

Special Needs Accessibility Sub-Team

	Timeframe						
Issue	Phase	Process Design	Data Collection	Solution	Implementation	Evaluations	The Goal
The report from the Customer Task Force Reinventing Service indicates a need to increase access to information in formats useable by disabled individuals.							<ul style="list-style-type: none"> Sight and hearing impaired organizations and service providers identified will be advised of availability of student aid information and how to access it for their populations by 9/2000 All SFA call centers are equipped with TTY's.
Key Stakeholders <ul style="list-style-type: none"> OSERS Greg Woods Jeanne VanYlandren OESE Sight impaired Hearing impaired Call centers 	Deliverables <ul style="list-style-type: none"> Understanding of and agreement on charter, including- <ul style="list-style-type: none"> sub-team member roles goals key stakeholders - interest/needs process road map / work plan Summary of relevant focus group data. List of organizations and service providers that are clearinghouses for sight and hearing impaired potential student applicants and their parents. A list of recommendations and preferences for accessing SFA information A list of SFA call centers that are not equipped with TTY's. 	<ul style="list-style-type: none"> Action plan for providing SFA information to the sight and hearing impaired organizations and service providers identified. A TTY installation plan for SFA call centers 	<ul style="list-style-type: none"> Action plans piloted Action plans implemented. 	<ul style="list-style-type: none"> Lessons learned report. Recommendations for next steps. 			
	Key of Symbols <ul style="list-style-type: none"> Sponsor SAAIPT - Jeanne Van Ylandren Special Needs Sub-Team Key stakeholders SAAIPT Leadership Team Communication Report Advisors Training Call centers Celebration / Closing team 						