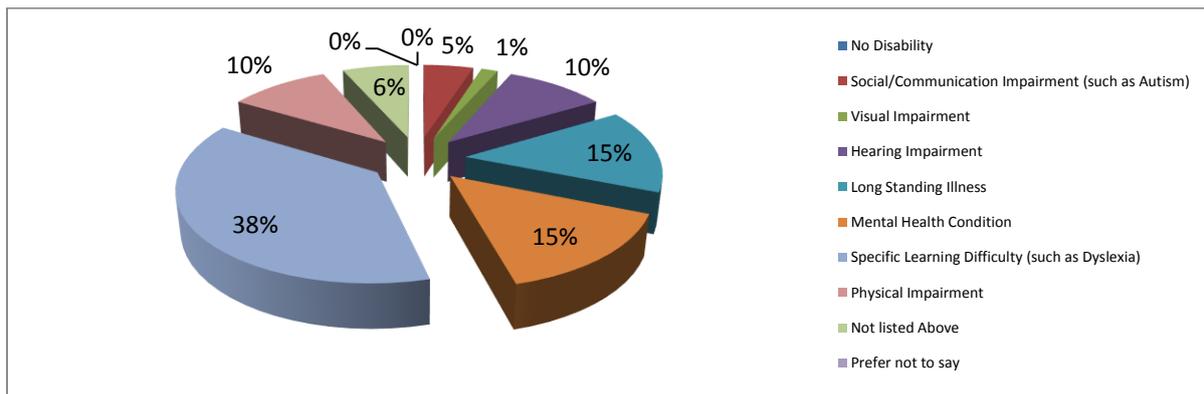


Disability Services Feedback Survey Results 2013/14 – 2014/15

The University of Bolton’s Disability Services are committed to continual improvement of the quality, timeliness and delivery of the service we provide. Using surveys as a feedback mechanism we aim to improve our delivery to student’s year on year. We are able to easily observe this through analysing our survey results through pie-charts (Total No. respondents 13/14 = 43, total No. respondents 14/15 = 72).

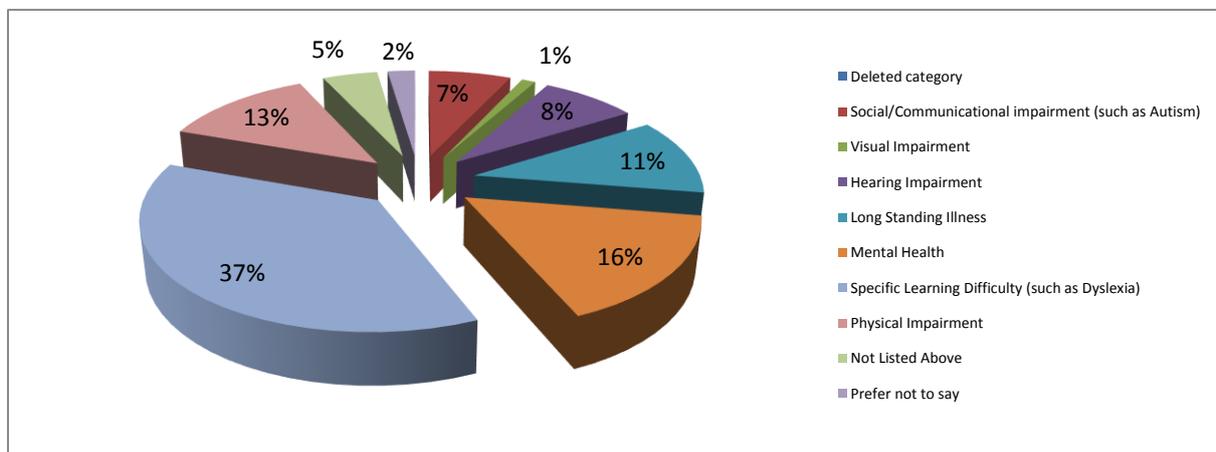
Section 1: What Disability (or Disabilities) have you registered with our services?

2013/14



From the pie chart it is evident that Specific Learning Difficulties are the most common Disability registered (38%), with Mental Health conditions being the second most common (15%).

