



Block 1 - Intro Questions

Thank you for taking the time to share your experience with the Office of Access and Learning Accommodation (OALA) at Baylor University. The survey should take less than 10 minutes. Partial responses will be recorded, so please complete as much of the survey as you like. The more information you provide, the better OALA can continue to serve students. Responses are completely anonymous and cannot be connect to the respondent in any way.

Disclaimer: In the interest of keeping the survey anonymous, OALA will not follow up or take action on any situations or details mentioned in the survey. Any concerns or issues which require action or a response by someone in the OALA office need to be conveyed directly at oala@baylor.edu or 254-710-3605.

What is your academic status?

- Freshman
- Sophomore
- Junior
- Senior
- Law School
- Graduate - Master's
- Graduate - Doctoral

What is your gender?

- Male
- Female
- Prefer not to answer

Which categories describe you? (Choose all that apply.)

- Asian
- Black or African-American
- Hispanic, Latino or Spanish origin
- Middle Eastern or North African
- Native American or Alaska Native
- Native Hawaiian or Other Pacific Islander
- White or Caucasian
- Other
- Prefer not to answer

What is your diagnosis category? (Choose all that apply)

- ADD/ADHD
- Autism Spectrum
- Hearing
- Medical Condition
- Mobility
- Physical
- Psychological
- Specific Learning Disability
- Visual

Which categories describe you? (Choose all that apply)

- First Generation College Student
- Transfer Student (started Summer or Fall 2022)
- Seminary Student
- Online Program (Graduate or Doctoral)
- Military - Veteran
- Military - Active Duty
- Nursing Student - Dallas Campus
- Law Student
- None Apply

Who is your assigned Accommodation Specialist?

- Sammi Fichter
- Trevor Allison

- Anna Shaw
- Dae Vasek
- Sarah Jarrell
- Chelsea Quinlivan
- Toni Nogalski
- Natalie Szot
- I don't remember

Block 2 - First Semester

Is this your first semester registered with OALA for accommodations?

- Yes - I registered during Summer or Fall 2022
- No - I was registered with OALA prior to Fall 2022

How satisfied were you with the application / registration process?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

How were you able to find information regarding the OALA application / registration process?

- Extremely easily
- Somewhat easily
- Neither easily nor difficultly
- Somewhat difficultly
- Extremely difficultly

How were you able to understand the documentation guidelines?

- Extremely easily
- Somewhat easily
- Neither easily nor difficultly
- Somewhat difficultly
- Extremely difficultly

How satisfied were you with the amount of time from your application to the response from an OALA representative?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

How was the intake / registration meeting scheduling process?

- Extremely easy
- Somewhat easy
- Neither easy nor difficult
- Somewhat difficult
- Extremely difficult

During your intake / registration meeting, do you feel the OALA staff person gave you their full attention?

- Definitely yes
- Probably yes
- Might or might not
- Probably not
- Definitely not
- My intake meeting was over phone

During your intake / registration meeting, do you feel the OALA staff person treated you with understanding?

- Definitely yes
- Probably yes
- Might or might not
- Probably not
- Definitely not

During your intake / registration meeting, did you learn everything you need to know to utilize your accommodations?

- Definitely yes
- Probably yes
- Might or might not
- Probably not
- Definitely not

During your intake / registration meeting, or soon after submitting the Intake Packet, were you given instructions on how to use Accommodate, the online platform for accommodation management?

- Yes
- No
- I don't remember

How was the length of your intake / registration meeting?

- Too long
- Just right
- Too short

Do you have any suggestions for improving the application / registration process?

Block 3 - No Letters

Did you request Letters of Accommodation (Semester Request / Professor Notification) this semester through Accommodate?

- N/A - No Classroom Accommodations / Shuttle, Housing or Meal Plan Only / Other Unique Cases
- Yes
- No

Please select all reasons you DID NOT request Letters of Accommodation (Semester Request) this semester:

- Don't need accommodations this semester
- Accommodate platform is difficult to use

- Process for requesting accommodations is too difficult
- Don't know how to request letters
- Wasn't aware I was approved for accommodations
- Classroom rules conflict with accommodations (please elaborate)

- Other

How likely are you to request Letters of Accommodation (Semester Request) in future semesters?

- Extremely likely
- Somewhat likely
- Neither likely nor unlikely
- Somewhat unlikely
- Extremely unlikely

What would make you more likely to request Letters of Accommodation (Semester Request) in future semesters?

