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SERVICE PROVIDER INTERVIEW QUESTIONS

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My name is _____. I am part of a team of researchers from Dawson College in Montreal. We are conducting a Canada wide grant funded investigation on computer, information and adaptive technologies and their use by college and university students with disabilities. We are collaborating with the National Educational Association Of Disabled Students (NEADS) in this research. The goals of our study are to assess the use of these technologies by students with various disabilities as well as to determine what their main needs and concerns are.

We plan to use the results to make recommendations to decision makers. We are interested both in the perspectives of the students themselves, and the professionals who deliver specialized services at post-secondary institutions. This of course is why we are contacting you.

Who would be the best person to speak to - someone who oversees services for students with disabilities for the whole institution, not just one campus or disability group? We are attempting to get a global perspective of your institution.

All the information you provide will remain confidential, and your privacy will be completely protected. Any statements you make will never be linked to either yourself or your institution.

ONCE A PERSON IS CHOSEN

I would like to schedule a time with you to ask you a series of questions. It will take about 40 minutes.

AT TIME OF INTERVIEW ASK

Before I go any further I should ask, is it OK for you to answer these questions on the telephone or would you prefer to do the interview another way?

Would you mind if I audiotape our conversation?

0. RESEARCH CODES

- a. Participant number
- b. Today's date

1. CONTACT INFORMATION

- a. Respondent's name
- b. Telephone number and address
- c. E-mail address
- d. What is your job title in terms of providing services to students with disabilities at your institution?

2. DEMOGRAPHICS

Gender

3. EDUCATIONAL INSTITUTION

- a. What is the name of your post-secondary educational institution?
- b. What kind of educational institution is it?

4. STATISTICS ON STUDENTS WITH DISABILITIES

I would like to know how many students with disabilities attended your educational institution - all types of disabilities - within the last academic year.

5. COMPUTERS & SPECIFIC DISABILITIES

For the purposes of this study, we would like to know whether you have had students with the following disabilities at your institution.

- a. students who are totally blind
- b. Does your institution have any specialized computer technologies for them? Create a listing of the computer technologies. If necessary: "Who makes it / what kind?"
- c. students who are visually impaired/partially sighted
- d. Does your institution have any specialized computer technologies for them? Create a listing of the computer technologies. If necessary: "Who makes it / what kind?"
- e. students who are Deaf
- f. Does your institution have any specialized computer technologies for them? Create a listing of the computer technologies. If necessary: "Who makes it / what kind?"
- g. students who are hard of hearing
- h. Does your institution have any specialized computer technologies for them? Create a listing of the computer technologies. If necessary: "Who makes it / what kind?"
- i. students who have learning disabilities
- j. Does your institution have any specialized computer technologies for them? Create a listing of the computer technologies. If necessary: "Who makes it / what kind?"
- k. students who use a wheelchair or who have trouble walking
- l. Does your institution have any specialized computer technologies for them? Create a listing of the computer technologies. If necessary: "Who makes it / what kind?"
- m. students who have difficulty using their hands
- n. Does your institution make available any specialized computer technologies for these students? Create a listing of the computer technologies. If necessary: "Who makes it / what kind?"
- o. students with other disabilities
- p. Does your institution make available any specialized computer technologies for these students? Create a listing of the computer technologies. If necessary: "Who makes it / what kind?"

6. INTERNET ACCESS

- a. Does your institution provide Internet access for students?
- b. Are there adaptive computers with Internet access?

7. CENTRALIZATION

Is your specialized computer technology for students with disabilities centralized in one location or is it spread out among buildings and campuses?

8. HOW OBTAINED

- a. Who pays for the specialized computer technologies for students with disabilities at your institution?
- b. Are there any problems associated with how funding is obtained for specialized computer technologies for students with disabilities at your institution and if so, do you have any solutions to these problems?

9. PURCHASING SPECIALIZED COMPUTER TECHNOLOGIES - DECISION MAKING PROCESS

How are decisions made in your institution about what specialized computer technologies will be purchased for students with disabilities?

10. HOURS OF ACCESS

In general, can students with disabilities access the specialized computer technologies at your institution:

- a. during business hours
- b. during lunch
- c. in the evenings when institution is open
- d. on weekends when institution is open

11. LOANING TECHNOLOGIES

- a. Does your institution loan computers to students with disabilities?
- b. Tell me how your program works.

12. ADVANTAGES & DISADVANTAGES

What are the advantages and disadvantages of using computer technologies for students with disabilities?

13. NON-USERS

- a. Are there students with disabilities at your institution who could benefit from using computer technologies, but are not using them?
- b. What do you think are some of the reasons students do not use computer technologies - what reasons have students given for not using the technology?

14. STAFF - LEARN TO USE

- a. How do staff who oversee the specialized computer technology for students with disabilities learn to use this equipment?
- b. Does this method of learning work well for your staff and if not, what method might work better?

15. STUDENTS - LEARN TO USE

- a. How do students with disabilities learn to use computer technologies at your institution?
- b. Does this method of learning work well for students with disabilities and if not, what method might work better?

16. NEW COMPUTER TECHNOLOGIES

How do you find out about new computer technologies that could be useful to students with disabilities?

17. WISH LIST

- a. What is your computer technology "wish list" for students with disabilities (in your DSS office / specialized lab, in the library, elsewhere in the institution) - what would you like to see improved, changed, modified, developed, and so on?
- b. What prevents you from obtaining your computer technology "wish list" and what could be done to get you some of these items?

18. OTHER ISSUES

- a. In terms of computer accessibility for students with disabilities, what do you feel are the most successful and least successful aspects of your institution?
 - b. What other computer technology issues are important to you that I have not asked you about?
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We have completed the interview. Thank you for your help.