



TRU Accessibility Survey

Key Findings and Insights

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About the Survey

- ▶ **Initiated by:** TRU's Accessibility Committee
- ▶ **Timeline:** Survey open from May 27 to June 12, 2024
- ▶ **Participation:** 61 respondents from TRU's community (employees and students)
- ▶ **Distribution Channels:** TRU Connect
- ▶ **Purpose:**
 - ▶ Identify and address accessibility barriers across key areas:
 - ▶ Employment
 - ▶ Delivery of services
 - ▶ Built environment
 - ▶ Information and communications
 - ▶ Transportation
 - ▶ Education
 - ▶ Inform the development of TRU's Accessibility Plan

Key Findings and Insights

Employment & Information Communication:

- These areas had the **lowest** percent of respondents reporting that they had experienced barriers (15% for Employment and 18% for Information and Communication)

Built Environment & Delivery of Services:

- These areas had the **highest** percent of respondents reporting that they had experienced barriers (31% for Built Environment and 32% for Delivery of Services)

Awareness Levels:

- Approximately 25% of respondents were aware of barriers across all six areas.

Areas Needing Action:

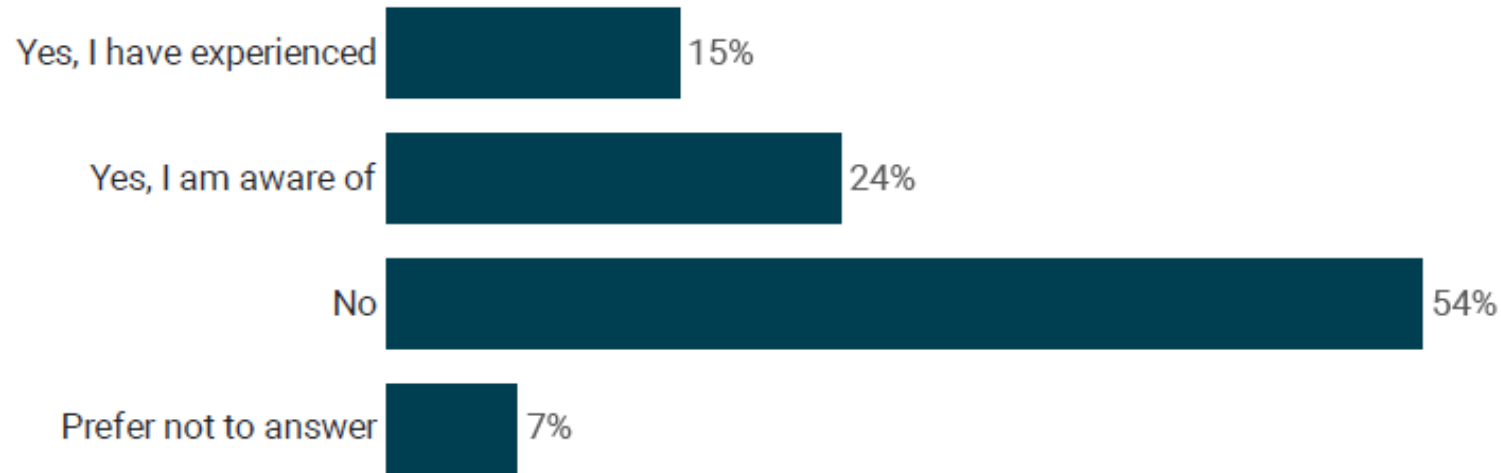
- Accessible infrastructure (size inclusive chairs) and services
- Inclusive policies and processes
- Effective communication and awareness.



Employment

Have you experienced or are aware of an accessibility barrier in **employment** at TRU?

59 Responses



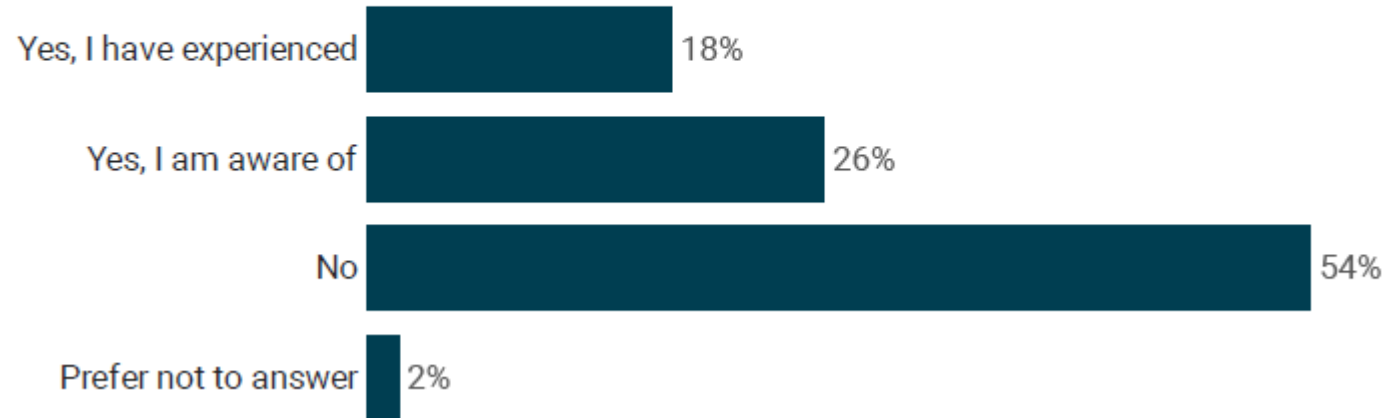
- ▶ **Issues Identified:** Slow provision of accommodations, lack of support for neurodivergent staff, and issues with the hybrid work model.
- ▶ **Suggestions:** Streamlined ergonomic processes and anonymized hiring to reduce bias.



