

## STUDENT AWARDS AGENCY FOR SCOTLAND

### Disabled Students' Allowances (DSA) Customer Survey 2011

#### SECTION A – APPLICATIONS AND GUIDANCE

Please tick on box only for each question		Strongly agree	Agree	Disagree	Strongly disagree
1	I found it easy to get a copy of the DSA application forms and guidance	27%	60%	10%	3%
2	I found the DSA guidance notes easy to understand	18%	64%	15%	3%
3	I felt that the design and format of the DSA application form was suitable for the purpose	16%	73%	9%	2%
4	I felt the DSA application form was easy to complete	14%	70%	14%	2%
5	I found the SAAS website useful to learn about student support and DSA	15%	49%	29%	7%
6	The disability adviser at my institution provided useful advice when I asked about DSA	60%	31%	5%	4%
7	The disability adviser at my institution provided useful advice on any additional support they could provide	57%	32%	8%	3%

#### SECTION B – Needs Assessment

Please tick on box only for each question		Strongly agree	Agree	Disagree	Strongly disagree
8	The time taken to complete the needs assessment process was satisfactory	32%	56%	8%	4%
9	I felt that the Access Centre dealing with my needs assessment handled the process effectively	45%	47%	4%	4%
10	I felt that the University or College dealing with my needs assessment handled the process effectively	52%	40%	5%	3%

<b>11</b>	The Disability Adviser who assisted me through the process was helpful	<b>60%</b>	<b>35%</b>	<b>4%</b>	<b>1%</b>
<b>12</b>	I felt that I was adequately involved in the decision making process during the needs assessment process	<b>49%</b>	<b>44%</b>	<b>5%</b>	<b>2%</b>
<b>13</b>	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	<b>24%</b>	<b>40%</b>	<b>28%</b>	<b>8%</b>
<b>14</b>	I received notification of the award of DSA within an acceptable period	<b>27%</b>	<b>51%</b>	<b>16%</b>	<b>6%</b>
<b>15</b>	I knew how to source equipment and support, etc after I received the DSA award letter and payment	<b>27%</b>	<b>51%</b>	<b>15%</b>	<b>7%</b>
<b>16</b>	I was offered, or received, adequate training in the use of my new equipment	<b>32%</b>	<b>48%</b>	<b>12%</b>	<b>8%</b>

### **SECTION C – Allowance for Personal Help**

<b>Please tick on box only for each question</b>		<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>
<b>17</b>	I found it easy to find information about where I could obtain the services of personal helpers	<b>29%</b>	<b>47%</b>	<b>15%</b>	<b>9%</b>
<b>18</b>	The disability adviser at my institution provided helpful assistance in recruiting personal helpers when asked	<b>44%</b>	<b>41%</b>	<b>10%</b>	<b>5%</b>
<b>19</b>	I employ my own personal helper and I find the process works well	<b>19%</b>	<b>17%</b>	<b>28%</b>	<b>36%</b>
<b>20</b>	I use a personal helper provided by my institution and I find the process works well	<b>38%</b>	<b>38%</b>	<b>9%</b>	<b>15%</b>
<b>21</b>	I use a personal helper provided by a private company and I find the process works well	<b>17%</b>	<b>16%</b>	<b>31%</b>	<b>36%</b>

## SECTION D – General Questions

Please tick on box only for each question		Strongly agree	Agree	Disagree	Strongly disagree	
<b>23</b>	I am satisfied with the method for payment of DSA	<b>36%</b>	<b>55%</b>	<b>7%</b>	<b>2%</b>	
<b>24</b>	I found the whole application process to be efficient	<b>24%</b>	<b>56%</b>	<b>14%</b>	<b>6%</b>	
<b>25</b>	I found SAAS staff to be knowledgeable and helpful when seeking advice about DSA	<b>27%</b>	<b>53%</b>	<b>15%</b>	<b>5%</b>	
<b>27</b>	I felt that the DSA scheme has helped me a lot during my Higher Education course	<b>56%</b>	<b>36%</b>	<b>5%</b>	<b>3%</b>	
<b>28</b>	I felt that the levels of DSA funding are adequate for my support needs	<b>40%</b>	<b>49%</b>	<b>9%</b>	<b>2%</b>	
<b>29</b>	I felt that any equipment supplied to me has been fit for purpose	<b>53%</b>	<b>40%</b>	<b>5%</b>	<b>2%</b>	
<b>30</b>	I have experienced difficulties in receiving DSA funding	<b>9%</b>	<b>15%</b>	<b>46%</b>	<b>31%</b>	
<b>31</b>	The university or college dealing with my application, asked for feedback from me on the effectiveness of the support I received via DSA	<b>19%</b>	<b>44%</b>	<b>26%</b>	<b>11%</b>	
		<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Not applicable</b>
	I felt it was easy to contact SAAS by: -					
	Letter	<b>15%</b>	<b>32%</b>	<b>12%</b>	<b>7%</b>	<b>34%</b>
	Telephone	<b>20%</b>	<b>39%</b>	<b>14%</b>	<b>16%</b>	<b>11%</b>
	Email	<b>19%</b>	<b>37%</b>	<b>13%</b>	<b>11%</b>	<b>20%</b>