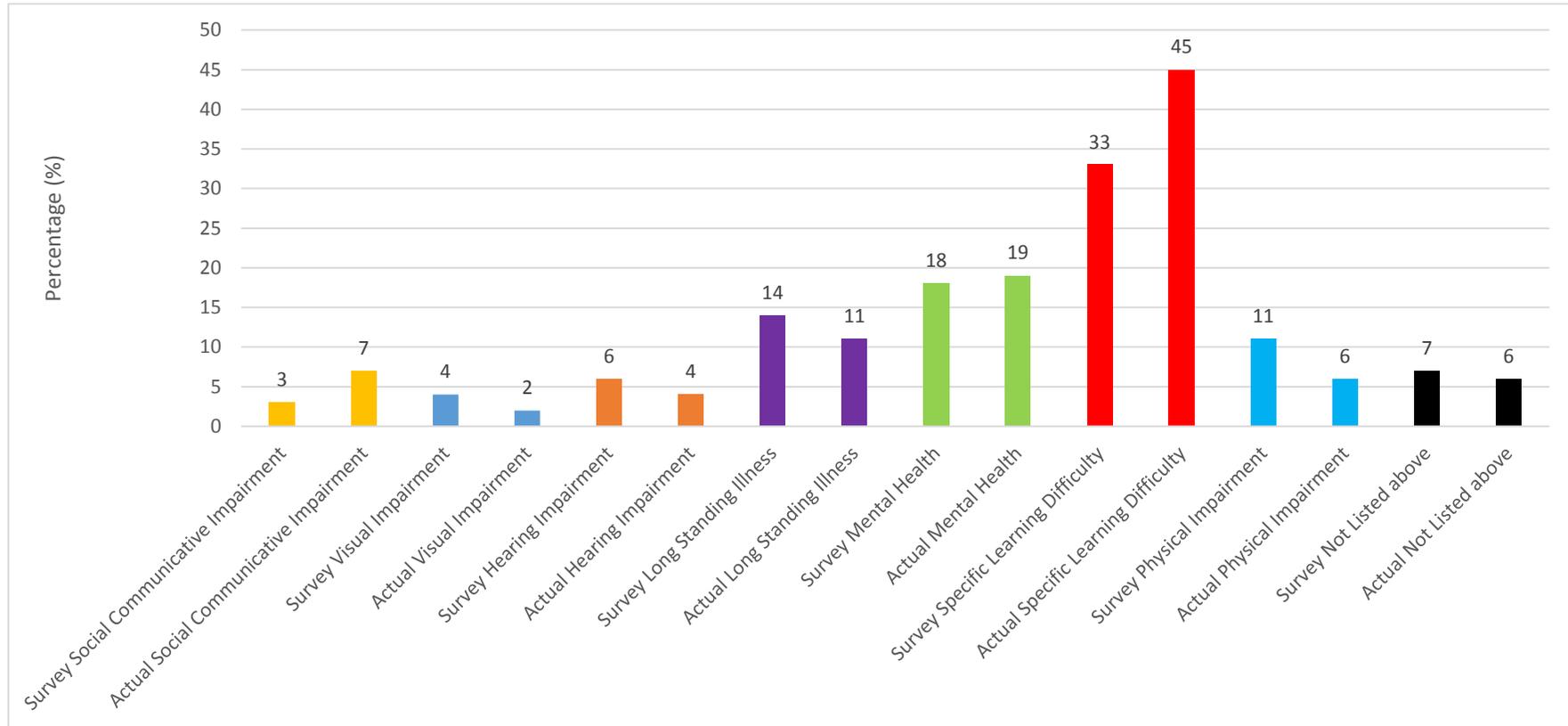


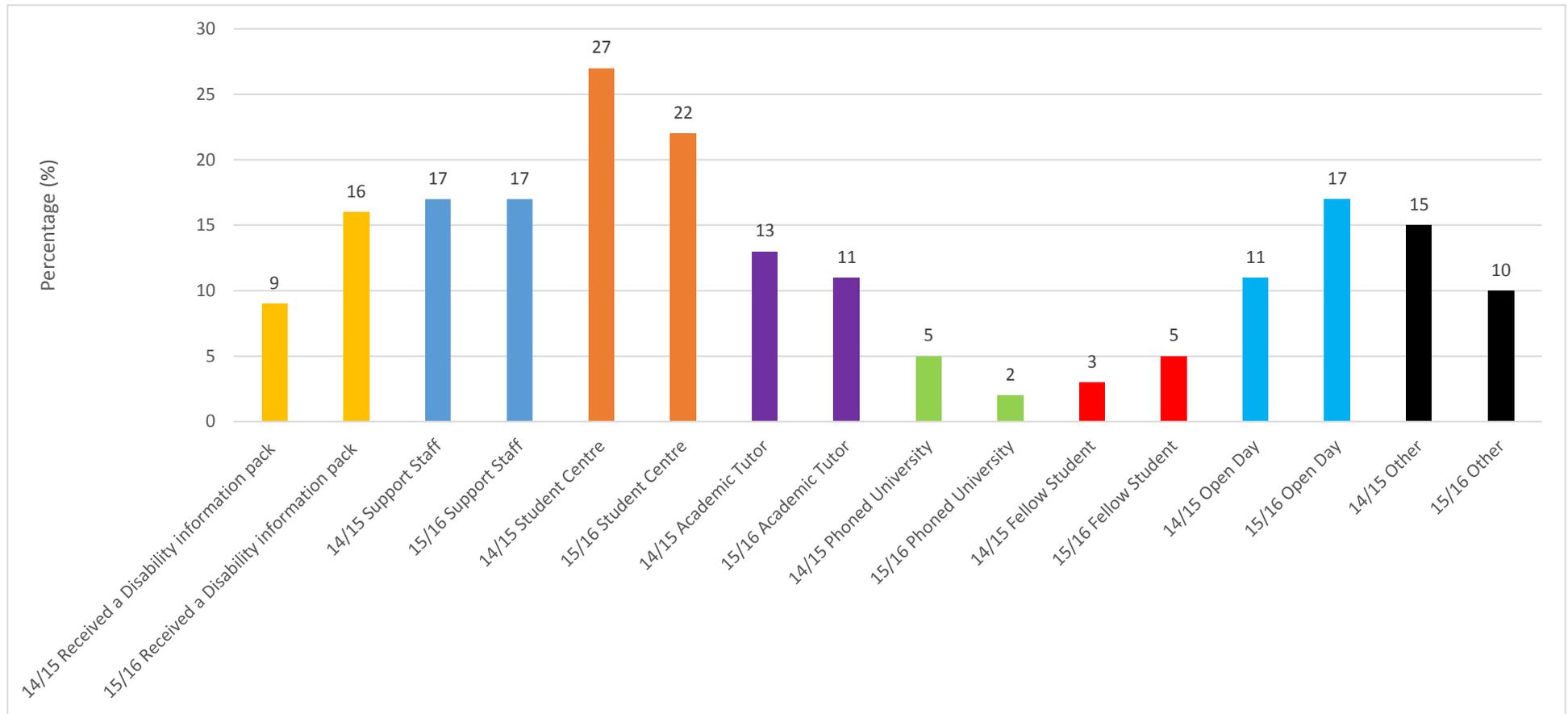
Disability Services Feedback Survey Results 2014/15 – 2015/16

