

# AHEAD & USI 2011 Student Support Survey

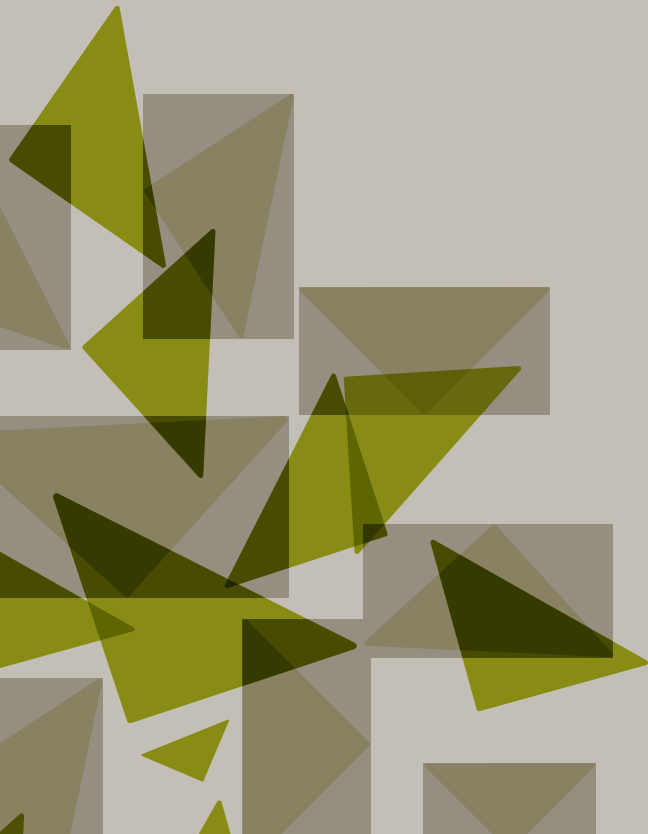
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## Analysis and Results



Association for Higher Education Access & Disability







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## ABSTRACT

The following document provides an overview of statistical analyses conducted by the author, Dr. Daragh McDermott, B.A. (Psych.), PhD on data obtained by the AHEAD & USI student support survey.

## AHEAD & USI 2011 Survey Results

The following is a detailed analysis of the responses obtained by the AHEAD & USI 2011 student support services survey. The aim of the current survey was to assess how students at third level institutions within the Republic of Ireland were accessing disability support services and their overall level of satisfaction with the services provided.

Responses were obtained via the online survey tool 'survey monkey'. Potentially eligible respondents were sent an email by their respective institutions with the url link enclosed. Completion of the survey was voluntary and the respondents were informed that their responses would be kept anonymous.

A total of four separate sections were contained within the online survey. These sections solicited responses regarding: a) eligibility; b) respondent demographic information; c) needs assessments; d) supports. As such this document will explore the data in relation to each of these sections providing a breakdown of each of the individual items and an exploratory analysis of the results obtained by the current survey.



# Section One: Respondents, Third Level Institutions and Primary Disabilities

## 1.1 Respondents

A total of 725 respondents logged onto the survey, however a number of participants ( $n = 60$ ) did not provide responses to any of the items contained within the questionnaire and were removed from further analysis, thus 665 sets of partial or full responses were utilised for the current analyses.

With respect to the gender breakdown of the current sample, 56.5% ( $n = 376$ ) of the respondents self-identified as female, 0.6% ( $n = 4$ ) as trans while the remaining respondents self-identified as male (42.9% or  $n = 285$ ).

## 1.2. Third Level Institution

Table 1 provides a detailed breakdown of the respondents stratified according to the third level institution in which they are enrolled.