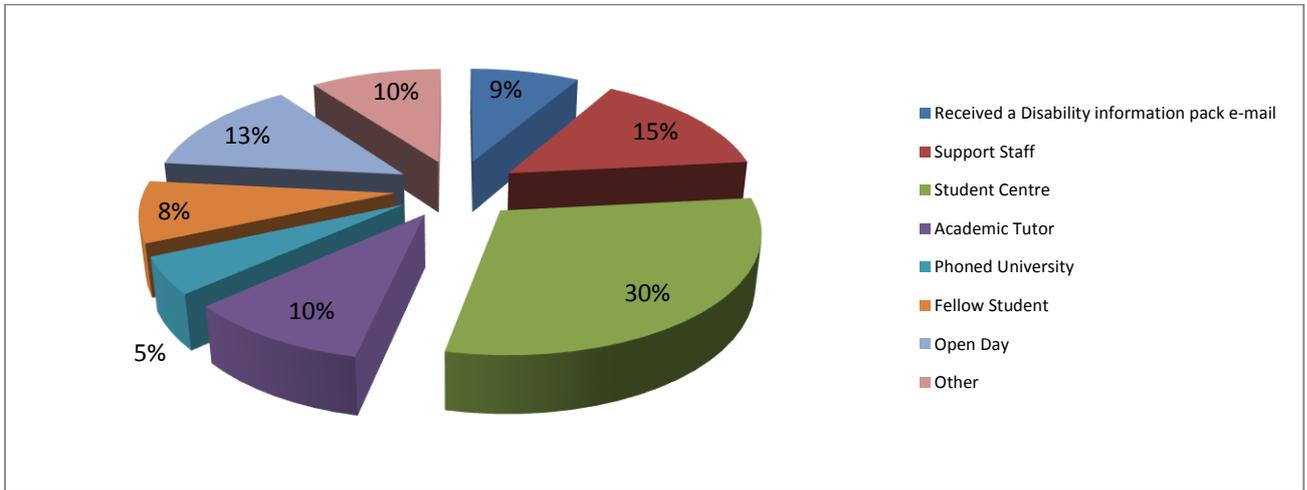
2014/15



From the pie chart it is evident that Specific Learning Difficulties are the most common Disability registered (37%), with Mental Health conditions being the second most common (16%). Increases were seen in Social/Communicational impairments (3% increase) and physical impairments (2% increase). Decreases were seen in Long Standing illnesses (4% decrease) and hearing impairments (2% decrease).

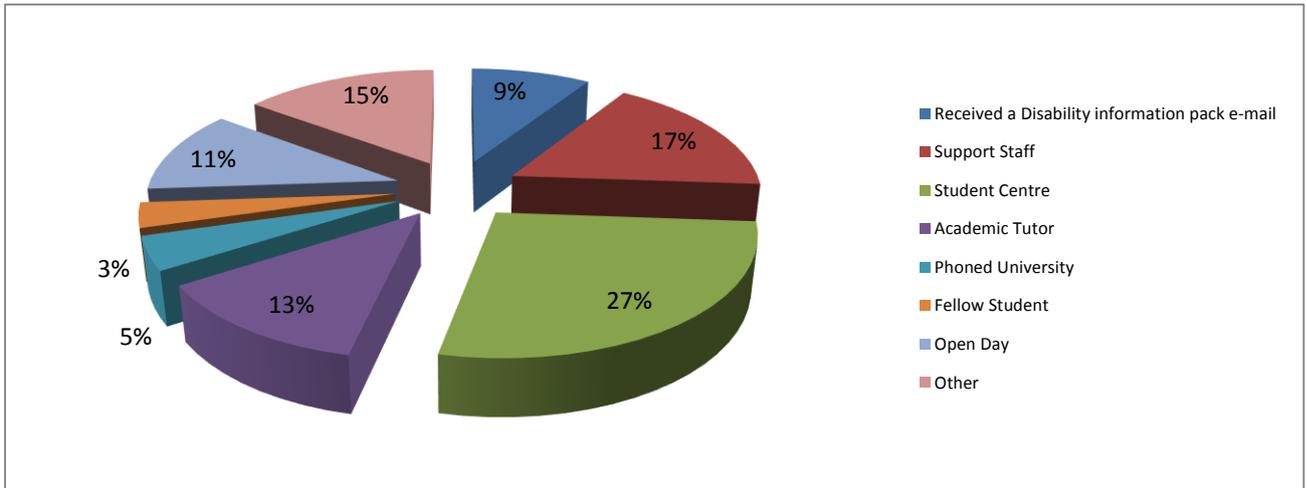
Section 3: How did you find out about the Disability Service?

2013/14



From the pie chart it is evident a majority of students found out about the Disability Service through the Student Centre (30%) and Support Staff (15%).

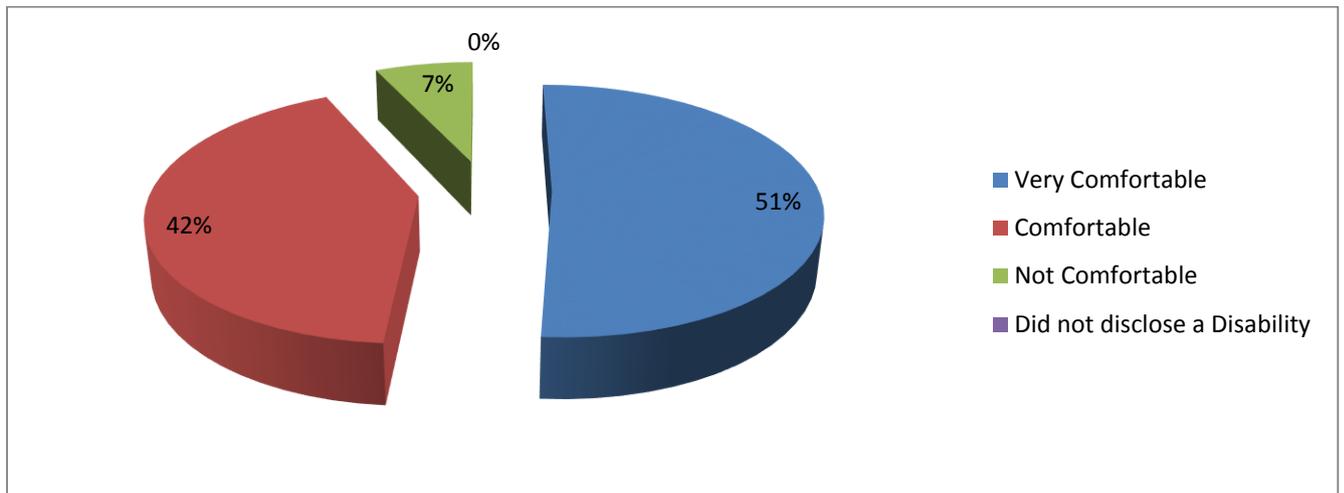
2014/15



From the pie chart it is evident a majority of students found out about the Disability Service through the Student Centre (27%) and Support Staff (17%). With a rise in academic tutor referrals (an increase of 3%) but a reduction in fellow student referrals (down 5%).