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 (Total No. respondents 14/15 = 72 and 15/16 = 57)



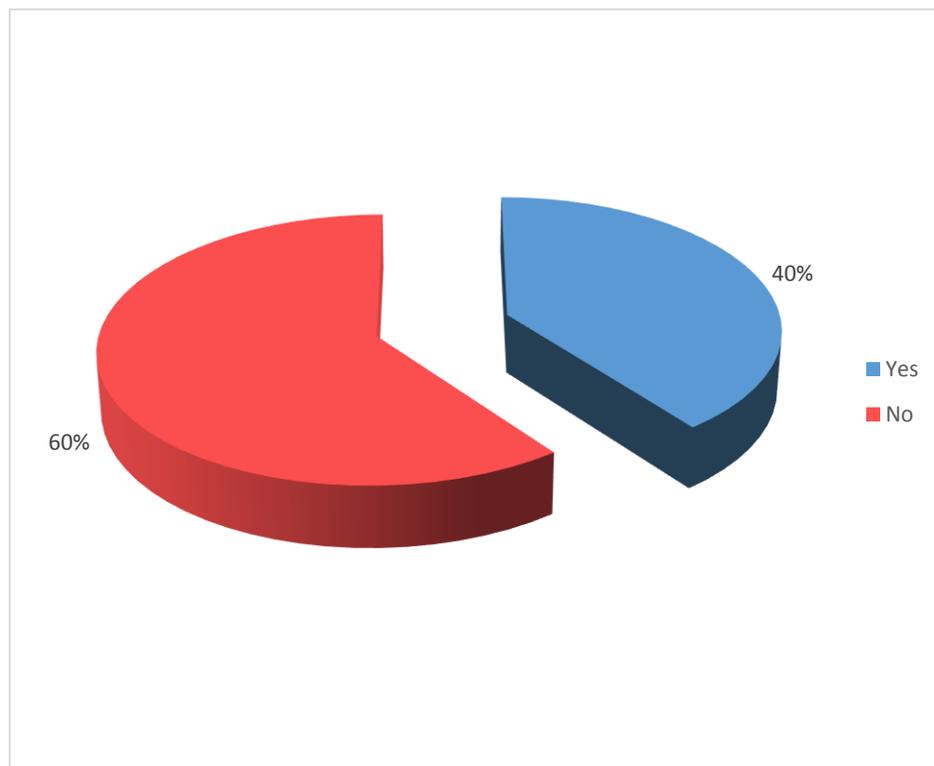
The above bar chart shows the disability type of the survey respondent. This is compared to our ‘actual’ disabled student population numbers. As shown above, the proportion of disability types differs between the survey respondents and our student population.

