

Accessibility of Computer Hardware and Software in Kentucky One-Stop Service Delivery Centers

Audit of Available Equipment

Local Workforce Investment Area: _____

Location of comprehensive one-stop: _____

Person filling out survey: _____ **Phone:** _____

The purpose of this survey is to help determine the types of specialized (adaptive) hardware and software that the One-Stop Centers need in order to provide accessibility of their computer systems for customers with disabilities. This survey will provide an audit of the existing adaptive hardware and software now available in each One-Stop Center.

Directions: Please complete all questions in this survey. It may be helpful to consult with your technical support staff. There is also a "Definitions, Explanation of Terms and Example Product Names" section at the end of this survey to help identify the equipment. The example product names in this section were taken from the adaptive computer hardware and software products acquired by some of the Centers a few years ago. If you have any questions concerning this survey or need to obtain it in an alternate format (large print, Braille, computer file, audio tape) please contact:

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Part One: Adaptive Computer Hardware

Is a height adjustable, ergonomically-designed computer workstation (table) available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is there at least one monitor with antiglare screen coating or a detachable antiglare screen available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a wrist rest available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a headphone available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a microphone available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is any computer equipment (printers, scanners, monitors, etc) marked with large print and Braille labels?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Are alternative keyboards (mini-keyboards, one-handed keyboards or extended keyboards) available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Are specialized keyboard accessories (large print key labels, Braille labels, or home-row key indicators) available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a keyboard guard available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Are alternatives to keyboards such as a head pointing system, switch based interface, or voice dictation software available for users who cannot use keyboards?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a trackball available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a head-controlled mouse available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a large screen monitor (19 to 21 inch) available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a flatbed scanner with optical character recognition (OCR) software available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a Braille embosser (printer) and the accompanying Braille translation software available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Part Two: Adaptive Computer Software

Is Microsoft Windows "Accessibility Options" installed? (Found in the Control Panel)

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is speech recognition software available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is on-screen keyboard software available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is word prediction software available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is screen magnification software available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is screen reader software available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is text-to-speech (reader) software available?

- ☐ Yes
- ☐ No

☐ Do Not Know

Part Three: One-Stop Staff

Has any Center staff been trained on the use of any adaptive computer hardware or software that might be used by customers with disability?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Have all Center staff attended disability "sensitivity" training?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is technical staff available to assist customers with disabilities?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Part Four: Miscellaneous Equipment

Are specialized telephones available for customers who are deaf or hard of hearing? (amplified telephone, speaker phone with large keypad, text telephone (TTY or TDD) with printer)

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a portable assistive listening device available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Are training and promotional materials available in accessible formats? (captioned video, accessible computer-based training materials, audio tape, Braille, large print, electronic file, etc.)

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a closed-circuit television magnification system available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Is a tape recorder/player available?

- ☐ Yes
- ☐ No
- ☐ Do Not Know

Part Five: Miscellaneous accessibility survey

The Secretary's office, including our ADA office, has recently received a list of concerns from an advocacy group for people with disabilities. In an attempt to gather some data and identify areas where we can provide support and technical assistance, we would appreciate it if you would answer the following questions. This will give us a framework to begin providing the assistance needed to move our system forward to better serve people with disabilities through our one-stop system.

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1. **OUTREACH:** Please describe your outreach strategies/plan to recruit people with disabilities to receive services through your one-stop. (Include such things as the type of media used, recruitment through groups that serve people with disabilities, etc.)

2. **WEB-SITE ACCESSIBILITY:** The office of the State ADA Coordinator and the Governor's office For Technology have joined together to assure that state agencies comply with KRS 61.980-988 and section 508 of the Rehabilitation Act. Both of these acts require that individuals with disabilities have access to and use of information and data provided on websites. The following website can assist you in determining the minimum accessibility standard. If your sight does not meet Bobby standards, it will not meet state and federal standards. The office of the ADA Coordinator can provide consultation in assuring website accessibility.

<http://cast.org/bobby/>

Is your One-Stops website accessible to all people with disabilities?

Yes_____ No_____

Is your website Bobbie approved? Yes _____ No _____

3. **COLLABORATION:** Does your One-Stop collaborate with local disability agencies or organizations other than DVR and Dept. for the Blind?

YES _____ NO _____

If yes, please list and briefly describe the nature of the collaboration:

4. **STAFFING:** Who is(are) your designated individual(s) to assist individuals with disabilities?

What plan does the One-Stop have in place if the designated individual is not available?

5. List any other information you feel is relevant or any specific technical assistance areas that would help you to better serve people with disabilities.

