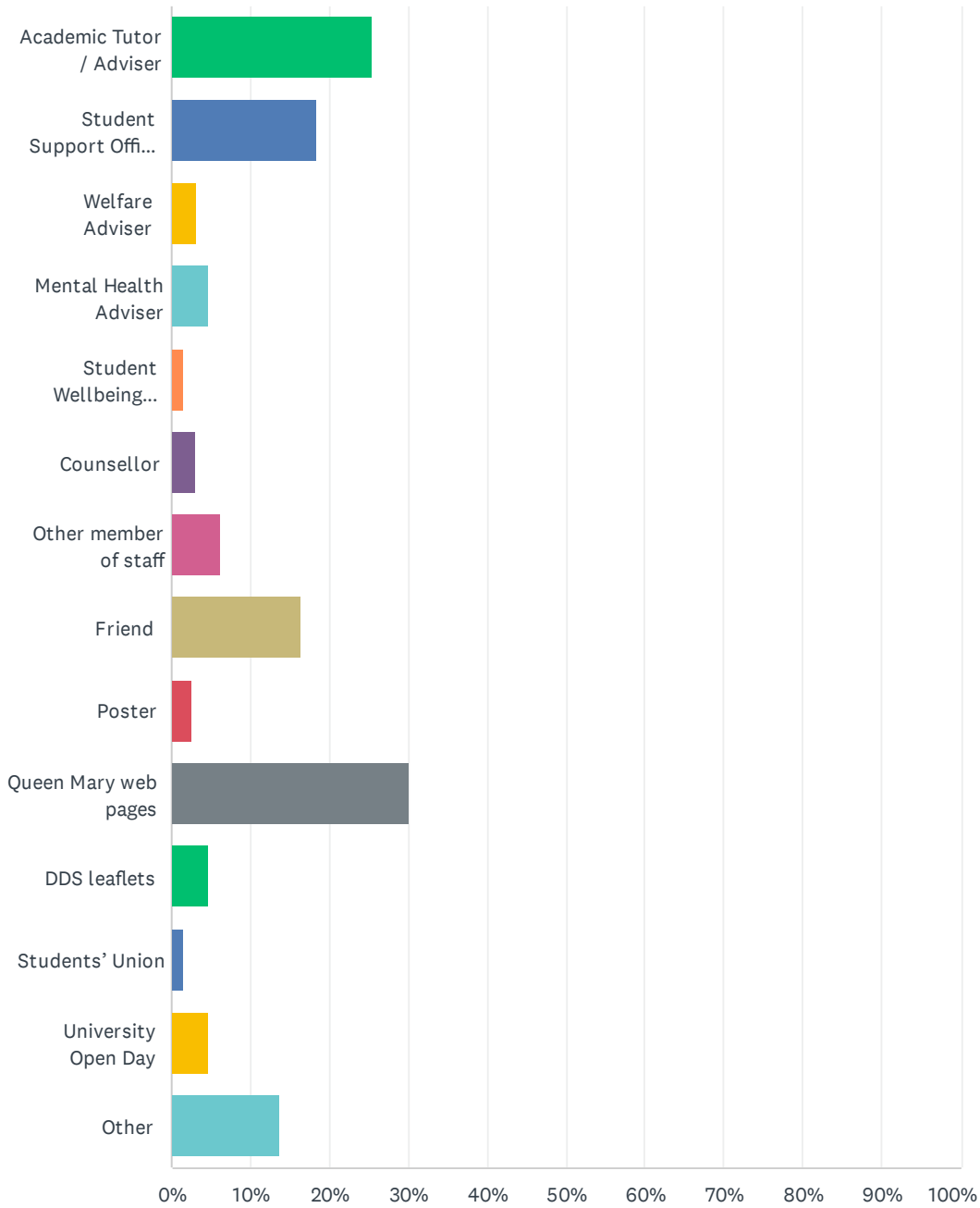


# Q1 How did you find out about the Disability & Dyslexia Service (DDS)?

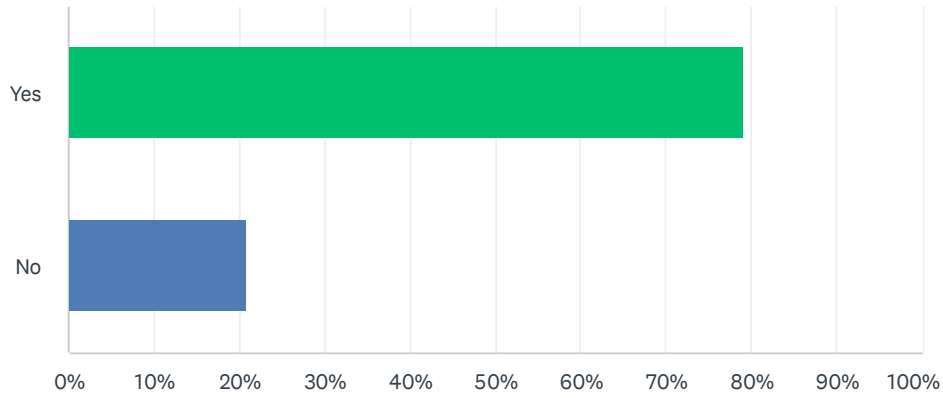
Answered: 273 Skipped: 0



ANSWER CHOICES	RESPONSES	
Academic Tutor / Adviser	25.27%	69
Student Support Officer / Manager	18.32%	50
Welfare Adviser	3.30%	9
Mental Health Adviser	4.76%	13
Student Wellbeing Adviser	1.47%	4
Counsellor	2.93%	8
Other member of staff	6.23%	17
Friend	16.48%	45
Poster	2.56%	7
Queen Mary web pages	30.04%	82
DDS leaflets	4.76%	13
Students' Union	1.47%	4
University Open Day	4.76%	13