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

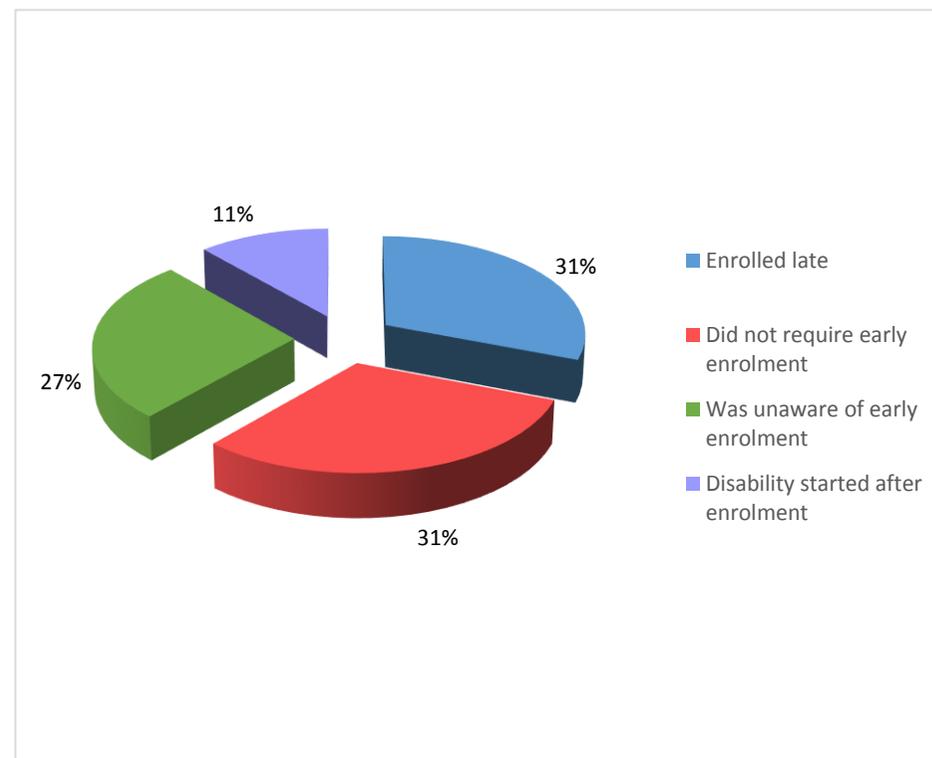


From the bar chart it is evident a majority of students found out about the Disability Service through the Student Centre (22%) and Support Staff (17%). With a rise in students finding out by Disability pack emails (an increase of 7%) and by Open Days (an increase of 6%) but a reduction in academic staff referrals (down 2%) and finding out through the student centre (down 5%).

Section 4: Did you attend early enrolment in September 2015?

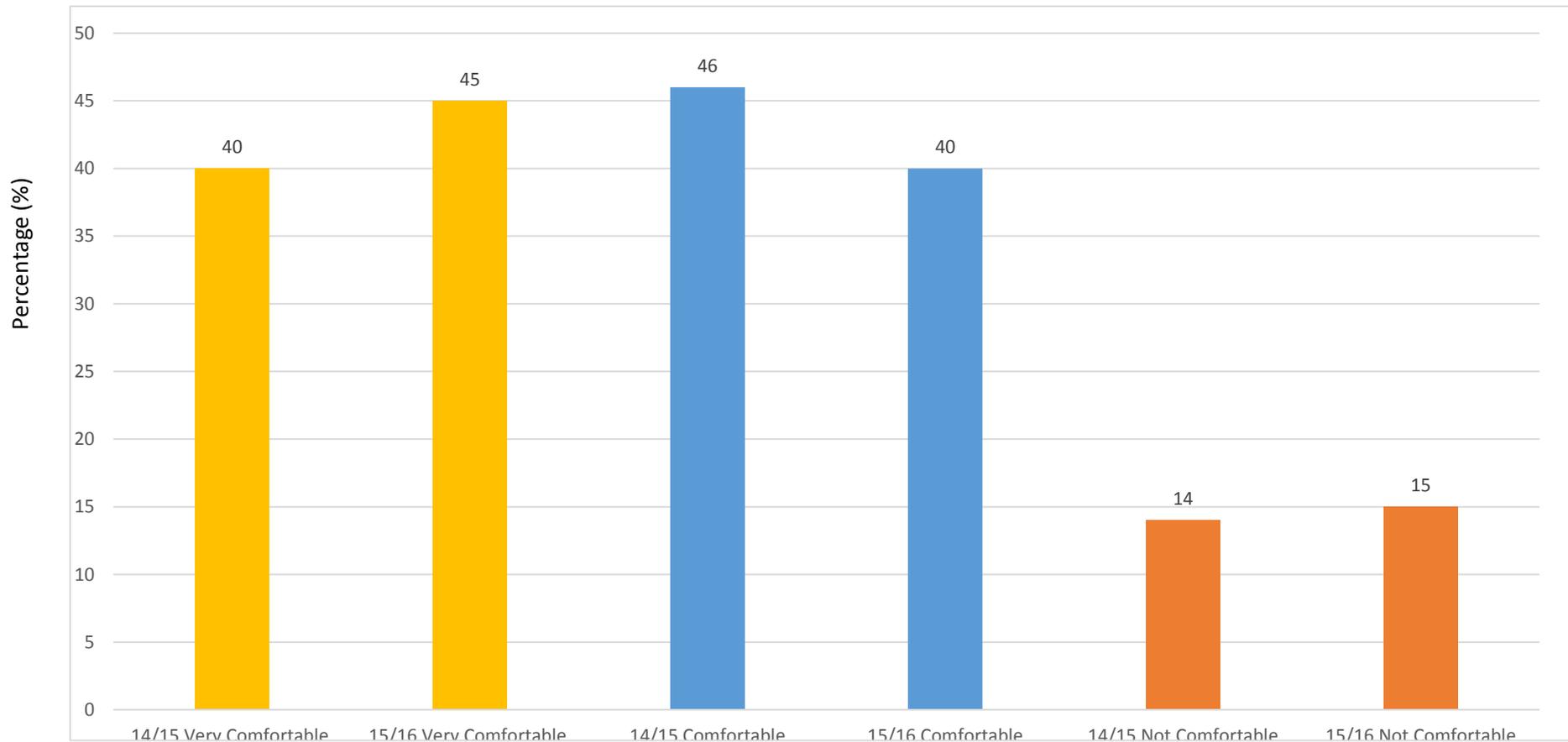


Early enrolment was a new initiative for 2015/16. Out of the respondents, 40% attended early enrolment and 60% did not. The early enrolment was only for new students entering their first year of studies.



