

# FALL 2019 ODS ONLINE PORTAL STUDENT SATISFACTION SURVEY: SUMMARY AND UPCOMING CHANGES

1,507 students were invited to participate in the survey, and we received 186 responses. ODS values student input and we used this information to think about how to improve your experience.

## ACCOMMODATION LETTERS

### WHAT YOU SAID

- 73% agree or strongly agree the location of the portal was easy to find
- 61% say they discussed accommodations with instructors but some students prefer to have a paper letter

### ODS RESPONSE

- The portal can now be accessed via MyBama in the Campus Services section
- Faculty want to talk to you! Please communicate with each instructor about your accommodations. We created a tutorial showing how to print your accommodation letter to take to instructors if you prefer to do so.



**1,624 students sent accommodation letters during Fall 2019**

**The ODS Testing Center proctored 4,936 tests during Fall 2019**

## ODS TESTING CENTER

### WHAT YOU SAID

- 66% agree or strongly agree that it was easy to schedule exams in the portal
- Students expressed wanting a reminder prior to each exam, and a calendar option to pick from instead of typing in the exam date.

### ODS RESPONSE

- Students will now receive a reminder prior to EACH scheduled exam and appointment.
- ODS is working with the developer of the portal to add a calendar selection for exam scheduling.
- ODS Testing Staff are considering changes to the finals scheduling process that will improve students' experience.



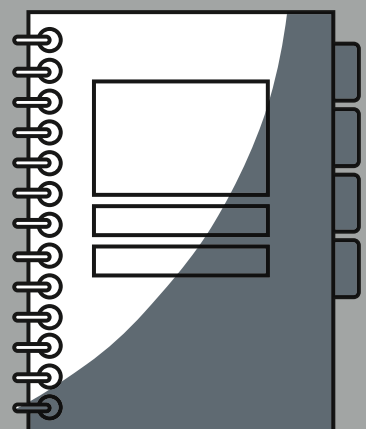
## NOTE-TAKING

### WHAT YOU SAID

- 64% agree or strongly agree it was easy to view uploaded notes
- Some students indicated they did not have a notetaker assigned in their class.

### ODS RESPONSE

- We updated the note-taking tutorial to ensure students know how to view uploaded notes. Please keep in mind that some instructors may use Box or other means of sharing notes with students.
- If your instructor has not identified a notetaker, or the notetaker has not uploaded notes, speak with your instructor and notify your Accommodations Specialist immediately.



## E-TEXT

### WHAT YOU SAID

- Only 17% of eligible students requested e-text. The majority of students were not aware they can upload receipts through the portal.

### ODS RESPONSE

- ODS sends reminders to students each semester to request e-text. We also have a tutorial showing how to submit your requests and upload your book receipts. As always, contact your Accommodations Specialist for assistance.

Access tutorials and updates:  
[www.ods.ua.edu/ods-online-portal](http://www.ods.ua.edu/ods-online-portal)