Other	13.55%	37
Total Respondents: 273		

## Q2 Were you satisfied with the amount of time it took for you to get an appointment with one of our advisers?

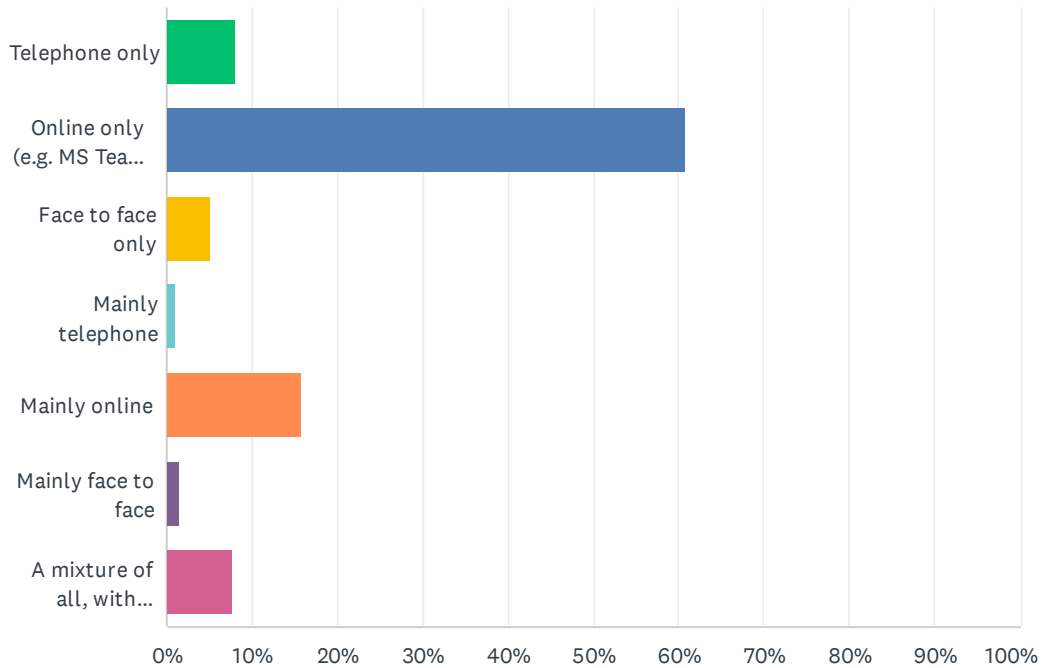
Answered: 273 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.12%	216
No	20.88%	57
TOTAL		273

Q3 In the last twelve months the Disability and Dyslexia Service has offered students a mixture of telephone, online and face to face appointments. We are interested in how students have been accessing appointments. Have you attended appointments:

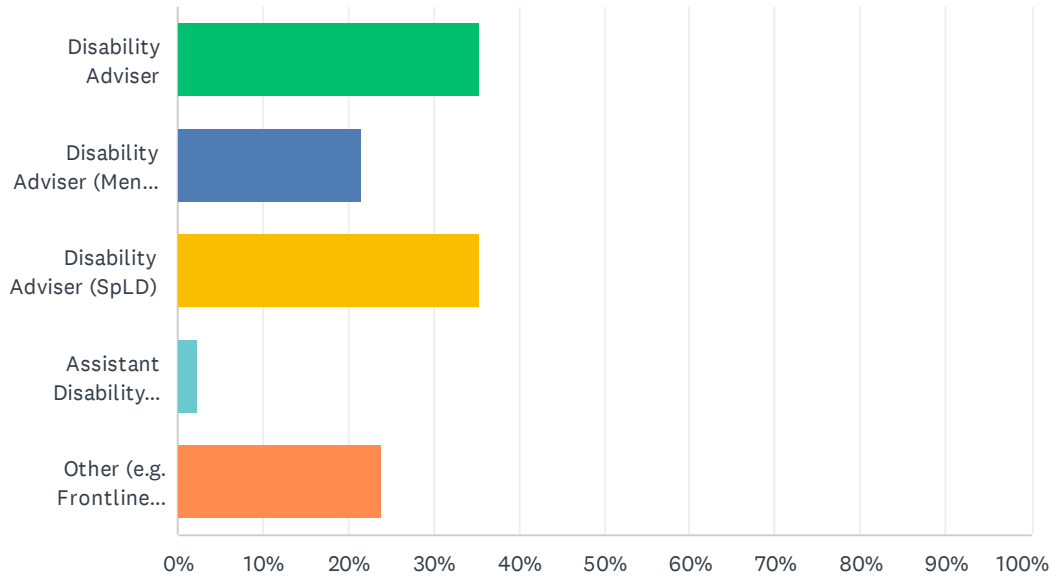
Answered: 273 Skipped: 0



ANSWER CHOICES	RESPONSES
Telephone only	8.06% 22
Online only (e.g. MS Teams, Zoom, Skype)	60.81% 166
Face to face only	5.13% 14
Mainly telephone	1.10% 3
Mainly online	15.75% 43
Mainly face to face	1.47% 4
A mixture of all, with roughly half our appointments taking place face to face on campus	7.69% 21
<b>TOTAL</b>	<b>273</b>

### Q4 Please indicate which members of our team you saw. You can select more than one.

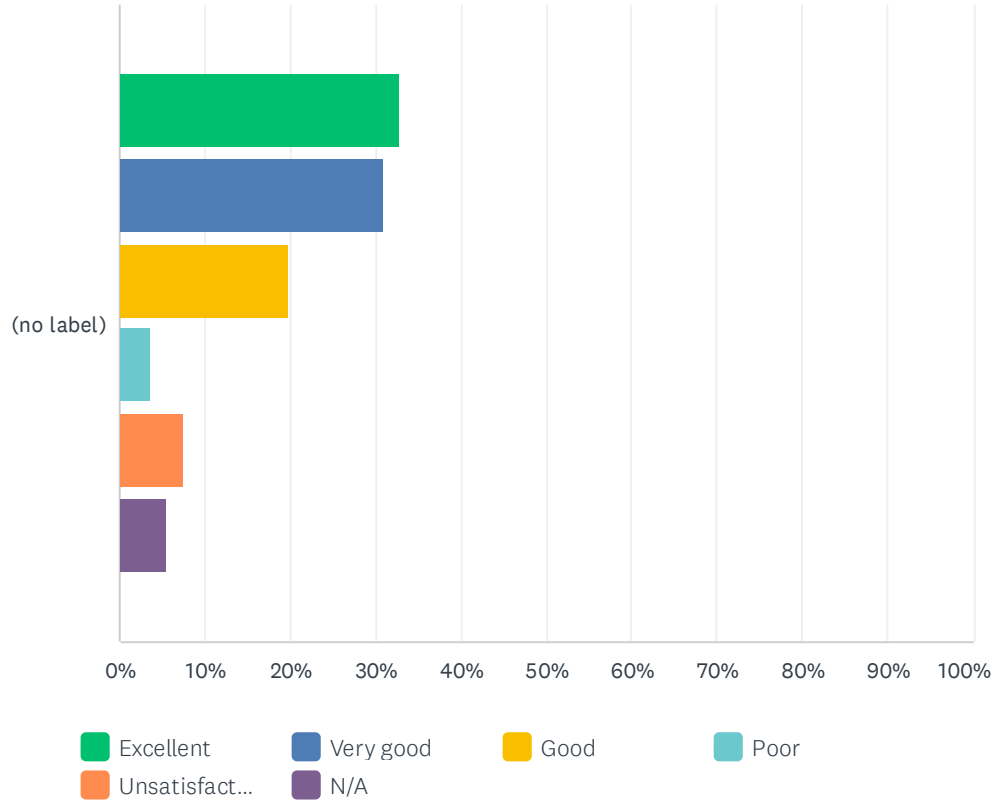
Answered: 255 Skipped: 18



ANSWER CHOICES	RESPONSES	
Disability Adviser	35.29%	90
Disability Adviser (Mental Health and Autism)	21.57%	55
Disability Adviser (SpLD)	35.29%	90
Assistant Disability Adviser	2.35%	6
Other (e.g. Frontline Staff, Head of Service)	23.92%	61
Total Respondents: 255		

### Q5 On a scale of 1 to 5, where 1 is very unhelpful and 5 is excellent, how would you rate the quality of advice and support you received?