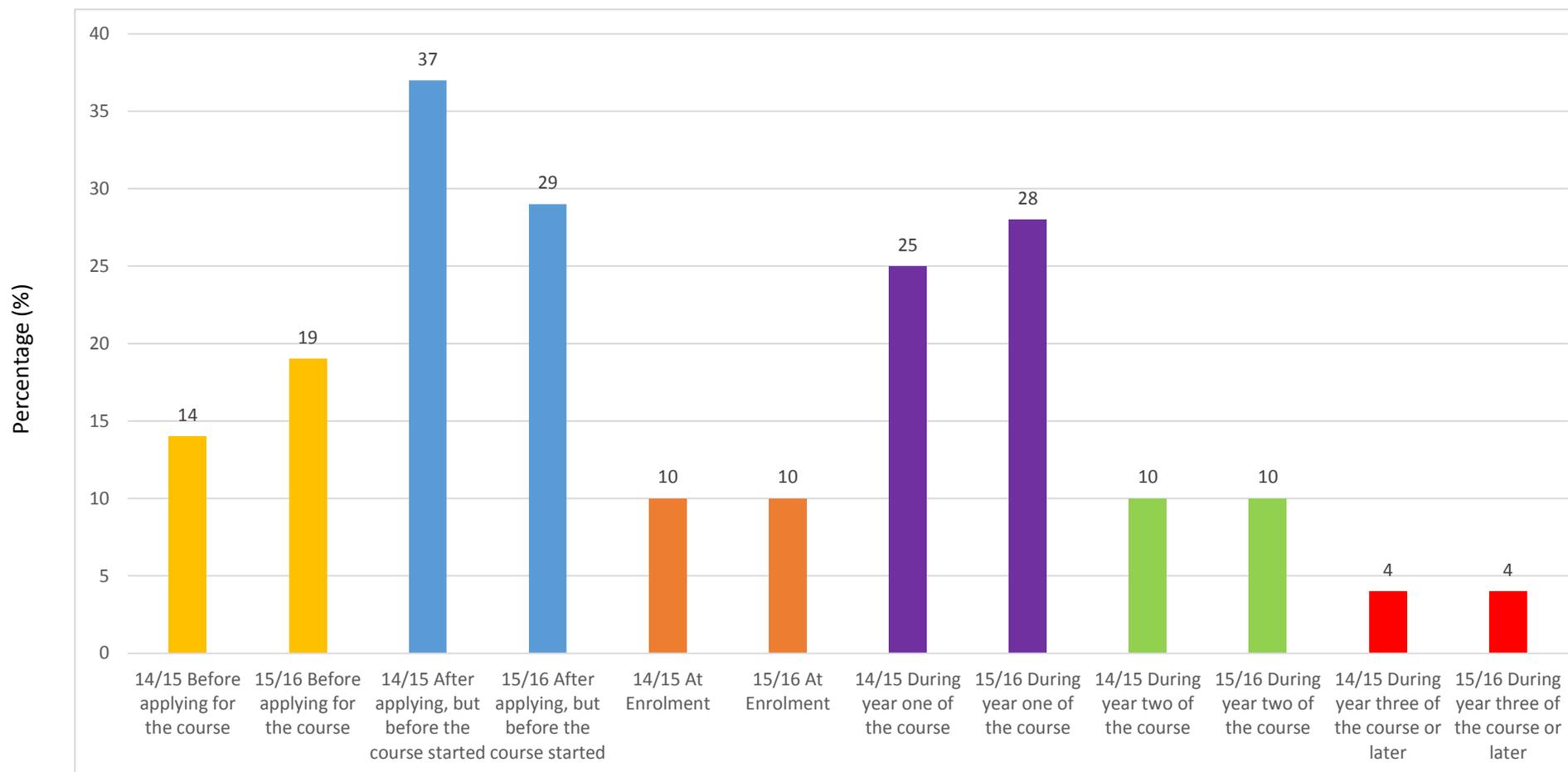
Reasons why students did not attend early enrolment included not requiring it (some citing they were continuing students and did not need to attend). Others cited they were unaware of the early enrolment event, whilst other students enrolled later on. Investigation needs to be carried out as to why 27% of respondents didn't know early enrolment was ongoing, this could be explained as some of the students who responded were not commencing their first year of study.

Section 5: Did you feel comfortable in disclosing your Disability to the University?



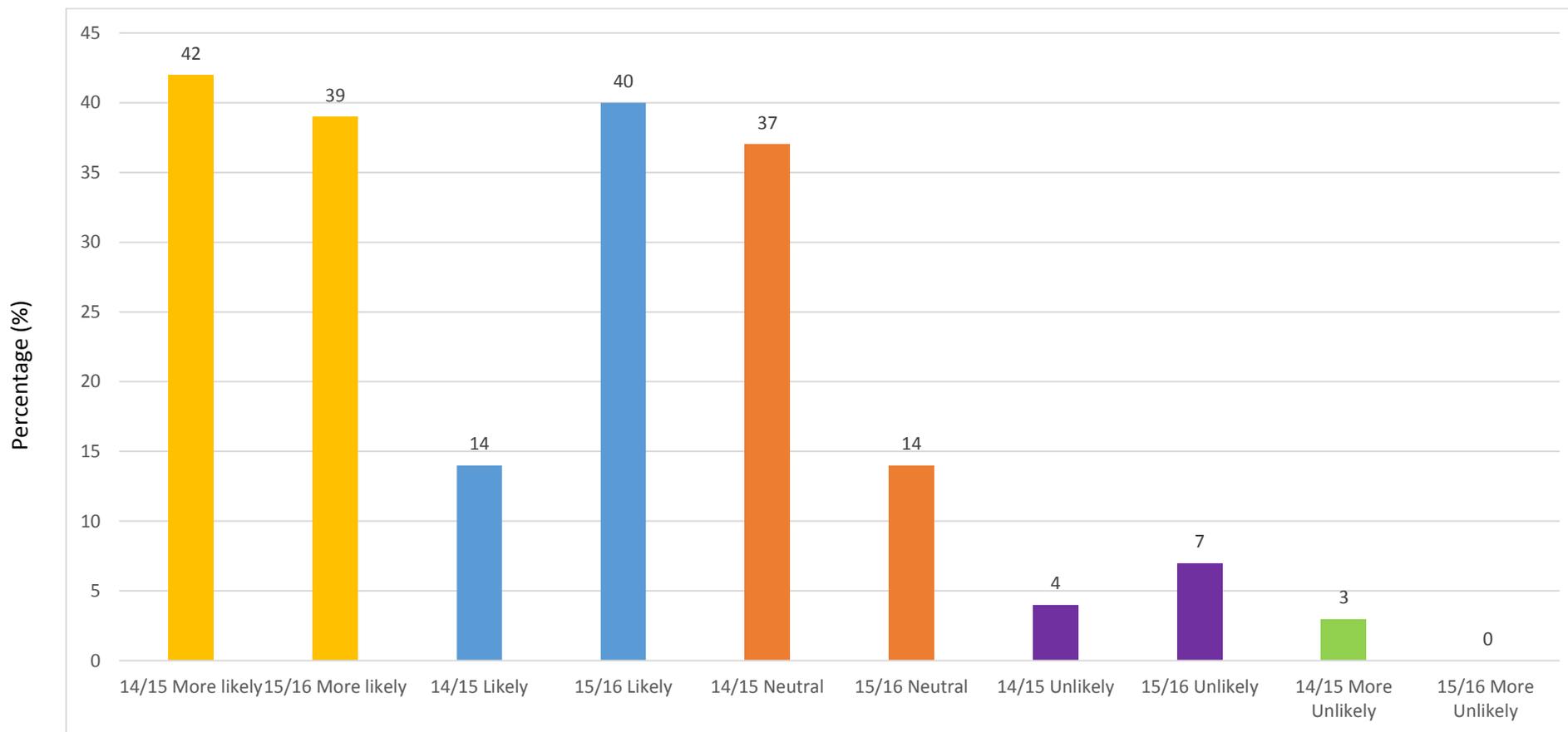
From the bar chart it is evident there is still a high majority of students who were comfortable disclosing their Disability to the University (85%), with a shift of students being very comfortable about disclosing their disability being observed (a 5% increase). Students cited the friendly and supportive staff were the reason why they felt very comfortable disclosing their Disability.

