Results of AMAC Member Feedback Survey 2012

Survey conduct using: Survey Monkey

Results as of: 4/12/12 – 4/24/12

Report Prepared by: Joe Tedesco, Manager AMAC L&D

Number of Respondents: 44

1. How important are AMAC products and services to your institution?

		Percent Response	Response Count
Very important		93.2%	41
Moderately important		6.8%	3
Not at all important		0.0%	0

2. How likely is it that you would recommend AMAC products and services to a colleague?

10 - Extrem likely	9	8	7	6	5 - Neutral	4	3	2	1	0 Not at all likely	Rating Avg	Response Count
65.9% (29)	20.5% (9)	6.8% (3)	0% (0)	4.5% (2)	2.3% (1)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	10.36	44

3. How user-friendly is AMAC's ordering process?

	Percent Response	Response Count
Very User Friendly	86.0%	37
Moderately **User Friendly**	14.%	6
Not at all **User Friendly**	0.0%	0
Skipped Question		1

4. Do you have an AT computer lab or computers available for your disability services office?

	Percent Response	Response Count
Yes	74.4 %	32
No	25.6	11
If so, what accessible software do you offer or recommend?		17
- Kurzweil, Jaws, Zoom-Text, Dragon Naturally-Speaking - screen reader, zoomtext, jaws, dragon - Zoomtext, Window Eyes, Jaws 12, Dragon Dictate, Premier Tools, Kurzweil 1000 and 3000 - JAWS, Zoomtext, Premier products, Read-n-Write Gold, Dragon - Claroread, any other reading software. - JAWS, Kurzweil, WYNN, natural reader, Zoomtext, Dragon, Math - JAWS, ZOOMTEXT, KURWEIL, DRAGON, INSPIRATION - We offer the Windows software and it is installed in all computers on the campus. There is also a computer set up in the library for students with disabilities and we also have Sorenson installed on it. - JAWS, Dragon Dictate, AMAC software (e-text reader), ZoomText - PDFALOUD, CLAROREAD - kurzweil - JAWS, Dragon, Screen readers, Screen/Document Magnifiers - JAWS - AMAC software - ZoomText - Read & Write Gold, Dragon Naturally Speaking, Magic - JAWS, Zoomtext, PT Software		
Summary:		
Jaws/Screen Reader (10),		
Kurzweil (5)		
Zoom Text (Magnification) (11)		
Dragon (9)		
Window Eyes (1)		
Read & Write (2)		
Magic (1)		
Math (1)		
PDF Aloud (1)		
ClaroRead (1)		

Inspiration (1)			
Premiere SW (3)			
WYNN (1)			
Natural Reader (1)			
MS Accessibility(1)			
Sorenson (1)			
AMAC Software (1)			
Skipped Question			1

5. What new services would you use regularly if they were offered through your AMAC membership?

	Yes, I would use this	No, I would not use this	I would use this if I had more time	Response Count
Short training videos for your staff or your students (including AT devices and other office software, http://www.atomiclearning.com/highed/software_training_resources)	93.2% (41)	4.5% (2)	2.3% (1)	44
ZoomText (http://www.aisquared.com/zoomtext) Software	72.5% (29)	20.0% (8)	7.5% (3)	40
Captioning Services on a fee per service basis	72.5% (29)	25.0% (10)	2.5% (1)	40
AT Assessment/Evaluation/Screening on a fee per service basis	51.3% (20)	41.0% (16)	7.7% (3)	39
Campus Digital Accessibility Support Services	58.8% (20)	29.4% (10)	11.8% (4)	34
Are there other services that would help you or your office become more efficient?				9

1. More information about Braille products.
2. I cannot answer all the above questions. The Director would have to answer these questions.
3. Training videos for faculty would be very helpful. They need ideas for accommodating students in the classroom and in online courses.
4. Help with any reasonably priced alternatives to hiring sign language interpreters!!
5. Accessibility evaluation services for products and software, websites,etc. Prior to purchasing.
6. Presentations/support services for our IT offices regarding access.
7. N/A
8. Jaws for students who are blind. We don't have an immediate need, but it would be nice to know that AMAC could provide JAWS if we had a student who would benefit.

	9.	Dragon Naturally Speaking

6. AMAC is looking for nominations for our Student Advisory Committee. If you have a student in mind that would be willing to serve a two year term helping AMAC provide new products and services, please include your contact information and/or the students information below.

1. let me suggest a benefit to get these type requests
2. I'll try to come up with some names and send them later. The two-year term is the primary problem; it's hard to get students to commit for that long.
3. I would like to contact students in advance to inquire as to their willingness to serve. Please contact me for my candidates. LouiseBedrossian@clayton.edu. 678-466-5451
4. Student Name
5. N/A
6. Student Name - VSU

7. How interested are you in receiving newsletters or member specific training information from AMAC?

	Response Percent	Response Count
Very interested	63.6%	28
Moderately interested	31.8%	14
Not at all interested	4.5%	2
What frequency (Monthly or Quarterly)?		21
Monthly		8
Quarterly		12
Either		1

8. What changes would most improve AMAC products and services? 26 skipped, 18 answered

1. I don't know that I can think of any improvements except keeping the cost low on fee for service products.
2. Knowing what the service fee is at time of order.
3. I think the cost of your remote captioning is too high. AMAC is the most costly vendor I use for this service.
4. none at this time, service is great!

5. I think an easier record keeping system that includes purchase prices, cost of books, and how much you save each and every order would be nice
6. I don't like your phone system, but I'm old and I don't adapt easily to change any more! I like being able to contact the person that I need when I need a quick answer. I settle for the wiki and email to get most of the answers I need. Have you ever considered having district liaisons like the Regents Centers have? They are very helpful with questions about unique situations. Everything else is wonderful!!!
7. Need trainer to come twice a year to meet with and train new users of E texts with Claroread,etc.
8. Ability to add new application separate from SAM, to serve programs we manage that are not state related.
9. I think AMAC does an awesome job.
10. Continued/increased advocacy at the BOR system level for online course accessability and support for purchase only of digital educational, communcation and business systems that are accessible. AT evaluation would be wonderful also. It really helps students to see the usefulness of AT and increases the possibility of having them use it. This might only work for students in the Atlanta area however.
11. Offering captioning or remove video sign language interpreter service.
12. Keep your proactive status as an innovative service to students with unique learning needs.......
13. Lower cost
14. There is very little that needs to be improved. Whenever I come across any kind of specific issue, AMAC staff resolves my issues quickly and efficiently.
15. There is always room for improvement. As it stand now, I personally don't see anything needing changing. Everyone is so nice and helpful.
16. Providing the phase of production or a timeline of productions so students who are waiting on their books have a better idea about how long it will take to complete.
17. None noted at this time
18. AMAC is doing a great job. I really can't think of anything at this time.