

# JAN Individual Survey

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## 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)
- 

Q2 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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Q3 Was the accommodation you discussed with the JAN consultant about:

- Keeping your current job (8)
- Applying for a new job (1)
- A job that you just started or are going to start (2)
- Being promoted (5)
- Other. Please explain. (6) \_\_\_\_\_
- Do not know (7)

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Q6 What is your 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)
  - Prefer not to answer (7)
- 

Q7 What is your gender?

- Male (1)
  - Female (2)
  - Transgender (3)
  - Prefer not to answer (4)
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Q8 What is your 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)
  - Prefer not to answer (9)
- 

Q53 What is your ethnicity? (Choose all that apply)

- Hispanic or Latino (1)
  - Not Hispanic or Latino (2)
  - Prefer not to answer (3)
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Q9 What is your 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)
- Prefer not to answer (9)

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Q4 How many years have you been with the company?

\_\_\_\_\_

Q5 What is the wage for your job? (pick one)

By hour (\$) (1) \_\_\_\_\_

Annually (\$) (2) \_\_\_\_\_

Do not know (3)

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Q12 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) \_\_\_\_\_
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Q13 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)

*Skip To: Q29 If After your interaction with JAN, was an accommodation made? (Choose all that apply) = Not applicable*

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Q54 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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Q15 How effective was the accommodation?

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

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Q16 Please describe why the accommodation was or was not effective?

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Q17 Approximately how much did the accommodation cost (or is expected to cost)?

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

*Skip To: Q20 If Approximately how much did the accommodation cost (or is expected to cost)? = Annually, amount \$*

*Skip To: Q20 If Approximately how much did the accommodation cost (or is expected to cost)? >= Annually, amount \$*

Q20 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)

*Display This Question:*

*If Who helped (or will help) pay for this accommodation? (All that apply) = Employer*

Q21 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)
- 

Q22 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)

*Skip To: Q24 If Who has the authority to authorize expenditure for accommodations? = Do not know*

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Q23 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) \_\_\_\_\_

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Q24 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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Q29 Did the information JAN provided help you to understand the ADA or another law?

- Yes (1)
  - No (2)
  - Do not know (3)
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Q30 Was the information used to argue for or make a policy change?

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

*Skip To: Q32 If Was the information used to argue for or make a policy change? = No*  
*Skip To: Q32 If Was the information used to argue for or make a policy change? = Do not know*

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Q31 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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Q32 Have you visited the JAN website within the last year? ( AskJAN.org )

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

*Skip To: Q39 If Have you visited the JAN website within the last year? ( AskJAN.org ) = No*  
*Skip To: Q39 If Have you visited the JAN website within the last year? ( AskJAN.org ) = Do not know*

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Q36 How was the website to navigate?

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

Q35 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)
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Q37 What did you hope to find on the website?

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Q38 Did you find it?

Yes (1)

If no, please explain. (2) \_\_\_\_\_

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Q39 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)
- 

Q40 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)
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Q50 Comments:

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Q41 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)

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Q51 Comments:

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Q42 How well did the consultant understand your needs?

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

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Q52 Comments:

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Q43 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)
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Q44 How could the services you received have better met your needs?

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Q45 Where would you get the type of information that JAN provides if JAN did not exist?

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Q46 Would you use the service again?

- Yes (1)
  - No (2)
  - Do not know (3)
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Q47 Have you referred other people to JAN?

- Yes (1)
  - No (2)
- 

Q48 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)
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Q49 We would appreciate any comments or suggestions that you may have about JAN.

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