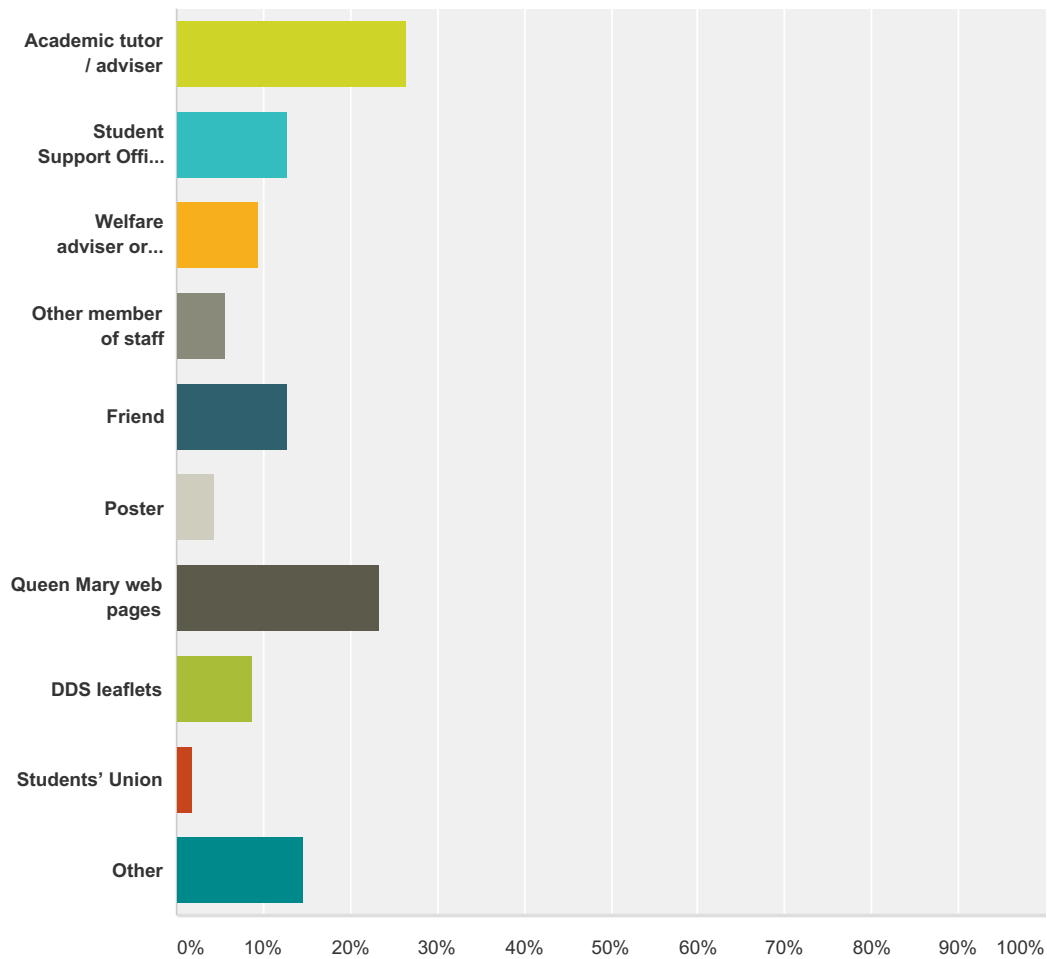


Q1 How did you find out about the Disability & Dyslexia Service (DDS)?

Answered: 253 Skipped: 0

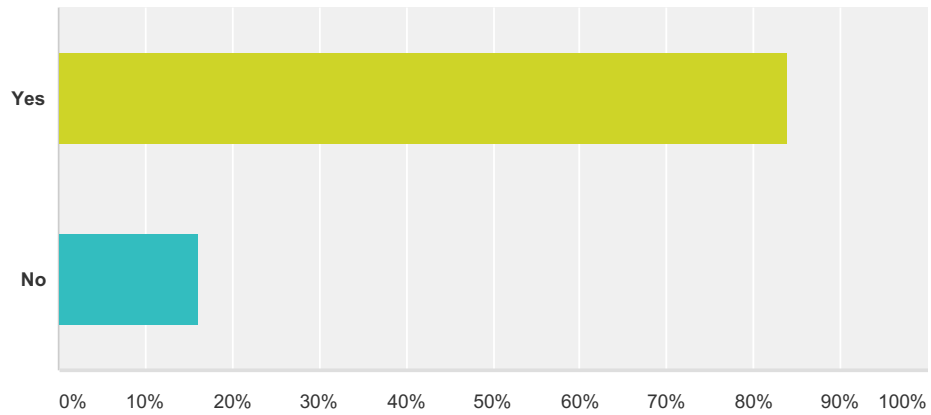


Answer Choices	Responses	Count
Academic tutor / adviser	26.48%	67
Student Support Officer / Manager	12.65%	32
Welfare adviser or Counsellor	9.49%	24
Other member of staff	5.53%	14
Friend	12.65%	32
Poster	4.35%	11
Queen Mary web pages	23.32%	59
DDS leaflets	8.70%	22
Students' Union	1.98%	5
Other	14.62%	37