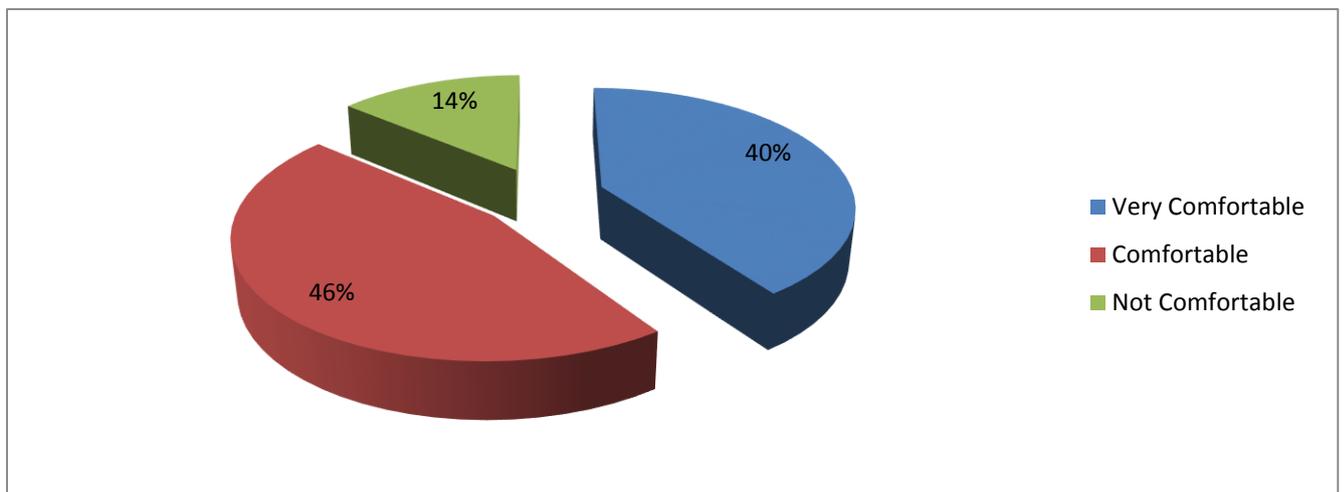
Section 4: Did you feel comfortable in disclosing your Disability to the University?

2013/14



From the pie chart it is evident a majority of students felt either very comfortable (51%) or comfortable (42%) disclosing their disability to the University.

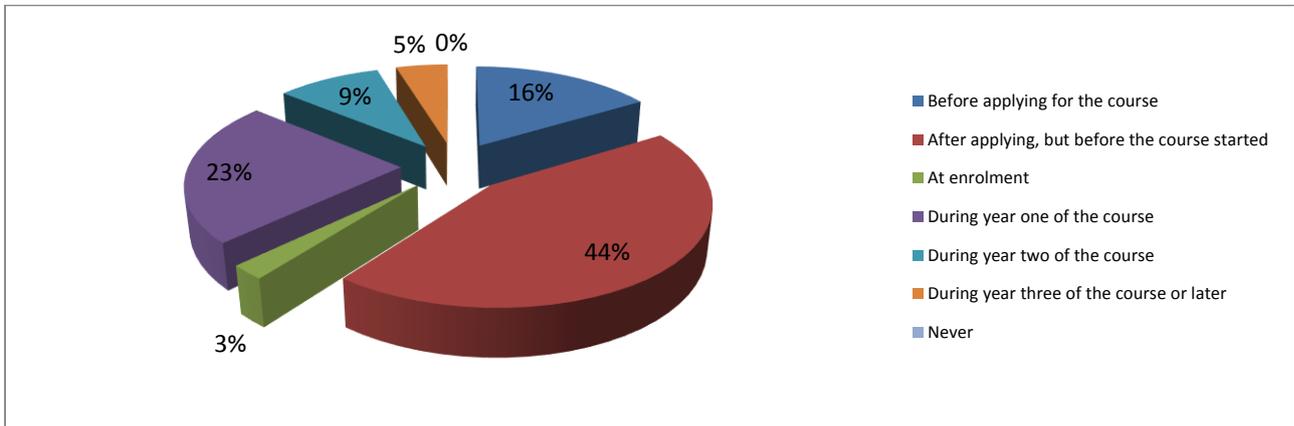
2014/15



From the pie chart it is evident there is still a high majority of students who were comfortable disclosing their Disability to the University (86%), however an increase in students not being comfortable (14%, up 7%) was observed. When referring to comments, this was partly down to student's confidence levels, interactions with the Disability Team interfering with academic workload, perceptions of people's attitudes in regards to disability and privacy when disclosing their disability.

