



Equal Access: Universal Design of Student Services

DO-IT

A Checklist for the Universal Design of Campus Services

by Sheryl Burgstahler, Ph. D

As increasing numbers of people with disabilities pursue educational opportunities at all levels, the accessibility of admissions offices, libraries, computer labs, counseling and tutoring centers, and other student services increases in importance. The goal is simply equal access; everyone who needs to use your services should be able to do so comfortably and efficiently.

Legal Issues

Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 prohibit discrimination against individuals with disabilities. According to these laws, no otherwise qualified person with a disability shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity of a public entity. This means that student services as well as academic programs must be accessible to qualified students with disabilities.

Universal Design

To make your student services operation accessible and useful to everyone, employ principles of universal design. Universal design means that rather than designing your facility and services for the average user, you design them for people with a broad range of abilities, disabilities, ages, reading levels, learning styles, native languages, cultures, and other characteristics. Keep in mind that students and other visitors may have learning disabilities or visual, speech, hearing, and mobility impairments. Preparing your program to be accessible to them will make it more usable by everyone and minimize the need for special accommodations for those who use your services and for future employees as well. Make sure everyone

- feels welcome,
- can get to the facility and maneuver within it,
- is able to access printed materials and electronic resources, and
- can participate in events and other activities.

Train staff to support people with disabilities, respond to specific requests for accommodations

in a timely manner, and know whom they can contact if they have disability-related questions.

The following questions can guide you in making your campus service unit universally accessible. Your disabled student services office may also be able to assist you in increasing the accessibility of your unit. This content does not provide legal advice. Consult your campus legal counsel or ADA/504 compliance officer regarding relevant legal issues. Consultation with your regional Office for Civil Rights (OCR) can also help clarify issues.

Planning, Policies, and Evaluation

Consider diversity issues as you plan and evaluate services.

- Are people with disabilities, racial/ethnic minorities, men and women, young and old students, and other groups represented on your staff, faculty, and student body in numbers proportional to those of the whole campus/community?
- Do you have policies and procedures that assure access to facilities, printed materials, computers, and electronic resources for people with disabilities?
- Is accessibility considered in the procurement process?
- Do you have a procedure to assure a timely response to requests for disability-related accommodations?
- Are disability-related access issues addressed in your evaluation methods?

Facility and Environment

Assure physical access, comfort, and safety within an environment that is welcoming to visitors with a variety of abilities, racial/ethnic backgrounds, genders, and ages.

- Are there parking areas, pathways, and entrances to the building that are wheelchair-accessible and clearly identified?
- Are all levels of the facility connected via an accessible route of travel?
- Are there ample high-contrast, large-print directional signs to and throughout the office?



- ___ Do elevators have both auditory and visual signals for floors? Are elevator controls accessible from a seated position and available in large print and Braille or raised notation?
- ___ Are wheelchair-accessible restrooms with well-marked signs available in or near the office?
- ___ Is at least part of a service counter/desk at a height accessible from a seated position?
- ___ Are aisles kept wide and clear of obstructions for the safety of users who have mobility and/or visual impairments.
- ___ Is lighting adjustable by the individual?
- ___ Are window blinds available to reduce glare, especially on computer screens?
- ___ Are there quiet work and/or meeting areas where noise and other distractions are minimized and/or facility rules in place (e.g., no cell phone use) that minimize noise?
- ___ Are telecommunication devices for the deaf (TTY/TDD) available?

Consult the *ADA Checklist for Readily Achievable Barrier Removal* at <http://www.usdoj.gov/crt/ada/checkweb.htm> for more suggestions. For computing facilities, consult *Equal Access: Universal Design of Computer Labs* video and publication at <http://www.washington.edu/doit/Video/equal.html>.

Staff

Make sure staff are prepared to serve all students.

- ___ Are all staff members familiar with the availability and use of a TTY/TDD, the Telecommunications Relay Service, assistive technology, and alternate document formats?
- ___ Do staff members know how to respond to requests for disability-related accommodations, such as sign language interpreters?
- ___ Are all staff members aware of issues related to communicating with students of different races/ethnicities, ages, and students who have disabilities (See “Helpful Communication Hints” at the end of this publication.)?

Information Resources

Assure that publications and websites welcome a diverse group and that information is accessible to everyone.

- ___ Do pictures in your publications and website include people with diverse characteristics with respect to race, gender, age, and disability?
- ___ In key publications, do you include a statement about your commitment to universal access and procedures for requesting disability-related accommodations? For example, you could include the following statement: “Our goal is to make all materials and services accessible. Please inform staff of accessibility barriers you encounter and request accommodations that will make activities and information resources accessible to you.”
- ___ Are all printed publications available (immediately or in a timely manner) in alternate formats such as Braille, large print, and electronic text?
- ___ Are key documents provided in language(s) other than English?
- ___ Are printed materials within easy reach from a variety of heights and without furniture blocking access?
- ___ Do electronic resources, including web pages, adhere to accessibility guidelines or standards adopted by your institution or your specific project or funding source? *Section 508 Standards for Accessible Electronic and Information Technology* (<http://www.access-board.gov/sec508/guide/>) and the *World Wide Web Consortium’s Accessibility Guidelines* (<http://www.w3.org/WAI/>) are most commonly used. For information about making your website accessible to everyone, consult *World Wide Access: Accessible Web Design* video and publication at <http://www.washington.edu/doit/Video/www.html>.
- ___ Are videos used by your service captioned?