Total Respondents: 253

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

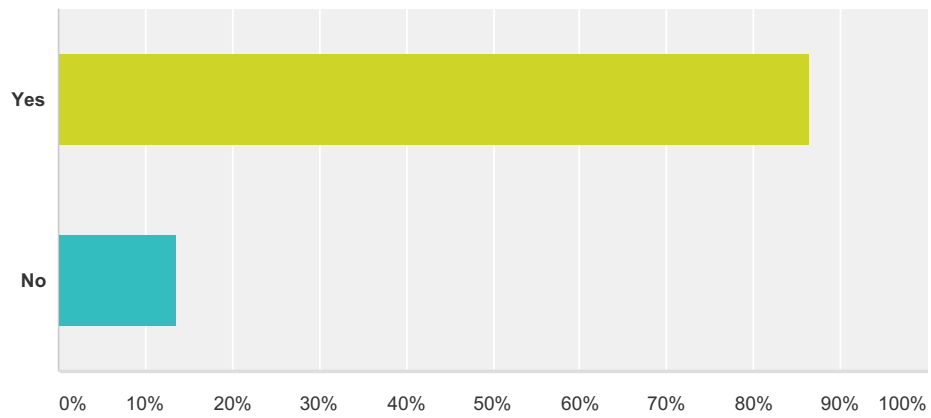
Answered: 250 Skipped: 3



Answer Choices	Responses
Yes	84.00% 210
No	16.00% 40
Total	250

Q3 Are our appointment times convenient for you?

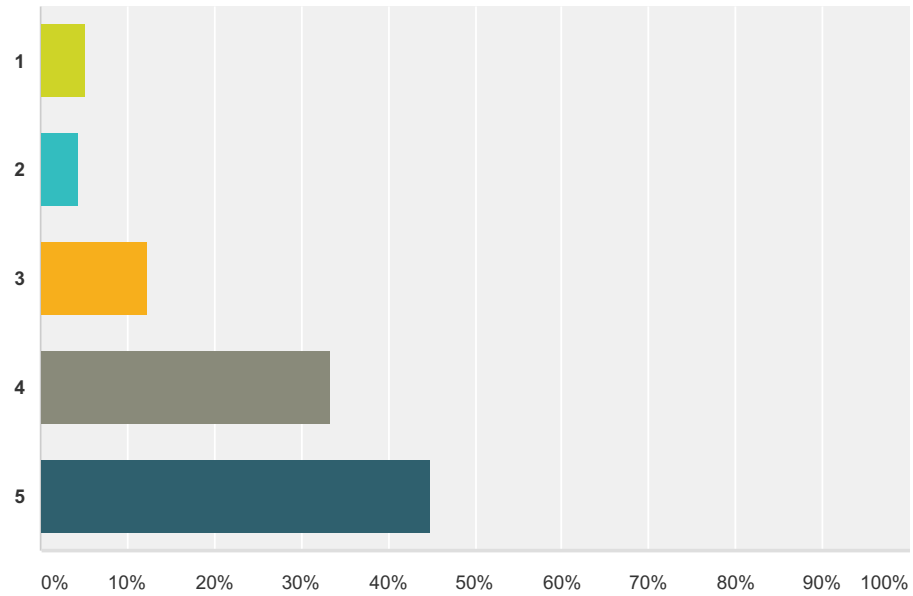
Answered: 249 Skipped: 4



Answer Choices	Responses
Yes	86.35% 215
No	13.65% 34
Total	249

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?