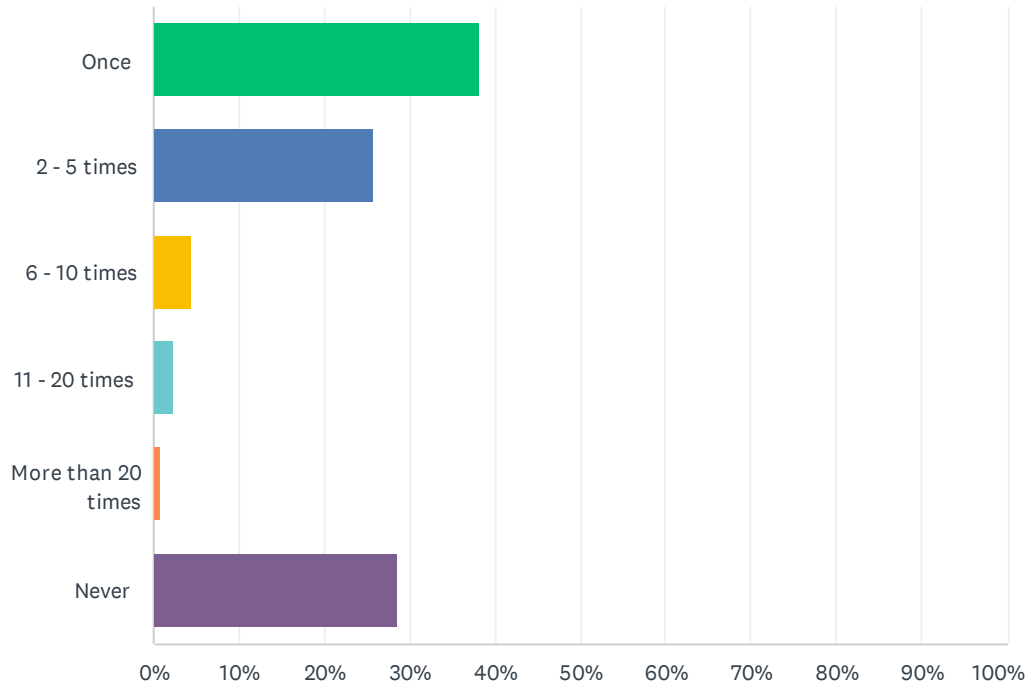
Answered: 253 Skipped: 20



	EXCELLENT	VERY GOOD	GOOD	POOR	UNSATISFACTORY / VERY POOR	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	32.81% 83	30.83% 78	19.76% 50	3.56% 9	7.51% 19	5.53% 14	253	2.18

