



# Office of Research & Planning

## MEMO

**RE:** DSPS Student and Faculty/Staff Biennial Surveys,  
Supplemental SSO Questions 2021

**To:** Terence Chuck, DSPS  
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**From:** Katie Mills, Research Analyst

**Date:** October 19, 2021

### Summary

DSPS and ORP conducted a biennial survey of DSPS students and CCSF faculty/staff in April 2021. Survey results reported the CCCCCO were distributed to DSPS in an ORP memo dated May 28, 2021. This memo reports results of two additional questions added to each survey to support SSO assessment.

### Student Survey Results

11. The DSPS support I utilize (counseling, assistive technology, alternate media, testing accommodations, etc.) help me stay enrolled in my classes.

Response option	Count of responses	Percent of responses
Strongly agree	201	64.0%
Somewhat agree	71	22.6%
Somewhat disagree	31	9.9%
Strongly disagree	11	3.5%
<b>Total</b>	<b>314</b>	<b>100.0%</b>

12. If you somewhat or strongly disagree to Question 11, please comment on what DSPS could do better to help you stay in your classes. **See Appendix A.**

### Faculty/Staff Survey Results

13. DSPS provides adequate academic accommodations/counseling support for my students with disabilities to stay enrolled in my class.

Response option	Count of responses	Percent of responses
Strongly agree	146	59.8%
Somewhat agree	80	32.8%
Somewhat disagree	13	5.3%
Strongly disagree	5	2.0%
<b>Total</b>	<b>244</b>	<b>100.0%</b>

14. If you somewhat or strongly disagree to Question 13, please comment on what DSPS could do better to help your students stay enrolled in your classes. **See Appendix B.**

## Appendix A - Written Responses to Student DSPS Survey

### Free responses to Q12 (N=89)

1 I have read that there are proposed cuts to DSPS. I would not be able to attend school without their support.

2 Actually advocate for students instead of recommending we simply drop the course

Although the DSPS support has been an amazing support structure - I feel that the

2 amount of time that I have access via zoom to my teacher has been greatly reduced.

When we had a college was open I was able to go into the class Monday - Thursday and that helped keep me on track with my assignments and organize my projects.

b be able to take exams in day time instead of at night; remote is fine but time of day is better in daytime

5 Be available by phone. Have virtual desk.

6 Be more available in cases that don't work for students.

Be there for us when we come to with answers and help no acting. Every time I ask for h help at CCSF it takes more of our valuable time without answers or solution causing more frustration and hinder acme if actually getting an education. You can think something else however that's the raw truth.

8 Bio 20

Coach faculty members re accomodation requests. They seem unclear on what can and c can't be done. I had one teacher who was very accommodating and another who was a terrible communicater and the class nearly killed me as I am struggling with my vision and neurological issues which are worsened with stress and hours in front of the screen.

10 Communicate more with students

11 Continue being available althrough the semester

C<sub>2</sub> Continued support. Open in-person testing spaces for students who don't have a quiet place at home

C 2 Counseling and professors have been responsive all of the time. The turn around time most effective. Time to taken test more than enough to complete.

cc create the ability for students to talk to someone on the phone directly i.e. not having to leave a voicemail

D 2 DSPS can help me by helping me solve my registration issue that way I can make sure I get into the the classes I need. Thank you

16 DSPS could follow-up with their students.

D D DSPS has enabled me to be accepted into TWO highly rated nursing programs. Your help has been invaluable and I will always be grateful for it. - **[redacted]**

18 DSPS specially counselors like **[redacted]** make DSPS and CCSF a marvelous experience

Due to remote instruction and remote learning, it "ENHANCE MY LEARNING EXPERIENCE" and make me get better GPA. I strongly advocate Zoom Online Classes (Especially the video recording, annotating, and screen-sharing features). These features turn the quality of Zoom Online classes better than in-person classes. After taking Zoom classes, I made a conclusion that I DO NOT WANT TO GO BACK TO IN-PERSON CLASSES

19 ANYMORE IN MY LIFE. Zoom classes with video recording, annotating, screen-sharing features is another set of academic accommodation to me. I hope Zoom classes can last as long as possible (preferably forever) so I can have premium education experience just like this semester Spring 2021. If City College of SF decide to go back to in-person classes in future, please keep the option of Zoom classes open or at least make it "Hybrid"; this is because Zoom really enhance my learning into the next level. By the way,

I believe Zoom classes can also save cost as well because maintaining buildings for in-person classes cost extra layers of \$\$\$. Last, thank you very much for the Zoom Classes experience, love it!!