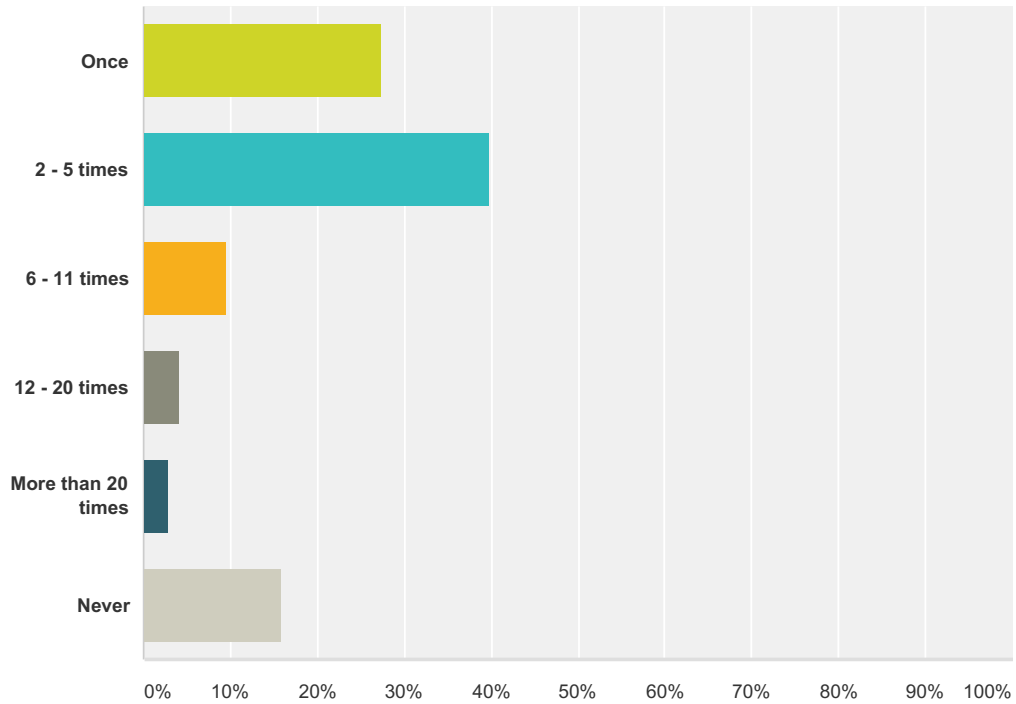
Answered: 252 Skipped: 1



Answer Choices	Responses
1	5.16% 13
2	4.37% 11
3	12.30% 31
4	33.33% 84
5	44.84% 113
Total	252

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

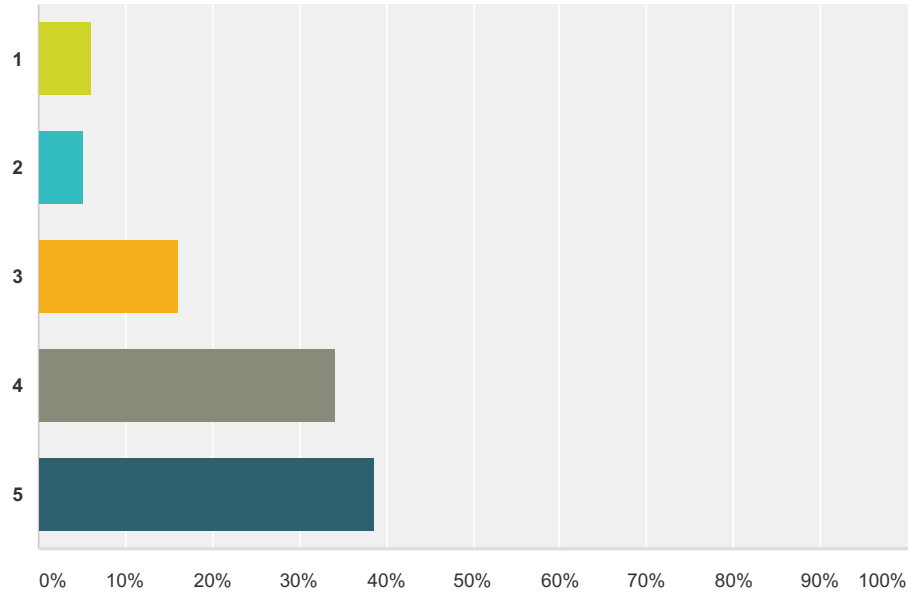
Answered: 238 Skipped: 15



Answer Choices	Responses
Once	27.31% 65
2 - 5 times	39.92% 95
6 - 11 times	9.66% 23
12 - 20 times	4.20% 10
More than 20 times	2.94% 7
Never	15.97% 38
Total	238

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

Answered: 231 Skipped: 22



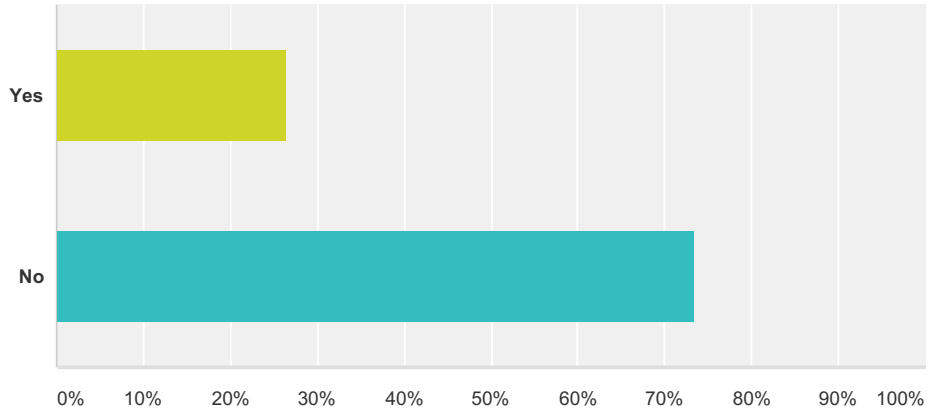
Answer Choices	Responses
1	6.06% 14
2	5.19% 12
3	16.02% 37
4	34.20% 79
5	38.53% 89
Total	231