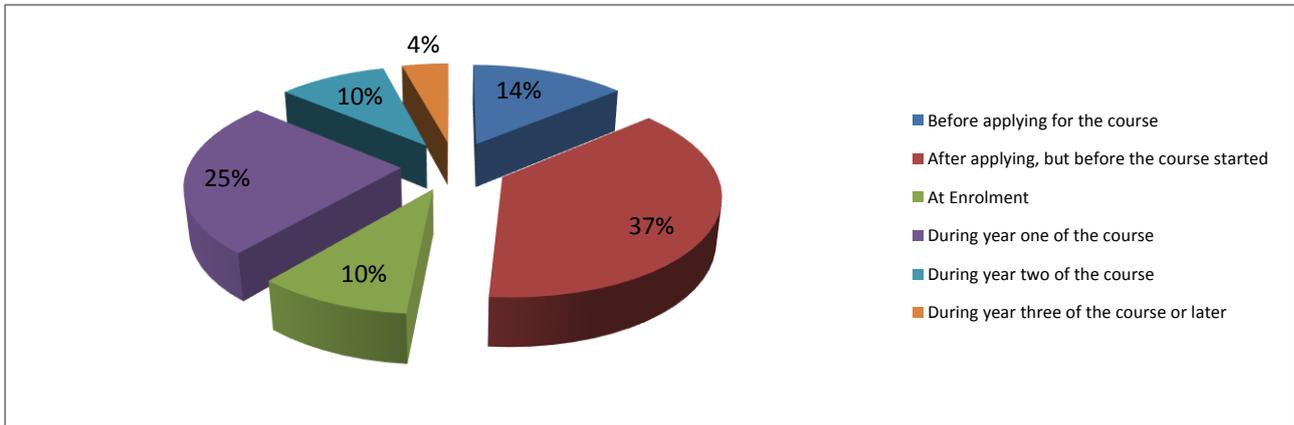
Section 5: At what point did you contact the Disability Service?

2013/14



From the pie chart it is evident a majority of students contacted the Disability Service after applying, but before the course started (44%).

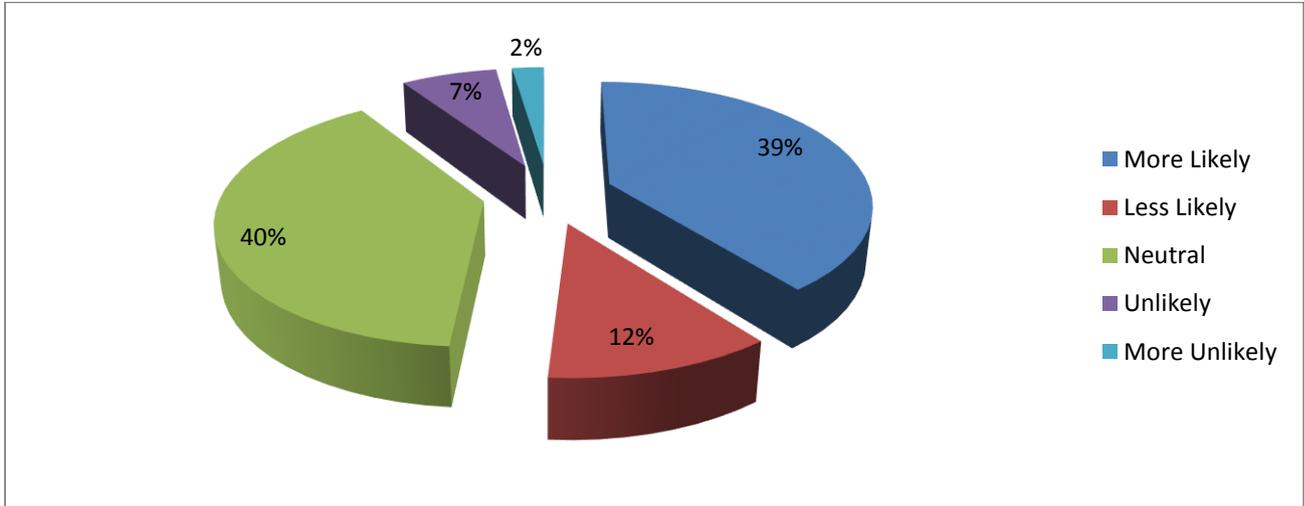
2014/15



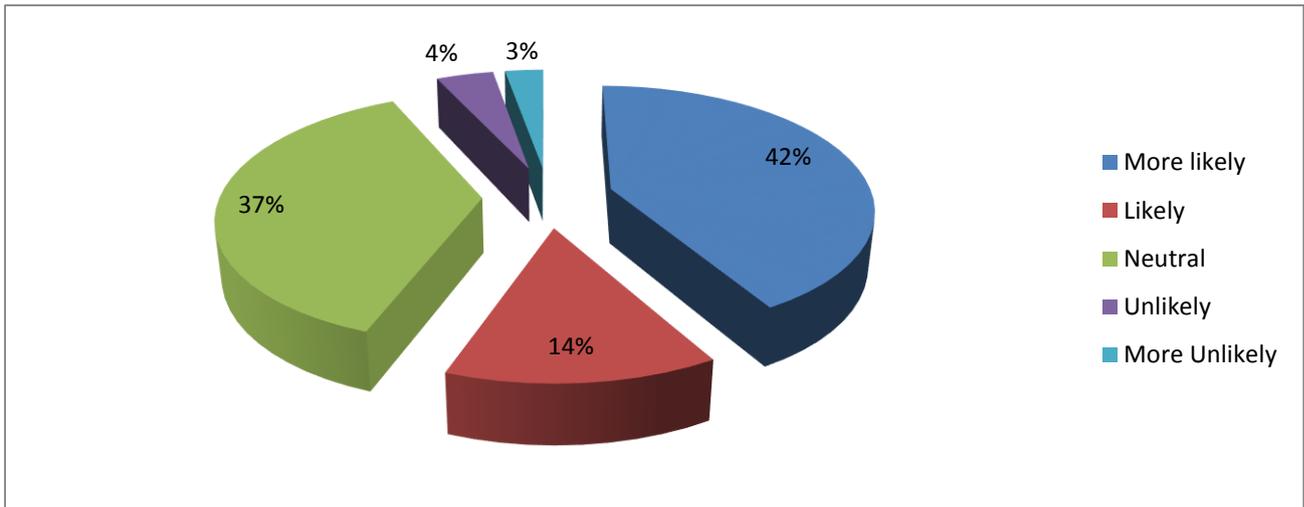
From the pie chart it is evident a majority of students contacted the Disability Service after applying, but before the course started (37%). However there was a significant increase in students contacting the Disability Service at enrolment (a 7% increase).

