



## 1. Name (optional)

	Response Count
	334
answered question	334
skipped question	58






## 2. Email address (optional)

	Response Count
	332
answered question	332
skipped question	60













## 3. Would you like us to enter your name and email address in a lucky draw for a £25 Amazon voucher?

		Response Percent	Response Count
Yes (If yes, please ensure that you have answered Questions 1 & 2)		86.5%	332
No		13.5%	52
	answered question		384
	skipped question		8


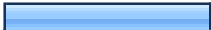


#### 4. Which funding body administered your DSA application?

		Response Percent	Response Count
Student Finance England		90.0%	334
NHS		7.0%	26
Research Council		1.3%	5
SAAS		0.3%	1
Other (please specify)		1.3%	5
answered question			371
skipped question			21






**5. Which company supplied your DSA equipment? This question requires you to select your supplier from the drop down menu.**

		Response Percent	Response Count
Amano Technologies Limited		0.0%	0
Anita Business Systems		2.2%	8
Assistive Solutions		12.7%	47
Avantek Computer Limited		0.3%	1
Barry Bennett Ltd		5.4%	20
Clear Links Support Limited		0.0%	0
Hamer Technology		0.0%	0
iANSYST Ltd		10.3%	38
Invate Ltd		12.5%	46
<b>Microlink PC Ltd</b>		<b>31.2%</b>	<b>115</b>
MKC Computers Ltd		0.0%	0
Reach Data Technologies Ltd		0.0%	0
Remtek Systems Ltd		15.7%	58
Sight & Sound Technology Ltd		1.1%	4
Text and Teach		0.3%	1
Wyvern Business Systems		4.9%	18
Other (please specify)		3.5%	13
<b>answered question</b>			<b>369</b>
<b>skipped question</b>			<b>23</b>



**6. When placing your order, did your supplier ask for any of the following (select all that apply):**

		Response Percent	Response Count
Quotation reference		52.2%	175
A copy of your quotation		32.8%	110
A copy of your report		31.6%	106
<b>A copy of the funding body authorisation letter (marked DSA 2 from SFE)</b>		<b>66.9%</b>	<b>224</b>
		<b>answered question</b>	<b>335</b>
		<b>skipped question</b>	<b>57</b>



**7. Please estimate the number of days from sending / giving the information the supplier requested, to when your equipment was delivered.**

		Response Percent	Response Count
1-3 days		4.7%	16
4-6 days		12.0%	41
<b>7-10 days</b>		<b>35.0%</b>	<b>120</b>
11-15 days		19.0%	65
15+ days		29.4%	101
		<b>answered question</b>	<b>343</b>
		<b>skipped question</b>	<b>49</b>

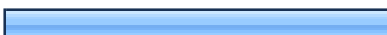


### 8. Were you offered a convenient date and timeslot for delivery?

		Response Percent	Response Count
Yes		90.2%	312
No		9.8%	34
answered question			346
skipped question			46

### 9. Did the delivery arrive within the agreed timeslot?

		Response Percent	Response Count
Yes		91.1%	317
No		8.9%	31
answered question			348
skipped question			44

### 10. If you wanted delivery and set up at the same time, was your supplier able to offer it?

		Response Percent	Response Count
Yes		61.8%	214
No		13.6%	47
N/A - I did not require delivery and set up at the same time		24.6%	85
answered question			346
skipped question			46

11. Please use the this space to tell us how you think the delivery process could be improved.

Response  
Count

163

answered question 163

skipped question 229

12. Were any parts of the order faulty, incomplete or missing?

Response  
Percent Response  
Count

Yes  30.4% 106

No  69.6% 243

answered question 349

skipped question 43

13. If yes, please give details.

Response  
Count

97

answered question 97

skipped question 295

14. Were you told to contact another supplier for any items?

Response  
Percent Response  
Count

Yes  4.1% 14

No  95.9% 328



answered question 342

skipped question 50

### 15. If yes, please give details.

	Response Count
	5
answered question	5
skipped question	387



### 16. Was any of the equipment received different from the equipment list in the quotation?

		Response Percent	Response Count
Yes		10.4%	35
No		89.6%	300
	answered question		335
	skipped question		57



### 17. If yes, please give details.

	Response Count
	33
answered question	33
skipped question	359

### 18. Were discs and licence numbers provided in case you need to reinstall any software?

		Response Percent	Response Count
Yes		85.3%	267
No		14.7%	46
answered question			313
skipped question			79

### 19. Did the supplier make it easy for you to place your order?



		Response Percent	Response Count
Yes		90.9%	288
No		9.1%	29
answered question			317
skipped question			75

### 20. If no, please give details.

	Response Count
	26
answered question	26
skipped question	366






## 21. Was the supplier's representative helpful and courteous throughout the delivery process?

		Response Percent	Response Count
Yes		93.0%	293
No		7.0%	22
answered question			315
skipped question			77

## 22. If no, please give details.

	Response Count
	21
answered question	21
skipped question	371

## 23. If you have contacted the supplier since receiving your equipment, have they continued to offer a satisfactory service?

