Self-Assessment Accessibility Survey
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Museum Staff Information/Name(s) of Staff Taking this Survey

Name(s): ______________________________ ______________________________
Title(s)/Department: ________________________________________________

I. Visitor Data

How many people visit your museum annually?

___ Under 50,000
___ 50,000- 250,000 visitors/year
___ 250,000- 500,000 visitors/year
___ Over 500,000 visitors/year
___ Other, please specify if have you exact figure: ____________________

What are your museum’s three largest audience groups. Example: tourists, seniors, adults, schools, etc.

1. _____________________________________
2. _____________________________________
3. __________________________
4. _____________________________________

How many people attend public programs (tours, concerts, workshops, artist’s talks)? Please give specific examples of programs and the approximate number of participants. Include multi-part programs, if you offer them.

Program title and participation: ______________________________
Program title and participation: ______________________________
Program title and participation: ______________________________

How many times a month does the museum receive requests for special tours or disability accommodations, such as ASL, captioning, tours for blind visitors, etc.?

ASL tours: ______________________________
Tours for people with vision loss: ______________________________
Group tours for people with disabilities, expl. developmental: ______________
Other: ______________________________
II. Institutional Commitment

What is the museum’s policy in providing access accommodations such as those listed above?

Do you require advance notice to provide accommodations? □ Yes, □ No

If yes, how long? __________________________

Who on staff deals with these requests? Who has the statistics?

How are these questions handled by your general information line?

Have you ever had a formal or informal complaint from a visitor with a disability? If yes, were you able to turn this situation into a positive development?

Do you have a recent strategic plan for your museum? □ Yes, □ No

If yes, please indicate the year developed: ______________

Does your strategic plan mention any of the following audiences?

__ Non-traditional audiences
__ Ethnic and immigrant communities
__ Economically disadvantaged
__ Adults and children with disabilities
__ Children with learning disabilities
__ Seniors
__ Other, please specify: ________________________________

List any exhibits and events that dealt to some extent with issues of inclusion and diversity. Be specific in how these issues were addressed, i.e., exhibiton themes, choice of artists and speakers, etc.
Has the museum identified a point person(s) on staff for your accessibility initiative? If yes, what department are they from? What are their job titles?

III. Staff Diversity

How many staff members to your knowledge experience or have experienced a disability? (Please indicate if staff members had pre-existing disabilities, or developed a disability while employed at the museum.)

Do you know if these staff members would be interested/willing to be part of a training session or access team?

Do you know of staff members who have family members, friends, or relatives with a disability? If yes, would these staff members be comfortable being a part of a training session or access team?

What museum departments are currently involved in the accessibility effort?

__ Education
__ Visitor Services
__ HR
__ Curatorial
__ Conservation
__ Exhibition Design
__ Security
__ Publications
__ Legal Department
__ Web Designers
__ Board of Trustees
__ Other, please specify: _________________________________________

Do you know your 504-state coordinator, and your state ADA Technical Assistance Center? □ Yes, □ No

How often are you in touch with your 504-coordinator? ____________________
Is there an informal dialogue re disability and diversity within the museum team (perhaps, related to personal or professional experience)?

__ No, disability is never mentioned at staff meetings or other team meetings  
__ Yes, most recent conversations were about...

What do you think is the most realistic and effective way to get your museum team involved? There are several models:

__ Education department effort only at this point  
__ Museum-wide training  
__ Education department + visitor services  
__ Education department + curatorial  
__ Get administration involved  
__ Cross-departmental access team  
__ Other: ________________________________

Do you believe that members of your museum team have a GENERAL familiarity with any of the following concepts? You may want to limit your response only to education staff; if limiting, please make note of it.

__ Universal Design, State/City Building Code on Accessibility  
__ People-first language  
__ Social concept of disability  
__ Verbal description  
__ Touch tours  
__ Assistive technology, such as listening devices  
__ ASL tours  
__ Americans with Disabilities Act (ADA)/ Rehabilitation Act, 1973  
__ Alternative learning styles  
__ I have no way of knowing; this has never come up.
IV. Outreach and Audience Development

What are your successes to date in bringing new audiences to your museum? Please list two NEW audiences below.

1. __________________________________________________________
2. __________________________________________________________

Please list any audiences with disabilities that the museum reached out to/served in the last five years. You may include special ed students, adults with mental illness, people with dementia, etc.

Do you currently work/partner with groups and institutions representing people with disabilities? Please list them.

1. __________________________________________________________
2. __________________________________________________________
3. __________________________________________________________

Do you have an outreach strategy for people with disabilities and specifically for people with vision loss? □ Yes, □ No

Indicate if you need assistance: _________

Do you have a mailing/outreach list for this audience? □ Yes, □ No

If, yes, please indicate how many entrees: ______________________________

V. Funding

Do you have funding for access programs? □ Yes, □ No

Is it disability-specific? □ Yes, □ No

Do you have a board member /or a trustee interested in access programs? □ Yes, □ No

If yes, please explain.
Are there currently line items in exhibition, curatorial, publications, and communication budgets for accessible materials/resources? □ Yes, □ No

If yes, please explain:

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VI. Disability Community

Do you have an active Advisory Group of people with disabilities? □ Yes, □ No

If yes, how many advisory group members does the museum have, i.e., what is the size of the advisory board? _________________

Please describe the makeup of your advisory board.