Table 1. Respondents stratified by Third Level Institution (N = 665)<sup>i</sup>

Institution	N	% of Sample
Athlone Institute of Technology	4	.6
Cork Institute of Technology	56	8.4
Dublin City University	65	9.8
Dublin Institute of Technology	23	3.5
Dundalk Institute of Technology	4	.6
Galway & Mayo Institute of Technology	3	.5
IADT, Dun Laoghaire	12	1.8



Institution	N	% of Sample
Institute of Technology, Blanchardstown	2	.3
Institute of Technology, Carlow	3	.5
Institute of Technology, Sligo	56	8.4
Institute of Technology, Tallaght	15	2.3
Institute of Technology, Tralee	16	2.4
Letterkenny Institute of Technology	12	1.8
Limerick Institute of Technology	47	7.1
National College of Art and Design	1	.2
National College of Ireland	5	.8
NUI, Galway	29	4.4
NUI, Maynooth	27	4.1
Royal College of Surgeons Ireland	21	3.2
St. Patricks College	2	.3
Tipperary Institute of Technology	12	1.8
Trinity College Dublin	64	9.6
University College Cork	113	17.0
University College Dublin	35	5.3
University of Limerick	15	2.3
Waterford Institute of Technology	13	2.0
Other <sup>ii</sup>	10	1.5 <sup>1</sup>



### 1.3. Level of Education

With respect to current education status, 85.7% (n = 570) of respondents were undergraduate students. 95 respondents were enrolled as postgraduate students.

The largest proportion of respondents identified as first year undergraduate students (i.e., n = 202 or 30.4%) with the numbers of respondents progressively decreasing for the second, third and fourth year undergraduate cohorts (n's = 175, 121, & 72 or 26.3%, 18.2% & 10.8% respectively).

For postgraduate students, the majority of respondents were enrolled in the first year of a postgraduate program (n = 36 or 5.4%). As with the undergraduate population, the number of respondents declined for longer postgraduate programs (n's = 14, 5 & 15 or 2.1%, 0.8% & 2.3% for the second, third and fourth year of these programs).

Twenty-five respondents did not select one of the options for academic year. Of those, respondents reported that they were enrolled in foundation year courses or were repeating specific years of an undergraduate program.

### 1.4 Primary Disability

Table 2 provides a breakdown of the primary disabilities reported by each respondent.

Table 2. Breakdown of Primary Disabilities (N = 665)

Disability	N	% of Sample
Aspergers/Autism	23	3.5
ADD/ADHD	14	2.1
Blind/Vision Impaired	29	4.4
Deaf/Hearing Impaired	47	7.1
Dyscalculia	5	0.8
Dyslexia	290	43.6





Disability	N	% of Sample
Dyspraxia	17	2.6
Mental Health Condition	80	12.0
Neurological Condition	26	3.9
Physical Disability	62	9.3
Significant Ongoing Illness	63	9.5
Speech and Language Disability	9	1.4

10.8% of the sample ticked other. Exemplars of information provided include Crohn's disease, fibromyalgia, arthritis, obsessive-compulsive disorder, diabetes, epilepsy and cystic fibrosis.

## Section Two: Needs Assessments

### 2.1 Becoming Aware of Disability Support Services

The first of the exploratory items asked respondents about how they came to be aware of the support services available to students with disabilities in their institution. Of the 643 valid responses to this item, 26.9% (n = 173) were contacted directly by the disability service in their respective institution. 40.0% (n = 257) were made aware of the services through a third party (i.e., somebody told me about them), roughly one quarter of the sample (26.4% or n = 170) sought out the services independently and 6.7% (43) of the respondents were unable to recall how they made contact with support services.

### 2.2 Whether or Not a Needs Assessment was conducted

A total of 643 respondents provided a response for this item. With respect to whether or not a needs assessment was conducted by the disability service in their respective institutions, 67.8% (n = 436) of the sample reported receiving a needs assessment, while 16.3% (n = 105) were not afforded this service. Finally, 15.9% (n = 102) did not remember whether such an assessment was conducted.



Of the 643 participants who answered the follow up item that explored whether more than one needs assessment was conducted by their third level institutions' disability service, 16.8% (n = 108) had more than one needs assessment conducted, while the remaining 535 (83.2%) responded that only a single assessment was carried out. Of the 535 who responded that only a single assessment was carried out of the 175 were first year undergraduate students.

### **2.3. Consultation During the Needs Assessment**

The survey also assessed whether respondents were consulted during the needs assessment process. Of the 607 respondents who provided an answer to this item, 73.3% (n = 445) were consulted during this process, while 26.7% were not.