Section 6: If the Disability Team made it possible for you to book an appointment online via our website, would this make you more or less likely to use the Disability Services?

2013/14



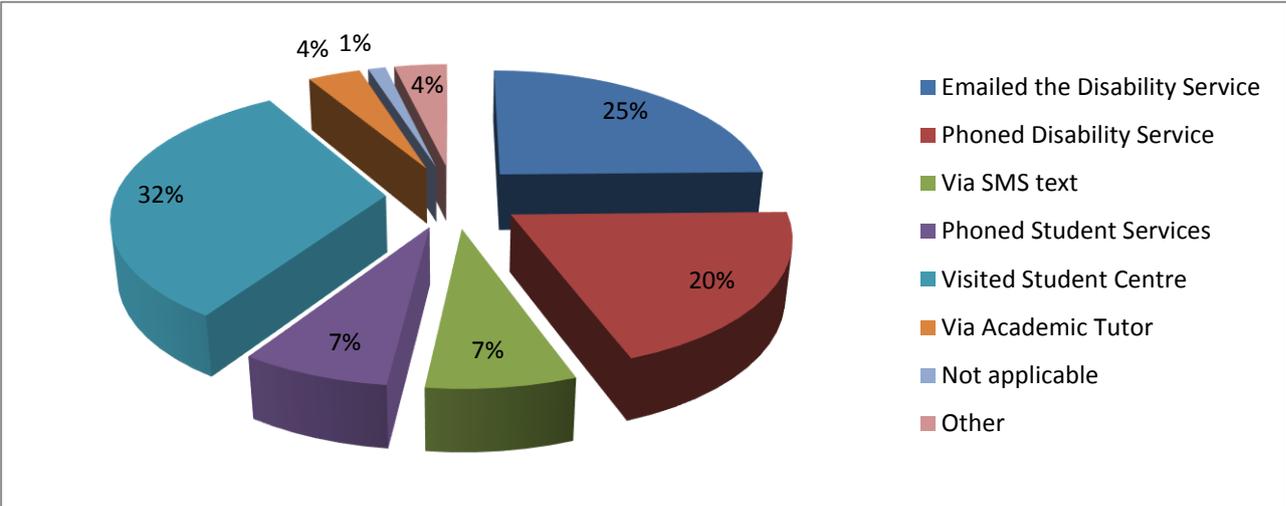
2014/15



Overall, it is evident in both 2013/14 (51% in favour) and 2014/15 (56% in favour) students would be more likely to use Disability Services if an online booking system was introduced. Only 7% are against this proposal when asked in the 2014/15 survey.

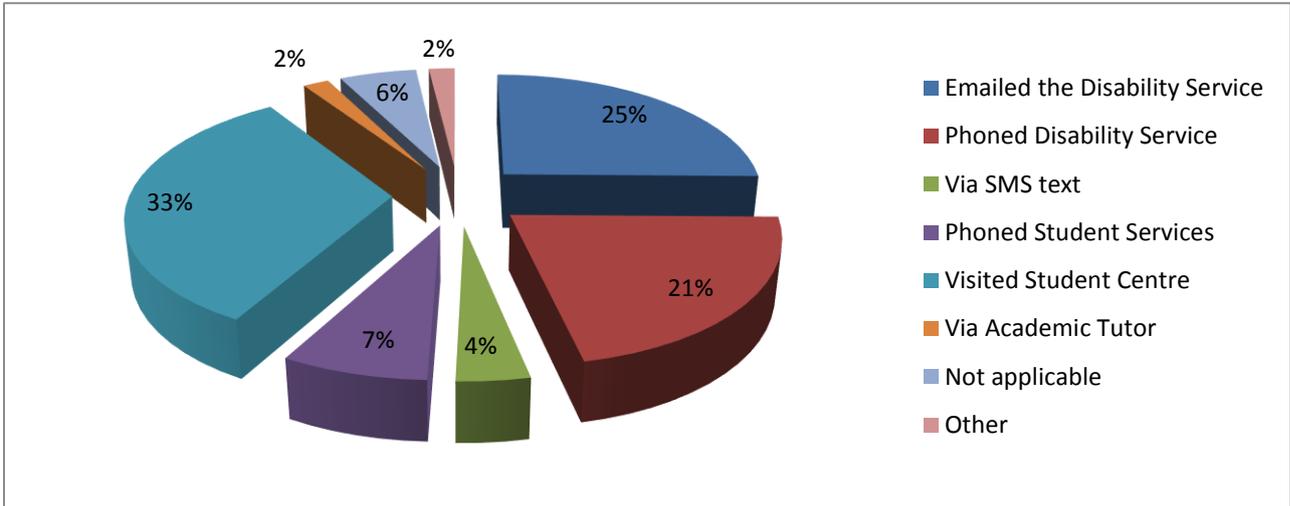
Section 7: How have you booked your appointment(s) with a Disability Advisor?