Section 6: At what point did you contact the Disability Service?



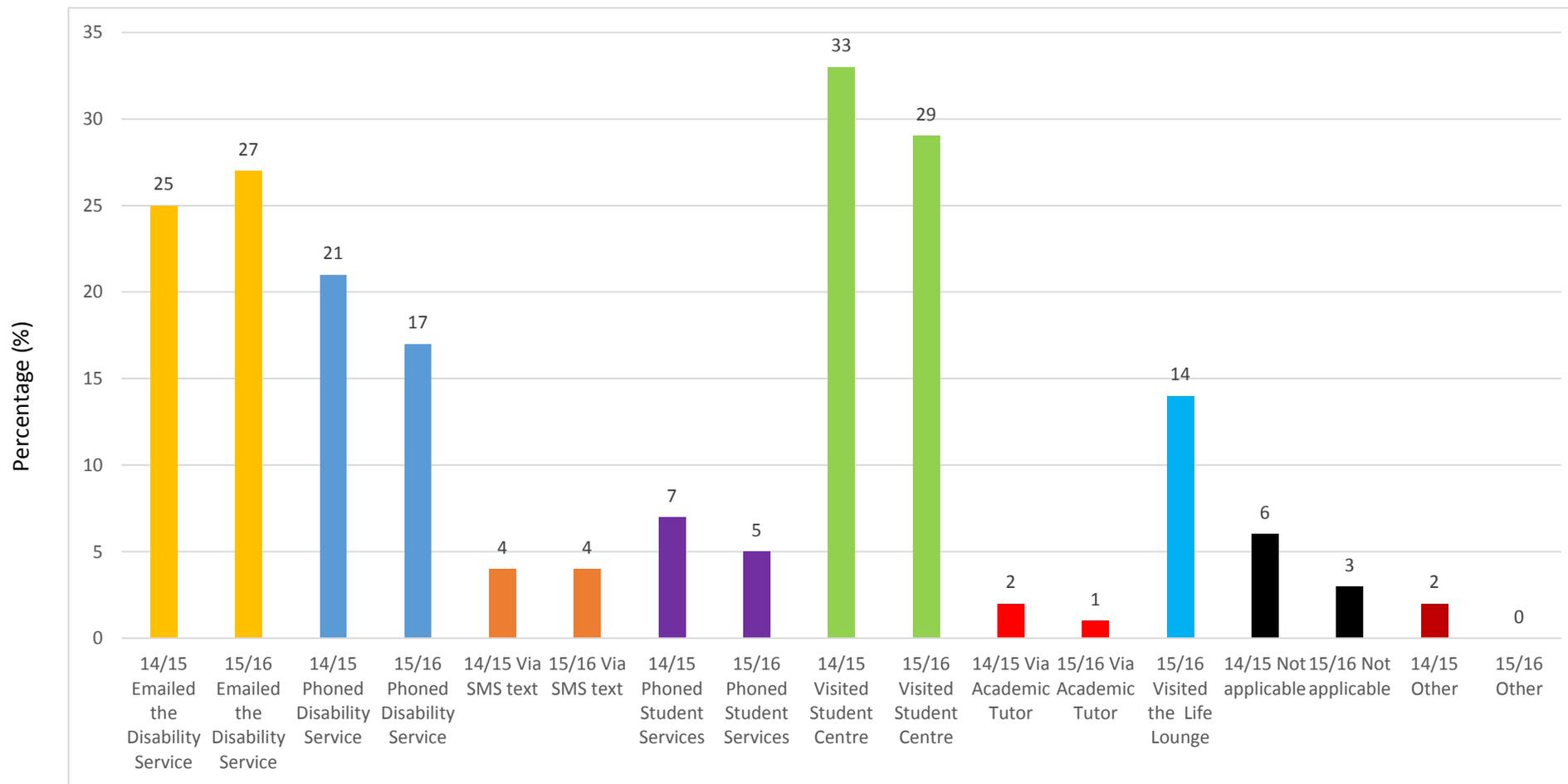
From the bar chart it is evident a majority of students contacted the Disability Service after applying, but before the course started (29%) or during year one of the course (28%). However there was an increase in students contacting the Disability Service before applying for the course (5% increase) and during year one of the course (a 3% increase).