For me, I have been able to have extended test time during remote learning. but when it's done with remote, will I get the same help and will I be able to get test accommodations as I got remotely.

For some reason, I was forced to miss the first 2 class sessions of [redacted]. Not sure who is at fault. I wish there was some better way to communicate when a some unknown disaster is forming.

Help in talking with professors who somewhat or outright refuse to accommodate and provide clear indications that the office will assist that conversation if needed

Helping me better understand dropping classes and also catching up with me i owe right now so cant really get into regular classes

I think DSPS has done a great job to help me because I did not learn any computer skills before. I learned one hand typing from DSPS transferred to the main campus of study and I have been using the base computer skills to study English during the Pandemic.

It's very important to me that I have participated with teachers and other classmates! I feel comfortable and happy. Thank you very much!!

I am DSPS student in strategy lab and my teachers been wonderful and [redacted], too!

I am very glad for support from me. My teacher she help me. With out her i will be a loss

I been unable to access DSPS services since the pandemic, this survey is the first email I get from DSPS

I did not contact disability services at all. My main problem is internet wifi connections and accessibility, plus I have found that long hours online causes intense headaches and fatigue. Presently, I am wheelchair bound and hospitalized at a location with extremely poor wifi. I thought I registered for a class last semester for this semester but it didn't go through so I didn't get into the class. That, plus the frustration of trying to get online with a bad connection didn't help. That said, last semester I had to drop two classes because my phone was not compatible with the software computers on campus. They only allowed "smart phones" when I have a free phone which did not work.

I didn't need additional services while on line

I don't even know what counseling, assistive technology, alternate medid services are?

I don't recall getting info on other services but will look them up. With ADHD my biggest struggle is being "watched" while taking a test. I have a lot of trouble sitting still and my eyes move quite a bit and I do stare off in other direction when thinking. It's caused me a lot of anxiety and affected my thinking because I'm so fearful the proctor software will be triggered all the time from me. It's excruciating to try and sit still!

I don't know that much more could be done I did receive at least two check-ins how soon received an email and phone call just to see how I was doing. It was appreciated

I feel like during remote learning it's been really complicated for me since I feel like I learn better in person and therefore I feel like I need more accommodations since I struggle in some areas of education for example math since it's been hard for me without having the class in person.

I had to drop out of a class because my Apple lap top did not work with the type of software the class was done sing. Very strongly recommend a beginners class for people who are not used to computers. An other problem I have is the younger students already were very familiar with computers & way ahead of me.