Overall, the majority of the sample was happy with the consultation that they received during the needs assessment with 29.8% (n = 184) and 36.0% (n = 222) responding that the process was 'excellent' or 'good' respectively. The remainder of those who responded identified the process as being either being average (11.3% or n = 70) or fair (56.2% or n = 38). Finally, 103 participants responded that this item was not applicable.

When asked whether or not they had received a copy of their individual needs assessments, 35.2% (n = 217) responded that they had, while 47.2% (n = 291) responded that they did not. One hundred and nine respondents did not need a needs assessment.

## **Section Three: Support Services**

### **3.1. Receiving Support Services**

A total of 510 respondents (82.8%) received some form of disability supports in the current academic year while 17.2% (n = 106) did not. 49 respondents did not provide a response to this item.

### **3.2. Form of Support Service Received**

Table 3 provides an overview of the types of support services that are being utilised by disability service



users in their current academic year. The questionnaire allowed numerous responses from respondents. Appendix A provides a breakdown of the services offered stratified by the various third level institutions.

Table 3. Frequency of Disability Services used by Respondents

Disability Service	% of Users (N)
Alternative Print Format	4.7% (31)
Assistive Technology/Equipment	27.8% (185)
Campus Orientation	2.3% (15)
Learning Support	23.0% (153)
Specific Dyslexia Support	18.5% (123)
Examination Support	48.1% (320)
Academic PA	2.7% (18)
Note-Taker	7.8% (52)
Reader	11.6% (77)
Scribe	7.2% (48)
Sign Language Interpreter	0.5% (3)
Speed Text	2.1% (14)
Time off for Medical Appointments	7.4% (49)
Transport/Travel Costs	2.1% (14)
Wheelchair Access	2.0% (13)
Other	12.5% (84)



### 3.3. Other Supports Received in Previous Years

Respondents were asked whether they had received any other supports during their academic tenure. Of the 611 applicable responses, 25.9% (n = 158) had received some form of support in previous years, 47.3% (n = 289) had not, while 26.8% (n = 164) were enrolled in their first year.

## Section Four: Impact of Supports

### 4.1. Impact of Supports in Academic Studies

This item assessed the extent to which respondents believed that the supports offered by the third level institutions had a positive impact on their academic studies. Of the applicable 157 responses, 76.4% (n = 120) endorsed the belief that they had a positive impact, while 5.1% (n = 8) provided a dissenting opinion, endorsing the statement that they had a negative impact. 18.5% (n = 29) believed that they had neither a positive or negative impact.

### 4.2. Appeals/Complaints Procedure

When questioned as to whether they were aware of a specific appeals or complaints procedure within their institution 608 respondents provided some form of response. Overall, 15.3% (n = 93) of this sample knew of such avenues, while 84.7% (n = 515) did not. Table 4 provides a breakdown of these responses according to the various third level institutions in the Republic of Ireland.

Table 4. Awareness of Appeals/Complaints Stratified by Third Level Institution

Are you aware of any appeals or complaints procedure within your support service?		YES	NO
Which College are you attending?	Other	3	6
	Athlone IT	1	3
	Cork IT	9	42
	DCU	8	56



		YES	NO
	Dublin IT	4	16
	Dundalk IT	3	1
	GMIT	1	1
	IADT, Dun Laoghaire	3	7
	IT Blanchardstown	1	1
	IT Carlow	0	3
	IT Sligo	8	43
	IT Tallaght	0	15
	IT Tralee	5	10
	Letterkenny IT	2	8
	Limerick IT	5	34
	National College of Ireland	2	2
	NUI, Galway	6	23
	NUI, Maynooth	6	21
	RCSI	1	14
	St. Patricks College	0	1
	Tipperary IT	1	10
	Trinity College	10	50
	UCC	11	96
	UCD	2	31
	UL	0	10
	Waterford IT	1	10
	<b>TOTAL</b>	<b>93</b>	<b>515</b>



### 4.3. Level of Satisfaction with Support Services

This item gauged respondents' level of satisfaction with the Support Services offered by their third level institution. Overall 608 responses were obtained for this item. Within this, a large proportion of responders believed that the services offered were 'excellent' or 'good' (33.9% & 35% or n's = 206 & 213 respectively). A smaller proportion gave less positive reviews with 16.1% (n = 98) stating that the services provided were 'average' and 9.0% (n = 55) 'fair'.

