### **Link to location/resources** [**https://ucla.app.box.com/s/kv6e3kbudxvaq2nc92pgyy9vf44069l7**](https://ucla.app.box.com/s/kv6e3kbudxvaq2nc92pgyy9vf44069l7)

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### **ADA 504 Compliance office**

Interview Questions:

1. **(Emma) Would you be able to provide an overview of the Center for Accessible Education Office's role and responsibilities on campus?**
   * **Receive inquiries from students, but also visitors** 
     + **Work with admissions, commencement, etc. to facilitate accessibility needs for guests or visitors**
   * **Work with whole campus community**
   * **Requested accommodations- academic, housing, transportation, parking**
   * **Provide resources, offer trainings and workshops to faculty**
   * **Most of day is spent with students**
   * **Managing most-disability related needs on campus , accommodations**
2. **( Claudia) In your experience, what are some of the most common challenges or barriers that students with disabilities face in accessing university programs and facilities? Are there areas for improvement**
   * **buildings are older, pre 88 ADA? Oops**
   * **Hilly campus**
   * **doorways**
   * **can report to our specialists and go to our facilities, ada coordinator office**
   * **do to delays in housing work orders for accommodations, but it reaches to the CAE office**
3. **( Stella?) What advice or recommendations would you provide to a project aiming to improve accessibility on campus, such as the development of the BruinRoute app?**
   * **Transportation office is working on a new campus app and that would have the accessibility piece, like google maps**
     + **But it’s probably ok for a class project**
   * **Accessibility changes often, what someone might think is an accessible route is not necessarily accessible**
     + **Just because a pathway doesn’t have stairs, doesn’t mean it’s accessible**
       - **Slope might be too high, etc.**
       - **Might not label pathways with elevators as accessible because they break down sometimes**
   * **Accessibility looks different depending on what’s needed**
   * **Talk to Caroline link- meta map project** 
     + **How to add on to that, really look into what they were prioritizing**
   * **Consider using AI and live VR**
     + **How blind students who are using canes who use a cane**
     + **Have a live VR experience where things are described to them**
4. **(isha ) What specific programs, services, or facilities are most commonly addressed by your office in terms of accessibility for disabled individuals?**
   * **Academic accommodations- help with accessing testing**
     + **Extended testing time, distraction free environment, remote learning request, assistive technology for note taking, peer notetaking request, alternative format requests (blind or low vision students)**
   * **Mobility- parking**
     + **Location might not be accessible through public transportation**
   * **Bruin access**
     + **Injuries, temporary conditions**
   * **Housing accommodations** 
     + **Emotional support animal, service animals, single, non carpeted room, meal plans**
   * **Car captioning??**
   * **ASL interpreting**
   * **Also for summer programs**
   * **Assistive technologies- wayfinding?**
     + **Not so much** 
       - **Usually more recording devices and notetaking**
     + **But there has been an increase in students with low visions**
     + **Requests to help with navigating campus in dim areas/ night time**
5. **How do you gather feedback or input from disabled individuals or the broader campus community to inform your work and priorities?**
   * **Assessment and data is really important for both students and the community**
   * **How can we support the implementation of the approved accommodation**
   * **Conducted focus groups with faculty and students**
     + **Remote learning**
     + **Focus groups last spring were held through Zoom**
   * **End of year survey**
   * **Gather data and develop a report**
   * **Modify services that we’re seeing increases on, may also be used to adjust staffing**
   * **Audience can be a select population or the larger community**
   * **Represent the CAE and take a team to answer questions and listen to feedback from surveys**

### **Student Interviews**

Interview Questions:

1. **Can you share your experiences with navigating the UCLA campus? What are the most significant challenges you face in terms of accessibility and mobility?**
2. **Are there specific areas or buildings on campus that you find particularly challenging to access or navigate due to your disability? Could you describe these challenges?**
3. **In your daily routine, how do you plan your travel between classes and other campus locations? What tools or strategies do you currently use to ensure accessible routes?**
4. **What are your expectations and preferences for an accessible campus navigation app like BruinRoute? What features or functionalities would be most helpful to you?**
   1. **In your opinion, what are the key attributes of a user-friendly app for students with disabilities, and how should it cater to diverse needs within this group?**
5. **How do you currently find information about accessible routes, ramps, elevators, and other facilities on campus? Are there existing resources or apps that you use for this purpose?**
6. **Can you describe any experiences of reporting accessibility issues or concerns to the university authorities or relevant offices? What has been the outcome of such reports?**