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gg	I have not being in contact with someone of the program. I don't know how to do it. I don't know how they can help me
25	I have used testing accommodations in math and science classes which has helped my performance.
37	I hope I can understand the problem that helped us
38	I just want to thank you for all the help that this program has provided me from the moment I am in the program. Thank you very much I am really happy to have this DSPS program as a tool for my student preparation.
2g	I never heard back from DSPS and gave up to seek any help. I wish to have a better communication with students with disabilities
40	I think having a peer mentor would really help me along the way
41	I think they do a good job.
42	I thought dpsps just ran as a middle person between the instructors and I. I did not know there was equipment or services I could use to help me. Bummer.
42	I use DSPS support for accommodations and talking to the councilors. Without access to support or accommodations i don't think I could have stayed in my classes.
44	i would like to get more adaptive support in how to register for classes online and i would like a DSPS counselor to help in guidance through the my ccsf student portal along with the canvas portal because it is very frustrating for a student like myself with a permanent Neurological diversity
45	I would need to be on campus. Attending classes to give a precise answer.
46	If there can be better communication with instructors and students
47	Im just using this space to make the comment that dpsps has been reasonably helpful in helping me stay in classes that have testing but not in classes with long writing or math assignments Im unsure how to address that . thank you.
48	It has been hard to get the recording pen because they don't have the school open. They should mail it or give it yo the bookstore so students can get them
49	It would be great if I counselors would check in with us during remote learning.
50	It's not their fault, my disability, plus my need to be "invincible" make for a bad combination of factors, that result in me not seeking the help I need, or standing up for myself when I should more often.
51	I've learned about what DSPS offers me through other students and teachers vs my DSPS contact
52	Let me take this opportunity to commend the men and women who are doing almost a thankless job! More power to you all, that is right, you are helping to change the world for the better one recipient at a time...
53	Let the teacher no how hard it is for us to learn online so they have to understand
54	Lost my priority registration
55	Make sure professors actually bother to lecture at all.
56	more email notifications that relate to scheduling of classes.
57	More student assistance on assignments.
58	more time.
\$g	My counselor has been very helpful. Also, most of my classes don't have real-time zoom lectures (only one does) so I mostly work through material on my own. The only thing that would help me stay engaged and learn better if I was able to be in class with other students.
60	Need to improve closed caption.
61	None

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62 Note: I did not take any classes I required accommodations for during remote learning/Covid.

**[redacted]** who handles my disability case was very rude and says obviously triggering things for people that already have to put up enough with the system letting them down.

62 Told me that my accommodations requests for my chronic disability that has affected me in every aspect of life is unfair to students that don't have my needs as it gives me an unfair advantage. I do not feel supported and am super let down by the response. Do better.

64 Outreach more to students who are enrolled in DSPTS

65 Please offer DSPTS classes during the summer session at CCSF.

66 Provide the teaching in live. For instance, math and science are required to physical action because they help deaf students to visually understand. Videos in math- science as well- dissatisfied me because it would not achieve in class. Want to know about it, reach me out.

67 Reach out to student

68 Require disabled students to upload videos of us without ANY regard for our disabilities...

6g **[redacted]** has been EXCEEDINGLY HELPFUL in helping me to select my classes and receive services from EOPS as well.

The Computer Lab was supposed to schedule Kurzweil with me, but I never heard back from them. It's also imperative that instructors understand that we need a detailed week-to-week schedule and reading assignments/materials ahead of time.

The hope is that we can place this viral outbreak behind us. The Computer Laboratory and Diagnostic Learning were of great help with In Person Learning. I believe I completed 7 semesters of 4.0 grades. I am not able to do this with On Line learning.

72 The older counsel be kind and more understanding with students of color.

The only i have been offered is longer test times and that isn't really needed in the classes I take. When it comes to music and media i think you need to look at the classes and adjust the accomodations to apply to class and person. In my classes we have projects and a lot of times due to my disability and my housing I work at night , so with that stupid midnight deadline, i will end up being like 5 minutes late and get deducted a w whole grade. Things like that. It is nearly impossible for me to work in the day. With living in downtown S.F. The wifi will be clogged up. I also have been uncomfortable having to inform the teachers myself that I. A dsps student and would have found it much more helpful if you guys would have been the ones to inform the teachers on my behalf. When I mention it, i feel like they think i am lying or using as an exercise to get a free ride or something like or They treat me like Im stupid. And with the zoom they don't really have a way of knowing who you are.

Th The services help but only when the professors are willing and helpful. If the professors are harsh and not willing to help it is frustrating

They could check up with their students. I have not heard from DSPTS, since the pandemic<sup>75</sup> has hapened.

76 They doing enough for me

Th They help me just great but I would like help with disability right for getting lower transportation costs thanks I will ask them.

