Changes marked in Red below

Section II. Outreach

1. How did you know to contact the Job Accommodation Network

(ALL THAT APPLY);	[Interviewers FIELD CODE into the following categories	3]

- a. Used JAN service before
- b. Previous user of JAN service (specify if another employer)
- c. JAN Website
- d. Other website (not JAN website)
- e. Internet search
- f. Referral from:

Organization (list) ______
Government Agency (list) _____

Company

DOL Call Center

EARN

JAN self employment

- g. Friend/co-worker/word of mouth
- h. Personal contact with JAN staff member
- i. Rehabilitation professional
- j. Medical professional
- k. Educational institution
- l. Union
- m. Legal professional
- n. Newspaper/magazine/book/professional journal article
- o. Television (report or advertisement)
- p. Listed in a directory
- q. I&R Service
- r. Conference
- s. JAN Publication or Brochure
- t. JAN presentation
- u. Used JAN Self-employment service before
- v. Previous user of JAN Self-employment service
- w. JAN Self-employment Website
- x. JAN Self-employment Publication or Brochure
- y. Other (please specify): _____

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Section III. ACCOMMODATION OUTCOME

"The following questions explore the outcomes of your consultation with JAN."

ASK ONLY IF WORK ACCOMMODATION INFORMATION WAS PROVIDED Else go to IIIE for EDUCATION ACCOMMODATION

	W1.	Was the accommodation you discussed with the JAN consultant about					
	a.	applying for a job					
	b.	a job that you just started or are going to start					
	C.	keeping your current job					
	d.	being promoted					
	e.	some other situation?					
	DATA EN	TRY ONLY (INTERVIEWER: CIRCLE IF APPLICABLE)					
	f.	involving more than one employee					
W3. How many years have you been with the company? W2. Removed							
		hat is the wage (by hour or annually) for your job hour and how many hours did you work on average per week					
b.	Annually_						
	5 —	THEN					

IF DK, IHEN,

Does this job usually pay

- a. less than \$10,000 per year
- b. \$10.000 \$20.000
- c. \$20,001 \$50,000
- d. \$50,001 \$100,000
- e. More than \$100,000

[If queried, interviewer may say "Because JAN is a service funded by the federal government, it is important for JAN to establish that they reach a wide range of individuals."]

W5. What is your highest level of education

- a. Did not complete high school
- b. High school certificate (not high school diploma)
- c. High school diploma or GED (code this if participant says "graduated from high school")
- d. Associates Degree (2 year degree)
- e. Graduated from college (4 year degree)
- f. Degree from graduate/professional school (e.g., MA, MBA, PhD, MD, JD)
- g. DK
- h. RF

W6. What is your gender? [Interviewers ask even if it seems evident]

[If queried, interviewer may say "Because JAN is a service funded by the federal government, it is important for JAN to establish that they reach a wide range of individuals.]

- a. Male
- b. Female
- c. DK

d. RF

	7. What is your race or ethnicity?	(CHOOSE ALL THAT A	PPLY?)								
Ra	A . T 1. A1 1 3	Intivo									
	a. American Indian or Alaska Nb. Asian	vauve									
	c. Black or African American										
	d. Native Hawaiian or Other Pa	cific Islander									
	e. White	cific islander									
	f. Other										
Etl	hnicity										
120	g. Hispanic or Latino										
	h. Not Hispanic or Latino										
	i. DK	j. RF									
		J									
W8.	What is your age?										
	a. less than 18	b. 18 – 25	c. 26 - 35								
	d. 36 – 45	e. 46 – 55	f. 56 - 65								
	g. 66 and over	h. DK	i. RF								
	8. og and over	211	-,								
1.740	a. Human Resources or Personb. Legal departmentc. Managersd. Employee's (your) supervisore. Other:	sonnel department	e an accommodation? (mark all that apply)								
W10.	After your interaction with JAN, was an accommodation made? (Choose one of a-h)										
	a. Yes or No										
	b. Implementation Pending (DECISION TO ACCOMMODATE MADE, BUT IMPLEMENTATION PENDING (EXPLAIN/Why?)										
	c. Decision pending (explain/Why?)										
	d. No (Please explain why an accommodation was not made.) [Interviewer to query for reason for rejecting accommodation.]										
	e. other (e.g., employee resigned Please tell me briefly about the) at									
	f. DK	g. RF	h. N/A								
	DATA ENTRY ONLY – IF ACCREASON? (INTERVIEWER: C		NOT IMPLEMENTED, WHAT WAS THE								