Block 4 - Satisfaction

Overall, was your access to course material equal to that of your peers?

- Yes
- No (Please Explain)

How satisfied are you overall with the OALA office?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

How satisfied are you with your assigned Accommodation Specialist?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

Choose average if you are reading this question. We want to ensure the data from this survey is reliable.

- Far above average
- Somewhat above average
- Average
- Somewhat below average
- Far below average

How satisfied are you with your accommodations?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

What impact do your accommodations have on your ability to learn in class?

- Large positive impact
- Small positive impact
- No Impact
- Small negative impact
- Large negative impact (please explain)
- N/A - I don't have classroom accommodations

What impact do your accommodations have on your grades?

- Large positive impact
- Small positive impact
- No Impact
- Small negative impact
- Large negative impact (please explain)

In how many courses this semester did you request Letters of Accommodation (Semester Request)?

- 0
- 1
- 2
- 3
- 4
- 5 or more
- N/A - I don't have classroom accommodations

In how many courses this semester did you utilize accommodations? (Not just request Letters of Accommodation.)

- 0
- 1

- 2
- 3
- 4
- 5 or more
- N/A - I don't have classroom accommodations

Block 5 - Testing

Are you registered with OALA for extended time and/or alternate test site accommodations?

- Yes
- No

Did you have any courses that utilized online quizzes and/or tests this semester?

- Yes
- No
- I'm in an online program - all assessments are online

Did you utilize testing accommodations at the OALA Testing Center this semester?

- N/A - Law student, Nursing student in Dallas, graduate student, etc.

- Yes
- No

Please select all reasons you DID NOT request use the OALA Testing Center this semester:

- All/most of my tests and quizzes were online this semester
- Difficulty with using Accommodate to schedule exams
- I prefer my classroom environment over the Testing Center
- I don't feel I need my accommodation in order to perform well on tests
- My professors were able to accommodate me elsewhere
- Stigma associated with using the Testing Center
- Difficulty coordinating tests with professor
- Law School Student
- Studying Abroad / Taking Online Courses
- Other (Please elaborate):

About how many tests did you take at the OALA Testing Center this semester?

- 1-5
- 6-10
- 11-15
- 16-20
- 21+

How would you describe the test scheduling process through Accommodate?

- Extremely easy
- Somewhat easy
- Neither easy nor difficult
- Somewhat difficult
- Extremely difficult

How satisfied are you the OALA Testing Center check-in / check-out process?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

How satisfied are you the OALA Testing Center testing environment compared to the classroom?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

Please share any other feedback regarding the OALA Testing Center.

Block 6 - Difficulties

In Fall 2022, did you encounter any difficulties related to your accommodations?

- Yes
- No

Please indicate any factors which made it difficult to use accommodations (choose all that apply and please provide any details in the box below the choice):

- I haven't encountered any difficulties in using accommodations
- OALA Policies and Procedures
- OALA Letter Request Process

- Professor policies (Please provide details)
- Professor attitude toward accommodations (Please provide details)
- Online-only instructional methods
- Hybrid instructional methods
- Academic department policies
- Academic program (major or minor) policies
- Accommodate online system
- Stigma associated with accommodations
- Inability to keep the need for accommodations confidential in some situations
- Other (please explain)

Block 7 - Problems solved?

Did you have any accommodation-related issues this semester that required the involvement of OALA? (Disclaimer: In the interest of keeping the survey anonymous, OALA will not follow up or take action on any situations or details mentioned in the

survey. Any concerns or issues which require action by someone in the OALA office need to be conveyed directly at oala@baylor.edu or 254-710-3605.)

- Yes
- No

Who did you contact to resolve the issue? (select all that apply)

- Professor
- Department Chair / Program Director
- OALA Accommodation Specialist
- OALA Testing Center
- OALA Office Email (oala@baylor.edu)
- OALA Office Main Phone Line (710-3605)
- I didn't contact anyone
- Other

Was the issue related to the testing or classroom accommodations?

- Testing Center
- Accommodations for online test or quiz
- Classroom accommodations

To what extent do you agree with the follow statement: My complaint was handled reasonably by the OALA office.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

To what extent do you agree with the follow statement: My complaint was resolved as I had hoped.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Block 8 - Other Feedback

What accommodation, action or assistance from OALA had the biggest impact on your semester?

How can OALA improve?

Please share any other feedback you have regarding accommodations or OALA.