Table 5. Level of Satisfaction Stratified According to Academic Year (N)

YEAR	N/A	FAIR	AVERAGE	GOOD	EXCELLENT
First UG	11	17	27	75	55
Second UG	8	13	26	49	63
Third UG	6	13	13	42	38
Fourth UG	3	4	11	18	29
First PG	3	1	7	15	6
Second PG	1	4	4	4	0
Third PG	0	0	2	0	3
Fourth PG	1	0	4	5	4
Other	3	3	4	5	8

### 4.4. Inclusivity

The final item of the questionnaire assessed the overall level of inclusivity felt by disability support users. 496 (81.6%) of respondents agreed that their third level institution was inclusive, while 18.4% (n = 112) did not endorse the statement. Appendix B provides a breakdown of the level of inclusivity stratified by the various colleges and Universities in the Republic of Ireland.



## Section Five: Correlations Between Key Variables

	1	2	3	4	5	6	7	8
1. What year are you in?	-							
2. How did you hear about the support service?	<b>.16**</b>	-						
3. Was a needs assessment completed when you first registered with the support service?	-.03	<b>.09*</b>	-					
4. Have you had more than one needs assessment while in college?	-.08*	.03	<b>.21**</b>	-				
5. How would you rate this assessment?	-.01	<b>-.11**</b>	<b>-.40**</b>	<b>-.20**</b>	-			
6. Please rate the overall all needs assessment process?	-.02	<b>-.13**</b>	<b>-.42**</b>	<b>-.19**</b>	<b>.88**</b>	-		
7. Please rate the current supports that you receive.	-.01	<b>-.10*</b>	<b>-.17**</b>	<b>-.18**</b>	<b>.40**</b>	<b>.43**</b>	-	
8. What impact have these changes in supports had on your academic careers?	.01	<b>.23**</b>	.14	.01	<b>-.18*</b>	<b>-.23**</b>	<b>-.38**</b>	-

Note: All correlations marked in bold are statistically significant. Correlations followed by a single asterisk (\*) are significant at the .05 level while correlations followed by a double asterisk (\*\*) are significant at the .001 level.

## Appendix A

### Disability Services Stratified by Third Level Institutions

#### Which College are you attending? & Alternative Print

Count		Alternative Print Format YES	TOTAL
Which College are you attending	Other	1	1
	Cork IT	3	3
	DCU	2	2
	Dublin IT	1	1
	IADT, Dun Laoghaire	2	2
	IT Carlow	2	2
	IT Sligo	1	1
	IT Tralee	2	2
	Limerick IT	2	2
	National College of Ireland	1	1
	NUI, Galway	3	3
	Trinity College	4	4
	UCC	2	2
	UCD	3	3
UL	2	2	
<b>TOTAL</b>		31	31





## Which College are you attending? & Assistive Technology/Equipment

Count		Assistive Technology/Equipment	TOTAL
		Yes	
Which College are you attending	Other	2	2
	Athlone IT	1	1
	Cork IT	13	13
	DCU	20	20
	Dublin IT	7	7
	IADT, DunLaoghaire	2	2
	IT Blanchardstown	2	2
	IT Carlow	3	3
	IT Sligo	14	14
	IT Tallaght	2	2
	IT Tralee	4	4
	Letterkenny IT	2	2
	Limerick IT	8	8
	National College of Ireland	2	2
	NUI, Galway	16	16
	NUI, Maynooth	6	16
	RCSI	1	1
	Tipperary IT	5	5
	Trinity College	20	20
	UCC	27	27
UCD	10	10	
UL	6	6	
Waterford IT	2	2	
<b>TOTAL</b>		185	185



### Which College are you attending? & Campus Orientation

Count		Campus Orientation Yes	TOTAL
Which College are you attending	Cork IT	2	2
	DCU	1	1
	NUI, Maynooth	2	2
	Trinity College	4	4
	UCC	3	3
	UCD	3	3
TOTAL		15	15

### Which College are you attending? & Academic PA

Count		Academic PA Yes	TOTAL
Which College are you attending	Other	1	1
	Dublin IT	2	2
	IADT, Dun Laoghaire	1	1
	IT Sligo	1	1
	IT Tralee	1	1
	Letterkenny IT	1	1
	Limerick IT	1	1
	NUI, Galway	2	2
	RCSI	1	1
	UCD	5	5
	Waterford IT	2	2
TOTAL		18	18



