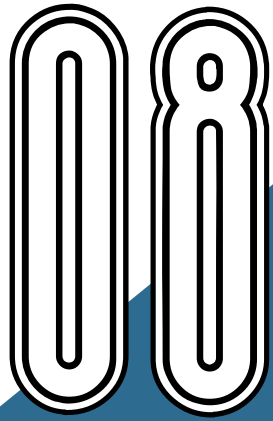


# A the Advocate

The Disability Resource Center Newsletter  
Cal Poly • San Luis Obispo

SPRING 2008



# WELCOME:

It is the mission of the Disability Resource Center to provide information and supportive services to Cal Poly students with permanent and temporary disabilities.

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### DIRECTOR'S JABBER

Trey Duffy, Director of  
the Disability  
Resource Center

### DRC AWARDS RECEPTION

DRC recognizes  
outstanding staff,  
faculty & students!

# DIRECTOR'S JABBER



“In what we hope is the not too distant future, all DRC students will be able to request services through the Cal Poly portal ([mycalpoly.edu](http://mycalpoly.edu)).”

The DRC welcomes Brittany Ianneo as our new Learning Disabilities Specialist. For the past year-and-a-half, the DRC has been without a learning specialist; since nearly half the students registered with the DRC have learning challenges, we have anxiously anticipated Brittany's arrival. Along with Chris Parker-Kennedy, Sarah Clark, Jennifer Allan Barker, Ellen Calcagno, Debie McArdle and Barbara Burnett, we have an energetic and passionate staff available to serve the needs of all Cal Poly students with disabilities. Returning veterans, non-traditional students and individuals with a variety of conditions, ranging from Asperger's Syndrome to Xeroderma Pigmentosa, continue to enroll and succeed at Cal Poly. The DRC is uniquely staffed to serve the wide-ranging needs of this diverse population.

This past quarter we began piloting our first of many “on-line service request” processes. In what we hope is the not too distant future, all DRC students will be able to request services through the Cal Poly portal ([mycalpoly.edu](http://mycalpoly.edu)). By entering the portal and clicking the tab marked “Campus Necessities”, students can now view their VISA (Verified Instructional Services and Accommodations agreement), as well as view their Access Specialist's contact information. With the on-line system, students can make requests 24/7, rather than Monday-Friday between 8-4:30, as is currently the method.

Tremendous energy continues toward advancing the accessibility of instructional materials, primarily

electronic and information technologies. Here are a few of the issues we're addressing: course-related web site accessibility, adaptive software (Kurzweil, ZoomText) availability on campus-wide computing networks, web-based media captioning as well as solutions for captioning existing VHS/DVD's, accessible podcasts, information technology purchases (software/hardware) that are usable with assistive technologies, and production of alternative media (audio versions of print materials) in a timely fashion.

Finally, as the national economy continues to falter, so does the state economy. As a state university, Cal Poly is equally affected. In times of belt-tightening, services to students tend to tighten harder than the belts on academic waistbands. We may be in for some difficult times ahead.

*Stay tuned,*

*Trey Duffy, Director*



[www.accessibility.calpoly.edu](http://www.accessibility.calpoly.edu)

# FACULTY OF THE YEAR

DRC staff member Barbara Burnett recognized *Dr. Elena Keeling*, Associate Professor in Chemistry, for her profound appreciation of diversity, both in nature and in her classroom.

Dr. Keeling is truly student-centered and naturally patient; she devotes countless hours assisting students with their course work, research and senior projects, and providing guidance on curricular issues. She regularly holds office hours in Muir Hall (the Science Dorm) when she is teaching the introductory biology courses for majors. Generous with her time, especially in assisting DRC staff and students, she explores the most effective means for each student to not simply experience success, but to THRIVE, regardless of their individual needs.

Dr. Keeling and her spouse, David Keeling (also a professor in the Chemistry and Biochemistry Department), enjoy traveling together and observing wildlife all over the world, including lemurs and birds of paradise in Madagascar, parrots in Costa Rica, and various plants and animals in the South Pacific.

