

STUDENT AWARDS AGENCY FOR SCOTLAND

Disabled Students' Allowances (DSA) Customer Survey 2010

SECTION A – APPLICATIONS AND GUIDANCE

Please tick on 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	22%	47%	22%	6%	3%
2	I found the DSA guidance notes easy to understand	10%	53%	28%	8%	1%
3	I felt that the design and format of the DSA application form was suitable for the purpose	14%	49%	26%	10%	1%
4	I felt the DSA application form was easy to complete	12%	47%	27%	12%	2%
5	I found the SAAS website useful to learn about student support and DSA	11%	28%	30%	27%	4%
6	The disability adviser at my institution provided useful advice when I asked about DSA	65%	26%	5%	1%	3%
7	The disability adviser at my institution provided useful advice on any additional support they could provide	56%	28%	10%	5%	1%

SECTION B – Needs Assessment

Please tick on box only for each question		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
8	The time taken to complete the needs assessment process was satisfactory	22%	44%	14%	14%	6%	0%
9	I felt that the Access Centre dealing with my needs assessment handled the process effectively	24%	20%	16%	10%	3%	27%
10	I felt that the University or College dealing with my needs assessment handled the process effectively	45%	40%	4%	5%	3%	3%

11	The Disability Adviser who assisted me through the process was helpful	61%	31%	7%	1%	0%	0%
12	I felt that I was adequately involved in the decision making process during the needs assessment process	44%	42%	9%	3%	1%	1%
13	I was clear about my right to appeal and how to appeal if either the assessment process or the recommendations from the assessment were unsatisfactory	13%	33%	33%	16%	4%	1%
14	I received notification of the award of DSA within an acceptable period	25%	41%	10%	18%	6%	0%
15	I knew how to source equipment and support, etc after I received the DSA award letter and payment	22%	50%	9%	14%	5%	0%
16	I was offered, or received, adequate training in the use of my new equipment	26%	39%	18%	12%	5%	0%

SECTION C – Allowance for Personal Help

Please tick on box only for each question		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
17	I found it easy to find information about where I could obtain the services of personal helpers	10%	33%	15%	12%	6%	24%
18	The disability adviser at my institution provided helpful assistance in recruiting personal helpers when asked	18%	27%	10%	9%	1%	35%
19	I employ my own personal helper and I find the process works well	4%	5%	14%	1%	0%	76%
20	I use a personal helper provided by my institution and I find the process works well	13%	16%	11%	2%	2%	56%
21	I use a personal helper provided by a private company and I find the process works well	1%	1%	17%	1%	1%	79%

SECTION D – General Questions

Please tick on box only for each question		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
20	I am satisfied with the method for payment of DSA	28%	51%	12%	8%	1%
21	I found the whole application process to be efficient	20%	41%	22%	12%	5%
22	I found SAAS staff to be knowledgeable and helpful when seeking advice about DSA	14%	38%	31%	10%	7%
23	It felt it was easy to contact SAAS by:-					
	Letter	9%	21%	49%	12%	9%
	Telephone	11%	24%	22%	24%	19%
	Email	12%	33%	31%	12%	12%
24	I felt that the DSA scheme has helped me a lot during my Higher Education course	53%	36%	8%	2%	1%
25	I felt that the levels of DSA funding are adequate for my support needs	33%	45%	13%	8%	1%
26	I felt that any equipment supplied to me has been fit for purpose	44%	44%	8%	3%	0%
27	I have experienced difficulties in receiving DSA funding	6%	6%	18%	49%	21%
28	The university or college dealing with my application, asked for feedback from me on the effectiveness of the support I received via DSA	12%	36%	26%	21%	5%