

CU I&E Submission: Accessibility Resource Guide for ALTEC ^[1]

Category

Customer Service
Training/Education

Submitted By

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Project Team

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Project Description

The ALTEC Accessibility Resource Guide is a comprehensive tool designed to consolidate information on accessible resources available at CU Boulder. The motivation behind creating such a guide is to streamline the process of finding various accessibility, disability, and accommodation services offered by different offices within the campus. By centralizing this information, the ALTEC team and student staff aim to provide quicker, more efficient support to students, faculty, and the broader campus community. This initiative not only enhances the accessibility of resources but also promotes inclusivity by ensuring that individuals with specific needs can easily find and access the appropriate services.

Project Efficiency

ALTEC staff can use this reference guide not only to improve our knowledge base for patrons of our community space, the HIVE, but also for staff workshop and event planning, advising visitors to our space on ADA parking, accessible bathrooms and lactation rooms in the building, and much more. The greatest efficiency of this document is that our staff will save time by having only one place to find the needed information.

Project Inspiration

ALTEC's Manager of Finance and Business Operations, Mackenzie Teepen, posed the question that inspired the creation of our Accessibility Resource Guide: Who do we contact when we have specific questions on accessibility needs and services ? ALTEC Office Assistant, Anne Hudson, reviewed all available information on offices and resources at CU Boulder to create the guide.

What Makes You Happiest about this Project?

The Accessibility Resource Guide demonstrates ALTEC's commitment to inclusivity as well as the value we place on providing high level customer service and support to the students, staff, faculty, and world language learning community.

Additional Information

Source URL:<https://www.cu.edu/controller/i-e-awards/past-submissions/cu-ie-submission-accessibility-resource-guide-altec>

Links

[1] <https://www.cu.edu/controller/i-e-awards/past-submissions/cu-ie-submission-accessibility-resource-guide-altec> [2] <mailto:anne.hudson@colorado.edu> [3] <mailto:mackenzie.teepen@colorado.edu>