AZERBAIJAN TECHNICAL UNIVERSITY | STUDENT SUPPORT SERVICES

Disability Support Center — Feedback Form

Anonymous service experience and improvement feedback. No name or student ID is required.

Academic year: 2025–2026 | Form version: 1.0 | Date: _____

Purpose: to evaluate service accessibility, responsiveness, confidentiality and effectiveness. Please do not include names, diagnoses, or identifiable details in open-text answers. Participation is voluntary and does not affect access to services.

A Your experience

☐ I used this Centre's services during 2025–2026.

☐ I know about the Centre but have not used its services.

☐ I am providing general feedback about accessibility or awareness.

B Services experienced (select all that apply)

☐ Information and initial consultation

☐ Guidance / referral to another university unit

☐ Mentoring, orientation or awareness activity

☐ Accommodation / assessment adjustment

☐ Accessible facilities, materials or technology

C Rate your experience

Scale: 1 = strongly disagree; 2 = disagree; 3 = neutral; 4 = agree; 5 = strongly agree; N/A = not applicable.

Statement	Rating (circle one)
Information about the Centre was easy to find.	1 2 3 4 5 N/A
It was easy to contact the Centre and request help.	1 2 3 4 5 N/A
I received a timely response.	1 2 3 4 5 N/A
Staff treated me respectfully and without discrimination.	1 2 3 4 5 N/A
My privacy and confidentiality were respected.	1 2 3 4 5 N/A
The guidance or support was clear and useful.	1 2 3 4 5 N/A
My needs and preferences were considered.	1 2 3 4 5 N/A
The support or accommodation was accessible and appropriate for my needs.	1 2 3 4 5 N/A
The service helped reduce a barrier to participation.	1 2 3 4 5 N/A
I know how to request further help or submit a concern.	1 2 3 4 5 N/A

D Overall assessment

Overall satisfaction: ☐ Very dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very satisfied

Would you recommend the Centre to another student? ☐ Yes ☐ No ☐ Not sure

E Suggestions and improvement

What worked well?

What barrier or difficulty remains?

What should the Centre improve or organise next year?

Optional: If you want a personal response, submit a separate support application. Please do not add contact details to this anonymous form.