78 They helped me out enough everything was great

Th This semester has been easier than past semesters. My teachers are less demanding and less stressful

80 Try to find some classes that I want to register.

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Tutoring is extremely non-existent. Other students do not participate in study groups which makes completing assignments very difficult to complete. Canvas is undependable to submit assignments and then some are enabled during the course with little to no time to prepare for submission. Zoom meetings freeze constantly, or the instructor is muted and loss of pertinent info from instructor cannot be learned and that info may be applied in the testing. Instructors should not change test dates without confirmation from student( my fall 2020 class **[redacted]**) I do not see the need to challenge instructor's creativity to keep the students below learning standards. Hire competent instructors that are willing to teach and not hinder students education.  
Thanks

82 Tutoring support

Well, how about tutors in my area of study for a start (**[redacted]**). As it stands I have not been able to get any tutoring whatsoever, except from my teachers of course but they're not always available!

When I applied for accommodations in beginning of 2020, I was told someone would call me to discuss accommodations but no one reached out. I did not apply for the following school year.

With my most current instructor from last semester, he was instructed to work with the students to a given date. However when the course ended, so did the online content. This deadline of 100% shutting out the students was not planned. All I got to keep was the personal e-mail which is separate from CCSF's educational online class structure. Next time, it would be best to give all the students a deadline to when their accounts were going to be wiped out. When planned in advance, there will be less online injuries.

86 Without the accommodations I was feeling lost and unmotivated.

87 workshops on how to be more effective with learning

88 Yes

Yes, assignment deadlines should ultimately be up to the professor. But it should be DSPS's job to help facilitate conversation between the professor & the student. The first time I brought up my DSPS accommodation to my professor, I felt like she was only meeting me 50%. It seemed like she did not understand, nor was willing to take the time to understand my disability. Talking to my DSPS counselor got me nowhere - my counselor pretty much said "that's the way it is" and said that the course policy, which applied to everyone, included enough of a accommodation, it wasn't a baseline to go off of for my disability accommodation. DSPS should also be a bit more forceful in putting down exacerbated circumstances/assignment extensions on the accomodation letter.

While I realize it's also up to the professor whether to grant it or not, **[redacted]** have accommodated my needs by putting some form of this on my letter. Without any language like this on my letter, my professor said flat out - if it's not on the letter, I can't give it to you. She wasn't even willing to consider it, let alone didn't make the connection for how it could help me otherwise. Finally, DSPS should be the one facilitating these conversations between the student & faculty. SF State has an online portal where students can request accommodation &, after approval, the system will send an email to the professor, referencing the student's request & letter. This way the onus isn't on the student who may be traumatized too much to want to bring it up with the professor.

## Appendix B - Written Responses to Faculty/Staff DSPS Survey

### Free responses to Q14 (N=62)

1	Actually 13 doesn't apply in my case at all. All experience with CCSF DSPS has been a disappointment. Always late to respond to emails and not willing to help beyond the bare minimum. Have made calls for students with no student support.
2	At Downtown Center the DSPS counselor was only available at a limited time. Maybe once a week or once every two weeks. We need more services for our disabled students. I am assuming that some of my students with DSPS needs have not been able to study remotely. But I don't know how many because they have not contacted me.
4	DSPS continues to do a fantastic job supporting faculty and students. thank you.
5	<b>[redacted]</b> could be more collegial and more cooperative with faculty to benefit the students. All of the other staff at DSPS are great!
6	DSPS does a great job, but needs more support in their efforts. I would also like the website to be more clear. The design is confusing and distracting, causing disabled students to avoid seeking support.
u	DSPS does not adequately advocate for students facing faculty that doesn't recognize universal design or specific learning plans that would support adequate completion of the courses due to "academic freedom" which allows faculty to maintain traditional course structures despite accommodations.
8	DSPS has been consistently helpful and a great asset for my students, but I would like some training on how to specifically help students with disabilities during remote instruction. I have little to no information on how to help students who are struggling with learning online!
9	DSPS is doing a great job.
10	DSPS is one of the most important services offered on campus.
D D	DSPS provides a lot of support for students who's suffering from their dissability especially under the pandemic background! Great job!
12	Due to the nature of job training in the <b>[redacted]</b> program we have somewhat less students who need special accommodations, we primarily utilize testing support and counseling services for our students any aid to facilitate use would help us
S 2	Ensure prompt responses to students inquiries for DSPS services. It's unclear as to what extent the DSPS counselors do academic counseling (eg, comprehensive ed plans). Since many students don't know about DSPS, I rec'd putting out a survey to all students to identify students who need this service including those with "non-permanent" disabilities perhaps caused by covid. Consider adding something in the student admission application and/or orientation for students. Thank you. <b>[redacted]</b>
t t	For some of the students I've worked with that depend on DSPS, I think that it's really up to the student to decide how heavy of a class load they can take on. My experience is that sometimes they take on more than they can realistically handle in a single semester, which for any student, can be problematic.
15	I actually have contacted DSPS re: Covid but at a different school <b>[redacted]</b> . I did not know about all the accommodations and services listed in #8. Can you provide a training or slide deck?
16	I am not aware of what they provide for the students.
ia	I am not sure if this is under your purview but I wonder if study skills for DSPS students for technical-problem-solving-type courses like physics or math is included.

