

REPORT A BARRIER

Creating and Implementing a Pan-University
Accessibility Reporting System

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Student Disability Access Center



The University of Virginia

- Located in Charlottesville, VA
- Founded by Thomas Jefferson
- We're old & historic, which is great... but not necessarily for accessibility.



Who do we serve?

Roughly 25,000 students & 12,000 employees



- UNESCO World Heritage Site
- Many visitors for athletics, tours, events

Why did we embark upon this?

- Desire to create an inclusive and accessible environment
- Dedication to address problem areas
- Lessons learned by other institutions

Dedicated to Create A More Inclusive and Diverse Environment



Photo: Chronicle of Higher Education

Where To Start?

We don't know
what we don't know!

Needed a way to identify accessibility issues

- Built/Physical Environment
- Digital Environment
- Attitudes & Culture
- Structure for reporting issues, action and progress

Intention of the Tool

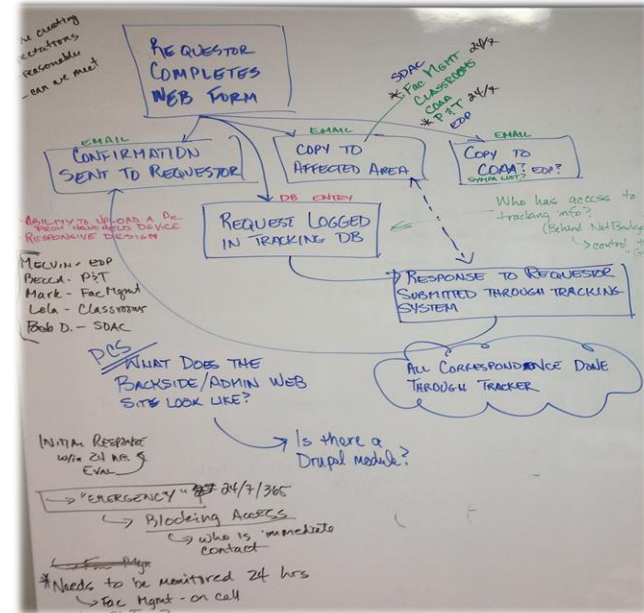
Is this a **suggestion box**

-or-

a **vehicle for action?**

Brainstorming

- Expanding the idea:
 - What are our peers doing?
 - Who are the key departments/units/personnel?
 - What is the scope?
 - What is the process?



Brainstorming, cont.

- Build on the reality of “distributed responsibility”
- Borrowed peer’s best practices and adjusted for UVA environment

The Plan Takes Shape

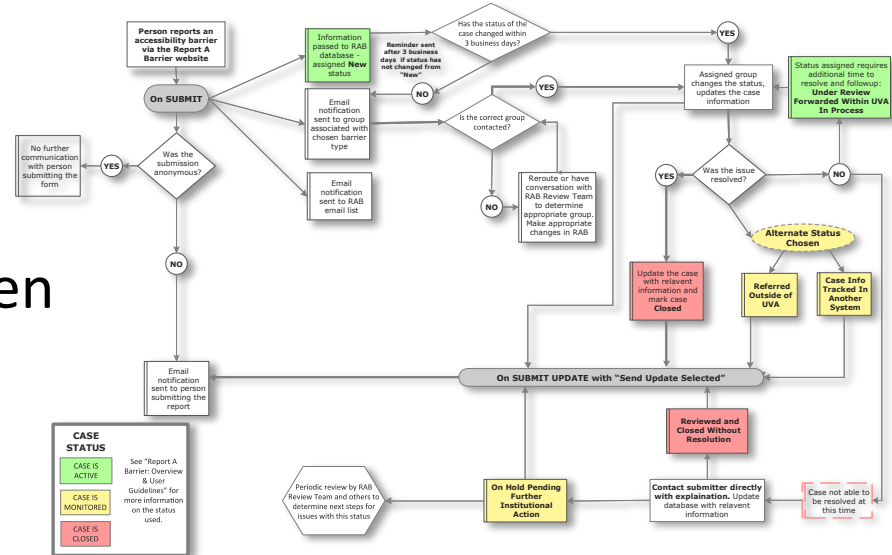
- Agreement of overarching idea and getting buy-in from various departments
- Processes reviewed and refined
- Design and development planned
- Funding identified for implementation
- Plan for sustainability

Laying a Proper Foundation

- Evaluate the risks and rewards from implementation
- Involve the University legal office
- Solicit executive level support to facilitate buy-in

Map the Process

Take the time to work through the process, then be ready to revise.



