

MC Disability Support Services Survey

8. What suggestions do you have for improvement?

Total Respondents:	162
Total Skipped:	71

Response Number	Response
1	From my standpoint, I don't see anything that needs improvement. I am 100% satisfied with my DSS experience.
2	Better use of giving information
3	I would like some kind of other help with the subject English better.
4	Please update chrome on all computers and other software. Academic support center to close at 6pm instead of 4pm To prepare for expansion, there are a lot of students with disabilities and I feel there will be more
5	Be in contact with students more.
6	nothing, everything was and is wonderful!!!!
7	let tutors meet with students 3 times a week instead of 1
8	none
9	make it so that you do not have to pick up new letters every semester, they should be printable from your mymc page or something.
10	Professor should be trained or talk to about handle accommodations with students.
11	Understanding datelines and what steps I would have needed to take ahead of time
12	N/A
13	No suggestions
14	I need to be able to request an appointment with a specific counselor via Starfish. It currently does not let me do that.
15	Make themselves more available
16	In the past, some teachers I've had do not seem to understand that my DSS support is NOT OPTIONAL. I think it would be good if this was emphasized by the DSS.
17	I did all the paperwork 3 semestors ago. It was hard, my advisor was not nice and the support wasn't worth it.
18	Nothing
19	Online appointment scheduling with counselor would be nice.
20	I did not know there is a service for DSS student tutoring?
21	Tutoring support for students in all subjects.
22	N/A
23	Make it easier to get a tutor for difficult subjects
24	None they are great.
25	Have more tutors to help with other class at Montgomery college.
26	Offer more services for nursing students in terms of career planning
27	If accommodations could be processed faster.
28	Find a job or internship. Help me to organize my website

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29	Check student's background from previous schools to see what accommodation they have to get and would suggest to get.
30	My anxiety makes it difficult for me to ask for help or try new things. I need to be bugged a bit to get started on something. I should have asked for tutoring help, but did not. A periodic reminder of services, even in the form of an automated email, could help.
31	More assistive technology workshops
32	I was never told about tutoring options.
33	A step by step guide about how one may acquire DSS.
34	I'm for the older group going back to college 25-30. I find that i didn't really get the same support as the younger students. I was just given my papers and letter and then never spoke to the adviser again. It may have been my fault but i thought maybe little more guidance for the older crowd and maybe workshops for people who are older.
35	I think there is nothing that needs to be improved.
36	Possibly get more MAC computers for labs. For some reason, more students like using MACS than windows
37	Putting an advocacy workshop for DSS would be good.
38	More help with finding resources for tutoring and items needed like computers and etc....
39	Being able to get the disability support accomodations online instead of in person.
40	nothing so far
41	I had no idea how to contact my DSS counselor to talk about next semester classes, and don't know who to go to for that, so making it easier to know how to contact them would be nice.
42	I don't have any suggestions for improvements.
43	I signed up for tutoring and was approved by my DSS for tutoring. I had been to tutoring once, when I was told by the head of the staff that they were trying to ween me off of tutoring. I tried to explain that I had private tutoring five day a week last year and that I needed tutoring a couple days a week this year. She told me that this simply is not doable and that tutors only have one day a week scheduled appointments.
44	None at the moment.
45	The testing center is overly aggressive enacting protocol - that is not seemingly written anywhere. I often feel like I have to be on guard not to be taken advantage of. For example, they are often quick to state that a test is not available to be taken, when they do not do any investigating to figure out the source of the confusion. Ex: mis-selling of a course name, etc.
46	None.
47	none
48	None
49	Counselors should respond more promptly to communications and be more proactive in offering solutions.
50	I don't know if this is too far-fetched a suggestion, but I thought the DSS could help restructure classes' schedules around the final weeks. At the moment, I'm having a pile of English homework that's been assigned (4 in total), all due by the 16th of this month (Dec). I've thought I could use my accommodation, afterall it's made for cases like these; but given that my teacher already has tons of assignments to grade, she's made it clear that those with accommodations should really "squeeze" and get their work done by the standard deadline. I don't want to feel bad overtaxing my teacher, so I said fine, no problem; except that I'm not fine, and I'm more than overwhelmed by the fact that I have so much to do in so little time! I constantly ...
51	Open later hours for students to study in peace in the DSS office.
52	A note taker was recommended but I'm still unable to get one.
53	none

