

Office Accessibility Services

Feedback Summary	Count
Collaborate/Duplication/Efficiency	4
Improve Student Experience	32
Marketing and Customer Service	13
Poor or No Service	10
Reduce Services	3
Do Not Cut	2
Positive Feedback	43
Total Comments	107

Highlights:

- Comments were mixed for this unit
- Acknowledgment that the services provided by OAS are critical, though not all positive commenters were frequent users of OAS; positive comments indicate that service has improved over time
- Difficult to reach or services not received in a timely manner (some note this may be a staffing capacity issue)
- Processes are difficult for students to navigate
- Lack testing and services that are needed by students
- Staff are not well trained or qualified to support students
- Do not communicate well with faculty