## Q6 How many times have you seen a member of our team since the start of this academic year?

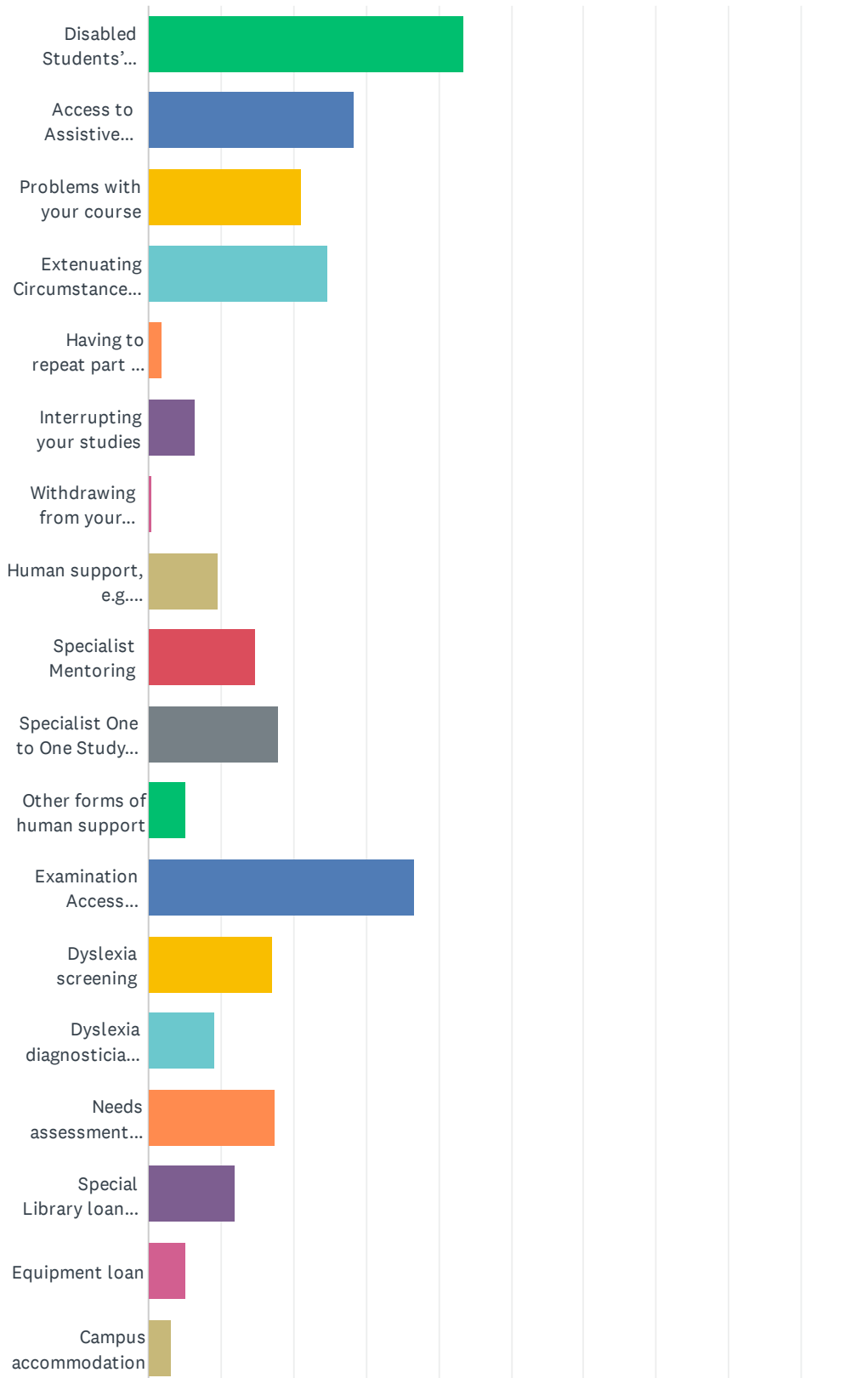
Answered: 249 Skipped: 24



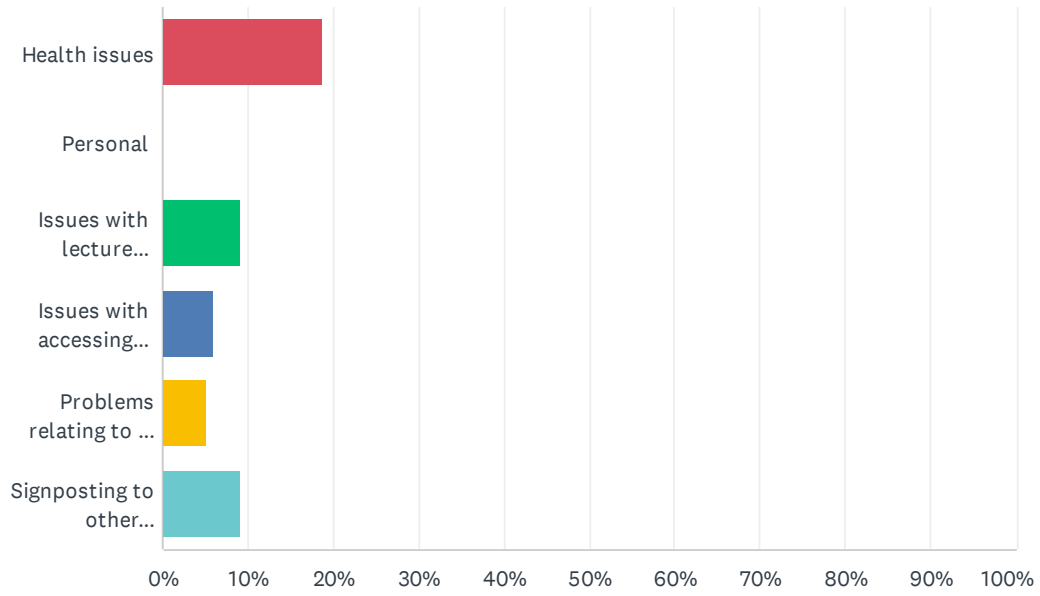
ANSWER CHOICES	RESPONSES	
Once	38.15%	95
2 - 5 times	25.70%	64
6 - 10 times	4.42%	11
11 - 20 times	2.41%	6
More than 20 times	0.80%	2
Never	28.51%	71
<b>TOTAL</b>		<b>249</b>

