

JAN Professional Survey

Start of Block: Default Question Block

Q1 What was your reason for contacting the Job Accommodation Network (JAN)?

- An accommodation (1)
 - To understand the ADA or any other disability law or policy (2)
 - Both (3)
-

Q3 How did you know to contact JAN?

- Used JAN service before/Previous user of JAN service (1)
 - Internet search (2)
 - Referral. Please explain. (3) _____
 - Other. Please explain. (4) _____
 - Do not know (5)
-

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Q5 Was the accommodation you discussed with the JAN consultant about assisting your client in:

- Applying for a job (application, interview) (9)
- Being hired for a new job (already have job offer, maybe just hasn't started yet) (10)
- Keeping a job (keeping employee in current position) (8)
- Promotion (4)
- Other. Please explain. (6) _____
- Do not know (7)

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Q19 How many years has your employee been with your company?

Q21 What is the wage for this employee's job? (pick one)

- By hour (\$) (1) _____
- Annually (\$) (2) _____
- Do not know (3)

Q9 What is this employee's highest level of education?

- Did not complete high school (1)
- High school certificate (not high school diploma) (2)
- High school diploma or GED (3)
- Associates degree (2 year degree) (4)
- Graduated from college (4 year degree) (5)
- Degree from graduate/professional school (e.g., MA, MBA, PhD, MD, JD) (6)
- Do not know (7)

Q11 What is the employee's gender?

- Male (1)
 - Female (2)
 - Transgender (3)
 - Do not know (4)
-

Q13 What is the employee's race? (Choose all that apply)

- American Indian or Alaska Native (1)
 - Asian (2)
 - Black or African American (3)
 - Native Hawaiian or Other Pacific Islander (4)
 - White (5)
 - Other (6)
 - Do not know (9)
-

Q15 What is the employee's ethnicity? (Choose all that apply)

- Hispanic or Latino (1)
 - Not Hispanic or Latino (2)
 - Do not know (3)
-

Q17 What is the employee's age?

- Less than 17 (1)
- 18-24 (2)
- 25-29 (3)
- 30-39 (4)
- 40-49 (5)
- 50-59 (6)
- 60-65 (7)
- 66 and over (8)
- Do not know (9)

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Q23 Who makes the decision whether the company will provide an accommodation? (Mark all that apply)

- Human Resources/Employee Relations or Personnel Department (1)
 - Legal Department (2)
 - Managers (3)
 - Employee's Supervisor (4)
 - Diversity and Inclusion Office (5)
 - Other. Please explain. (6) _____
-

Q25 After your interaction with JAN, was an accommodation made? (Choose all that apply)

- Yes (1)
 - Implementation pending (decision to accommodate made, but implementation pending). Please explain. (2) _____
 - Decision pending. Please explain. (7) _____
 - No. Please explain. (3) _____
 - Other (e.g., employee resigned). Please explain. (4) _____
 - Do not know (5)
 - Not applicable (6)
-

Q28 What did the accommodation solution include?

	Accommodation made (1)	Accommodation implementation is pending (2)	Decision about the accommodation is pending (3)	Accommodation was rejected (4)	Not applicable (5)
Buying a product or piece of equipment (like software or tool)? What specific products or pieces of equipment? (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modifying a product or piece of equipment (like software or a tool)? Please describe how the product or equipment was or will be modified. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modifying the worksite (like a ramp, lighting, or mirrors)? Please describe the modification to the worksite. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to a work schedule (such as flex time, or part time)? Please describe the changes to the work schedule. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Moving the employee to another job (or reassignment)? What type of work was the employee doing before reassignment and what type of are they doing after? (13)

Changes in workplace policy? What workplace changes were modified? (14)

Formal or company education of co-workers? Please describe how the company was/is going to educate co-workers? (5)

Providing an interpreter, reader, job coach, or personal attendant services? What services were provided? (6)

Providing information in an alternative format (e.g., large print, taped text, Braille, etc.)?

What alternative formats were provided? (7)

Working from home or telework?

What arrangements were made (number of hours in a week)? (8)

Are there accommodations solutions that we have not talked about? If yes, please specify. (9)

Modified the employee's work station (moved, rearranged, or ergonomic)? How was the work station modified? (10)

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Q30 How effective was the accommodation?

- Extremely effective (1)
- Effective (2)
- Neutral (3)
- Somewhat effective (4)
- Not effective at all (5)
- Do not know (6)

Q32 Please describe why the accommodation was or was not effective?

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Q34 Approximately how much did the accommodation cost (or is expected to cost)?