18 I can not say because most of the barriers I have witnessed this past year are due to low-tech, poor devices and weak internet.

19 I contacted DSPS office to confirm m

I find that students with disabilities mostly need more time and individualized attention.

20 I'm not sure what more could be done to serve these students. I offer a lot of office hours, but students don't often attend them. Everyone is stretched thin.

21 I have been given NO substantive training in accommodating students who need DSPS services. It would be very helpful to be given at least basic training in what DSPS offers and how to accommodate students.

22 I have designed my classes to be flexible enough that I don't have any interactions with the DAPS since the pandemic started.

2g I have no idea how to get students DSPS services during the pandemic. Students have been very frustrated.

24 I help students and I usually mention DSPS if I consider it appropriate.

25 I honestly don't know what can be done in remote ed. times. Students with disabilities really need face-to-face time.

25 I strongly agree, but I also strongly believe that DSPS counseling faculty are stretched too thin and the Department is in need of increased budget to hire more DSPS counselors

I think you need another option of "I don't know." I have NO idea what services you've been offering during the lockdown. If there have been special accommodations offered to student with learning difference who can't deal with Canvas and online learning in 2y general (and the numbers are legion), I sure have not heard about them. I hope that outreach to students has been better than it has been to faculty. Apart from one or two students who presented me with DSPS form requesting extra test time, I know ZERO about what you've been doing differently since last March to help students cope with online learning.

28 I would like to see easier methods of contact like a virtual counter or form for onboarding.

2g If you'd like to come in at the beginning of the semester to make presentations so our students know more about the resources available through DSPS.

30 Interacting with students more often and in timely manner.

31 Is there an Introduction to DSPS video that could be added to Canvas Modules?

32 it is difficult to know what dspS does for students to help them stay enrolled

Just to acknowledge that some students with disabilities do drop my class -- but so do gg some students without disabilities. I am not aware of my course posing any greater barrier than other online courses. I teach a traditionally 100% online course, not a temporary-remote class.

2d Make it a requirement for faculty to emphasize on the syllabus and in class what DSPS can offer.

Many of these questions don't apply -- I teach specialized courses within DSPS, and most 35 of my students are already registered with DSPS or in the process of registering before they come to my class

25 My answer would be "somewhat agree" if we were back on campus. But during remote instruction, students can't go to the Strategies Lab or take advantage of other physical resources. By the time some students begin to get a handle on Canvas-- they can be so far behind that it's way too late to catch up.

My deaf students haven't been interested in online learning, although I told them we have 37 great interpreters. These are students in the [redacted] classes, so part of it might be that they want hands-on practice.