__ caregivers
__ parents
__ members of local advocacy groups
__ veterans
__ doctors
__ classroom teachers
__ unaffiliated people with disabilities
__ Other, please specify: ________________________________

How many times a year does the advisory group meet (circle number of times)?

1 2 3 4 5 6 Other: ___

Does your museum offer:

__ Legible labels
__ Large-print exhibition texts
__ Other large-print materials
__ Verbal description tours
__ Touch tours
__ ASL tours
__ Captioning
__ Wheelchair loan
__ Assisted listening devices
__ Other, please specify: ________________________________

Do you have any of the following resources (please list even those that are not actively used)?

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__ Original touchable works of art
__ Handling objects – other than originals
__ Models
__ Art process materials and artist's tools
__ Art studio/classroom
__ Art-making materials. Specify below
__ Other: ________________________________

What technology or providers, if any, are used for

Audio guide: ________________________________
Listening/Amplification: ________________________________
Captioning: ________________________________
Accessible features of your website: ________________________________

VII. Expertise and Training

Have members of the museum staff completed general disability awareness training? □ Yes, □ No

If yes, indicate date of training and number of staff who participated.

How many staff people deal directly with the general public, i.e., visitor services, security, education? ________________________________

How many staff members have taken part in a training/workshop that deals with teaching strategies for people with vision loss and other disabilities? (Indicate type of training/workshop/self-study and number of participants.)

Have you/other educators observed accessible tours at other museums? □ Yes, □ No

If yes, list museums below.

What was/is the selection process for staff/docents who work on your access initiative?
Which of the following areas are important to cover in accessibility trainings? It is understood that some of this information will be more important to certain members of the museum team.

__ Access and museum’s legal responsibility
__ Evolving definitions of disability: medical and social models
__ Communication with visitors with disabilities;
__ Sighted guide technique
__ People-first language
__ Accessibility learning tools used in the galleries: verbal description, touch, tactile diagrams, etc.
__ Practice of verbal description skills, live feedback from participants
__ Art-making materials, techniques, adaptation, lesson plan suggestions
__ Interaction with the members of your local disability community; Q&A
__ Multi-modal learning for diverse audiences; inclusive learning strategies
__ Other, please specify: ________________________________________

Which of the following models of training and in-house expertise are appropriate for your institution at this time?

__ Initial training by an outside consultant/local disability group
__ We would like to develop in-house expertise in accessibility
__ No in-house expertise for now, we will use outside consultants for all our future trainings
__ We would like to conduct future and refresher trainings using our own staff and advisory board
__ Other, please specify: ________________________________________

VII. Planning A Pilot Program

What would be the best format for a pilot program at your museum?
What content should be the focus of the pilot? Please explain your choice.

__Highlights of the permanent collection
__Specific exhibit
__All aspects of collection
__Thematic tour/s
__Classroom/studio-based program
__Other: ________________________________________________

Which concept best describes your goals for an accessible pilot program?

__Accessible program for special audience
__Public program inclusive of people with and without disabilities through such accommodations as listening devices and verbal description
__Multi-sensory programs for multiple audiences
__Other: ________________________________________________

For the purpose of the pilot, what in your opinion is the most appropriate choice for your museum and your local disability community/community partner?

__Focusing on initial museum visit
__Developing a multi-part program
__Open house
__Site visit and museum visit
__Monthly/biweekly programs
__Tours on demand
__Other: ________________________________________________

In describing your tour goals and strategies for the general public, which three of the following are most important? Please choose the THREE most important goals.

__Active visitor participation
__Retaining basic information
__Understanding exhibit theme/s
__Dialog-based learning
__Positive social experience
__Aesthetic enjoyment
__Intellectual discovery
__Other: ________________________________________________
The educational goals that the museum sets for your public programs/tours are the same goals that you will set for your pilot program. Which of the three goals you just chose will, in your opinion, be most challenging for your program for visitors with vision loss? Please explain.

Which of the existing programs in your opinion can be easily adapted for people with visual impairments and why?

Which of these departments do you believe will be interested in working with you on a pilot program in the next 12 months?

__ Education
__ Visitor services
__ HR
__ Curatorial
__ Conservation
__ Maintenance
__ Security
__ Publications
__ Web designers
__ Board of Trustees
__ Other: ______________________________________________

What in your opinion will be the most challenging part of developing and sustaining an access program? Below is a list of the pilot components, please rank them in the degree of difficulty, on a scale of 1 to 10 with 1 being “easy,” and 10 being “extremely challenging.”

__ Getting started
__ Staff/volunteer training
__ Curator and conservation cooperation
__ Education staff change
__ Outreach
__ Generating repeat visits
__ Getting funding for program