## Which College are you attending? & Learning Support Crosstabulation

Count		Learning Support Yes	TOTAL
Which College are you attending	Other	3	3
	Athlone IT	2	2
	Cork IT	20	20
	DCU	17	17
	Dublin IT	4	4
	GMIT	1	1
	IADT, Dun Laoghaire	2	2
	IT Carlow	1	1
	IT Sligo	4	4
	IT Tallaght	4	4
	IT Tralee	5	5
	Letterkenny IT	3	3
	Limerick IT	29	29
	NUI, Galway	8	8
	NUI, Maynooth	10	10
	Tipperary IT	5	5
	Trinity College	17	17
	UCC	10	10
	UCD	2	2
	UL	3	3
Waterford IT	3	3	
<b>TOTAL</b>		153	153



## Which College are you attending? & Specific Dyslexia Support

Count		Specific Dyslexia Support	TOTAL
		Yes	
Which College are you attending	Other	1	1
	Cork IT	6	6
	DCU	15	15
	Dublin IT	3	3
	IADT, Dun Laoghaire	2	2
	IT Blanchardstown	1	1
	IT Sligo	11	11
	IT Tallaght	5	5
	IT Tralee	4	4
	Letterkenny IT	1	1
	Limerick IT	10	10
	National College of Ireland	1	1
	NUI, Galway	2	2
	NUI, Maynooth	4	4
	RCSI	4	4
	Tipperary IT	1	1
	Trinity College	13	13
	UCC	31	31
	UCD	5	5
	UL	2	2
Waterford IT	1	1	
<b>TOTAL</b>		123	123



## Which College are you attending? & Examination Support

Count		Examination Support	TOTAL
		Yes	
Which College are you attending	Other	4	4
	Athlone IT	2	2
	Cork IT	23	23
	DCU	40	40
	Dublin IT	8	8
	Dundalk IT	4	4
	GMIT	1	1
	IADT, Dun Laoghaire	1	1
	IT Blanchardstown	2	2
	IT Carlow	1	1
	IT Sligo	28	28
	IT Tallaght	4	4
	IT Tralee	6	6
	Letterkenny IT	5	5
	Limerick IT	12	12
	NUI, Galway	20	20
	NUI, Maynooth	17	17
	RCSI	8	8
	Tipperary IT	3	3
	Trinity College	39	39
	UCC	58	58
UCD	19	19	
UL	8	8	
Waterford IT	7	7	
<b>TOTAL</b>		320	320



## Which College are you attending? & Note-Taker

Count		Note-Taker Yes	TOTAL
Which College are you attending	Other	1	1
	Athlone IT	1	1
	Cork IT	4	4
	DCU	3	3
	Dublin IT	1	1
	IADT, Dun Laoghaire	1	1
	IT Sligo	4	4
	IT Tralee	2	2
	Limerick IT	2	2
	NUI, Maynooth	2	2
	Tipperary IT	1	1
	Trinity College	3	3
	UCC	15	15
	UCD	9	9
	UL	3	3
<b>TOTAL</b>		52	52



## Which College are you attending? & Reader

Count		Reader Yes	TOTAL
Which College are you attending	Other	1	1
	Athlone IT	2	2
	Cork IT	17	17
	DCU	4	4
	Dublin IT	1	1
	GMIT	1	1
	IADT, Dun Laoghaire	1	1
	IT Blanchardstown	2	2
	IT Carlow	1	1
	IT Sligo	4	4
	IT Tallaght	7	7
	IT Tralee	2	2
	Letterkenny IT	3	3
	Limerick IT	10	10
	National College of Ireland	1	1
	NUI, Galway	1	1
	NUI, Maynooth	1	1
	Tipperary IT	1	1
	Trinity College	1	1
	UCC	9	9
UCD	3	3	
UL	2	2	
Waterford IT	2	2	
<b>TOTAL</b>		<b>77</b>	<b>77</b>