		Response Percent	Response Count
Yes		35.4%	113
No		12.5%	40
N/A - I have not contacted my supplier since receiving my equipment		52.0%	166
answered question			319
skipped question			73

## 24. If no, please give details.

	Response Count
	32
answered question	32
skipped question	360



## 25. Please rate your supplier on a scale of 1-10.

	Very poor									Excellent
Supplier rating	2.9% (9)	2.9% (9)	1.6% (5)	2.5% (8)	6.7% (21)	6.0% (19)	11.1% (35)	17.8% (56)	21.3% (67)	27.3% (86)
										answered
										skipped

## 26. Please rate the quality of the computer equipment received on a scale of 1-10.

	Very poor									Excellent
Quality of equipment	0.3% (1)	2.2% (7)	1.3% (4)	2.5% (8)	3.8% (12)	4.8% (15)	8.0% (25)	17.2% (54)	20.1% (63)	39.8% (125)
										answered
										skipped

## 27. Would you recommend this supplier to a friend?

		Response Percent	Response Count
Yes		83.4%	262
No		16.6%	52
	answered question		314
	skipped question		78

**28. Please use this space to give us any general comments and feedback on the supplier's service**

	Response Count
	151
answered question	151
skipped question	241

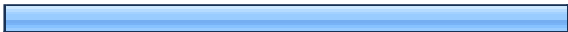

**29. What was the most useful item you received?**

	Response Count
	296
answered question	296
skipped question	96



**30. What was the least useful item you received?**

	Response Count
	259
answered question	259
skipped question	133



**31. Were you recommended training to use your equipment or software?**

		Response Percent	Response Count
Yes		90.8%	285
No		9.2%	29
	answered question		314
	skipped question		78






### 32. Did you take up the offer of training?

		Response Percent	Response Count
Yes		69.1%	197
No		30.9%	88
answered question			285
skipped question			107



### 33. Was the training provided by the equipment supplier?

		Response Percent	Response Count
Yes		59.7%	120
No		40.3%	81
answered question			201
skipped question			191

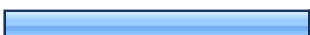
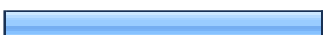
### 34. If no, please provide the name of your training provider

		Response Percent	Response Count
Assistive Solutions		4.4%	3
B.I.T.T. Services Ltd.		35.3%	24
Clear Links Support Ltd.		0.0%	0
DnA Diversity and Ability		16.2%	11
My college or university provides an internal service		20.6%	14
Other (please specify)		23.5%	16
answered question			68
skipped question			324

### 35. Did you find it easy to arrange times and dates for your training?

		Response Percent	Response Count
Yes		88.7%	172
No		11.3%	22
answered question			194
skipped question			198



### 36. Were you offered an alternative to one to one sessions at your home by your training provider?

		Response Percent	Response Count
Yes		49.0%	95
No		51.0%	99
answered question			194
skipped question			198

### 37. If yes, please give details.

	Response Count
	58
answered question	58
skipped question	334



### 38. Did your trainer conduct themselves professionally?

		Response Percent	Response Count
Yes		95.3%	181
No		4.7%	9
answered question			190
skipped question			202



### 39. If no, please give details.

	Response Count
	10
answered question	10
skipped question	382



### 40. Do you feel your trainer was knowledgeable about the equipment and software you were trained on?

		Response Percent	Response Count
Yes		93.1%	176
No		6.9%	13
answered question			189
skipped question			203



**41. Do you feel your trainer was knowledgeable about the effects of your disability while they were training you?**

		Response Percent	Response Count
Yes		84.0%	158
No		16.0%	30
answered question			188
skipped question			204

**42. Did you have an opportunity to give feedback at the end of your training session?**

		Response Percent	Response Count
Yes		79.1%	148
No		20.9%	39
answered question			187
skipped question			205

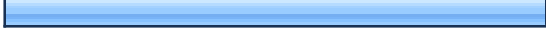

**43. Did your trainer request additional training from your funding body for you?**

		Response Percent	Response Count
Yes		17.6%	33
No		82.4%	154
answered question			187
skipped question			205

#### 44. Please rate the effectiveness of your training on a scale of 1-10.

	Very poor									Excellent
Effectiveness of training	2.6% (5)	1.6% (3)	2.1% (4)	3.7% (7)	6.8% (13)	5.8% (11)	11.0% (21)	16.2% (31)	14.7% (28)	35.6% (68)
										answered
										skipped

#### 45. Would you recommend your trainer to a friend?

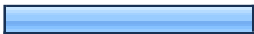

		Response Percent	Response Count
Yes		87.2%	164
No		12.8%	24
answered question			188
skipped question			204

#### 46. Please use this space to comment generally on how useful the equipment and any training you have received has been to you on your course.

	Response Count
	216
answered question	216
skipped question	176



**47. Thank you very much for completing the online survey! Our final question is just to ask if you would be willing to take part in a telephone interview about your experiences with your DSA supplier and the software and assistive devices that you received?**

		Response Percent	Response Count
Yes		39.8%	123
No		60.2%	186
answered question			309
skipped question			83

**48. If yes, please provide a contact telephone number in the box below.**

	Response Count
	115
answered question	115
skipped question	277