### Q7 What issues did you discuss with your adviser? (Please tick all that apply)

Answered: 218 Skipped: 55



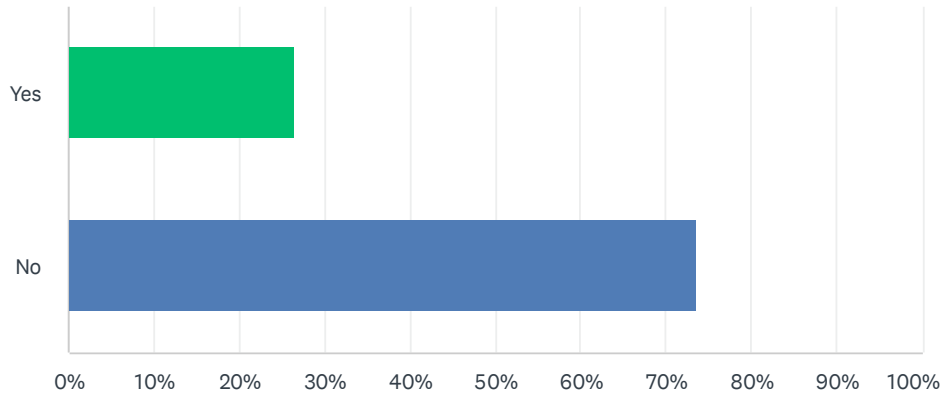




ANSWER CHOICES	RESPONSES	
Disabled Students' Allowances (DSA)	43.58%	95
Access to Assistive Technology	28.44%	62
Problems with your course	21.10%	46
Extenuating Circumstances query	24.77%	54
Having to repeat part of your course	1.83%	4
Interrupting your studies	6.42%	14
Withdrawing from your course	0.46%	1
Human support, e.g. note-taking	9.63%	21
Specialist Mentoring	14.68%	32
Specialist One to One Study Skills Support	17.89%	39
Other forms of human support	5.05%	11
Examination Access Arrangements (extra time etc.)	36.70%	80
Dyslexia screening	16.97%	37
Dyslexia diagnostician's appointment	9.17%	20
Needs assessment appointment	17.43%	38
Special Library loan facilities	11.93%	26
Equipment loan	5.05%	11
Campus accommodation	3.21%	7
Health issues	18.81%	41
Personal	0.00%	0
Issues with lecture capture, e.g. captions, access to recordings	9.17%	20
Issues with accessing teaching online, e.g. reading lists	5.96%	13
Problems relating to the ongoing pandemic and Mixed Mode Education (MME), e.g. accessing teaching face-to-face or online	5.05%	11
Signposting to other university services, e.g. Student Support Officers, Advice & Counselling, Academic Skills	9.17%	20
Total Respondents: 218		

### Q8 Before your appointment, were you worried that you might have to leave your course?

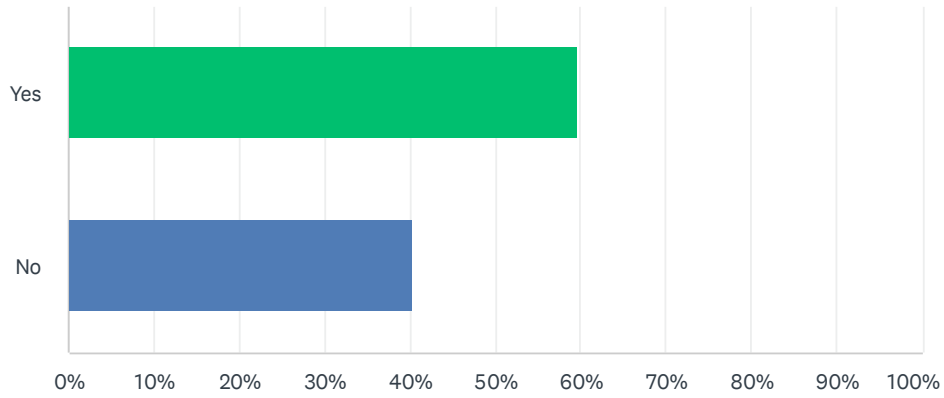
Answered: 235 Skipped: 38



ANSWER CHOICES	RESPONSES	
Yes	26.38%	62
No	73.62%	173
TOTAL		235

## Q9 Has our advice helped you to stay on your course?

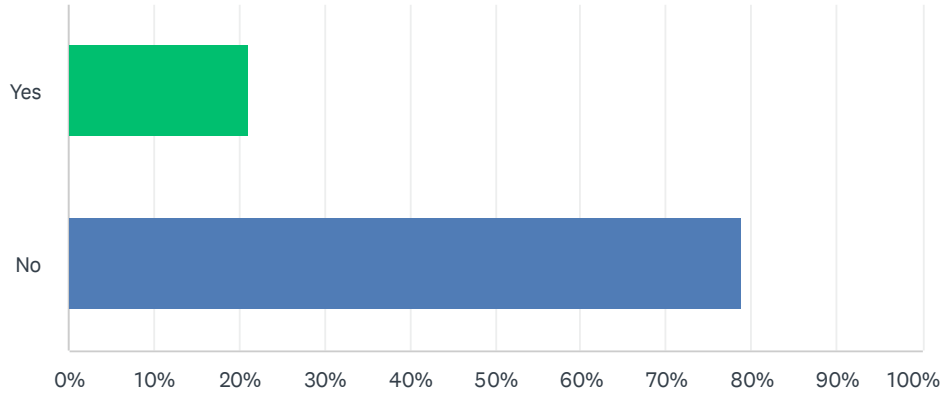
Answered: 213 Skipped: 60



ANSWER CHOICES	RESPONSES	
Yes	59.62%	127
No	40.38%	86
TOTAL		213

### Q10 Do you receive specialist one-to-one study skills support because you have a specific learning difference like dyslexia?