- 38 My main concern are students who do not have a documented disability and are not connected with DSPS. By the time I notice a concern, they might already be behind in class. Sometimes when I refer a student to DSPS for testing, the student is resistant. I know that students who receive DSPS counseling and accommodation tend to succeed in my classes. I would like to see DSPS expand its services and also draw attention to the equity issues around ability.
- 39 My student had to wait certain time to get the disability document from the DSPS
- 40 N/A
- 41 Na
- ^2 No students of mine have requested or seemed to need DSPS services since quarantine, so I don't feel equipped to say
- 43 Not re: #13: I wish you had room for commentary after each question, as there are a lot of nuances and variables at work this semester which cannot be reflected adequately in the offered responses, and which I'd have been pleased to comment on. You guys always do great and responsive work, but I'm betting a whole load of DSPS eligible students fell through the cracks in my class and others because they or we (instructors) had no clue how to asses/anticipate the issues and get everyone to connect when the entire transaction was remote.
- 44 Of every 5 students I refer to DSPS, only 1 follows up. The students who most need help are out of spoons and don't have the energy to make one more phone call. Is there a way for an instructor to speak directly to DSPS so that DSPS could contact the student? I don't know if that would violate privacy laws, but I wish there were an easier way for them to get help. (And thank you for all the help you've offered my students through the years. I am so grateful we have this program.)
- 45 on question 13 I answered "somewhat agree" because often our students need MORE support than DSPS has the capacity to provide. Our DSPS colleagues do such incredibly important work not only with our students but also instructors. CCSF needs more funding and support to maintain, or better yet INCREASE DSPS faculty, staff and resources in support of our students and institution.
- 46 Provide more academic and technical support during the day and evening hours of the week.
- 47 Questions 11 and 12 are directed towards faculty. As a classified staff, I answered "NO" because I don't have a class and not because I didn't include a disability statement in a syllabus or tools in Canvas.
- 48 reach out to students prior to midterm see if need an additional assistance; reach out to professors of students to have a contact in DSPS if they believe the student is struggling to provide services
- 49g Reach out to students through Zoom or meeting of some sort to provide their accommodations and supports
- 50 Respond quicker to student requests and inquiries; advocate for students with instructional faculty more effectively.
- 51 Since the pandemic began in March 2020, DSPS ceased providing testing accommodations. Instead, CCSF has been paying expensive DSPS counselors to sit at home to tell faculty that faculty must provide the extra time and other needs for testing accommodations. Now that CCSF is ready to terminate employees, I hope that the DSPS counselors will be the first to go. There was absolutely no reason why these counselors sitting at home and collecting a big monthly check could not proctor an exam.
- 52 Some of your questions are targeted toward teaching faculty and aren't written in a way that is relevant to counselors, librarians, and classified employees.

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62 Tech Equity is essential. This includes access to hardware/software beyond basic chromebooks and tutoring (release time) for specific classes/subjects.

54 Thank you for the survey, It reminds me of things I may have overlooked in my class. i.e. Students with disabilities statement and DSPS support in the syllabus or on Canvas. I also appreciate general outreach that might be sent out to students to also be sent out to faculty. Thanks for all that you do. Perhaps, updated recorded videos of common DSPS procedure or process could be placed on one of the Canvas faculty resource guides. Thanks for everything!

66 The adaptive computer lab instructor should be evaluated more often..they are not always of great help to students and instructos

66 There is not a pace for this statement, but THANK YOU for all the assistance you have provided my students in the past!

This survey is meant for instructors. It is difficult to answer these questions as a d classified staff member when the questions are asking about the point of view of an instructor. To get a better sense of the classified observation, please ask questions that pertain to our field of experience to better assist students. Thank you for your hard work.

6g Two students have expressed it has been harder to work with DSPS during the COVID pandemic.

6g unable to answer some questions above because they're not applicable to non-instructional faculty.

6Q Under normal times, yes! I have had to proctor exams for my students requiring accommodations, which typically occurs outside of class time.

We DESPERATELY need a new **[redacted]**; we need someone in DSPS who specializes in online accessibility issues/concerns and can not only train faculty to this end, but actually support faculty in the learning design and maintenance regarding accessibility. Other schools have this. The fact that we don't, and that it is left to faculty to figure out, which is actually outside our training and job scope, is something that needs to be addressed. .

62 While this applies to all students, students with learning differences/disabilities appear to be more impacted by the lack of access to a live tutor.

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