Information and Communications

Have you experienced or are aware of an accessibility barrier in how **information and communications** are delivered in ways that are accessible to everyone at TRU?

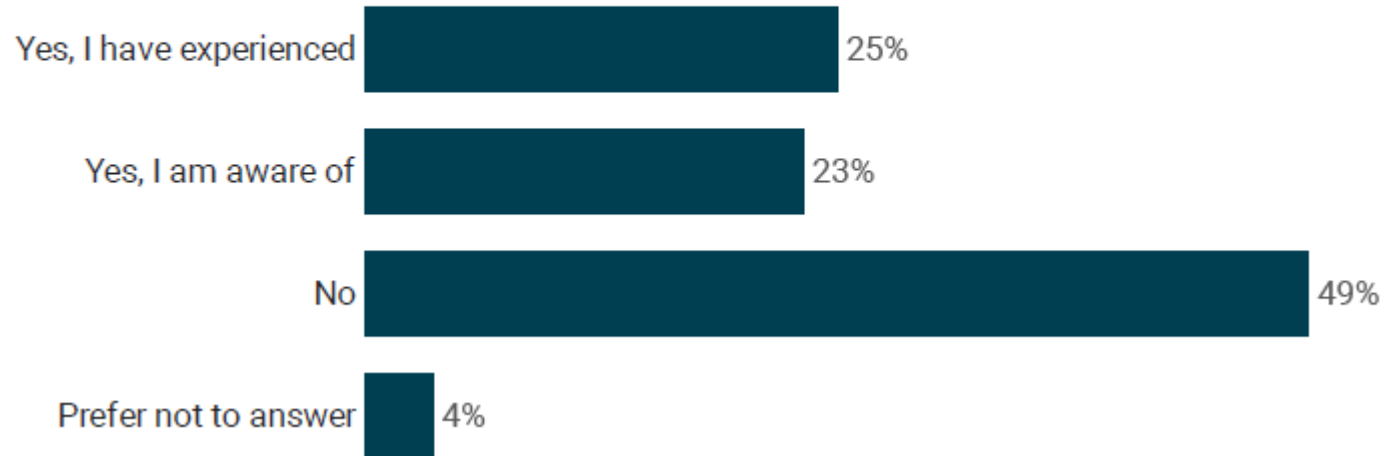
57 Responses



- ▶ **Issues Identified:** Lack of accessibility features in communications, delays and barriers in information dissemination, inadequate support for accessibility needs.
- ▶ **Suggestions:** Enhance accessibility standards, improve communication practices, adapt learning and communications platforms.

Transportation

Have you experienced or are aware of an accessibility barrier in **transportation** that may impact how people navigate around and through campus at TRU? Examples: Navigation of space, 57 Responses