- 1 Implementation pending (if 10 = b)
- 2 Decision pending (if 10 = c)
- 3 Determined not required by ADA/other law (rejected)
- 4 Determined not possible to accommodate (rejected)
- 5 Determined not needed by employee (other)
- 6 Accommodation implemented before contacting JAN (other)
- 7 Accommodation rejected before contacting JAN (other)
- 8 Other reason (for rejection or other)

11. Did this accommodation solution that (was made, is pending implementation, the decision is pending on, was rejected) include: [Repeat as necessary as preface to each item in table.]

	Yes Made Waiting Has that Are you still accommodation waiting on been made? implementation?		No	Rejected	Pending	DK	RF	Other
	Made	Waiting						
a. Buying a product or piece of equipment (like software, or a tool)?								
What specific products or pieces of equipment?								
b. Modifying a product or piece of equipment (like software, or a tool)								
Please describe how the product or equipment was or will be modified?								
c. Modifying the worksite (like a ramp, lighting or mirrors)								
Please describe the modifications to the worksite								
d. Changes to a work schedule (such as flex time, shift change, part time)								
Please describe the changes to the work schedule								
[Light duty = work schedule change if same job, reassignment of changed job title]								
e. Moving the employee to another job (or reassignment)								
What type of work was the employee doing before reassignment & what type of work is or will he be doing after								

OMB Contol no.

Yes		No	Rejected	Pending	DK	RF	Other
Made	Waiting		3	J			
	J						
	Yes Made	<u> </u>			, , ,	3 0	, , ,

[IF ANY PARTS OF WQ11= MADE, Continue, else go to Question W14]

W12. On a scale of 1-5, how effective was the accommodation, with 1 being (not effective at all) and 5 being (extremely effective)?

W13. Please describe why the accommodation was or was not effective?

	rts of WQ11 = MADE or PENDING IMPLEMENTATION, Continue; to Section III.E]						
[For E	opproximately how much did the accommodation cost (or is expected to cost)? Each Cost Designate Whether Actual or Predicted Cost] Letime cost _\$OR Letime cost _\$OR Letime cost _\$OR						
DK =	888,888 RF = 999,999						
[IF QW14	4 = \$ 0, THEN SKIP TO Section III.E]						
a. b. c. d. e. If "En	Employer Employee Rehabilitation Services Insurance Company Other ployer", ask: What was the source of funding for this accommodation?						
	 a. Departmental funds b. Human Resources funds c. Company general funds d. Other: DATA ENTRY ONLY (INTERVIEWER: CIRCLE IF APPLICABLE) e. Specific accommodation-related funds 						
b. annu DK = 88 [IF QW14 = W15. Who l a. Er b. Er c. Re d. In e. Or If "Empl 15a. V a b c c c c c c d d d d d d d	Who has the authority to authorize expenditure for accommodations? a. Local managers/supervisors b. Human Resources representatives c. Corporate/General Management d. Other:						
[IF O	NLY ONE ANSWER TO 15, SKIP TO Section III.El						

a. Employerb. Employee

c. Rehabilitation Services

W16. How much did (or will) each pay? (PERCENT OR \$ AMOUNT)

- d. Insurance Company
- e. Other
- IIIE. Education Accommodation

Ask only if Purpose of Call = Education Accommodation, Else skip to section IV.

- E1. Was the accommodation you discussed with JAN about accommodating you for
 - a. Elementary/Middle school K-8
 - b. High School 9-12
 - c. Technical Trade School
 - d. Higher Education College or University level
 - e. Other (Please explain: _____

E2. Are you

- a. Currently enrolled in a degree or certification program
- b. Applying for a program
- c. Other (Please explain:

E6. What is your gender?

[Interviewers ask even if it seems evident]

[If queried, interviewer may say "Because JAN is a service funded by the federal government, it is important for JAN to establish that they reach a wide range of individuals."]

- a. Male
- b. Female
- c. DK
- d. RF
- E7. What is your race or ethnicity? (CHOOSE ALL THAT APPLY?)