Computers, Software, and Assistive Technology

Make technology accessible to all visitors.

Some student service units use computers as information resources. Staff members should be aware of accessibility options (e.g., enlarged texts included in computer operating systems). The organization need not have special technology on hand for every type of disability but should have available assistive technology that can benefit many people. Start with a few key items, and add new technology as students request it.

- ___ Is an adjustable-height table available for each



- type of workstation to assist students who use wheelchairs or are small or large in stature?
- ___ Do you provide adequate work space for both left- and right-handed users?
 - ___ Are large-print key labels available to assist students with low vision?
 - ___ Is software to enlarge screen images and a large monitor available to assist students with low vision and learning disabilities?
 - ___ Do you provide a trackball to be used by someone who has difficulty controlling a mouse?
 - ___ Are wrist and/or forearm rests available to assist some people with mobility impairments?

For more information about assistive technology, consult the videos and publications at <http://www.washington.edu/doit/Resources/at.html>.

Events

Assure that everyone feels welcome and can participate in events sponsored by the organization.

- ___ Are events located in wheelchair-accessible facilities? Is the accessible entrance clearly marked?
- ___ Is information about how to request disability-related accommodations included in publications promoting events?
- ___ Is accessible transportation available if transportation is arranged for other participants?

Checklist Updates

This checklist was field tested at more than twenty postsecondary institutions nationwide (see <http://www.washington.edu/doit/Brochures/Academics/admin.html>). To increase the usefulness of this working document, send suggestions to sherylb@u.washington.edu.

Additional Resources

An electronic copy of the most current version of this publication as well as additional useful brochures can be found at <http://www.washington.edu/doit/Brochures/>. A 14-minute video, *Equal Access: Student Services*, demonstrates key points summarized in this publication. It may be freely viewed online and purchased in DVD format from DO-IT. Consult <http://www.washington.edu/doit/Video/> for access to this and other videos that may be of interest. Permission is granted to reproduce DO-IT videos and publications for educational,

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The Student Services Conference Room at <http://www.washington.edu/doit/Conf/> includes a collection of documents and videos to help you make student services accessible to everyone. They include checklists for career services, distance learning, computer labs, recruitment and admissions, registration, housing and residential life, financial aid, libraries, tutoring and learning centers, and student organizations. *The Conference Room* also includes a searchable Knowledge Base of questions and answers, case studies, and promising practices. For more information about applications of universal design consult <http://www.washington.edu/doit/Resources/udesign.html>.

About DO-IT

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Helpful Communication Hints

Treat people with disabilities with the same respect and consideration with which you treat others. There are no strict rules when it comes to relating to people with disabilities. However, here are some helpful hints.

General Guidelines

- Ask a person with a disability if he/she needs help before providing assistance.
- Talk directly to the person with a disability, not through the person's companion or interpreter.
- Refer to a person's disability only if it is relevant to the conversation. If so, refer to the person first and then the disability. "A man who is blind" is better than "a blind man" because it emphasizes the person first.
- Avoid negative descriptions of a person's disability. For example, "a person who uses a wheelchair" is more appropriate than "a person confined to a wheelchair." A wheelchair is not confining—it's liberating!
- Ask for permission before you interact with a person's guide dog or service dog.

Visual Impairments

- Be descriptive for people with visual impairments. Say, "The computer is about three feet to your left," rather than "The computer is over there."
- When guiding people with visual impairments, offer them your arm rather than grabbing or pushing them.

Learning Disabilities

- Offer directions/instruction both orally and in writing. If asked, read instructions to individuals who have specific learning disabilities.

Mobility Impairments

- Sit or otherwise position yourself at the approximate height of people sitting in wheelchairs when you interact.

Speech Impairments

- Listen carefully. Repeat what you think you understand and then ask the person with a speech impairment to clarify and/or repeat the portion that you did not understand.

Deaf or Hard of Hearing

- Face people with hearing impairments so they can see your lips.
- Speak clearly at a normal volume. Speak more loudly only if requested.
- Use paper and pencil if the deaf person does not read lips or if more accurate communication is needed.
- In groups raise hands to be recognized, so the person who is deaf knows who is speaking.
- When using an interpreter, speak directly to the person who is deaf; when an interpreter voices what a deaf person sign, look at the deaf person, not the interpreter.

Psychiatric Impairments

- Provide information in clear, calm, respectful tones.
- Allow opportunities for addressing specific questions.