Definitions and Explanation of Terms and Example Product Names:

- **Trackball** - An alternative mouse functions in the same manner as a standard mouse, but is designed to be controlled by physical movements different from those used to control a standard mouse. Alternative mice may be used by people who have physical limitations that make it difficult to use a standard mouse, by people who may need to use a part of the body, other than the hand, to control mouse functions, or by people who have, or are at risk for, repetitive stress injuries of the upper extremities or shoulders. Example product: Kensington Expert Mouse Trackball.
- **Alternative Keyboards and Keyguard** - An alternative keyboard can be configured in a variety of key sizes, shapes and arrangements, and can also be programmed so that key presses perform specific computer functions. Consumers who might benefit from an alternative keyboard include one-handed typists (chording or min-keyboard), those who benefit from a different keyboard layout, those with limited use of their hands, those with limited gross or fine motor skills and those who fatigue easily. An expanded keyboard may be used by persons who need a larger target area for key activation. A keyguard is a thin sheet of plastic or metal mounted on a keyboard with a hole over each key that prevents accidental keystrokes. It may also provide a support platform for the hands. Example product: Intellikeys keyboard.
- **Speech Recognition Software** - Speech recognition software is used to enter text into application software and control computer operations by speech. Speech recognition software is used by persons who are unable to use keyboards, by persons who experience pain or discomfort while typing or by persons who have difficulty with typing and/or spelling. Example product: Dragon Dictate or Dragon Naturally Speaking.
- **Head-Controlled Mouse** - A head-controlled mouse translates head movement into mouse pointer movement. A head-controlled mouse can be used by persons with limited or no use of their hands, by persons who can more accurately control their head movement than other body parts or can be used with speech recognition software to provide more effective mouse control. It is used in conjunction with on-screen keyboard software. Example product: HeadMaster (Prentke-Romich).
- **On-Screen Keyboard** - On-screen keyboard software displays a graphical image of a keyboard on the computer screen, accessed by a mouse or pointing device that works like a mouse and provides keyboard input. On-screen keyboards are used by persons who experience difficulty using a keyboard but are able to use a mouse, alternative mouse, head-controlled mouse or switch. The keyboard design can be modified to meet the needs of persons with physical, visual, cognitive or learning disabilities. Persons who would benefit from having the keyboard on the same visual plane with the on-screen information use on-screen keyboards. Example product: WiViK (Prentke-Romich).
- **Word Prediction Software** - Word prediction software attempts to guess the word, or words, which likely follow the word just typed. This computer generated list predicts words from the first one or two letters typed by the user. The word may then be selected from the list and inserted into the text. Individuals with significant physical disabilities and those with learning disabilities in writing and written expression benefit from this software. Example product: Aurora.

- Large Keyboard Caps and Keyboard Orientation Aids - These key markings assist low vision users by enlarging letters and numbers on the keyboard. Many keyboards already have a raised dot or other tactile marker on home row keys to give orientation.
- Large Screen Monitor (19 to 21 inch) with Moveable Mounting Arm - Effective for persons with low-vision. Provides for increased character size in proportion to monitor dimensions and provides a crisper, sharper image. Very useful for people using screen magnification software.
- Screen Magnification Software - Screen magnification software provides a means to enlarge information displayed on the computer monitor. Also effective for persons with low vision and should be used with a large monitor. Enables the user to review a document with the text magnified to a comfortable size and with the colors of the screen adjusted for best contrast. Screen magnification may be used by individuals who require enlargement of on-screen elements to aid in focusing attention on particular elements or areas of the display. It may also prevent eyestrain. Example product: ZoomText (AI Squared).
- Screen Reader Software - Screen reader software provides auditory access to information on the computer display using a speech synthesizer. Effective for persons with visual disabilities and reading limitations (e.g. persons with learning disabilities in print decoding and reading comprehension.) The hardware component of the speech access system, the speech synthesizer, can be a portable external device or an internal circuit board. Screen reader software allows users to access commercial software applications and convert text or graphics display to verbal output. Example product: JAWS (Henter-Joyce/Freedom Scientific).
- Flatbed Scanner and Optical Character Recognition (OCR) Software - Effective for persons with all types of disabilities who need information in digital rather than print form. The scanner is an add-on to the computer that converts an image from a printed page to a computer file. A scanner is also required for use with OCR software. Optical character recognition software converts the text in the image of print document into digital format that can be read aloud using a speech synthesizer or edited with a word processor. An optical scanner is used to obtain the image of the print document. Example product: Kurzweil 3000.
- Text-to-Speech (Reader) - Text-to-speech (reader) software is used to convert text appearing on the computer screen to spoken words. Text can be read by individual character, word, sentence, or whole document. Text can also be highlighted as it is read. Software can provide speech feedback while the person is typing. Text-to-speech software is used by persons with reading and/or spelling difficulties or who need assistance with written expression. Example product: TextHelp.
- Height Adjustable, Ergonomically-Designed Computer Workstation - Conventional tables are often not functional for wheelchair users or people of short stature. Height adjustable tables allow for adaptation to comfort height levels for computer use and other tasks.
- Computer Accessories – Anti-Glare Screens, Headsets, Microphone, “Y-Mouse” Adapter
- Telephones – Amplified Telephone, Speaker Phone with Large Keypad, Text Telephone (TTY or TDD) with printout.

- Portable Assistive Listening Device - Assistive listening devices are most often used by hard-of-hearing individuals with mild to severe hearing loss. The main function of an assistive listening device is to increase the loudness of specific sounds (in most cases the speaker) while also reducing background noise, allowing increased understanding of speech.
- Accessible Training and Promotional Materials – All training and promotional materials should be available in accessible formats. Captioned video, accessible computer-based training materials, audio tape, Braille, large print, electronic file, etc.
- Closed-Circuit Television Magnification System – Used to enlarge print materials for people with low-vision.
- Tape Recorder - A tape recorder can be used to record print information for consumers who have visual disabilities or reading disabilities, so they can listen to the information instead of reading.
- Braille Embosser and Braille Translation Software – These technologies are used to translate print documents into correct Braille format and “print” (emboss) these Braille characters on special paper.