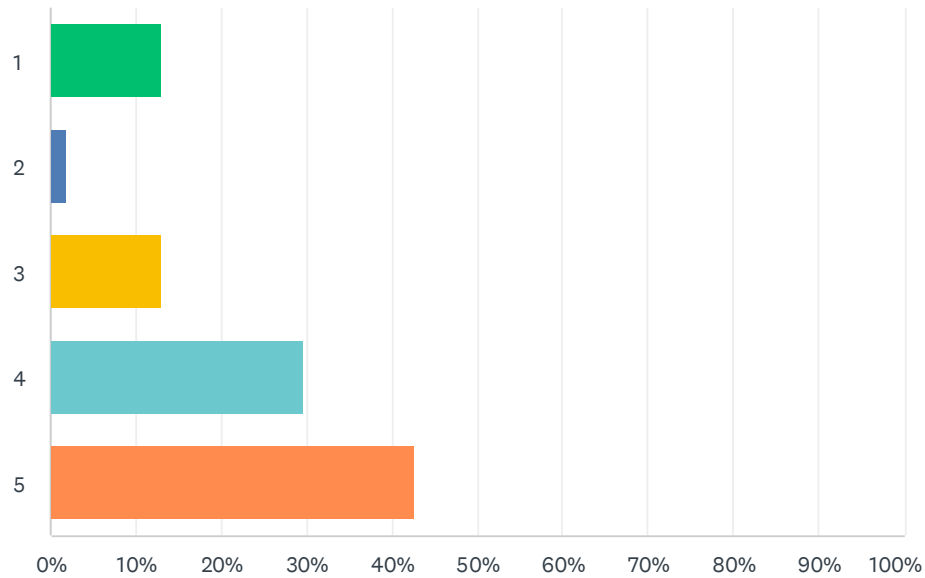
Answered: 237 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	21.10%	50
No	78.90%	187
TOTAL		237

**Q11 On a scale of 1 to 5, where 1 is “unsatisfactory” and 5 is “excellent”, how would you describe the standard of tuition received from the specialist study skills tutor?**

Answered: 54 Skipped: 219



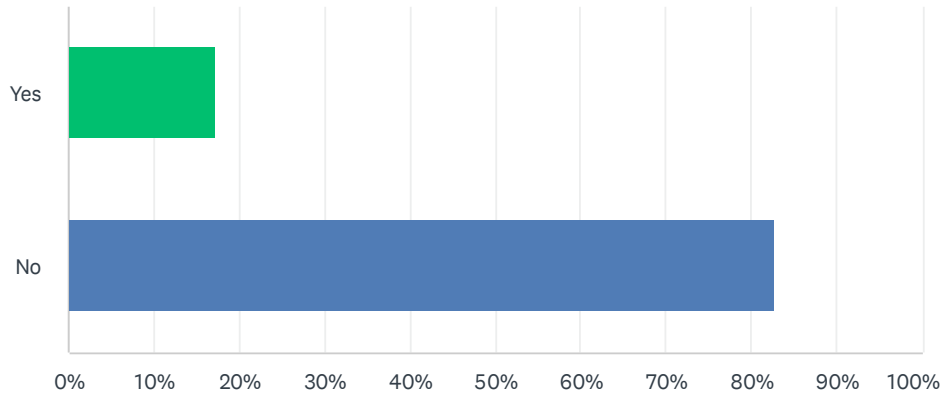
ANSWER CHOICES	RESPONSES
1	12.96% 7
2	1.85% 1
3	12.96% 7
4	29.63% 16
5	42.59% 23
<b>TOTAL</b>	<b>54</b>

## Q12 How do you benefit by receiving one-to-one dyslexia support sessions?

Answered: 25 Skipped: 248

### Q13 Do you receive specialist mentoring which has been arranged by one of our team?

Answered: 236 Skipped: 37

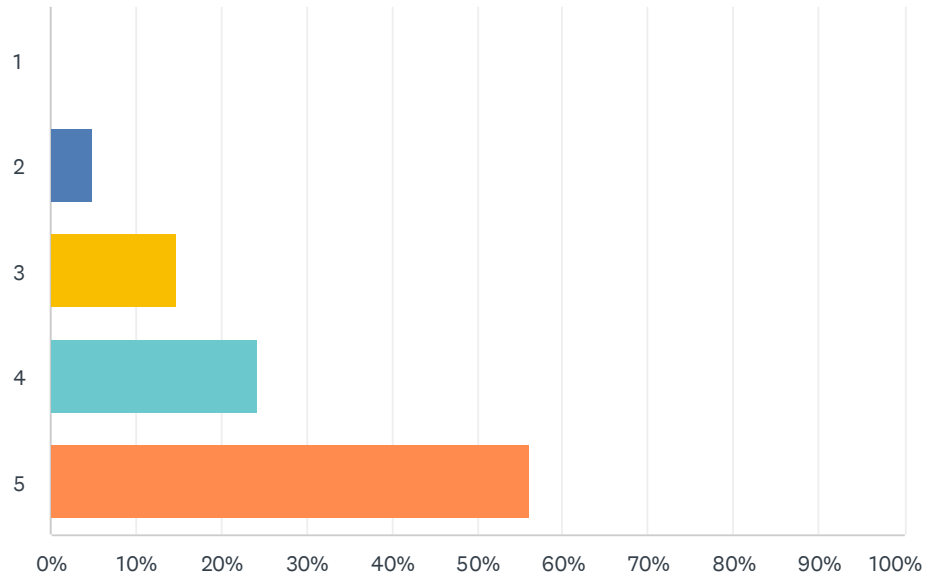


ANSWER CHOICES	RESPONSES	
Yes	17.37%	41
No	82.63%	195
TOTAL		236



**Q14 On a scale of 1 to 5, where 1 is “unsatisfactory” and 5 is “excellent”, how would you describe the standard of the mentoring you have received?**

