

# STUDENT AWARDS AGENCY FOR SCOTLAND

## Disabled Students' Allowances (DSA) Customer Survey 2009

### SECTION A – APPLICATIONS AND GUIDANCE

Please tick on box only for each question		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1	I found it easy to get a copy of the DSA application forms and guidance	22%	51%	18%	6%	3%
2	I found the DSA guidance notes easy to understand	10%	54%	25%	9%	2%
3	I felt that the design and format of the DSA application form was suitable for the purpose	12%	54%	28%	4%	1%
4	I felt the DSA application form was easy to complete	13%	48%	29%	8%	2%
5	I found the SAAS website useful to learn about student support and DSA	10%	36%	31%	22%	1%
6	The disability adviser at my institution provided useful advice when I asked about DSA	65%	26%	5%	1%	3%
7	The disability adviser at my institution provided useful advice on any additional support they could provide	61%	30%	5%	1%	3%

## SECTION B – Needs Assessment

Please tick on box only for each question		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
8	The time taken to complete the needs assessment process was satisfactory	18%	53%	16%	8%	5%
9	I felt that the Access Centre dealing with my needs assessment handled the process effectively	41%	43%	6%	6%	4%
10	I felt that the University or College dealing with my needs assessment handled the process effectively	47%	39%	5%	5%	4%
11	The Disability Adviser who assisted me through the process was helpful	59%	33%	5%	1%	1%
12	I felt that I was adequately involved in the decision making process during the needs assessment process	47%	40%	6%	6%	1%
13	It was clear about my right to appeal and how to appeal if either the assessment process or the recommendations from the assessment were unsatisfactory	16%	36%	25%	17%	6%
14	I received notification of the award of DSA within an acceptable period	25%	45%	13%	9%	8%
15	I knew how to source equipment and support, etc after I received the DSA award letter and payment	28%	46%	10%	11%	5%
16	I was offered, or received, adequate training in the use of my new equipment	29%	39%	18%	9%	5%

## SECTION C – Allowance for Personal Help

Please tick on box only for each question		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
17	I found it easy to find information about where I could obtain the services of personal helpers	14%	37%	36%	9%	4%
18	The disability adviser at my institution provided helpful assistance in recruiting personal helpers when asked	31%	28%	37%	2%	2%
19	I found that the process for paying personal helpers works well	23%	23%	47%	2%	5%

## SECTION D – General Questions

Please tick on box only for each question		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
20	I am satisfied with the method for payment of DSA	34%	54%	6%	1%	5%
21	I found the whole application process to be efficient	23%	50%	14%	8%	5%
22	I found SAAS staff to be knowledgeable and helpful when seeking advice about DSA	21%	37%	31%	7%	4%
23	It felt it was easy to contact SAAS by:-					
	Letter	13%	25%	54%	3%	5%
	Telephone	23%	38%	21%	11%	7%
	Email	22%	37%	29%	6%	6%

<b>24</b>	I felt that the DSA scheme has helped me a lot during my Higher Education course	<b>58%</b>	<b>37%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>
<b>25</b>	I felt that the levels of DSA funding are adequate for my support needs	<b>39%</b>	<b>46%</b>	<b>9%</b>	<b>5%</b>	<b>1%</b>
<b>26</b>	I felt that any equipment supplied to me has been fit for purpose	<b>57%</b>	<b>33%</b>	<b>5%</b>	<b>4%</b>	<b>1%</b>
<b>27</b>	I have experienced difficulties in receiving DSA funding	<b>8%</b>	<b>5%</b>	<b>14%</b>	<b>46%</b>	<b>27%</b>
<b>28</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>17%</b>	<b>35%</b>	<b>31%</b>	<b>15%</b>	<b>2%</b>