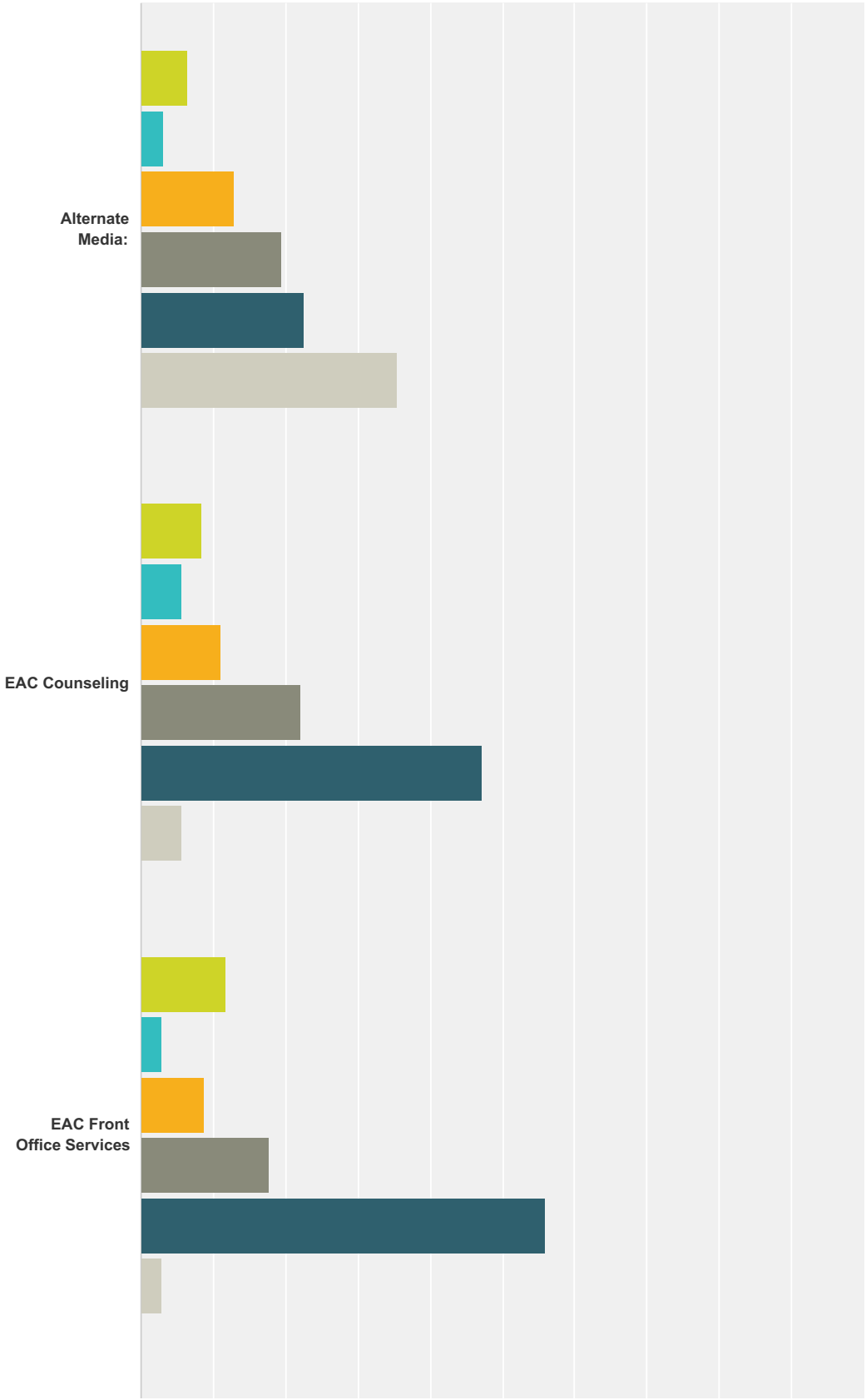
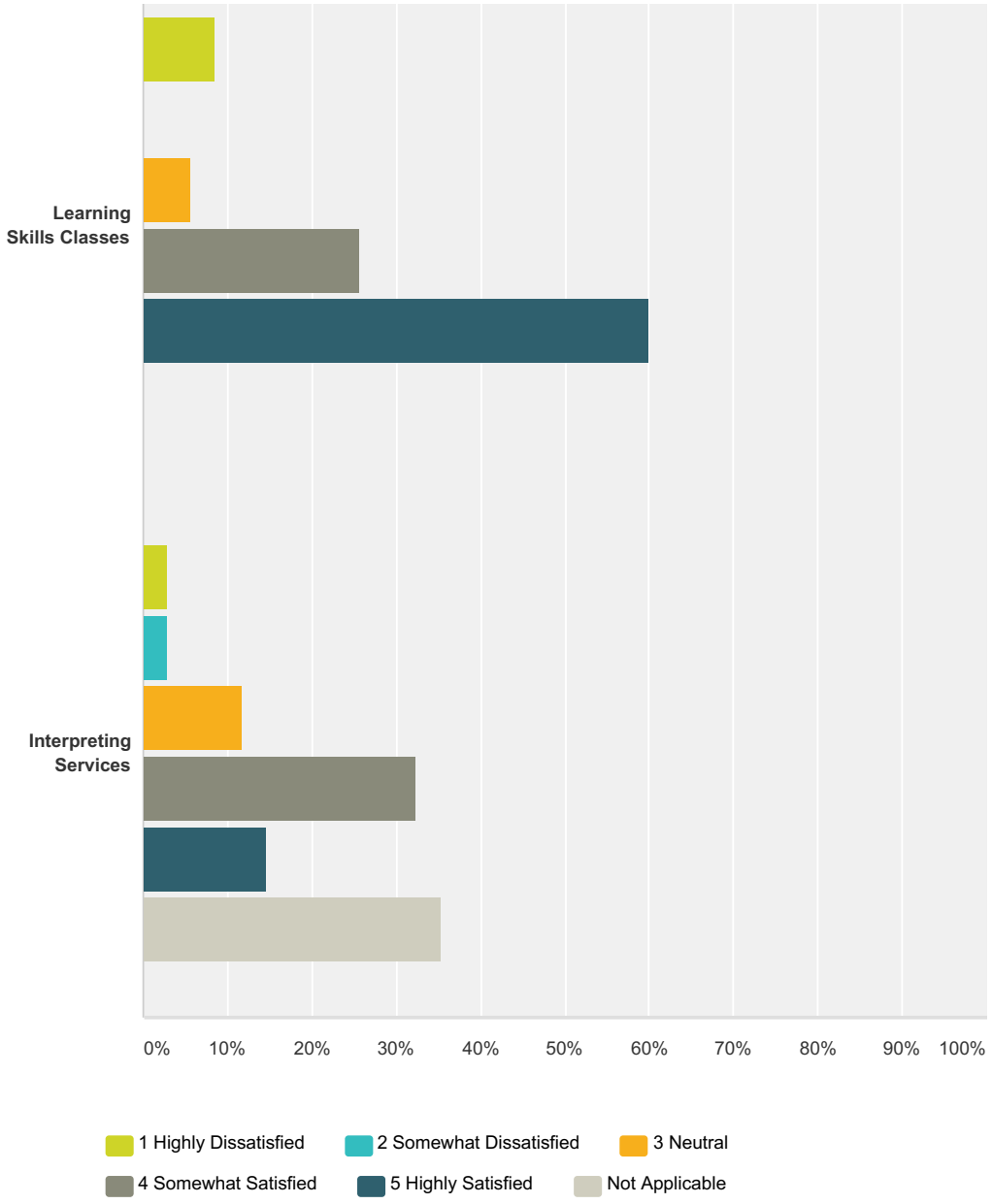
Q1 Educational Assistance Center Overall Satisfaction:

Answered: 37 Skipped: 1

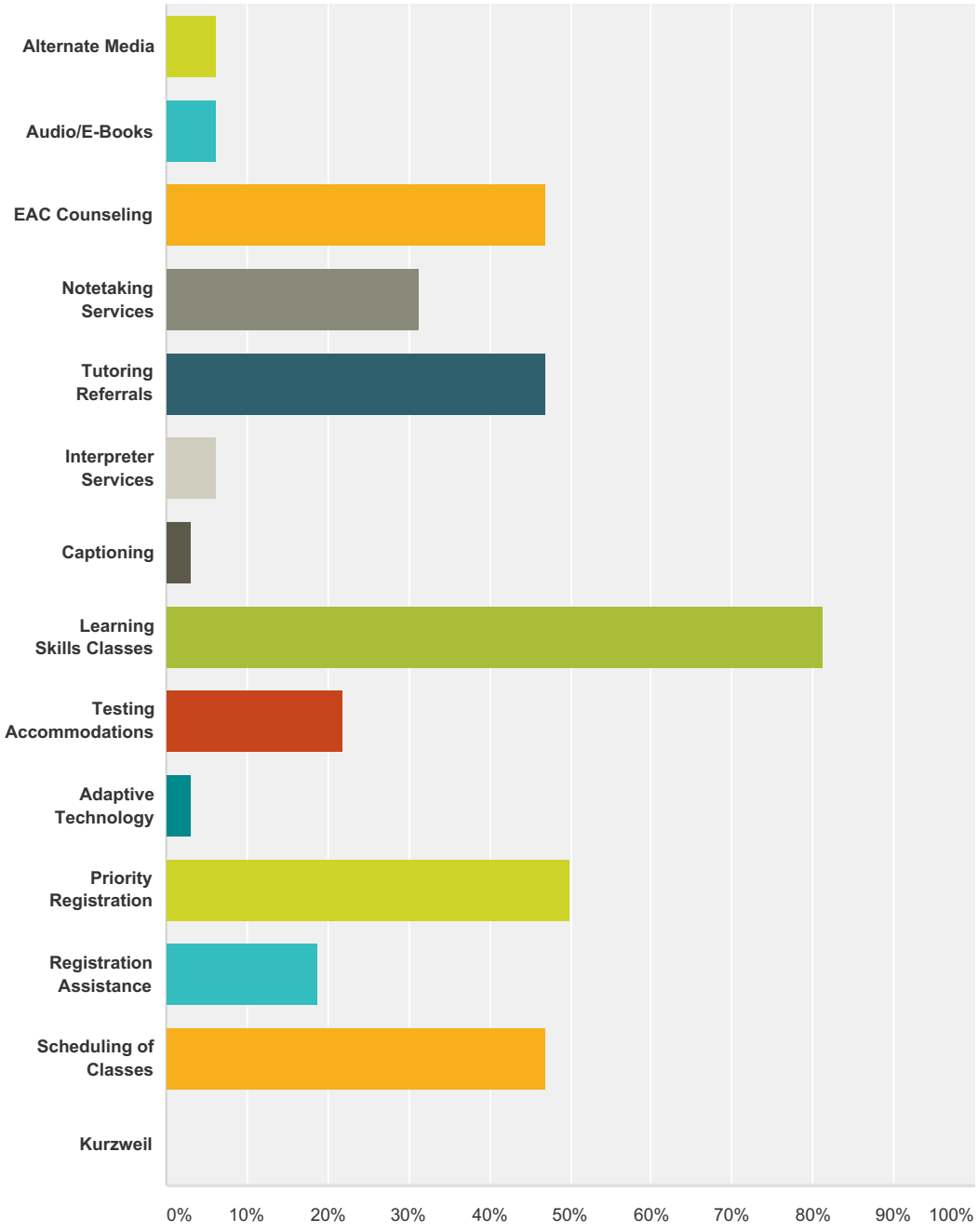




	1 Highly Dissatisfied	2 Somewhat Dissatisfied	3 Neutral	4 Somewhat Satisfied	5 Highly Satisfied	Not Applicable	Total Respondents
Alternate Media:	**6.45%** 2	**3.23%** 1	**12.90%** 4	**19.35%** 6	**22.58%** 7	**35.48%** 11	31
EAC Counseling	**8.33%** 3	**5.56%** 2	**11.11%** 4	**22.22%** 8	**47.22%** 17	**5.56%** 2	36
EAC Front Office Services	**11.76%** 4	**2.94%** 1	**8.82%** 3	**17.65%** 6	**55.88%** 19	**2.94%** 1	34
Learning Skills Classes	**8.57%** 3	**0.00%** 0	**5.71%** 2	**25.71%** 9	**60.00%** 21	**0.00%** 0	35
Interpreting Services	**2.94%** 1	**2.94%** 1	**11.76%** 4	**32.35%** 11	**14.71%** 5	**35.29%** 12	34

Q2 Which of the Following services do you typically use in a semester? (Check all that apply)