With humility and respect, Dr. Keeling encourages her students to explore their own skills and passions, and she helps them discover the most effective strategies for realizing their goals.



*Deborah Spatafore*, visual artist and curriculum specialist in arts education, was selected for a DRC Faculty Award because of her interest and willingness to implement strategies consistent with the objectives of the CSU's "Accessible Technology Initiative".

Ms. Spatafore teaches an online series in art education "Real Art for Real Learning", which presents interesting accessibility challenges, such as the use of spoken language not understandable by someone who is deaf. By using available technology, and with an understanding of the issues, Ms. Spatafore worked diligently to include captions for her on-line instructional materials.

In making electronic information accessible to people with disabilities, we emphasize that the strategies and techniques used ultimately have the impact of benefiting many. Just as curb-cuts used by someone in a wheelchair benefit parents with strollers, skateboarders and UPS delivery workers, so do captions benefit second-language learners, visual learners and others. In this case, including captions influenced the teacher to reconsider the balance between the visual and auditory information being presented; in doing so, she concluded there was an imbalance. As a result, she feels her product is improved by reducing the amount of text associated with each visual slide.

Ms. Spatafore serves on the Board of Directors of the Central Coast Center for Arts Education; she plays an active role on the Liberal Studies Advisory committee, and she is an active participant in grant projects within the College of Liberal Arts. Ms. Spatafore was unable to attend the Reception, so Liberal Studies department chair, Susan Duffy, accepted the award on her behalf.

# STAFF OF THE YEAR

Mention the name of our Staff of the Year awardee **Patricia (Trish) Stewart** and people immediately begin to smile and speak in superlatives.

As head of the campus Academic Skills Center, Ms. Stewart really understands learning—how to promote it and how to enhance it. She incorporates the concept of Universal Design naturally, and has been putting many of its important principles into practice for years. For example, she asks for a resource on color contrast to share with her students about how to best make materials readable for people with visual impairments. She encourages students in her Tutor Training course to use multi-sensory approaches to take advantage of various learning styles and to make material accessible in different formats. She offers seminars and meets 1-1 with students who have learning difficulties and who need tools to be able to make the grade on Cal Poly's quarter system. Ms. Stewart provides the type of environment in which students feel comfortable asking for help and know they will get accurate and comprehensive information.

Whether you have known Ms. Stewart for years, or have just recently met her, you will be struck by her warmth and easy friendliness. It is a sincere pleasure for DRC to acknowledge publicly the treasure that Trish Stewart is for the DRC and the Cal Poly community in general.



From Left: Kathy Kimball, Elena Keeling, Patricia Stewart, Heather Ferrai

Wherever technology and accessibility are being addressed, **Kathy Kimball** is there. Ten years ago, Ms. Kimball jumped on board as our campus Accessibility Specialist with her typical good humor and enthusiasm, attending and presenting at conferences, networking with colleagues, and doing all that she could to learn about the ADA American with Disabilities Act (ADA), Universal Design (UD) and everything related to access issues as quickly as possible. She is always patient and professional, always interested in staying at the forefront of innovative leaps and bounds in technology, and universally respected by her colleagues.

Last year, Ms. Kimball and an ITS coworker, Steve Rutland, were responsible for developing a web accessibility plan for the entire campus. They prepared the ATI (Assistive Technology Initiative) Web Accessibility Process Guide for the Cal Poly Pilot Project, explained and offered training on the use of a Section 508 manual website evaluation for the top 20 websites at Poly; they reviewed all of these sites and summarized the results; they continue to review sites and provide guidance and feedback to campus web designers.

As an active and prominent member of our campus Disability Access Compliance Committee (DACC), Ms. Kimball has the ability to work successfully with many different people with varying levels of technological expertise, and we appreciate her willingness to speak up knowledgeably as an advocate for accessibility.

# STUDENT OF THE YEAR ADVICE

## Student of the Year

“Every trial endured and weathered in the right spirit makes a soul nobler and stronger than it was before.” (William Butler Yeats) Heather Ferrai, recognized by Debie McArdle and Sarah Clark as DRC Student of the Year, approaches everything in the right spirit, which explains her noble and strong soul. She will graduate with Honors in June, having successfully completed her Recreation, Parks and Tourism Administration degree in the College of Agriculture.