Race

- a. American Indian or Alaska Native
- b. Asian
- c. Black or African American
- d. Native Hawaiian or Other Pacific Islander
- e. White
- f. Other

Ethnicity

- g. Hispanic or Latino
- h. Not Hispanic or Latino
- i. DK
- j. RF
- E8. What is your age?
 - a. less than 18

b. 18 - 25

c. 26 - 35

d. 36 - 45

e. 46 - 55

f. 56 - 65

g. 66 and over

h. DK

- 1. KF
- E10. After your interaction with JAN, was an accommodation made? (Choose one of a-h)
 - a. Yes

b. Implementation Pending (DECISION TO ACCOMMODATE MADE, BUT IMPLEMENTATION PENDING (EXPLAIN/Why?)
c. Decision pending (explain/Why?)
d. No (Please explain why an accommodation was not made INCLUDE REASON FOR REJECTING ACCOM.)
e. other (e.g., employee resigned) explain Please tell me briefly about that.
f. DK
g. RF

h. N/A

DATA ENTRY ONLY – IF ACCOMMODATION WAS NOT IMPLEMENTED, WHAT WAS THE REASON? (INTERVIEWER: CIRCLE REASON)

- 9 Implementation pending (if 10 = b)
- 10 Decision pending (if 10 = c)
- 11 Determined not required by ADA/other law (rejected)
- 12 Determined not possible to accommodate (rejected)
- 13 Determined not needed by employee (other)
- 14 Accommodation implemented before contacting JAN (other)
- 15 Accommodation rejected before contacting JAN (other)
- 16 Other reason (for rejection or other)

E11. Did this accommodation solution include: [Repeat as necessary as preface to each item in table.]

	Yes		No	Rejected	Pending	DK	RF	Other
	Made Waiting							
a. Buying a product or piece of equipment	Has that accommodation been made?	Are you still waiting on implementation?						
(like software, or a tool)?								
What specific products or pieces of equipment?								
b. Modifying a product or piece of equipment (like software, or a tool)								
Please describe how the product or equipment was or will be modified?								
	Yes		No	Rejected	Pending	DK	RF	Other
	Made							
c. Modifying the facility (e.g., ramps, bathroom modification,								

	1	1		
parking) Please describe the modifications of the facility				
d. Changes to student schedule Please describe the changes to the student schedule				
e. Changes to course or school policy (e.g., allow service animal, increase time to take exam) What was the change to course or school policy				
f. Providing interpreter, reader, scribe, or other service? Which services were provided?				
g. Providing information in an alternative format (e.g., large print, taped text, Braille, etc.) What alternative formats were provided?				
h. Are there accommodation solutions that we have not talked about? If YES, please specify.				
DATA ENTRY ONLY (INTERVIEWER: RECORD IF APPLICABLE) l. Moved the employee to another location				

[IF ANY PARTS OF QE11 = MADE, Continue,

2

Else SKIP TO Question E14]

E12. On a scale of 1-5, how effective was the accommodation, with 1 being (not effective at all) and 5 being (extremely effective)?

not effective at all

3

5 extremely effective

4

8 = DK

9 = RF

E13. Please describe why the accommodation was or was not effective?

[If Any of QE11 = MADE OR PENDING IMPLEMENTATION, Continue

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	SE, Skip to Sect	tion IV] ly how much did the accommodation cost or is it expected to cos	ct2
		t_\$OR)L:
		S	
ο.	umidany	_ _	
Dŀ	ζ = 888,888	RF = 999,999	
	[IF Q1	14 = 0, THEN SKIP TO NEXT SECTION]	
E15. V	Who helped pa	ay for or will help pay for the accommodation? (All that Apply)	
		ucational Institution	
b.	Rehabilitation	n Services	
С.	Insurance Co	mpany	
d.	Student or Fa	mily Member	
e.	Other:		
[If ON	ILY ONE ANS	SWER, SKIP TO NEXT SECTION]	
E16. I	How much did	or will each pay? (PERCENT OR \$ AMOUNT)	
a.	School or Edu	ucational Institution	
b.	Rehabilitation	n Services	
С.	Insurance Co	mpany	
d.	Student or Fa	mily Member	
e.	Other:		

Section IV. Legislative Outcomes

ASK ONLY IF Purpose of Call = WORK LEGISLATION, EDUCATION LEGISLATION, or PUBLIC ACCOMMODATION;

Else GO To Section V.