Answered: 32 Skipped: 6

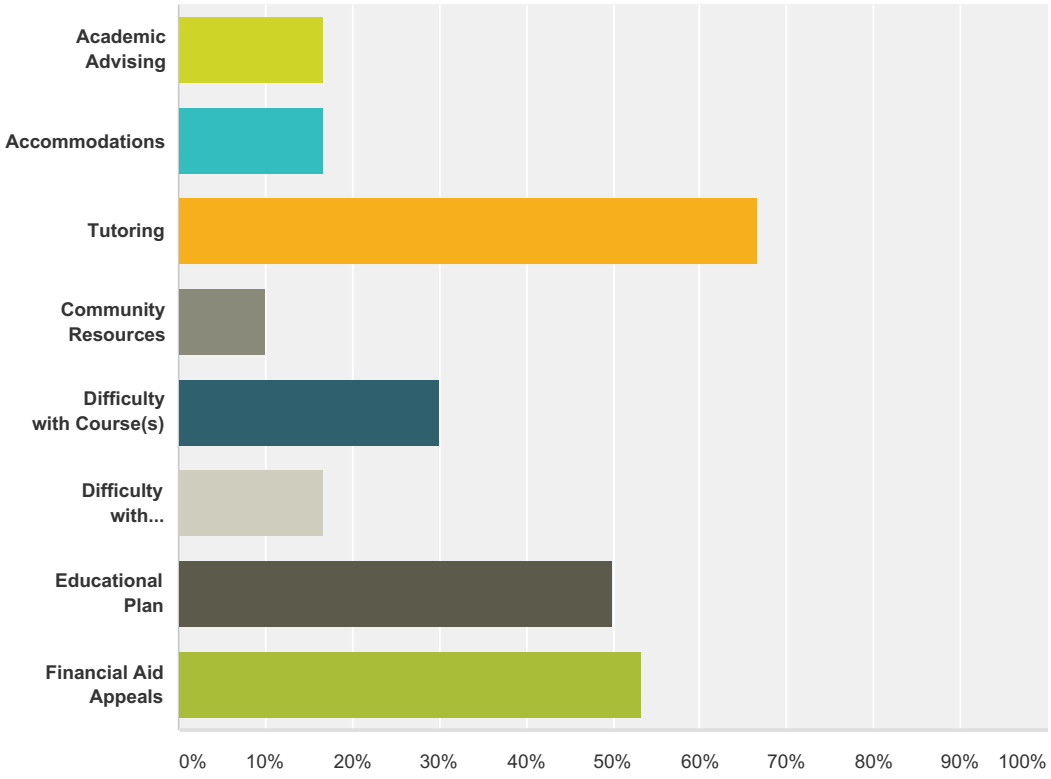


Answer Choices	Responses	
Alternate Media	**6.25%**	2
Audio/E-Books	**6.25%**	2
EAC Counseling	**46.88%**	15

Notetaking Services	**31.25%**	10
Tutoring Referrals	**46.88%**	15
Interpreter Services	**6.25%**	2
Captioning	**3.13%**	1
Learning Skills Classes	**81.25%**	26
Testing Accommodations	**21.88%**	7
Adaptive Technology	**3.13%**	1
Priority Registration	**50.00%**	16
Registration Assistance	**18.75%**	6
Scheduling of Classes	**46.88%**	15
Kurzweil	**0.00%**	0
Total Respondents: 32		

Q3 I know how to access the following of where to find EAC support: (Check all that apply)

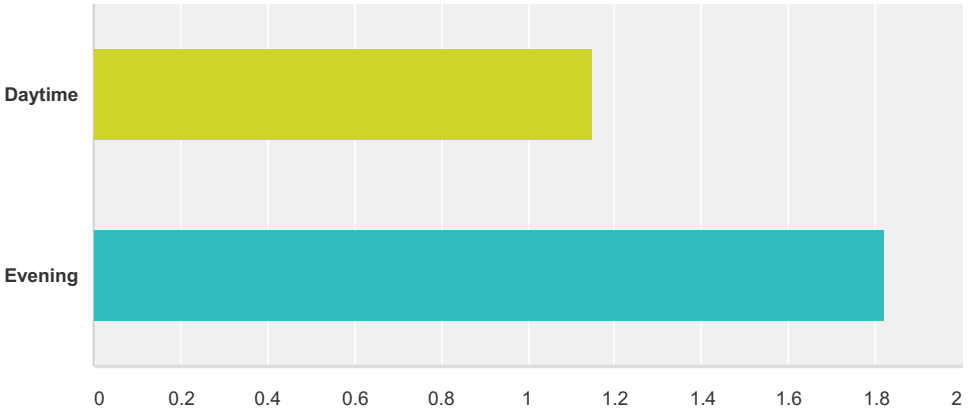
Answered: 30 Skipped: 8



Answer Choices	Responses	
Academic Advising	**16.67%**	5
Accommodations	**16.67%**	5
Tutoring	**66.67%**	20
Community Resources	**10.00%**	3
Difficulty with Course(s)	**30.00%**	9
Difficulty with Instructor(s)	**16.67%**	5
Educational Plan	**50.00%**	15
Financial Aid Appeals	**53.33%**	16
Total Respondents: 30		

Q4 Do you prefer Daytime or Evening classes?

Answered: 34 Skipped: 4



	Yes	No	Total	Weighted Average
Daytime	**85.29%** 29	**14.71%** 5	34	1.15
Evening	**17.65%** 6	**82.35%** 28	34	1.82