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: 142 Skipped: 111

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

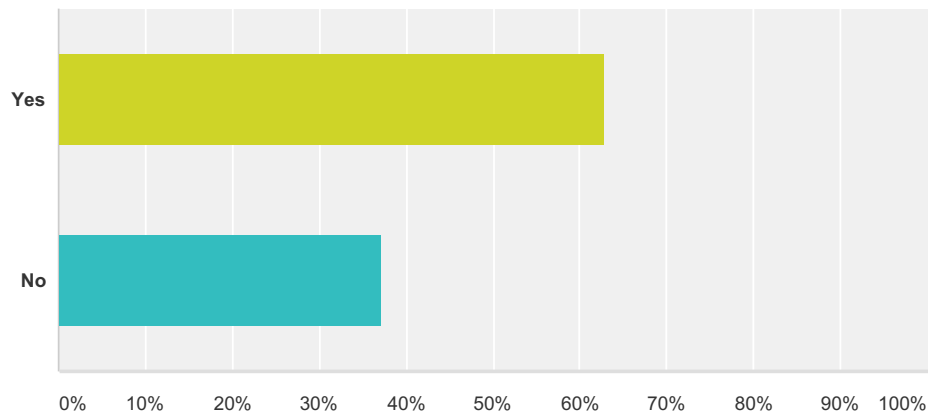
Answered: 233 Skipped: 20



Answer Choices	Responses	
Yes	26.61%	62
No	73.39%	171
Total		233

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

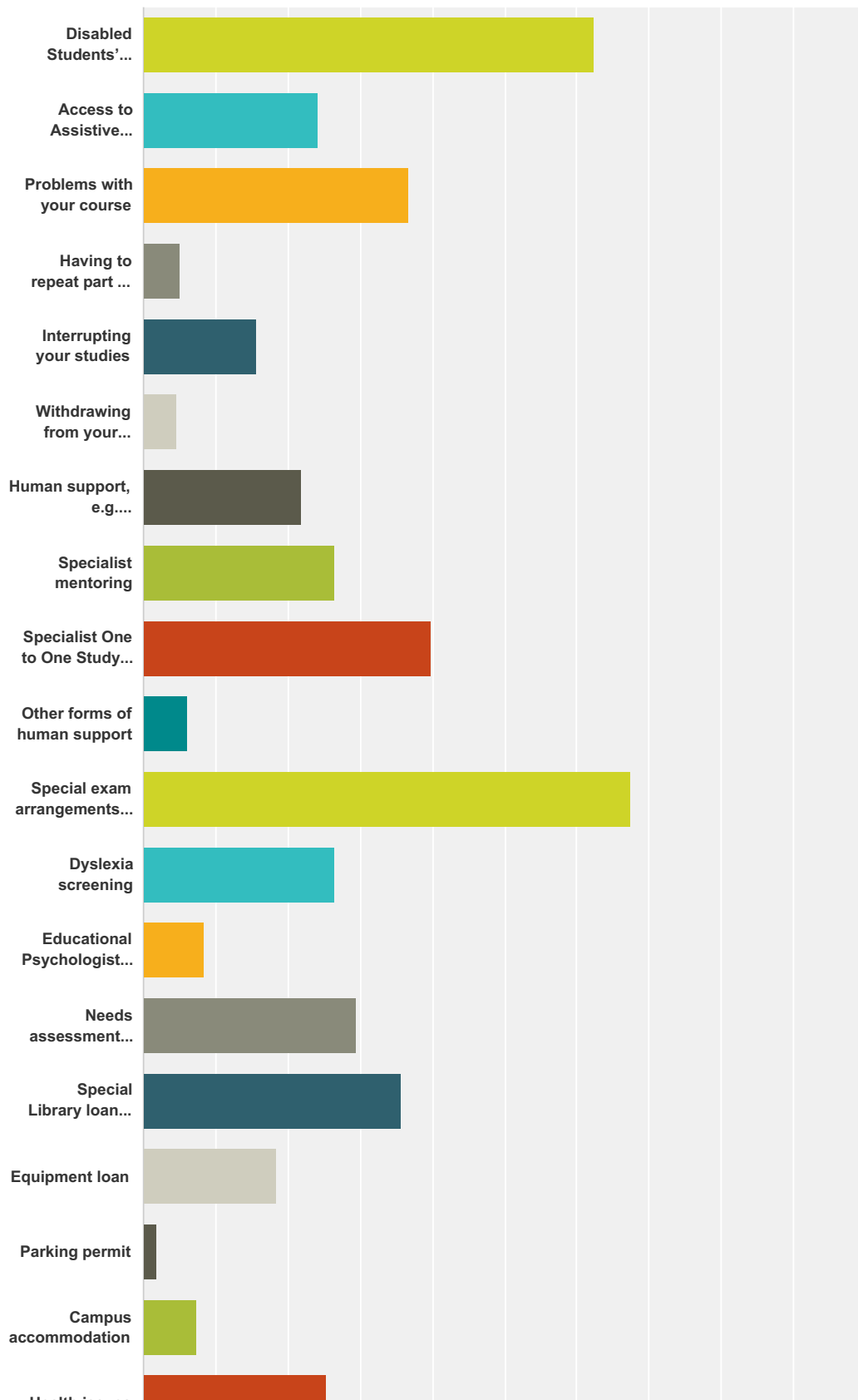
Answered: 62 Skipped: 191

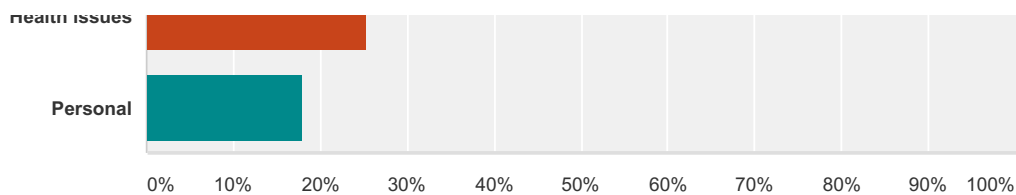


Answer Choices	Responses	
Yes	62.90%	39
No	37.10%	23
Total		62

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

Answered: 218 Skipped: 35

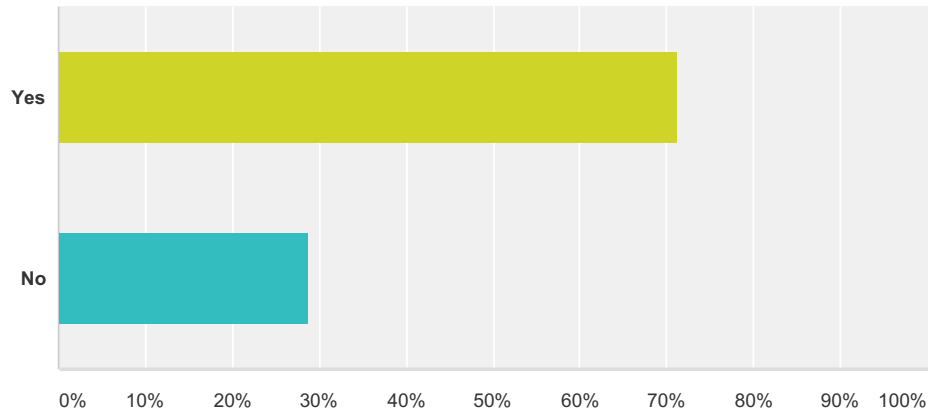




Answer Choices	Responses	
Disabled Students' Allowance	62.39%	136
Access to Assistive Technology	24.31%	53
Problems with your course	36.70%	80
Having to repeat part of your course	5.05%	11
Interrupting your studies	15.60%	34