Section 7: 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?



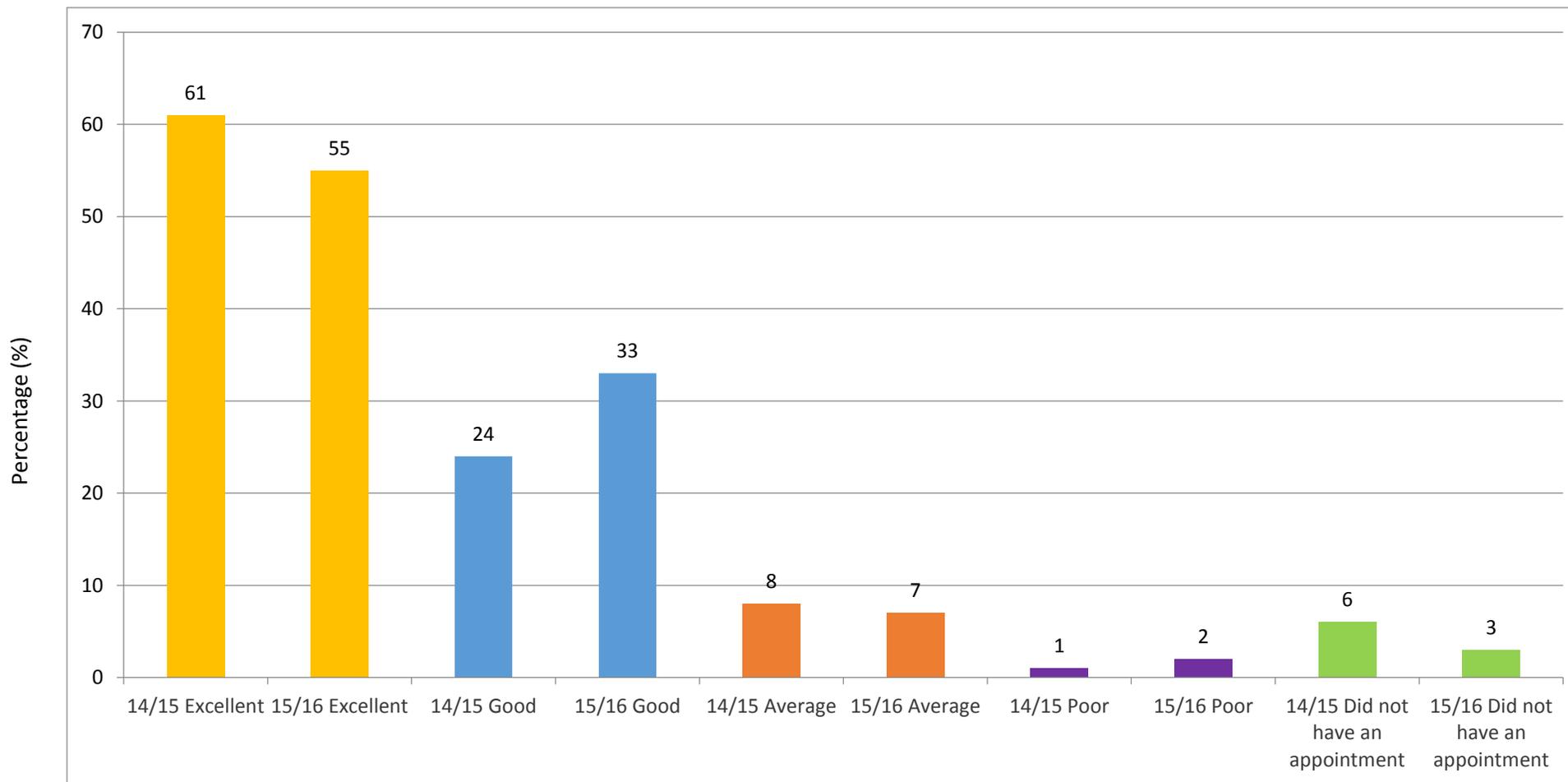
Overall, it is evident in both 2014/15 (56% in favour) and 2015/16 (79% in favour) students would be more likely to use Disability Services if an online booking system was introduced. Only 7% are against this proposal when asked in the 2015/16 survey. This indicates a growing demand for online booking of appointments.

Section 8: How have you booked your appointment(s) with a Disability Advisor?



