 100.00% | 100 |