2013/14



In 2013/14, the most common ways of booking an appointment were by visiting the Student Centre (32%), emailing the Disability Service (25%) and phoning the Disability Service (20%).

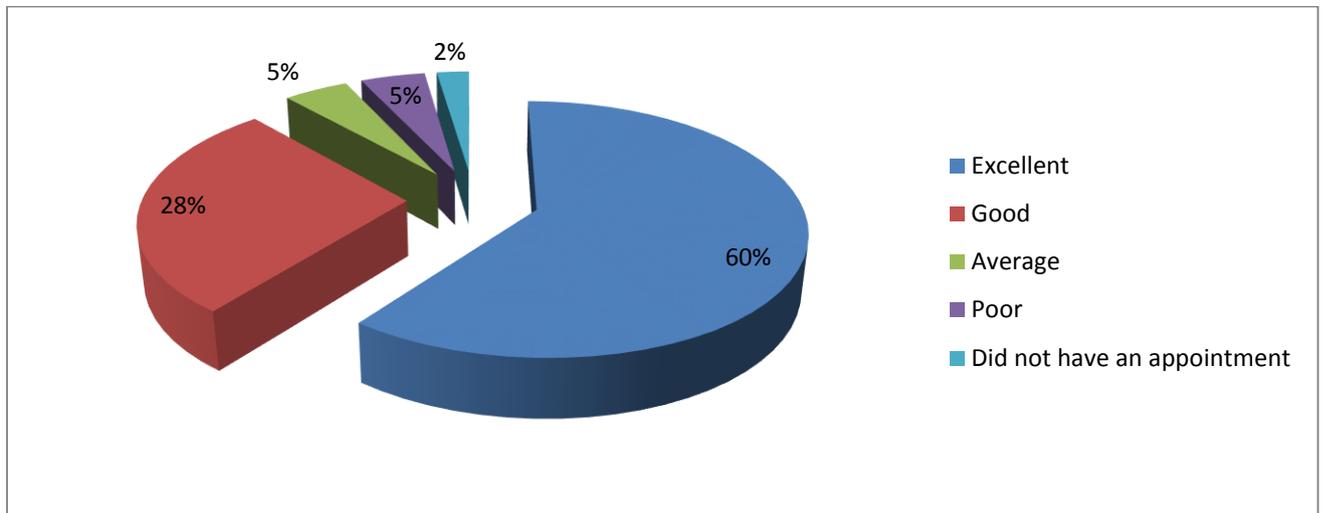
2014/15



In 2014/15, the most common ways of booking an appointment were by visiting the Student Centre (33%), emailing the Disability Service (25%) and phoning the Disability Service (21%).

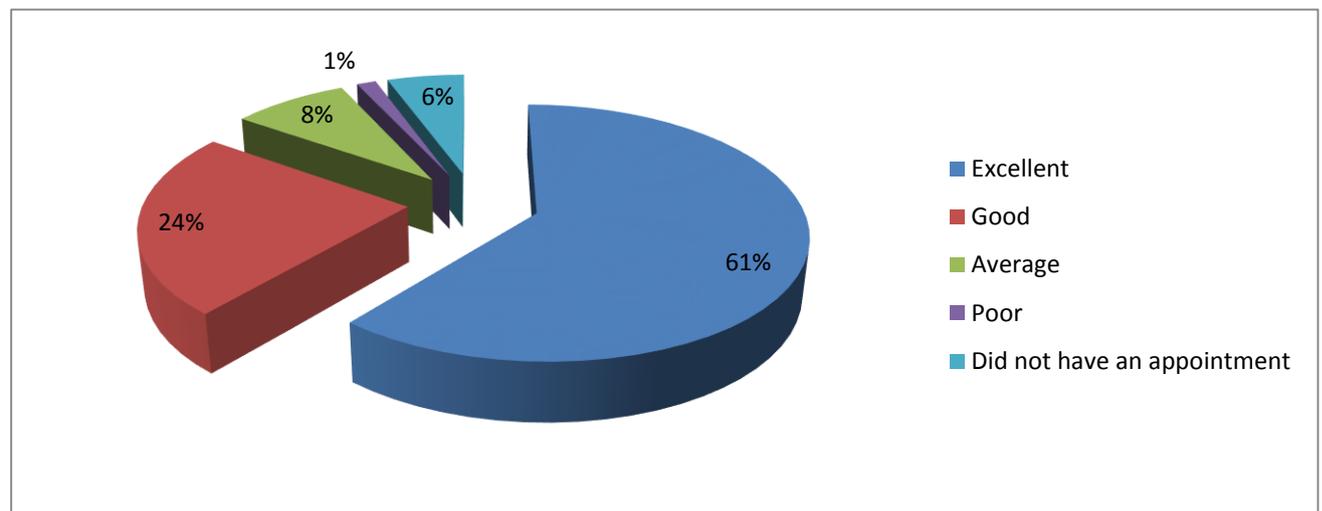
Section 8: If you had an appointment with a Disability Advisor how would you rate the level of service that you received?