Answered: 41 Skipped: 232



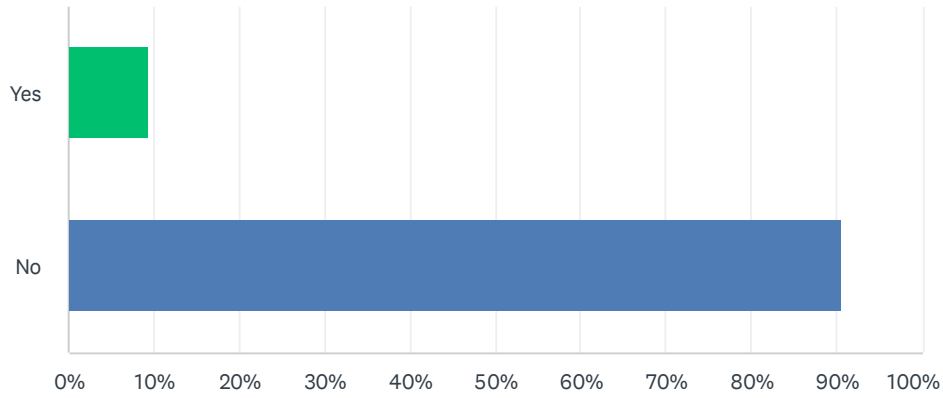
ANSWER CHOICES	RESPONSES	
1	0.00%	0
2	4.88%	2
3	14.63%	6
4	24.39%	10
5	56.10%	23
<b>TOTAL</b>		<b>41</b>

## Q15 How have you benefited from receiving specialist mentoring?

Answered: 25 Skipped: 248

### Q16 Do you receive Non-Medical Help support (i.e. notetaker; practical support; lab assistant)

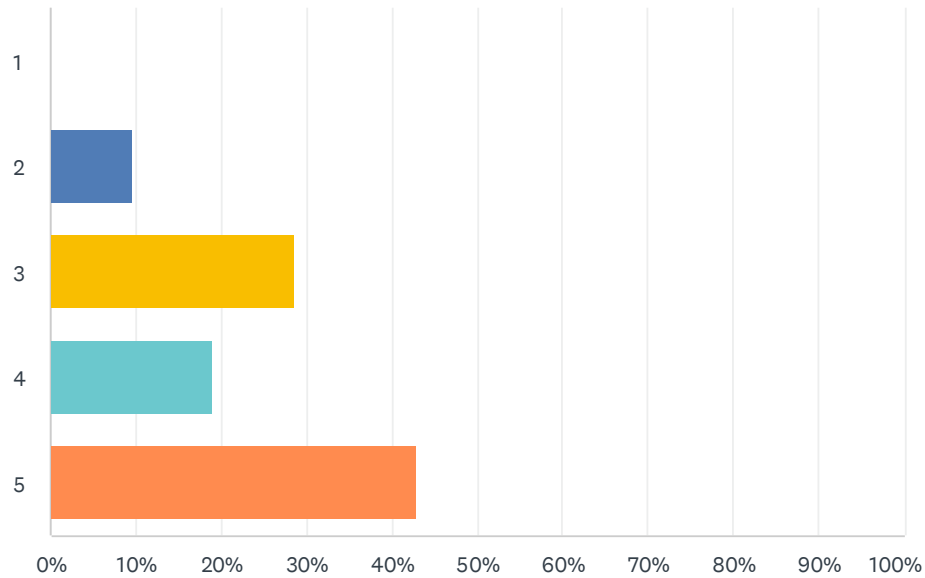
Answered: 236 Skipped: 37



ANSWER CHOICES	RESPONSES	
Yes	9.32%	22
No	90.68%	214
TOTAL		236

### Q17 On a scale of 1 to 5, where 1 is “unsatisfactory” and 5 is “excellent”, how would you describe the standard of the NMH support you have received?

Answered: 21 Skipped: 252



ANSWER CHOICES	RESPONSES	
1	0.00%	0
2	9.52%	2
3	28.57%	6
4	19.05%	4
5	42.86%	9
<b>TOTAL</b>		<b>21</b>

**Q18 How have you found the return to more on-campus teaching activities this year? Have you found any aspects of this particularly helpful, or challenging? How do you think that Queen Mary can support its disabled students more effectively in future?**

Answered: 156 Skipped: 117

**Q19 Do you have any more comments or suggestions about the Disability and Dyslexia Service? Was there anything that we did or didn't do this year that you would like to comment on?**

Answered: 112 Skipped: 161

Q20 Thank you for taking the time to complete this survey.If you would like to enter the prize draw to win an Amazon Kindle Fire HD8, 8” tablet please enter your email address below. (Please note that this email address will only be used to notify the winner of the draw). The draw is expected to take place on or around 1 May 2022.

Answered: 188 Skipped: 85

ANSWER CHOICES	RESPONSES	
email address:	100.00%	188