## Which College are you attending? & Scribe

Count		Scribe Yes	TOTAL
Which College are you attending	Athlone IT	1	1
	Cork IT	8	8
	DCU	1	1
	Dublin IT	1	1
	IADT, Dun Laoghaire	2	2
	IT Carlow	2	2
	IT Sligo	5	5
	IT Tallaght	4	4
	IT Tralee	2	2
	Letterkenny IT	4	4
	Limerick IT	2	2
	National College of Ireland	2	2
	NUI, Galway	1	1
	Tipperary IT	1	1
	Trinity College	1	1
	UCC	9	9
Waterford IT	2	2	
<b>TOTAL</b>		48	48





### Which College are you attending? & Sign Language Interpreter

Count		Sign Language Interpreter Yes	TOTAL
Which College are you attending	Other	1	1
	Cork IT	1	1
	Trinity College	1	1
TOTAL		3	3

### Which College are you attending? & Speed Text

Count		Speed Text Yes	TOTAL
Which College are you attending	Cork IT	2	2
	DCU	1	1
	Dundalk IT	3	3
	IADT, Dun Laoghaire	1	1
	IT Tallaght	1	1
	Letterkenny IT	2	2
	National College of Ireland	1	1
	Tipperary IT	1	1
	UCC	2	2
TOTAL		14	14



## Which College are you attending? & Time off for Medical Appointments

Count		Time off for Medical Appointments	
		Yes	TOTAL
Which College are you attending	Other	1	1
	Cork IT	1	1
	DCU	5	5
	Dublin IT	3	3
	Dundalk IT	1	1
	GMIT	1	1
	IADT, Dun Laoghaire	1	1
	IT Sligo	5	5
	IT Tallaght	1	1
	IT Tralee	4	4
	Letterkenny IT	2	2
	Limerick IT	3	3
	National College of Ireland	1	1
	NUI, Maynooth	2	2
	RCSI	1	1
	Trinity College	8	8
	UCC	7	7
	UCD	1	1
Waterford IT	1	1	
<b>TOTAL</b>		49	49



### Which College are you attending? & Transport/Travel Costs

Count		Transport/ Travel Costs	TOTAL
		Yes	
Which College are you attending	IADT, Dun Laoghaire	1	1
	IT Carlow	1	1
	IT Sligo	3	3
	IT Tralee	2	2
	Letterkenny IT	1	1
	Limerick IT	1	1
	Tipperary IT	1	1
	UCC	2	2
	UCD	1	1
	Waterford IT	1	1
TOTAL		14	14

### Which College are you attending? & Wheelchair Access

Count		Transport/ Travel Costs	TOTAL
		Yes	
Which College are you attending	IT Sligo	2	2
	IT Tralee	1	1
	Limerick IT	1	1
	NUI, Galway	1	1
	RCSI	1	1
	Tipperary IT	1	1
	UCC	3	3
	UCD	2	2
	Waterford IT	1	1
	TOTAL		13

## Appendix B

Which College are you attending? & Overall, do you feel that your college is inclusive?

Count		Overall, do you feel that your college is inclusive?		TOTAL
		Yes	No	
Which College are you attending	Other	7	2	9
	Athlone IT	4	0	4
	Cork IT	45	6	51
	DCU	58	6	64
	Dublin IT	13	7	20
	Dundalk IT	4	0	4
	GMIT	1	1	2
	IADT, Dun Laoghaire	8	2	10
	IT Blanchardstown	1	1	2
	IT Carlow	3	0	3
	IT Sligo	35	16	51
	IT Tallaght	13	2	15
	IT Tralee	13	2	15
	Letterkenny IT	8	2	10
	Limerick IT	34	5	39
	National College of Ireland	1	3	4
	NUI, Galway	21	8	29
	NUI, Maynooth	24	3	27
	RCSI	12	3	15
	St. Patricks College	1	0	1
Tipperary IT	9	2	11	
Trinity College	52	8	60	
UCC	91	16	107	
UCD	21	12	33	
UL	10	1	11	
Waterford IT	7	4	11	
<b>TOTAL</b>		496	112	608



## Notes

- i Institutions that are not included in this list had no applicable responses. Examples include Mary Immaculate College and Mater Dei.
- ii Other institutions include Crawford College, Marino, & Dublin Business School.

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