2013/14



From the pie chart it is evident a majority of students found the Disability Service provided an average or higher level of service (93% of respondents).

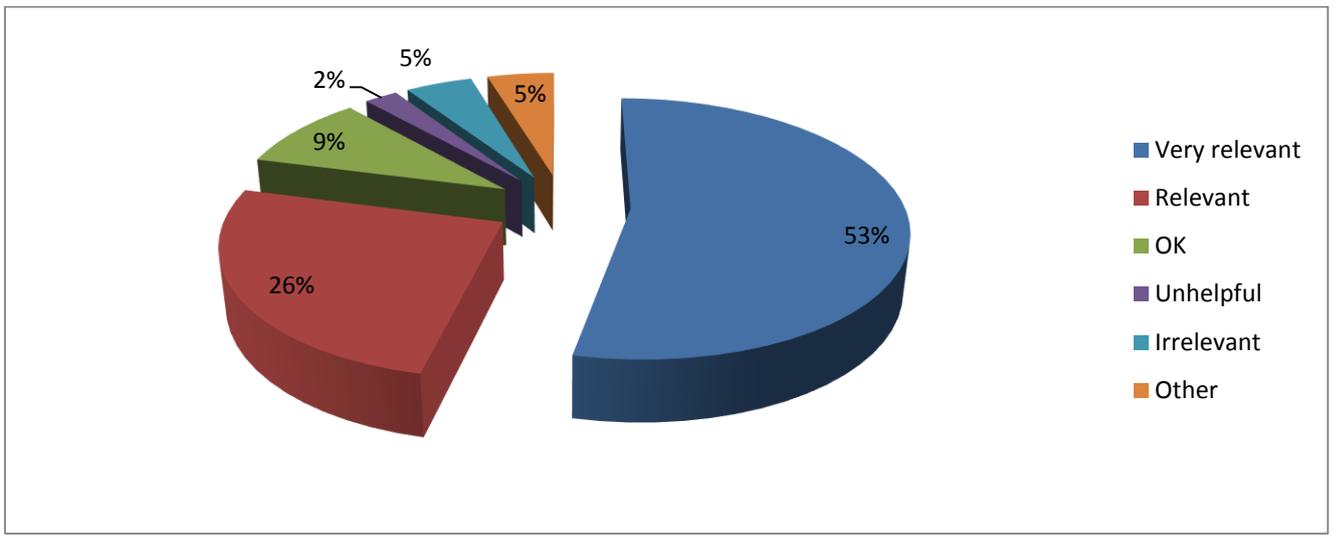
2014/15



In 2014/15, the level of dissatisfaction decreased by 4%, which is significant considering the higher number of respondents for 2014/15. The amount of students who found the Disability Services provided an average or higher level of service remained at 93%, which is significant in terms of having a higher number of respondents, however the percentage remained the same. However, there was a 4% increase in respondents who did not have an appointment.

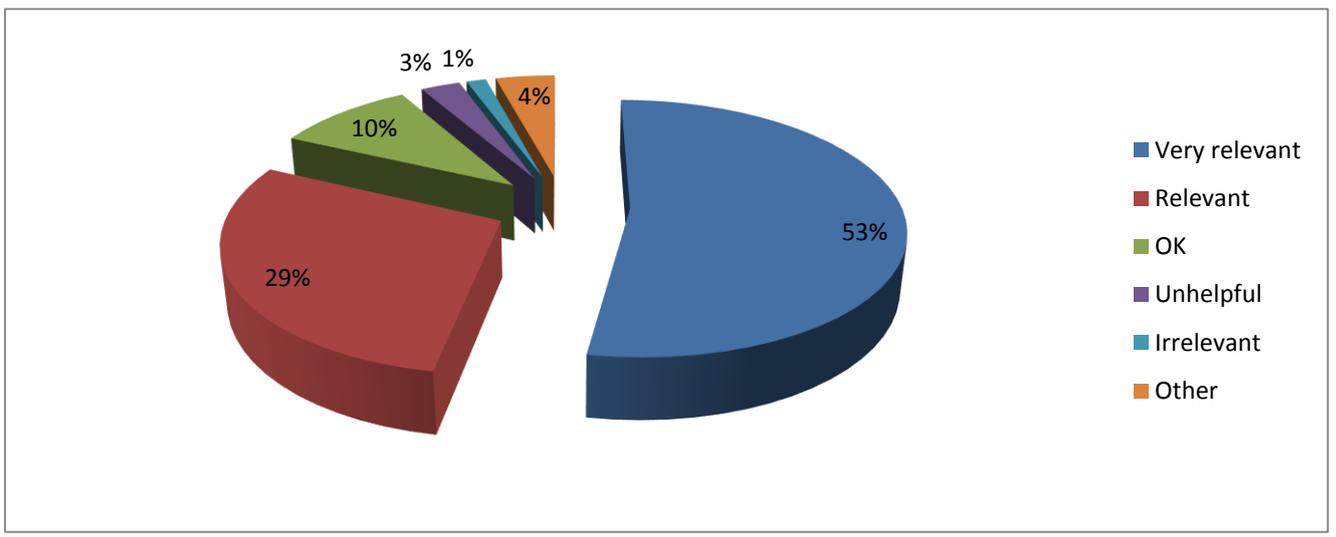
Section 9: How useful was the advice that you were given?