Legislation Information:

The next few questions ask about how you used the information about ADA or other laws that you received from JAN.

- 1. Did the information help you to understand the ADA or another law?
 - a. YES
 - b. NO
 - c. DK
 - d. RF
 - e.

Word change in question 2. (last word in sentence - decision changed to change)

2. Was the information used to argue for or make a policy change?

Explanation of policy decision removed.

- a. YES
- b. NO (SKIP TO Next Section)
- c. DK (SKIP TO Next Section)
- d. RF (SKIP TO Next Section)
 - 3. What was the outcome of that policy decision?
 - a. the policy was changed
 - b. the policy was not changed
 - c. the decision about whether to change the policy is still pending
 - d. other. (Explain) ______
 - i. DK
 - j. RF

DATA ENTRY ONLY (INTERVIEWER: CIRCLE ONE)

- 1 Policy changed (if 3 = a)
- 2 Policy not changed (if 3 = b)
- 3 Decision still pending (if <math>3 = c)
- 4 Confirm/validate/interpret existing policy (other)
- 5 Accommodation decision made (other) –
- 6 Other (anything else identified in "other")

Section V. JAN Web site

A. User Satisfaction - Ease of Use

- 1. Have you visited the JAN website within the last year? [If queried, "JAN website is at: http://www.jan.wvu.edu/]
 - a. YES
 - b. NO [SKIP TO Section VI.]
 - c. DK [SKIP TO Section VI.]

	d. RF [Sk	KIP TO Sect	ion VI.]				
2.	On a scale of 1 (difficult)	of 1 to 5 wit 2	h 1 being diff 3	icult and 5	being easy, 4	how was t 5 (easy)	he website to navigate? 8 = DK 9 = RF
	[If response	e = "1", quer	y "So, the we	bsite was d	ifficult for y	ou to navi	gate?"]
3.	On the sam 1 (difficult)	e scale, how 2	was it for yo 3	u to obtain	the informa 4	tion that y 5 (easy)	ou needed from the website? 8 = DK 9 = RF
we	[If response bsite?"]	e = "1", quer	ry "So, it was	difficult for	r you to get	the inform	ation that you needed from the
4.	What did y	ou hope to f	ind on the We	ebsite?			
	5.		d it? Yes ase tell me mo				
			er Satisfaction e more gener		tell me		
	On a scale i N?	from 1 to 5,	with 1 being	difficult to	use and 5 as	easy, how	v easy or difficult was it to contact
	1 (difficult)	2	3	4 (ea	5 7. N asy)	NA 8. DK	9. RF
[If	response = '	'1", query "S	So, it was diff	icult for yo	u to contact	JAN?"]	
	On a scale of ceptionist at .		1 being "not	courteously	7" and 5 bei	ng "courte	ously," how were you treated by the
(no		e = "1", quer	3 ry " "So, the J s:		(courte onists were	not courte	
3.	On that san	ne scale, hov	w were you tro	eated by the	e consultant	at JAN?	
(no		e = "1", quer	y "So, the JA s:		(courte nt was not c	ously) ourteous?''	

	On a scale fraderstand your		vith 1 being	"not und	lerstand" a	nd 5 being "un	derstood"	, how well did the consulta	1t
(n		= "1", quer			did not un	5 nderstood) derstand your		9 = RF	
	On a scale frow well did the		_		-		5 "met m	y needs exceptionally well'	,
	(not at al	l)	4 y "So, the in	formatio	` -	8. Dh nally well) ived did not m	(9. RF	eeds at all?]	
6.	How could t	he services	you received	d have b	etter met y	our needs?			
7.	Where would	you get the	type of info	ormation	that JAN _I	provides if JAI	N did not e	exist?	
8.	Would you t	ise the serv	ice again, if b. No	you need	ded inform	ation?	8 = DK	9 = RF	
9.	Have you res	ferred other	people to JA	AN?					
). On a scale frould you be to		_	-	nlikely to r	refer" and 5 be	ing "very l	likely to refer", how likely	
7	1 Very unlikely	2	3	4	5 Very likel	ly	8. DK 9). RF	

11. We would appreciate any comments or suggestions that you may have about JAN.

Thank you for your participation.