Withdrawing from your course	4.59%	10
Human support, e.g. note-taking	22.02%	48
Specialist mentoring	26.61%	58
Specialist One to One Study Skills support	39.91%	87
Other forms of human support	5.96%	13
Special exam arrangements (extra time etc.)	67.43%	147
Dyslexia screening	26.61%	58
Educational Psychologist's appointment	8.26%	18
Needs assessment appointment	29.36%	64
Special Library loan facilities	35.78%	78
Equipment loan	18.35%	40
Parking permit	1.83%	4
Campus accommodation	7.34%	16
Health issues	25.23%	55
Personal	17.89%	39
Total Respondents: 218		

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

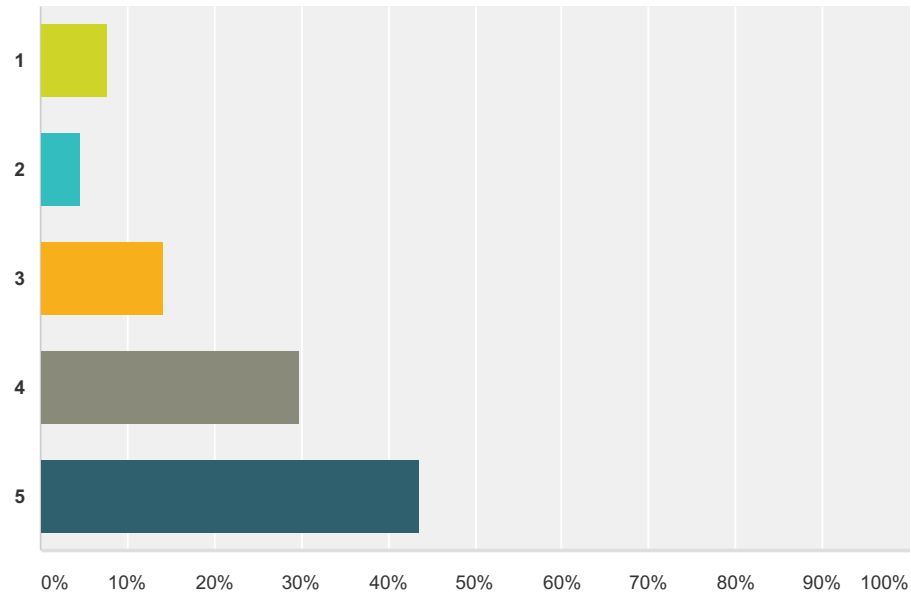
Answered: 218 Skipped: 35



Answer Choices	Responses
Yes	71.10% 155
No	28.90% 63
Total	218

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 / Mental Health Co-Ordinator / Mental Health Adviser?