During Heather’s time at Cal Poly, she has been unwilling to settle for anything but her personal best. She made the Dean’s List for six consecutive quarters, and was the featured senior in the Fall 2007 *Report*, a newsletter produced by the Recreation, Parks and Tourism department.

Heather is a strong self-advocate and is willing to put in the necessary time and effort to excel in her courses

and in the multiple extracurricular activities in which she has been involved on campus. As Sarah recalled, when she first met Heather, she was faced with a difficult situation with one of her professors. Heather handled this matter with a tact and maturity beyond her years, and did not allow it to detract her from her academic goals.



Left to right: Sarah Clark, Heather Ferrai, Debie McArdle

Debie noted a strength and determination that she knows has served Heather well; she could also see that this student had the confidence that comes from knowing someone of significance loves and believes in her—her Mom, whom she spoke of often over the years.

Heather will be greatly and dearly missed at the DRC, yet we wish her the very best as she completes her degree and moves into her chosen career. We know that she will bring much to anything that she pursues.

## Advice to Struggling Engineering Students

Here is a little advice from a June ‘07 graduate who struggled in his first 2 years, but ended up strong academically - graduating with a 3.0 - no small feat in Engineering!

- 1) Stop drinking.
- 2) Figure out where you are struggling: support classes (Math, Physics) or major.
- 3) Consider a major change if you are not engaged in your major classes. Talk to professors and other students in current and possible future majors for a realistic idea of what the field involves.
- 4) Consider going to a community college as an alternative for especially difficult classes. (For example: Philosophy, especially for Engineering majors; Math and Physics)
- 5) Do what you enjoy, regardless of earning potential and parental desires.

# HONORARIA PRESENTED



**T**hanks to contributions from corporate sponsors, composed primarily of employers who recruit at Cal Poly, as well as donations from individual donors, DRC was able to offer a \$600 honorarium to each of 12 deserving students. Students were chosen on the basis of need, scholarship, personal and academic goals, and community and campus involvement. Members of the selection committee were Charlotte Rinaldi, Career Services; Glenn McArde, Volunteer Reader; and Karen Hicks, Department of Rehabilitation, all of whom were present at the recent Awards Reception to acknowledge the honors.

## Congratulations to these Awardees

### *Back row, left to right:*

Timothy Kahler  
Artie Cooper  
Spencer Lillywhite  
Billy Hanna  
Vicky Terhune  
Ryan West

### *Front row, left to right:*

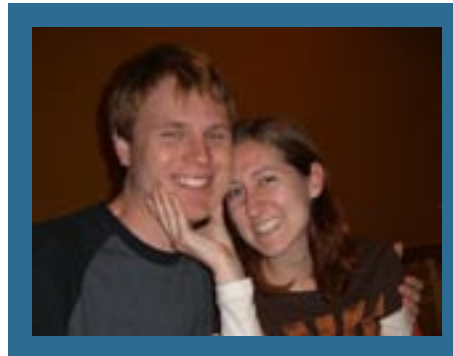
Heidi Leal  
Alicia Wallace  
Shannon Kato  
Jacqueline Jackson

*\*Not pictured: Ramon Angel-Mendoza  
and Britney Hestand*

## Alternative Media Staff...Moving On

It is said that people grow through experience if they meet life honestly and courageously, and that is how character is built. Robyn Carmichael, Alt Media Assistant, embraces everything she does with honesty and courage, and we at the DRC know her character is solid. Lucky to possess a great sense of humor, Robyn is creative, kind, generous and wise beyond her years--and she openly shares these qualities with everyone she meets.

When Robyn first arrived at the DRC looking for a job, she was hired as a test proctor. Soon after, she came to Debie in Alt Media to ask if there was something she could do to help. The department had just bought a planetary scanner to jumpstart the process of document conversion, allowing us to meet the needs of more students. (Before this, Volunteer Readers read all material onto 2-track tapes!) Together they jumped in and Robyn quickly became "Scanner Extraordinaire".

