

STUDENT AWARDS AGENCY FOR SCOTLAND

Disabled Students' Allowances (DSA) Customer Survey 2006-2007

SECTION A – APPLICATIONS AND GUIDANCE

Please tick one box only for each question		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1	I found it easy to get a copy of the DSA application forms and guidance	39%	40%	10%	9%	2%
2	I found the DSA guidance notes easy to understand	26%	46%	19%	8%	1%
3	I felt that the design and format of the DSA application form was suitable for the purpose	23%	56%	16%	5%	0
4	I felt the DSA application form was easy to complete	23%	52%	18%	6%	1%
5	I found the SAAS website useful to learn about student support and DSA	22%	29%	31%	14%	4%
6	The disability adviser at my institution provided useful advice when I asked about DSA	59%	27%	6%	4%	4%
7	The disability adviser at my institution provided useful advice on any additional support they could provide	55%	29%	5%	6%	5%

SECTION B – Needs Assessment

Please tick one box only for each question		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
8	The time taken to complete the needs assessment process was satisfactory	27%	47%	9%	10%	7%
9	I felt that the Access Centre dealing with my needs assessment handled the process effectively OR	51%	38%	3%	3%	5%
10	I felt that the University or College dealing with my needs assessment handled the process effectively	47%	33%	6%	8%	6%
11	The Disability Adviser who assisted me through the process was helpful	56%	33%	7%	2%	2%
12	I felt that I was adequately involved in the decision making process during the needs assessment process	49%	33%	10%	5%	3%
13	I received notification of the award of DSA within an acceptable period	36%	36%	10%	13%	5%
14	I knew how to source equipment and support, etc after I received the DSA award letter and payment	36%	38%	11%	11%	4%

SECTION C – Allowance for Personal Help

Please tick one box only for each question	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
15 I found it easy to find information about where I could obtain the services of personal helpers	20%	44%	18%	14%	4%
16 The disability adviser at my institution provided helpful assistance in recruiting personal helpers when asked	33%	30%	26%	8%	3%
17 I found the guide “Employing Support Workers in Higher Education” a useful resource	14%	15%	55%	12%	4%
18 I found that that the process for paying personal helpers works well	20%	26%	41%	9%	4%

SECTION D – General Questions

Please tick one box only for each question	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
19 I am satisfied with the method for payment of DSA	46%	44%	7%	2%	1%
20 I found the whole application process to be efficient	33%	50%	7%	7%	3%
21 I found SAAS staff to be knowledgeable and helpful when seeking advice about DSA	34%	35%	21%	7%	3%
23 I felt it was easy to contact SAAS by:- Letter	28%	33%	24%	14%	1%

Telephone	33%	37%	17%	9%	4%
Email	22%	29%	31%	9%	9%
24 I felt that the DSA scheme has helped me a lot during my Higher Education course	65%	26%	6%	2%	1%
25 I felt that the levels of DSA funding are adequate for my support needs	55%	34%	5%	5%	1%
26 I feel that any equipment supplied to me has been fit for purpose	62%	33%	3%	2%	0
27 I have experienced difficulties in receiving DSA funding	4%	5%	12%	41%	38%