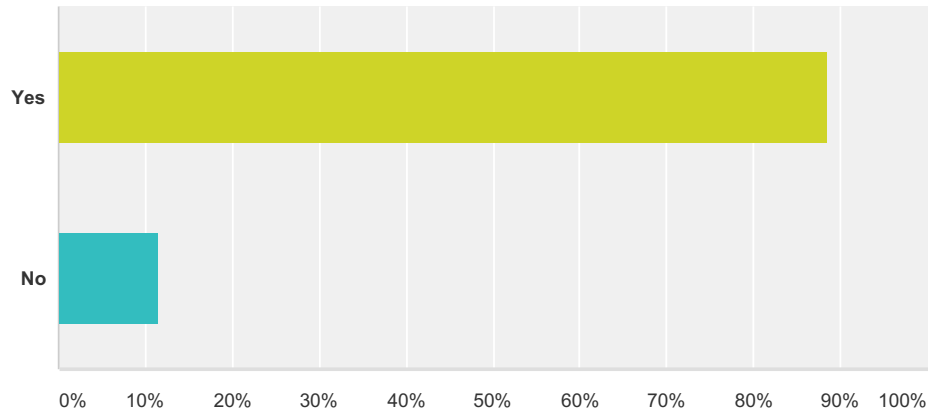
Answered: 218 Skipped: 35



Answer Choices	Responses
1	7.80% 17
2	4.59% 10
3	14.22% 31
4	29.82% 65
5	43.58% 95
Total	218