2013/14



In 2013/14, 88% of students found advice given by the Disability Team to be either OK, relevant or very relevant. 7% of students found advice to be unhelpful or irrelevant.

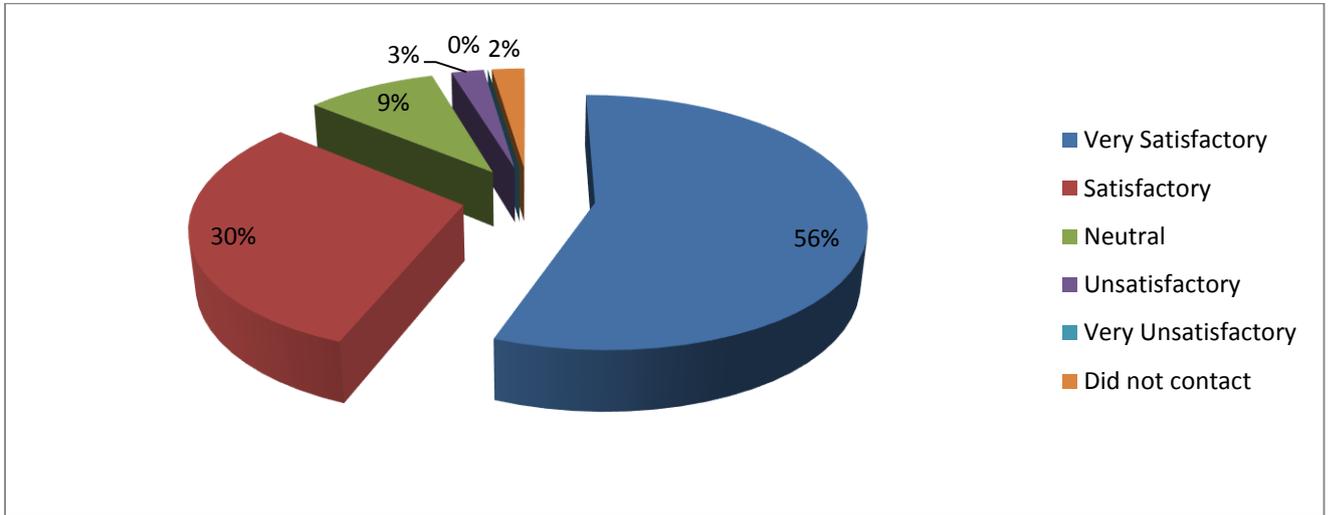
2014/15



In 2014/15, 92% of students found advice given by the Disability Team to be either OK, relevant or very relevant, a 3% increase on last year's figure. Student disapproving of the advice given decreased (by 3%) to 4%.

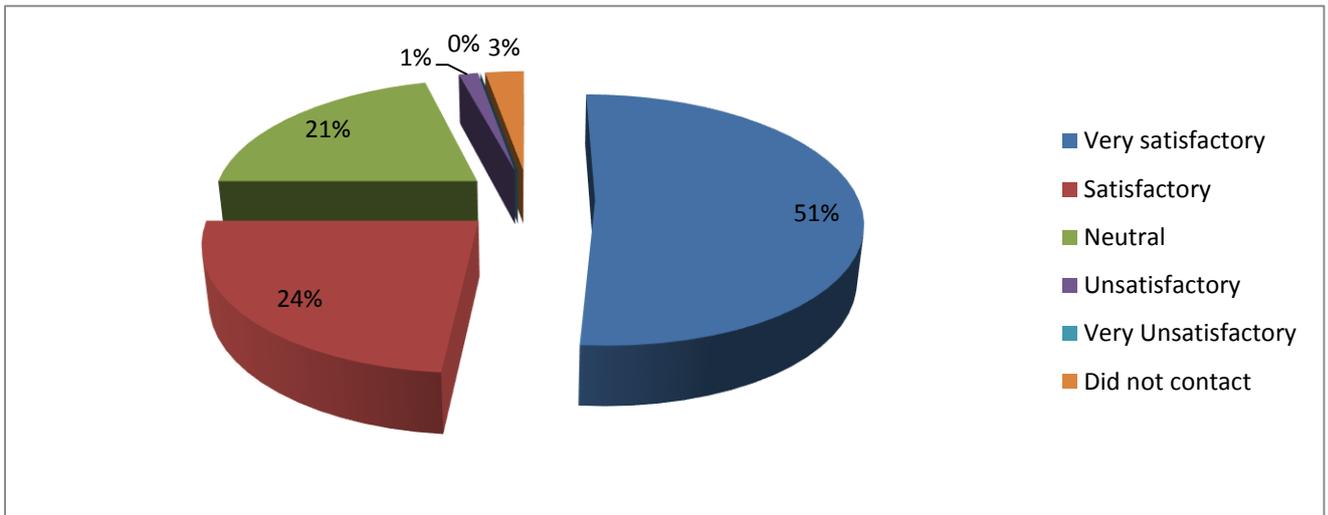
Section 12: If you contacted the Disability Team how would you rate the interactions overall?

2013/14



From the pie chart it is evident a majority of students found interactions with the Disability Service above neutral (86% in total).

2014/15



In 2014/15, 96% of students found interactions with the Disability Service above neutral, a 10% increase, with 1% finding interactions unsatisfactory.