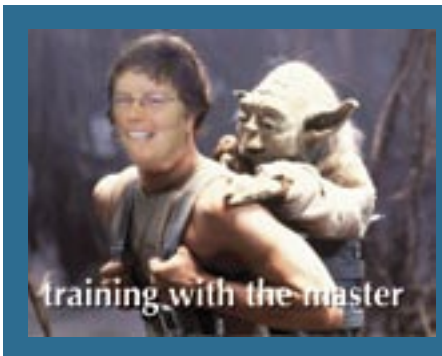


She helped set up systems, procedures and policies, and created most of the forms that are now used for converting text materials.

Debie quickly turned over the supervision of student staff to Robyn, where she has excelled. An organized trainer, she earns her peers' respect in the way she competently and efficiently handles every task and deals with every person. Now she is so valuable that the Alt Media department is not sure how they will continue without her skills and friendship. Robyn will graduate this June with a Bachelor's degree in Animal Science, and in October 2008 she will be getting married to an equally impressive DRC

Program Assistant, Derek Seibel. (Derek was instrumental in the recent re-design of the DRC website.) We wish Robyn and Derek all the best in their future together, knowing that we can never replace them. It has been great!

## All Around Good Guy



*An illustrative sample of Mr. McArdle's creative PhotoShop skills.*

At this year's Awards Reception, DRC staff decided it was high time to honor **Glenn McArdle** with a special certificate of appreciation. A man of many talents, he has worked behind the scenes for years to produce video and photographic media, as well as help with the set up and operation of the tech equipment used in DRC events and celebrations. Married to Debie, our Alt Media Coordinator, he "volunteers" a major portion of his time and energy every winter quarter to ensure that our Awards Reception goes smoothly. On top of that, he works as a Volunteer Reader, and this year, served as a member of the Honorary Selection Committee.

Glenn is patient, generous with his time and energy, fun-loving, great with a hammer and nails, a fine dancer and musician, and "able to leap tall buildings in a single bound". We couldn't do it without him!



*Glenn McArdle with Jennifer Allen-Barker*



*Readers Gerry Mueller and Diane Ellis with Debie McArdle*



*Alt. Media Assistant, Scott Seims*

## ***Taped Texts***

Volunteer readers are as valuable as always, especially now that we have a machine called “the digitizer”. The digitizer takes 2-track tapes, produced diligently by the readers, and converts them to CDs for students. Although a bit more time-consuming, CDs are popular with students. Because of the extra time and effort involved in the process, students should turn in requests as early as possible.

Volunteer Readers are also asked to save us time by recording one chapter per tape, even if the chapter is short. Don’t worry--we have plenty of (often recycled) tapes!

## ***E-text***

Although still not as good as a live reader, e-text has added new and improved voices. We now have 13 Program Assistants who scan, clean, and burn texts to CD. They have been willing to learn anything new that is thrown at them, and love to give demonstrations. (Come in any time!)

Our recent purchase, Kurzweil 3000, is an excellent tool for learning in that it provides multisensory feedback to students as they are studying. This software reads back what is typed, and provides easy-to-

use reference and correction tools as students read, write, study and take tests. Students are welcome and encouraged to sign up for a demonstration.

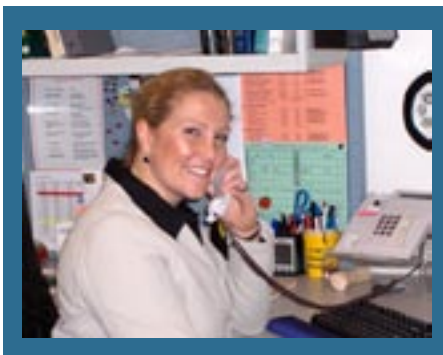
Big news for us in the Alt media world is that we have been given additional storage for our digital materials by Cal Poly’s Information Technology Services (ITS). This allows us to store all of our operations and our digital library without the worry of external hard drives going down, which they used to do every quarter. (Some of you may remember that our system crashed the first week of this quarter and we lost four weeks of hard work.) We are grateful to the ITS department for their help and support.