- One-time cost, amount \$ (1) _____
 - Annually, amount \$ (2) _____
 - Do not know (3)
-

Q36 Who helped (or will help) pay for this accommodation? (All that apply)

- Employer (1)
 - Employee (2)
 - Rehabilitation Services (3)
 - Insurance Company (4)
 - Other (5) _____
 - Do not know (6)
-

Q38 If "Employer," what was the source of funding for this accommodation?

- Departmental Funds (1)
 - Human Resource Funds (2)
 - Company General Funds (3)
 - Specific Accommodation - Related Funds (4)
 - Other (5) _____
 - Do not know (6)
-

Q40 Who has the authority to authorize expenditure for accommodations?

- Local Managers/Supervisors (1)
 - Human Resource Representatives (2)
 - Corporate/General Management (3)
 - Other. Please explain. (4) _____
 - Do not know (5)
-

Q42 How much did (or will) each pay? Enter percentages of cost. This should total to 100%. (Choose all that apply.)

- Employer (8) _____
 - Employee (9) _____
 - Rehabilitation services (10) _____
 - Insurance company (11) _____
 - Other. Please Explain. (12) _____
 - Do not know (13) _____
-

Q44 In dollars, how much of the cost of the accommodation was beyond what you would have paid for an employee in the same position who did not have a disability?

For example, an employer might purchase a computer monitor for all of his employees, but an employee may need a large screen rather than a regular monitor as an accommodation. The

cost difference between the large screen monitor and the regular monitor would be the amount that we are asking about.

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Q46 Did the information JAN provided help you to understand the ADA or another law?

- Yes (1)
 - No (2)
 - Do not know (3)
-

Q48 Was the information used to argue for or make a policy change?

- Yes (1)
 - No (2)
 - Do not know (3)
-

Q50 What was the outcome of that policy decision?

- The policy was changed (1)
 - The policy was not changed (2)
 - The decision about whether to change the policy is still pending (3)
 - Confirm/validate/interpret existing policy (4)
 - Accommodation decision made (5)
 - Other. Please explain. (6) _____
 - Do not know (7)
-

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Q52 Have you visited the JAN website within the last year? (AskJAN.org)

- Yes (1)
 - No (2)
 - Do not know (3)
-

Q54 How was the website to navigate?

- Easy (1)
 - Somewhat easy (2)
 - Neutral (3)
 - Somewhat difficult (4)
 - Difficult (5)
 - Do not know (6)
-

Q56 How was it for you to obtain the information that you needed from the website?

- Easy (1)
 - Somewhat easy (2)
 - Neutral (3)
 - Somewhat difficult (4)
 - Do not know (6)
-

Q58 What did you hope to find on the website?

Q60 Did you find it?

Yes (1)

If no, please explain. (2) _____

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Q62 How easy or difficult was it to contact JAN?

- Easy (1)
 - Somewhat easy (2)
 - Neutral (3)
 - Somewhat difficult (4)
 - Difficult (5)
 - Do not know (6)
-

Q64 How were you treated by the receptionist at JAN?

- Courteously (1)
 - Somewhat courteously (2)
 - Neutral (3)
 - Somewhat not courteously (4)
 - Not courteously (5)
 - Do not know (6)
-

Q66 Comments:

Q68 How were you treated by the consultant at JAN?

- Courteously (1)
- Somewhat courteously (2)
- Neutral (3)
- Somewhat not courteously (4)
- Not courteously (5)
- Do not know (6)

Q70 Comments:

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Q72 How well did the consultant understand your needs?

- Understood (1)
- Somewhat understood (2)
- Neutral (3)
- Somewhat misunderstood (4)
- Misunderstood (5)
- Do not know (6)

Q74 Comments:

Q76 How well did the information that you received meet your needs?

- Met my needs well (1)
 - Met my needs somewhat well (2)
 - Neutral (3)
 - Did not really meet my needs (4)
 - Did not meet my needs (5)
 - Do not know (6)
-

Q78 How could the services you received have better met your needs?

Q80 Where would you get the type of information that JAN provides if JAN did not exist?

Q82 Would you use the service again?

- Yes (1)
 - No (2)
 - Do not know (3)
-

Q84 Have you referred other people to JAN?

- Yes (1)
 - No (2)
-

Q86 How likely would you be to refer other people to JAN?

- Likely (1)
 - Somewhat likely (2)
 - Neutral (3)
 - Somewhat unlikely (4)
 - Unlikely (5)
 - Do not know (6)
-

Q88 We would appreciate any comments or suggestions that you may have about JAN.