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

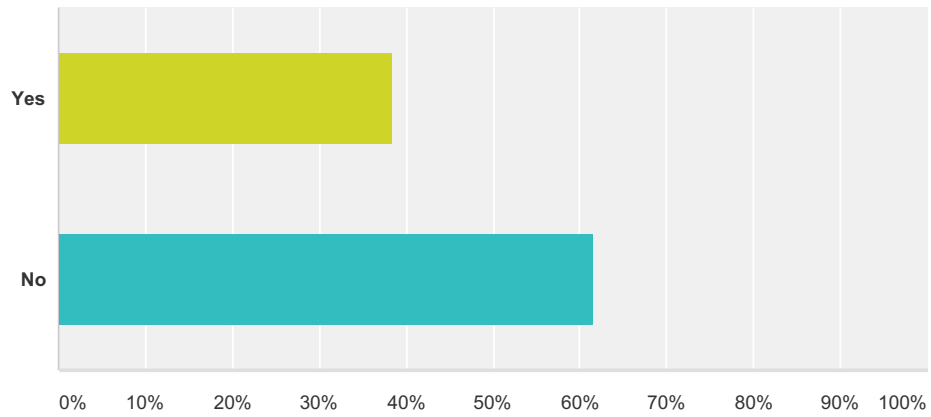
Answered: 217 Skipped: 36



Answer Choices	Responses
Yes	88.48% 192
No	11.52% 25
Total	217

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

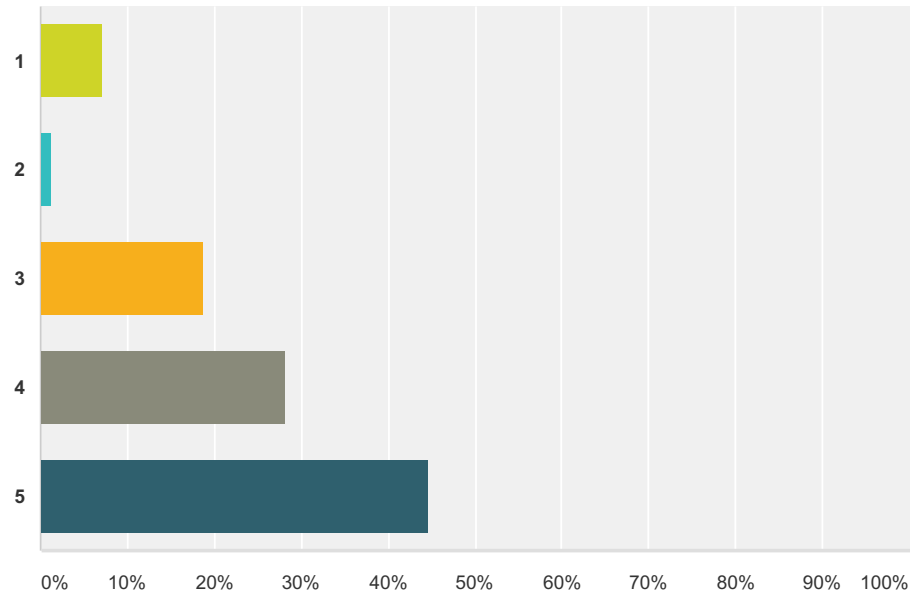
Answered: 221 Skipped: 32



Answer Choices	Responses
Yes	38.46% 85
No	61.54% 136
Total	221

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: 85 Skipped: 168



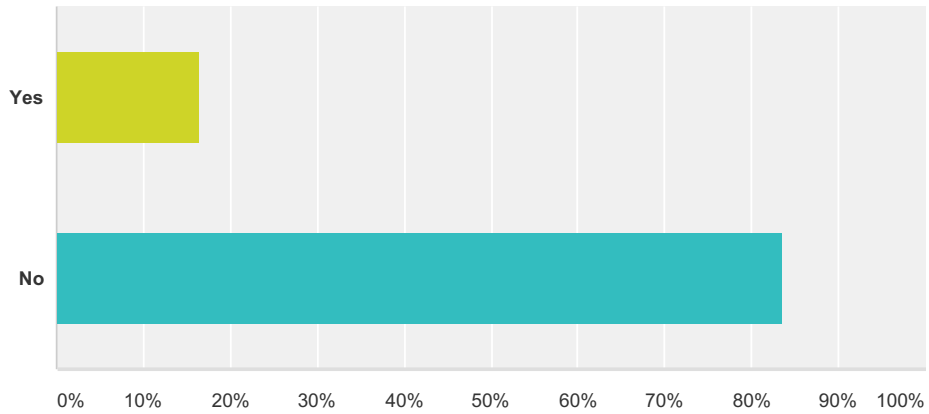
Answer Choices	Responses
1	7.06% 6
2	1.18% 1
3	18.82% 16
4	28.24% 24
5	44.71% 38
Total	85

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

Answered: 55 Skipped: 198

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

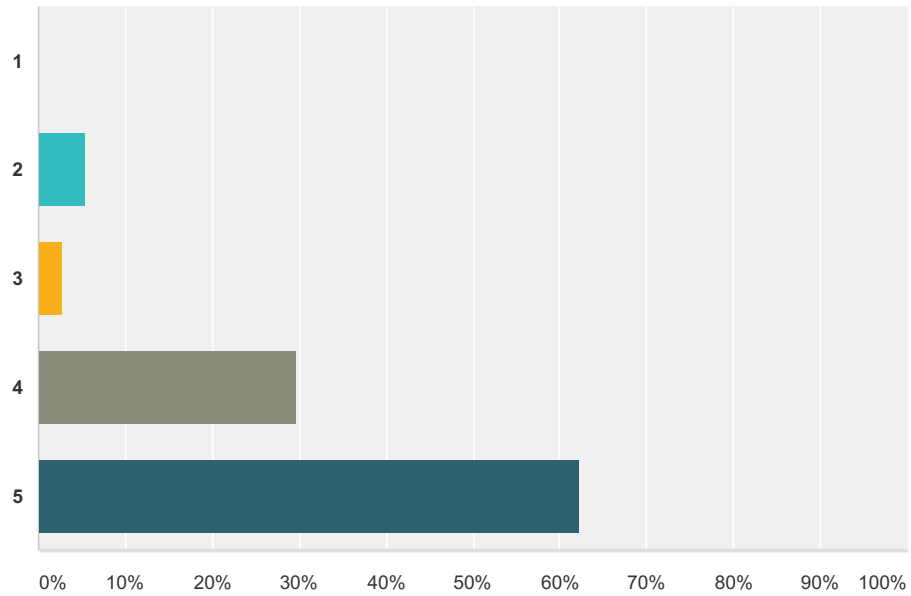
Answered: 217 Skipped: 36



Answer Choices	Responses
Yes	16.59% 36
No	83.41% 181
Total	217

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: 37 Skipped: 216



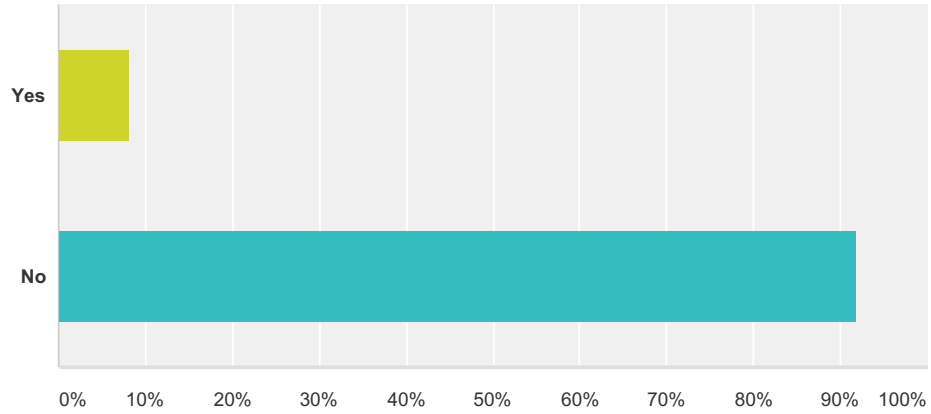
Answer Choices	Responses
1	0.00% 0
2	5.41% 2
3	2.70% 1
4	29.73% 11
5	62.16% 23
Total	37

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

Answered: 20 Skipped: 233

Q20 Have you been provided with an 'Non-specialist human support worker' by DDS, e.g. a note-taker?