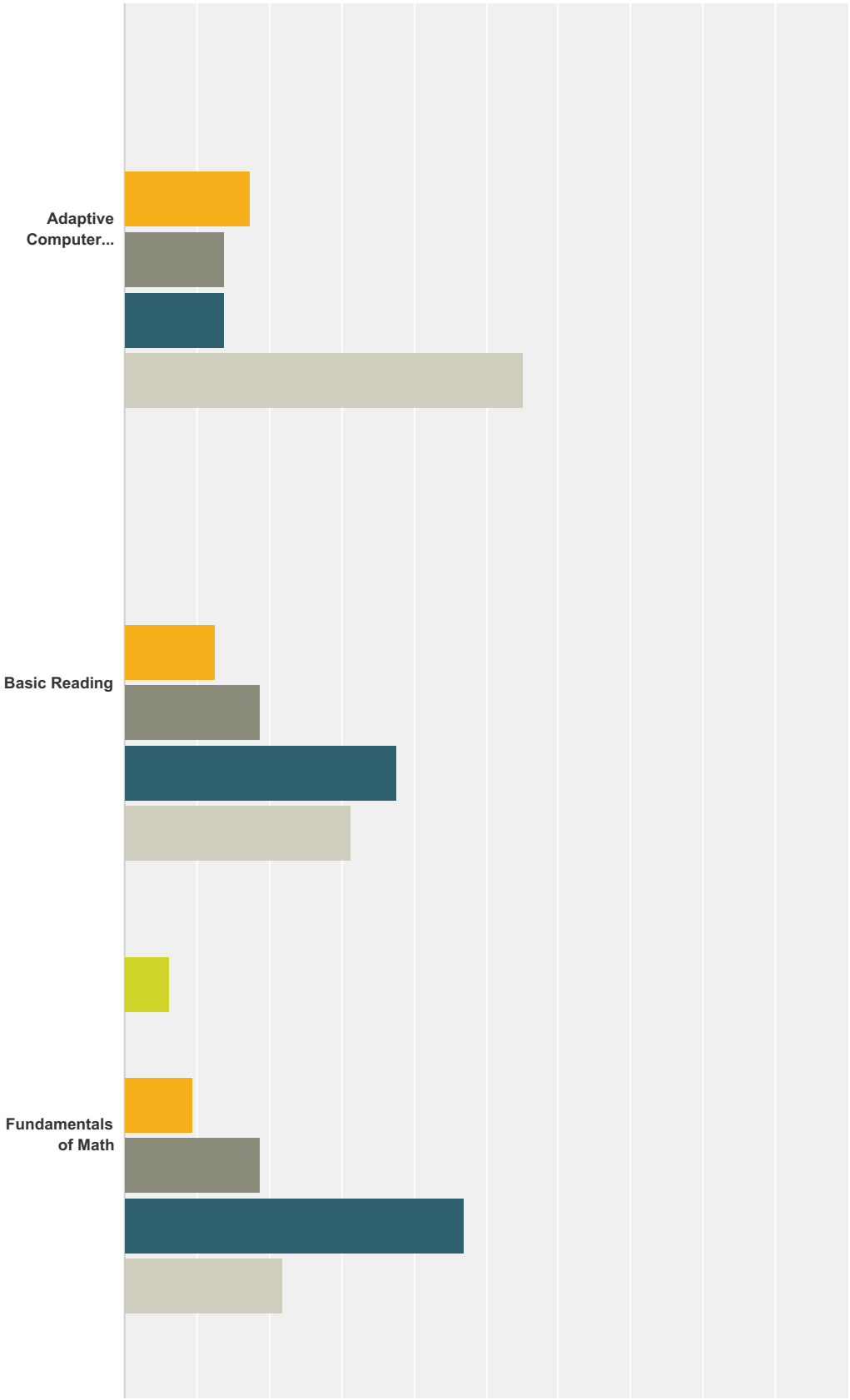
Q5 Name other classes you would ike to see offered by the EAC:

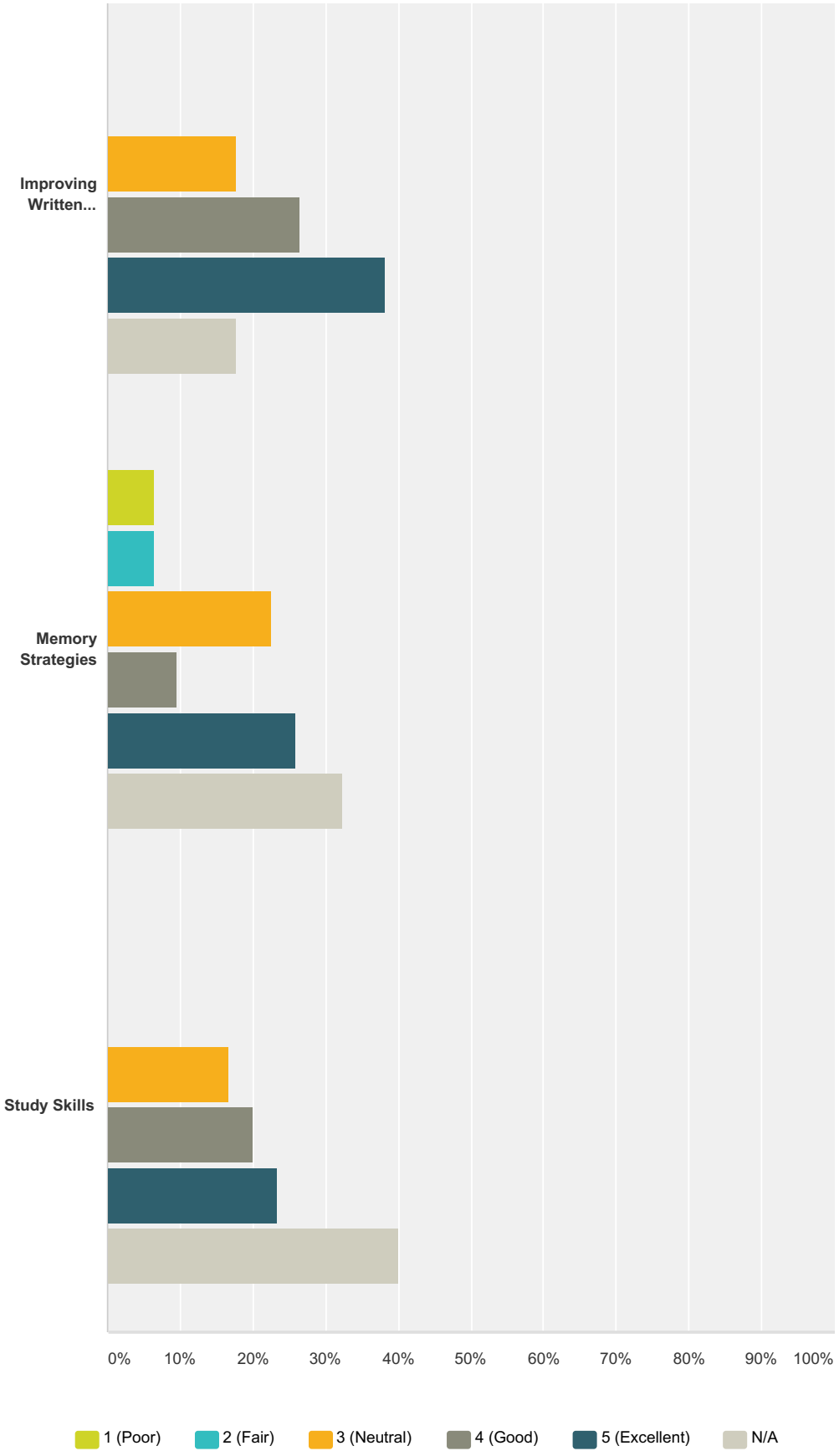
Answered: 13 Skipped: 25

#	Responses	Date
1	American History	2/15/2017 3:17 PM
2	I have taking classes, I think was good and educated	2/15/2017 3:09 PM
3	Art classes dancing classes	2/15/2017 3:04 PM
4	I would like to see history classes offerred by the EAC.	2/15/2017 3:02 PM
5	dance class zumba	2/15/2017 2:55 PM
6	Probably slower math class...	2/15/2017 2:54 PM
7	Science, Spanish	2/15/2017 2:43 PM
8	Slow paced math class	2/15/2017 2:39 PM
9	Slow paced math class	2/15/2017 2:37 PM
10	Slow paced math class	2/15/2017 2:35 PM
11	I will like to take a not talking class	2/15/2017 2:32 PM
12	Math slow down	2/15/2017 2:29 PM
13	I would like to see more of an English class.	2/15/2017 2:25 PM

Q6 Please rank the Learning Skills Classes you have taken: (Lowest = 1, Highest = 5)