Participating Departments/Units

- Student Disability Access Center
- ADA Coordinator
- Equal Opportunity & Civil Rights
- Executive VP & Provost
- Facilities Management
- Classroom Support
- Information Technology Services
- Athletics
- Intramurals - Recreational Sports
- Parking & Transportation

19 Members of the Report A Barrier Review Team at UVA

Importance of Keeping It Simple

Report A Barrier Web Site

<http://reportabARRIER.virginia.edu>

Public Facing Email Address

reportabARRIER@virginia.edu

Four Components of Report A Barrier

- Front-facing submission form
- Back-end routing and tracking processes
- Follow-up and response
- Keeping records/archives of submissions

Front-Facing Submission Form/Tool

Report A Barrier

Required fields are marked with *

Affiliation *

- Select a value -

Type of Barrier *

- Select a value -

Describe the Barrier *

Content limited to 500 characters, remaining: 500

Location

Upload photo

Files must be less than 10 MB.
Allowed file types: png gif jpg jpeg.

Choose File no file selected

Upload

Contact Information

Contact information may remain blank if you prefer to submit this information anonymously.

Name

Email Address

Phone Number

☐ I'm not a robot



Submit

✓ - Select a value -

UVa Student
UVa Faculty or Staff
Guest / Visitor

✓ - Select a value -

Athletics / IMRec Facilities and Events
Classroom / Instruction
Event / Program Access
Physical Environment / Facilities
Online Environment
Parking / Transportation
Technology Related
Other

*Type of
Barrier =
Area of
Concern*



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Back-End Routing and Tracking

- Issue is routed based on the “Type of Barrier” selected
- Response groups include multiple dept/units
- Expected to respond within 5 business days

Issue
Submitted



- Case created
- Response group notified
- Confirmation sent to reporter



- Tracking begins
- Solutions explored

Follow-Up and Response

REPORT | **VIEW REPORTS** | REPORT ARCHIVE

RAB Review



Filter Reports ▼

Case Number	Description	Submission Date	Last Update	Status	Barrier Type
RAB2017000007	Accessibility Test - please ignore	01/30/2017	02/10/2017	Closed	Athletics / IMRec Facilities and Events
RAB2017000002	2nd anniversary of my reporting these barriers with NO ACTION TAKEN. Lobby at 2400 Old Ivy Road does not have access switches for doors inside lobby. Also, restrooms lack switches for access. Double door on right needs window to prevent collisions.	01/23/2017	02/10/2017	Case Info Tracked In Another System	Physical Environment / Facilities
RAB2017000036	For the new 2-Step Login process: How to Add & Manage Devices Complete the 2-Step Login registration form in the "Service Portal": when I click on the "Service Portal" link.... it opens this page: https://uvaproduct.service-now.com/external_logout_complete.do Logout succeeded You have successfully logged out.	01/16/2017	02/10/2017	Closed	Online Environment
RAB2016000304	I took a test for my COMM 2010 class in the SDAC and was unable to get any of my questions on the test answered because there was no TA. I asked the SDAC to call and email professor Eichelberger during the exam but he did not respond to either.	11/18/2016	02/10/2017	In Process	Other



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Follow Up and Response

Status and Case Information Updates

Required fields are marked *

[Post New Update](#)

Update Submitted By [llk2t](#)

Type of Barrier *

Status *

Send Update ☐

Update Information in this field is intended for the person submitting the report a

Content limited to 500 characters, remaining: 500

Internal Notes Notes entered in the field are for internal use only. Please be as descriptive

Content limited to 500 characters, remaining: 500

- Authorization credentials required to access case information
- Assigned status changes as case is addressed
- Updates to submitter
- “Internal Only” notes
- Chronology kept of actions for each case

Assign a Status to the Case

- New (default)
- Under Review
- Forwarded Within UVA
- Referred Outside of UVA
- In Process
- Closed
- On Hold Pending Further Institutional Action
- Reviewed and Closed Without Resolution
- Case Info Tracked In Another System

Record Keeping

- Ensure the cases being addressed/closed appropriately and in a timely manner
- Follow-up on open cases
- Create annual reports
- Move closed cases to “Archives”
- Virginia Public Records Act: Destroy the record three years after the case has closed, or last action.

Types of Reports Received

- 52% of reports submitted have been concerning physical/environmental access
- Who submitted reports?
 - 50% from faculty and staff
 - 44% from students
 - 6% guests/visitors

Success?

- **Discovered issues we were not aware of**
- Soft rollout 2016: Jan - April 18 (13 cases)
- Full rollout announcement: April 18 (68 cases)
- Jan – Dec 2016 (148 cases)
- 2017 (46 cases)
- 2018 (to-date: 22 cases)
- Refined processes within Departments

Unanticipated Success

Greater overall awareness of
the need for accessibility

Next Steps

- Continue to refine tool and process
- Execute revised communications plan
- Continue effort to add link in all major web page footers

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