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54	Don't impose limits on students. A student can go as far as he or she believes as long as the supportive technology is there.
55	more communications .. Check up with people personally require monthly meetings to show you care
56	I think everything is good so far
57	It would be helpful if the DSS office was more integrated with regular counseling. Under the current system, DSS students must go to the DSS office for anything to do with their accommodations, but they must go to the regular counseling office for anything academic. This is inefficient and confusing.
58	You should have more professors involved or maybe volunteer.
59	More advertisement to students of the services offered on campus and workshops for the students with disabilities.
60	NOTHING!
61	I've had trouble with teachers getting test setup at the testing center. It would be better to ask them how to improve that. As a student I don't know what else to do. Voice reminders and the note from DSS I give the professor at the start of the semester don't seem to be enough to have things run smoothly. I should probably send email reminders. For my final exam it took me 15 minutes to get in and the midterm I didn't get in and took it in a shared office room with teachers and students coming in and asking what I'm doing. It makes me feel like an inconvenience.
62	I think that it would help future students if professors got emails before a semester started saying which students has accommodations and reminding them their responsibilities. In the beginning of the semester I had a really tough time trying to get all of my professors to accept my accommodations and it was really stressful for me so I think it would make it less awkward if they were told before hand because I was afraid if I told on them that they would take it out on my grade.
63	time. i don't like the once a week 50 minute session. it would be better if it were 3 times a week 50 minute sessions.
64	Increase the amount of time that it is open
65	I don't see anything they need to improve in.
66	N/A
67	Nothing
68	1. Hire student aides/scribes who are familiar with course material. 2. Consistency of services across campuses. Have scribes available for longer stretches of time. Multiple aides make for a potential loss of continuity.
69	Better hours for counselors
70	None
71	none
72	Better origination
73	More contact with students after they are accepted
74	nothing that i know
75	Nothing
76	I have no suggestions at all. You guys do a great job.
77	None
78	Would like assistance on knowing what scholarships are available and how to apply for them
79	I have not seen any need for improvement.
80	None. I really like DSS is managed.

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81	I think there needs to be some sort of way to make sure professors understand disability accommodations, how they work, and how to follow through with them correctly
82	None.
83	Longer or later appointment times for working students.
84	More help with preparing for a test
85	Keep the kind and friendly people working on the dss staff.
86	N/a
87	N/A
88	nothing that i know off.
89	the front office staff members aren't the nicest. was asked to remove myself from the office and stand in the hallway while I filled out a small piece of paper. That was distasteful
90	None
91	Providing some exception with DSS students with problems that need immediate attention without going through the delayed process of scheduling an appointment.
92	N/A
93	No suggestions for improvement.
94	I am an older student 60+ that can not register until 3 days prior to classes starting. This does not give me enough time to get a letter for DSS services during that period.
95	There has been no tutoring for me by DSS. I was told to use the Science Learning Center. I had been going to the center, so for DSS to direct me there was not helpful. The center is often busy and noisy and there are no rooms or areas for quiet learning. I have Post Traumatic Stress Disorder. Trying to study in this type of environment is stressful. Often the tutors for my studies are not available or helpful at the times that I need tutoring. It is more a hit or miss. I need a more structured time for tutoring. I don't know if DSS now has tutors for my discipline, because this semester when I set up an appointment to meet with a counselor I did not get the appointment. I just received e-mail confirming that my accommodation forms were r...
96	N/a
97	Theres nothing to Improvement
98	My experience was good with a DSS counselor. My only suggestion is it may be nicer to have a few more DSS counselors .
99	Nothing.
100	keep doing what you are doing now.
101	Not sure on how to express what would help future students but I wish I knew exactly how the services worked. For example, that I should apply at the beginning of each semester. That
102	The assistant technology never came to me in one of my classes, and It just got sort of lost.
103	Longer hours past 4 pm.
104	It would be better if the people in the DSS office smiled more and be more welcoming. They always look mean and make it seem like it's a burden that they have to work there. Also, the staff should have better time management when handing students their DSS letters.
105	-make it easier to set up appointments with counselors
106	The counselors should explain all options available and what the impact is on my education.
107	DSS is an entirely separate department from ordinary academic counseling. This is a confusing, inefficient arrangement, especially as many other schools do not operate like this and may send necessary paperwork to the wrong department, where it is apparently not forwarded.
108	none