Answered: 35 Skipped: 3



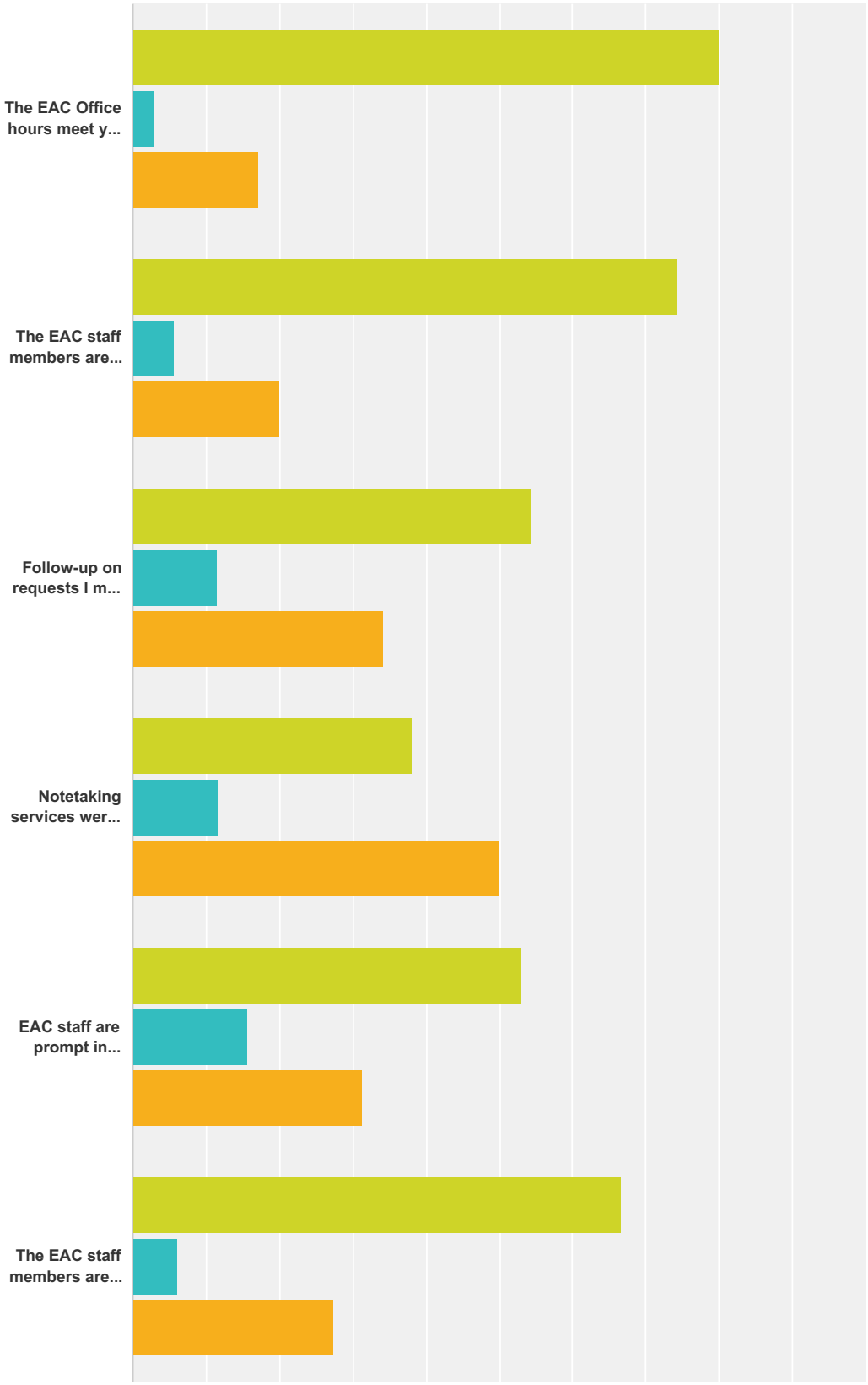


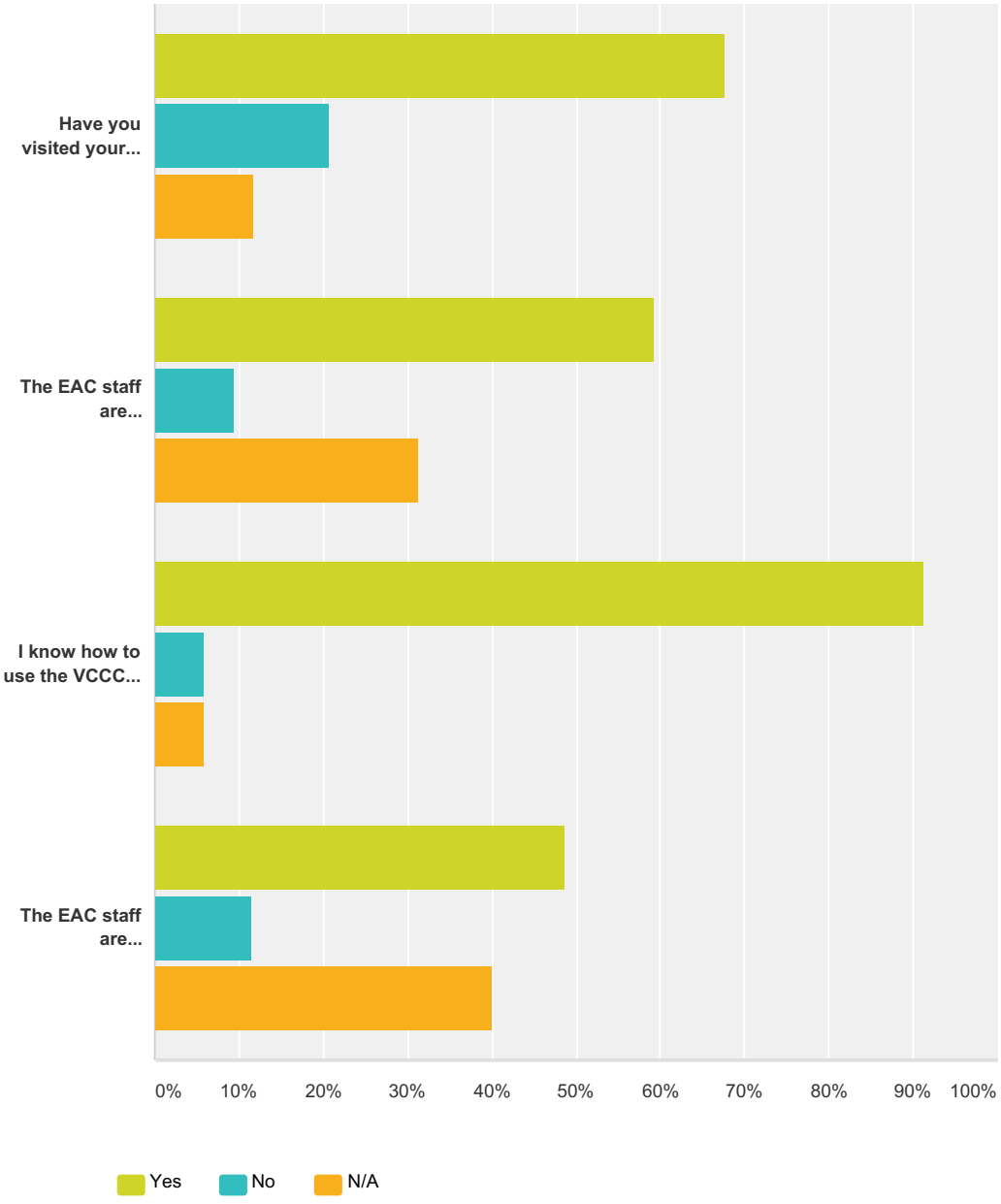
	1 (Poor)	2 (Fair)	3 (Neutral)	4 (Good)	5 (Excellent)	N/A	Total Respondents

