

**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]

- 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): \_\_\_\_\_

**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 IIIIE for EDUCATION ACCOMMODATION

- W1. Was the accommodation you discussed with the JAN consultant about
- applying for a job
  - a job that you just started or are going to start
  - keeping your current job
  - being promoted
  - some other situation? \_\_\_\_\_

DATA ENTRY ONLY (INTERVIEWER: CIRCLE IF APPLICABLE)

- involving more than one employee

W3. How many years have you been with the company? \_\_\_\_ . \_

W2. Removed

W4. What is the wage (by hour or annually) for your job

- by hour \_\_\_\_\_ and how many hours did you work on average per week \_\_\_\_\_

b. Annually \_\_\_\_\_

IF DK, THEN,

Does this job usually pay

- less than \$10,000 per year
- \$10,000 - \$20,000
- \$20,001 - \$50,000
- \$50,001 - \$100,000
- 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

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

- Male
- Female
- DK

d. RF

W7. 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

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      |

10a. Who makes the decision whether the company will provide an accommodation? (mark all that apply)

- a. Human Resources or Personnel department
- b. Legal department
- c. Managers
- d. Employee's (your) supervisor
- e. Other: \_\_\_\_\_

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 that. \_\_\_\_\_
- f. DK
- g. RF
- h. N/A

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

- 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		No	Rejected	Pending	DK	RF	Other
	Made	Waiting						
<p>a. Buying a product or piece of equipment (like software, or a tool)? What specific products or pieces of equipment?</p>	Has that accommodation been made?	Are you still waiting on implementation?						
<p>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?</p>								
<p>c. Modifying the worksite (like a ramp, lighting or mirrors) Please describe the modifications to the worksite</p>								
<p>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]</p>								
<p>e. Moving the employee to another job (or reassignment) What type of work was the employee doing before reassignment &amp; what type of work is or will he be doing after</p>								



[If any parts of WQ11 = MADE or PENDING IMPLEMENTATION, Continue;  
Else Skip to Section III.E]

- W14. Approximately how much did the accommodation cost (or is expected to cost)?  
[For Each Cost Designate Whether Actual or Predicted Cost]
- one-time cost \_\$ \_\_\_\_\_ OR
  - annually \_\$ \_\_\_\_\_

DK = 888,888

RF = 999,999

[IF QW14 = \$ 0, THEN SKIP TO Section III.E]

- W15. Who helped (or is expected to) pay for the accommodation? (All the Apply)
- Employer
  - Employee
  - Rehabilitation Services
  - Insurance Company
  - Other

If "Employer", ask:

- 15a. What was the source of funding for this accommodation?
- Departmental funds
  - Human Resources funds
  - Company general funds
  - Other: \_\_\_\_\_  
DATA ENTRY ONLY (INTERVIEWER: CIRCLE IF APPLICABLE)
  - Specific accommodation-related funds
- 15b. Who has the authority to authorize expenditure for accommodations?
- Local managers/supervisors
  - Human Resources representatives
  - Corporate/General Management
  - Other: \_\_\_\_\_

[IF ONLY ONE ANSWER TO 15, SKIP TO Section III.E]

- W16. How much did (or will) each pay? (PERCENT OR \$ AMOUNT)
- Employer
  - Employee
  - Rehabilitation Services

- 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      | i. RF      |

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 (like software, or a tool)? What specific products or pieces of equipment?	Has that accommodation been made?	Are you still waiting on implementation?						
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	Waiting						
c. Modifying the facility (e.g., ramps, bathroom modification,								





ELSE, Skip to Section IV]

E14. Approximately how much did the accommodation cost or is it expected to cost?

- a. one-time cost \_\$ \_\_\_\_\_ OR  
 b. annually \_\$ \_\_\_\_\_

DK = 888,888

RF = 999,999

[IF Q14 = 0, THEN SKIP TO NEXT SECTION]

E15. Who helped pay for or will help pay for the accommodation? (All that Apply)

- a. School or Educational Institution  
 b. Rehabilitation Services  
 c. Insurance Company  
 d. Student or Family Member  
 e. Other: \_\_\_\_\_

[If ONLY ONE ANSWER, SKIP TO NEXT SECTION]

E16. How much did or will each pay? (PERCENT OR \$ AMOUNT)

- a. School or Educational Institution  
 b. Rehabilitation Services  
 c. Insurance Company  
 d. Student or Family 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 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.]





**Thank you for your participation.**