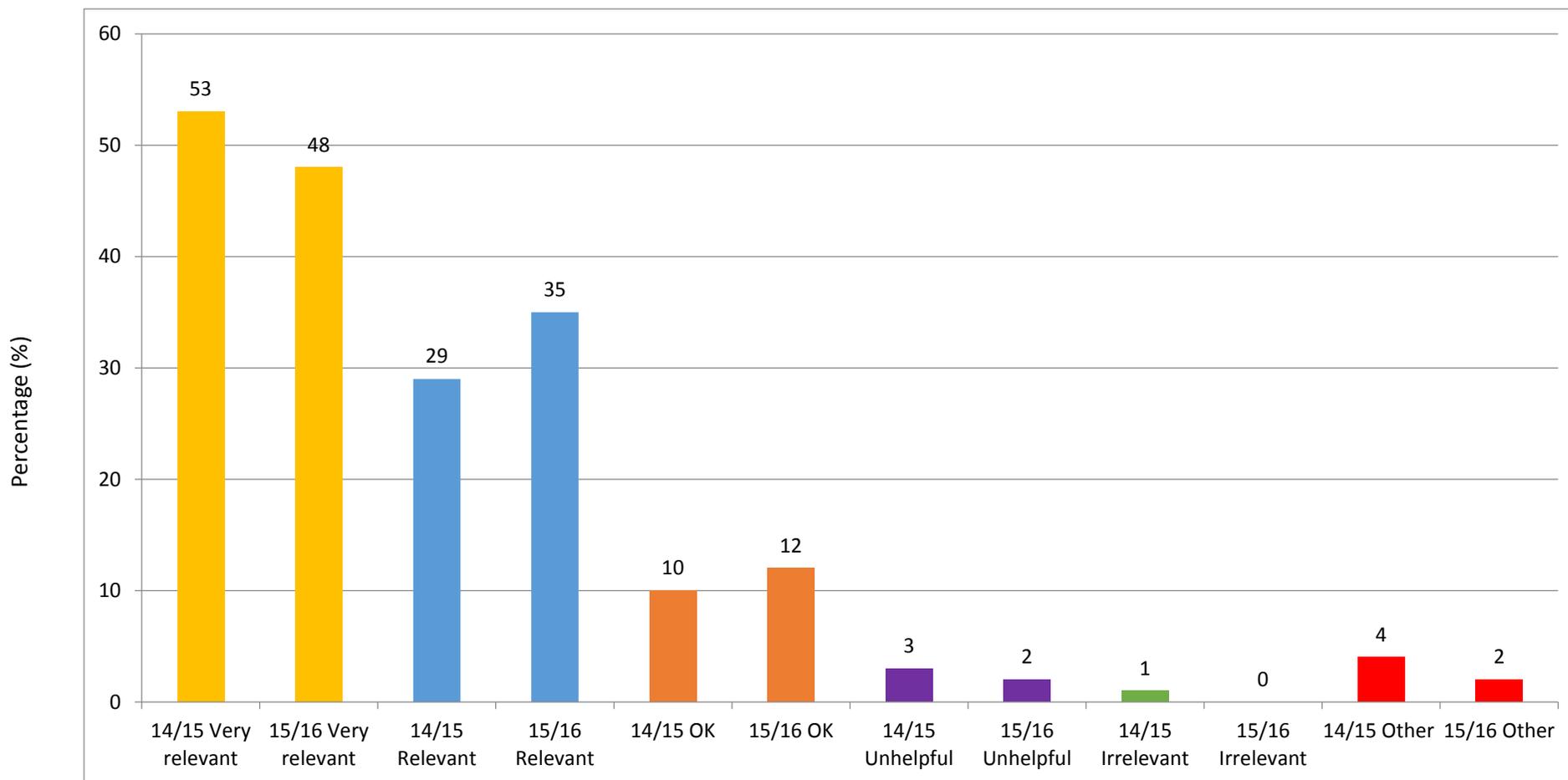
In 2015/16, the most common ways of booking an appointment were by visiting the Student Centre (29%), emailing the Disability Service (27%) and phoning the Disability Service (17%). Visiting the Life Lounge, a new initiative for 2015/16, also had a significant share (14%).

Section 9: If you had an appointment with a Disability Advisor how would you rate the level of service that you received?



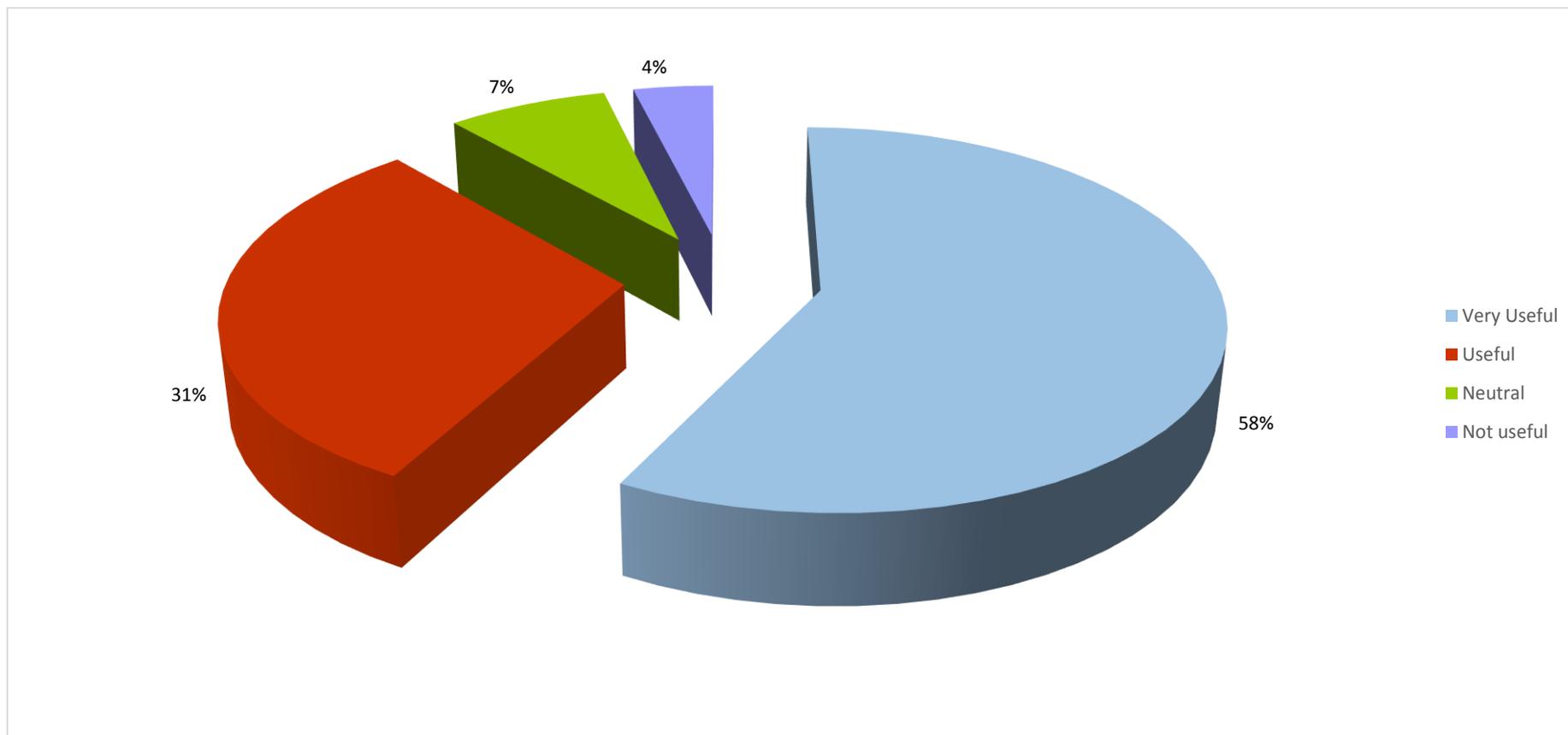
In 2015/16, the amount of students who found the Disability Services provided an average or higher level of service increased to 95% (an increase of 2% from 2014/15). There was also a 3% decrease in students who did not have an appointment. This indicates overall that more students are engaged with our services and also more satisfied with our services.