Adaptive Computer Technology (ACT)	**0.00%** 0	**0.00%** 0	**17.24%** 5	**13.79%** 4	**13.79%** 4	**55.17%** 16	29
Basic Reading	**0.00%** 0	**0.00%** 0	**12.50%** 4	**18.75%** 6	**37.50%** 12	**31.25%** 10	32
Fundamentals of Math	**6.25%** 2	**0.00%** 0	**9.38%** 3	**18.75%** 6	**46.88%** 15	**21.88%** 7	32
Improving Written Language	**0.00%** 0	**0.00%** 0	**17.65%** 6	**26.47%** 9	**38.24%** 13	**17.65%** 6	34
Memory Strategies	**6.45%** 2	**6.45%** 2	**22.58%** 7	**9.68%** 3	**25.81%** 8	**32.26%** 10	31
Study Skills	**0.00%** 0	**0.00%** 0	**16.67%** 5	**20.00%** 6	**23.33%** 7	**40.00%** 12	30

Q7 Please circle Yes, No or N/A (Not Applicable) to answer the following questions:

Answered: 35 Skipped: 3





	Yes	No	N/A	Total Respondents
The EAC Office hours meet your needs:	**80.00%** 28	**2.86%** 1	**17.14%** 6	35
The EAC staff members are courteous:	**74.29%** 26	**5.71%** 2	**20.00%** 7	35
Follow-up on requests I made were completed in a timely manner by EAC staff:	**54.29%** 19	**11.43%** 4	**34.29%** 12	35
Notetaking services were established in a timely manner:	**38.24%** 13	**11.76%** 4	**50.00%** 17	34
EAC staff are prompt in meeting my access needs around OC's campus:	**53.13%** 17	**15.63%** 5	**31.25%** 10	32
The EAC staff members are knowledgeable about disability related issues:	**66.67%** 22	**6.06%** 2	**27.27%** 9	33

Have you visited your instructors during posted office hours?	**67.65%** 23	**20.59%** 7	**11.76%** 4	34
The EAC staff are knowledgeable about other OC Support Services (i.e. EOPS, Counseling, etc.):	**59.38%** 19	**9.38%** 3	**31.25%** 10	32
I know how to use the VCCCD Portal:	**91.18%** 31	**5.88%** 2	**5.88%** 2	34
The EAC staff are knowledgeable about Community Services (i.e. local bus schedule, Behavior Health contact information, etc.):	**48.57%** 17	**11.43%** 4	**40.00%** 14	35

Q8 Please feel free to add any comments you feel may help us in our goal to improve our services.

Answered: 10 Skipped: 28

#	Responses	Date
1	I have not used EAC personally; however, I am taking courses in Math with EAC.	2/15/2017 3:16 PM
2	To tell the teachers who are not from the EAC teacher staff to tell them about the learning disability the student have cause when you are in the class they don't know what we have struggles in class and thats why we drop out and it's frustrating.	2/15/2017 3:11 PM
3	I still learning everything	2/15/2017 3:09 PM
4	I have back problems so I only use it for testing and advising teachers of my disability.	2/15/2017 3:07 PM
5	Waiting so long it not good to wait	2/15/2017 3:04 PM
6	slower math class study skills class	2/15/2017 2:55 PM
7	N/A	2/15/2017 2:54 PM
8	I feel like there should be a follow up with the students where they say that they would get them on a list to be tested but there has been any follow up with a counselor in know where to take it or even if I am on a list with that.	2/15/2017 2:43 PM
9	None	2/15/2017 2:39 PM
10	Noon	2/15/2017 2:33 PM