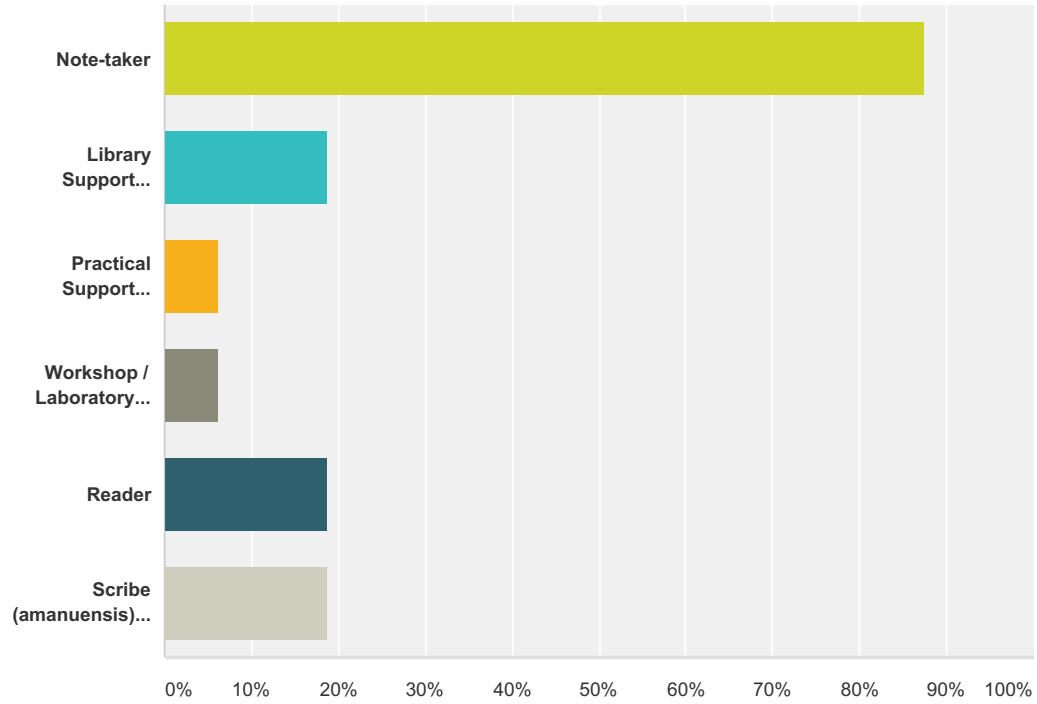
Answered: 219 Skipped: 34



Answer Choices	Responses
Yes	8.22% 18
No	91.78% 201
Total	219

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

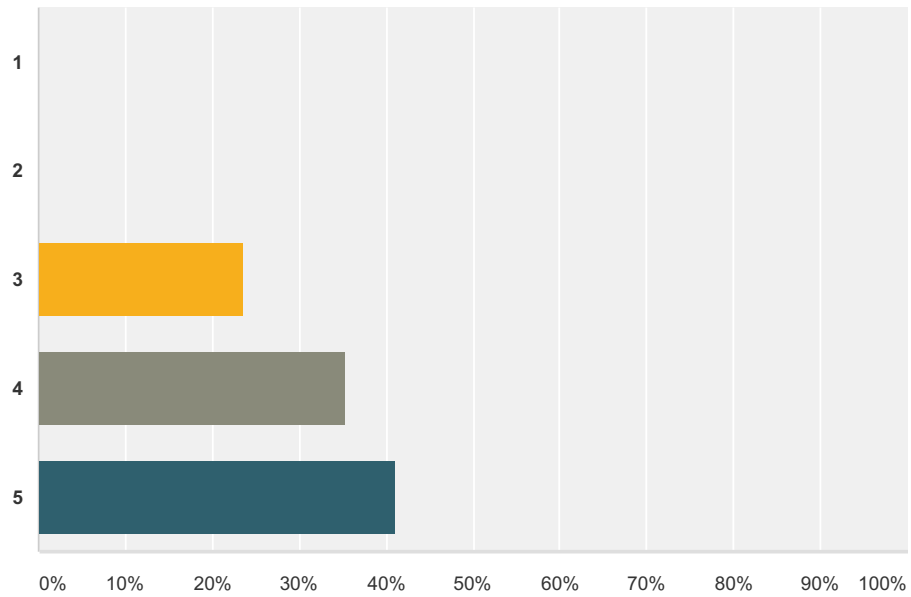
Answered: 16 Skipped: 237



Answer Choices	Responses
Note-taker	87.50% 14
Library Support Assistant	18.75% 3
Practical Support Assistant	6.25% 1
Workshop / Laboratory Assistant	6.25% 1
Reader	18.75% 3
Scribe (amanuensis) or reader for exams	18.75% 3
Total Respondents: 16	

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

Answered: 17 Skipped: 236



Answer Choices	Responses	Count
1	0.00%	0
2	0.00%	0
3	23.53%	4
4	35.29%	6
5	41.18%	7
Total		17

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

Answered: 74 Skipped: 179

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

Answered: 59 Skipped: 194

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 4th April.

Answered: 180 Skipped: 73

Answer Choices	Responses	
email address:	100.00%	180