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109	New workers that feel like they want to do their job with hassle .
110	I think it would be very helpful to have resources on how to advocate for yourself to a professor. For example, a recommendation on how to present the accommodation letter to a teacher.
111	N/A
112	None
113	The testing center is not accommodating. They treat people like cattle, and the times I have had issues related to my disability they were unwilling to accommodate me.
114	Maybe reminders of ideas in emails to become a better student and add a little creativity towards positive thinking.
115	Call the students every semester to see if there is any change
116	Math balance and putting in extra time to move to the next section, review, review, and review.
117	None at the moment I'm very happy with assistance when needed.
118	I wish there was a better managing of accommodations for end-of-semester assignments. I found myself burnt out towards the end of the semester and continuously enraged by the pile of work I had to complete in such little time; unfortunately, my teachers had let me know my accommodation would be a bother to the flow of correcting papers.
119	I have been fortunate to work with such a great great counselor and I do not have any suggestions for improvement at this time.
120	I thought the fact that I have accommodations is supposed to be confidential (i.e. my classmates aren't supposed to know about it). One of my accommodations that I haven't used in awhile is note taker. I would really like to use it but if I have a note taker, then the teacher usually announces that one is needed and my note taker not only knows I'm the one receiving the notes but everyone else can see me pick them up from him/her after class. Another accommodation is a copy of the teachers notes which would be very helpful except many teachers don't have notes and/or their notes are very brief...perhaps more teachers could consider typing/writing out notes to give to DSS students. Also, it is very helpful having extra time on quizzes and tests but what about writing classes? I took ENGL102 last semester and the syllabus didn't have clear instructions for papers or due dates because the professor said it's all subject to change basically so I couldn't really start anything early. It would have been very helpful to have 'extra time' on papers as well. After all, they are the equivalent of tests in English
121	Sometimes the office is full so maybe having another employee to assist students.
122	I don't have any suggestions, there's tutors, the staff is always accessible and friendly. There's a new rug! I see that, looks nice. ;)
123	None. They were very supportive and quick help. I really appreciate that from them.
124	NONE
125	A/N
126	None
127	there is nothing to improve on to me.
128	I would say having a bigger office for DSS. Most of the time it's very crowded and hard to do work because other students would be getting tutoring or doing other things and it would be noisy in the same room. Mrs. Renee is usually busy helping all the students so I really think they need more staff to help Renee with all the students needs.
129	Some professors are good about saying, "if you have a disability letter please see me after class" etc etc. And some don't do that so it can make the student feel alienated or judged by the professor. If every professor advertised that it is ok to have a disability or to see them then it would just take the whole stigma of having a disability out of the equation and make students feel more at ease in the classroom instead of feeling like they are the only one.
130	I think there should be no improvements.
131	It was very easy to get help whenever I needed assist for college!

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132	Tutor for each subject
133	It will be helpful to work with the IT department to ensure each program meets the need of the students requirements for their class needs. For example online classes, the program software should accomodate the learning needs for DSS students, also the instructors of course should also ensure their program of choice meets the need for students in their class that has a DSS need or not.
134	To have work shops to help students with disability how to be more organize , especially in our study at the college and balancing other personal activities.
135	none
136	I suggest a more user friendly information online to allow students to register for their appointment with counselors.
137	N.A
138	Scheduling appointments for counselors.
139	Better cctv
140	None
141	None at this time.
142	Please take care of the accommodations letter at the beginning of a meeting to register for courses as a matter of standard protocol to ensure this is not overlooked.
143	NA
144	none
145	discuss other accommodations the student may be eligible to receive but may not know about. ie: able to bring a snack especially for students with double exam time.
146	None
147	Nothing
148	nothing
149	None
150	None really.
151	none
152	Allow parental involvement. Seriously.
153	more time with the counselor.
154	Study harder
155	There are no improvements.
156	I don't know
157	None at the moment
158	They should have paid note takers so that it is easier to get good notes taken.
159	The secretary at the desk was very unfriendly in the counseling office.
160	more hours
161	Providing a little more information on the tutoring.
162	I think a better co-ordination between departments will improve services. For example, the assessment center needs to have better updates on how and when TEAS tests are conducted and how results are obtained and communicate that to DSS.