Section 10: How useful was the advice that you were given?



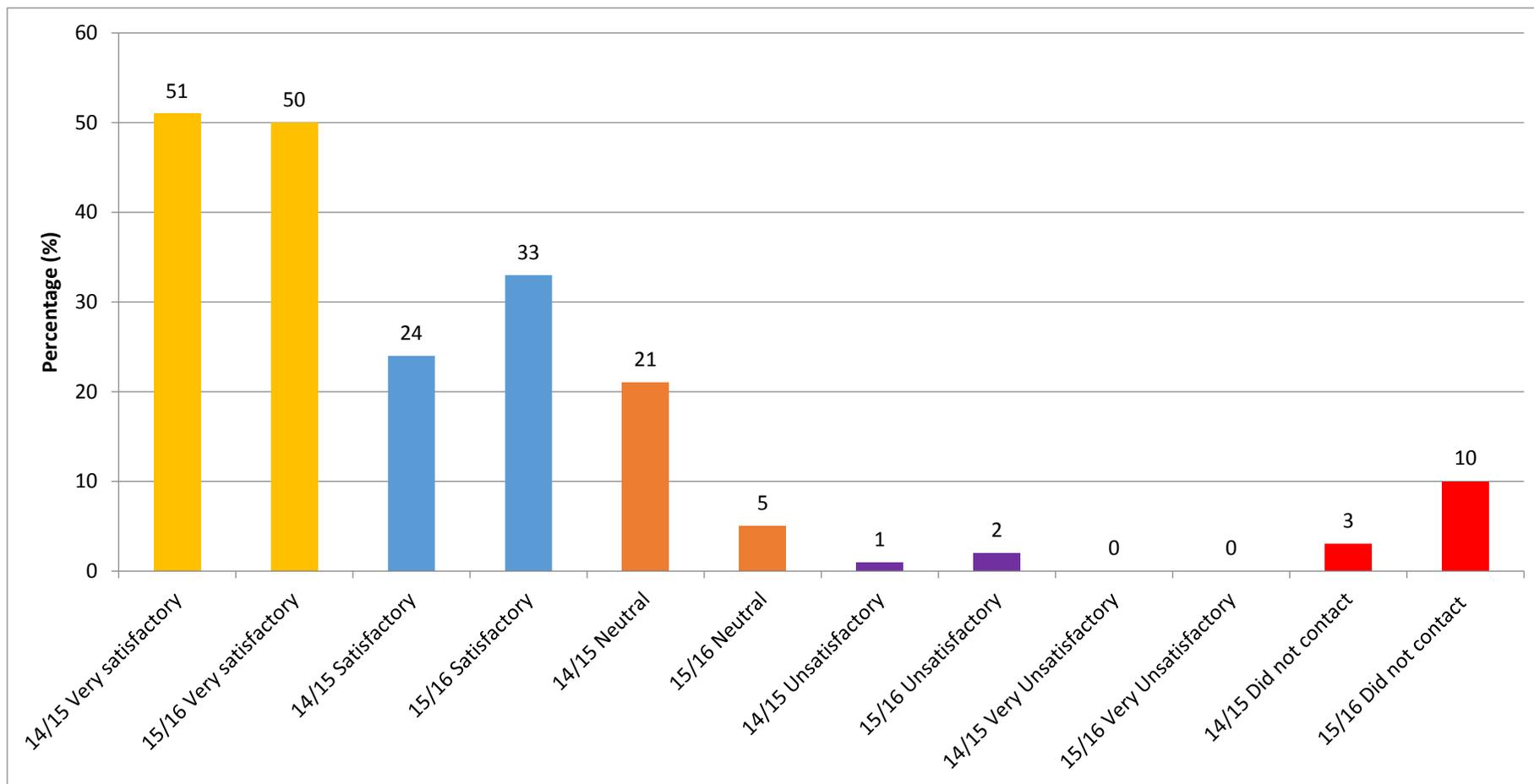
In 2015/16, 95% of students found advice given by the Disability Team to be either OK, relevant or very relevant, a 3% increase on the 2014/15 figure. Student disapproving of the advice given decreased (by 2%) to 2%.

Section 11: If you did loan equipment from our services, how useful did you find it for your studies?



Section 11 was a new question asked in the 2015/16 survey; we asked students to rate how useful our equipment loan scheme was. 89% of students found the scheme to be Useful or Very Useful. It will be of interest to compare the feedback to the 2016/17 survey responses.

Section 13: If you contacted the Disability Team how would you rate the interactions overall?



In 2015/16, 83% of students found interactions with the Disability Service either satisfactory or Very Satisfactory, an increase of 8% from 2014/15. This indicates an improvement on last year, however a 7% increase was observed in students who did not contact us. Investigations as to why these students didn't contact us need to be carried out.