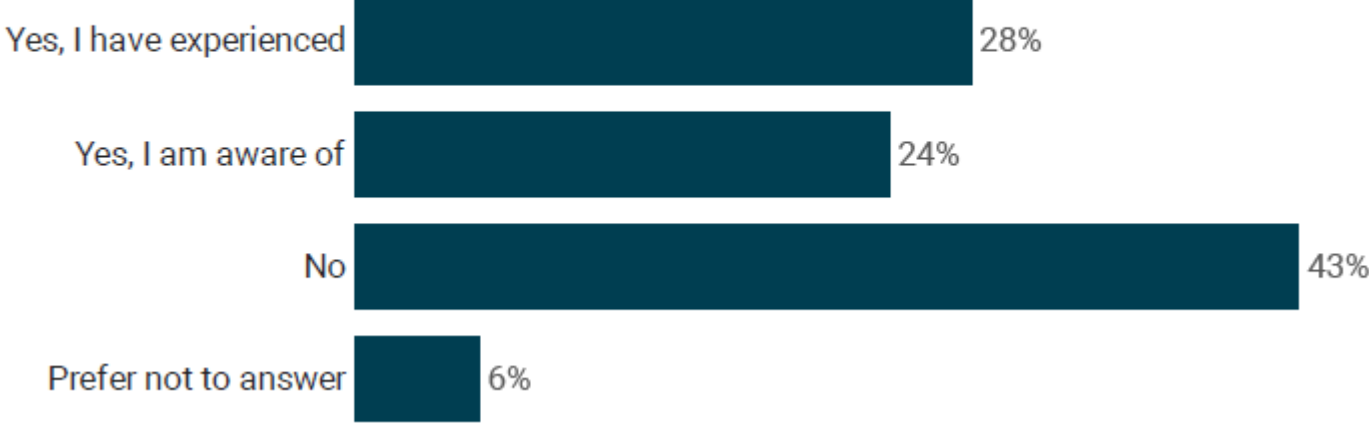


- ▶ **Issues Identified:** Insufficient accessible parking, high parking fees, and unreliable transit schedules.
- ▶ **Suggestions:** More accessible parking spots, affordable transportation options, and expanded bus routes.



Education

Have you experienced or are aware of an accessibility barrier in **education** at TRU? Examples:
54 Responses



- ▶ **Issues Identified:** Inflexibility in accommodations for students with disabilities, barriers in assessments and exams, inadequate support for diverse learning needs.
- ▶ **Suggestions:** Increase faculty training and awareness, improve assessment accessibility, enhance accessibility of educational resources.



Built Environment

Have you experienced or are aware of an accessibility barrier in accessing, working or studying in TRU spaces?

58 Responses



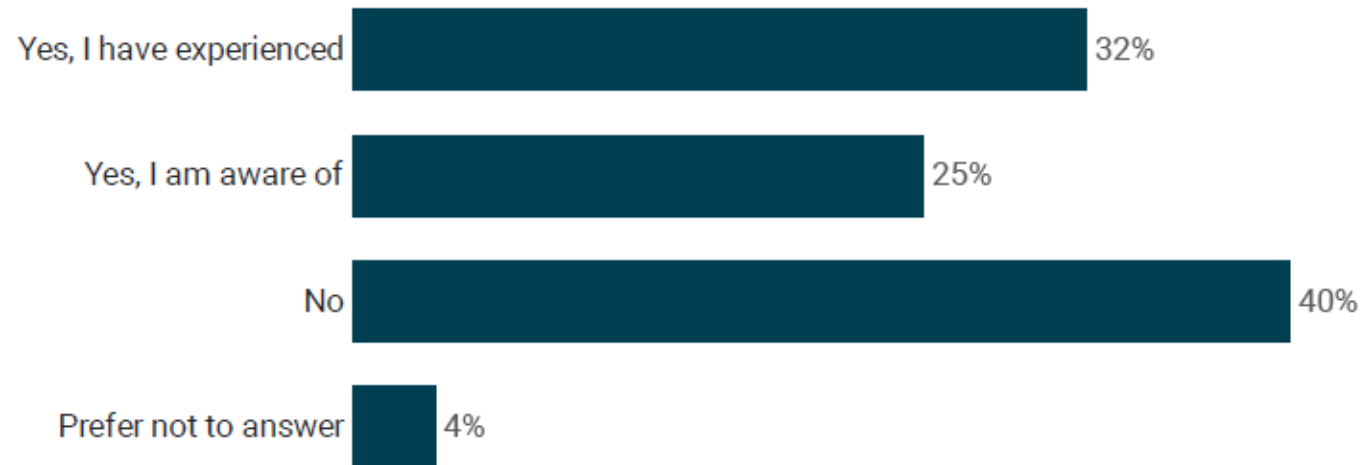
- ▶ **Issues Identified:** Physical barriers in accessibility, workspace/classroom design issues, inadequate lighting.
- ▶ **Suggestions:** Address physical accessibility barriers, upgrade furniture and workplace designs, improve lighting and soundproofing.



Delivery of Services

Have you experienced or are aware of an accessibility barrier in the **delivery of services** at TRU?

57 Responses



- ▶ **Issues Identified:** Inaccessible doorways, limited mental health services, and barriers in service policies and communication.
- ▶ **Suggestions:** Improve physical accessibility, expand healthcare access, simplify policies and improve communication.

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Areas Needing Action:

- Accessible infrastructure (size inclusive chairs) and services
- Inclusive policies and processes
- Effective communication and awareness.

The background features a dark, textured field of numerous question marks in various shades of brown and gold. A large, bright white question mark is prominently displayed in the center. The right side of the image is framed by overlapping teal and blue geometric shapes, creating a modern, abstract design.

Questions?