## ***Adaptive Lab***

Located on the second floor of the Kennedy library, the Adaptive Lab now has a do-it-yourself station, outfitted with a scanner and all the software we use to clean and convert your material to CD. Students can, if they choose, create their own etext—perfect for those last minute and after-hours assignments. Call or come by and talk with Debie for information and training. Happy Spring! We hope that this will be a fun and successful quarter for you. See you soon!

# ACCESS SPECIALIST UPDATES

## New LD Specialist



Being a former Division I soccer player for USF (Go Dons!), Brittany still likes to find an occasional pickup game or tournament team here on the Central Coast. She earned her B.A. from the University of San Francisco in English, M.A. from Chapman University in Curriculum and Instruction, and M.A. in Educational Psychology from Azusa Pacific University.

Originally a native of the Evergreen State, Brittany has had the privilege of living in many different areas: Germany, Washington, Japan, Montana, San Francisco, and now the sunny Central Coast. She enjoys cycling, hiking, horseback riding, kayaking, skiing - and almost any sport that is out of doors!

Prior to serving Cal Poly students, Brittany taught in both the public and private schools at the elementary, secondary, and post secondary levels. Additionally she served as an educational psychologist for K-12 students. She is happy to work with the Cal Poly Disability Resource Center as an LD Specialist and hopes you'll drop in for a visit.

## Access Specialist Updates

When was the last time you met with your Access Specialist? Now that Brittany is with us, we have added more drop in hours for quick and/or urgent questions—there are at least two hours available each day.

<i>Jennifer Allen-Barker</i>	Monday, 10:00-11:00am	Thursday 10:11:00am
<i>Sarah Clark</i>	Wednesday, 2:30-3:30pm	Thursday, 2:30-3:30
<i>Brittany Ianneo</i>	Tuesday, 2:00-3:00pm	Friday, 1:00-2:00pm
<i>Chris Parker-Kennedy</i>	Tuesday 11:00-12:00pm	Friday, 10:00-11:00am
<i>Barbara Burnett</i>	Monday, 8:00-9:00am	Wednesday, 8-9:00am

We would also like to invite those of you who are graduating in June to participate in an exit interview with your AS. Our hope is that we can congratulate you in person and invite feedback regarding your relationship with DRC, as well as hear about your future plans. Please call 756-1395 to schedule with one of us.

## DRC Giving Away an iPod, Music & Coffee!

**Feeling lucky?** You can do the DRC a favor, and possibly win an iPod, music store or coffee shop gift certificates, by simply taking a few minutes to fill out an on-line satisfaction survey.

Since 1995, the DRC has conducted yearly, satisfaction surveys geared towards gathering input from every DRC student. These surveys are part of our commitment to providing high quality support services.

An email will be sent to all DRC students during the month of May. By taking a moment to complete the anonymous survey, students provide us with valuable information about how we can improve services that are critical for academic success.

Last year, we were delighted that 46% of students responded to the survey, and hope this year we'll receive even more responses. Results of the survey will be published in the fall issue of the Advocate.

Students completing the survey are entered into a prize drawing. Prizes include an MP3 player and gift certificates to BooBoo Records and Julian's.

Many thanks to the hundreds of you who have responded to past surveys. We look forward to hearing from all DRC students in the very near future! Questions or comments regarding the surveys can be directed to Trey Duffy at 756-5752.

## Public Service Scholarship Program

Thanks to the generous support of the AT&T Foundation and The HSC Foundation, The Washington Center is working to help students with disabilities develop leadership skills and gain valuable work experience in government, business and the non-profit sector. The Washington Cen-

ter is able to provide competitive scholarship awards in the amount of \$2500 for students interested in interning in Washington, D.C. during the upcoming fall, spring and summer semesters.

[http://www.twc.edu/disability\\_services.shtml](http://www.twc.edu/disability_services.shtml)

## Accommodations for WPE

### **WPE Date: Saturday, April 26th**

Students with disabilities who have been authorized to receive alternate testing accommodations through the Disability Resource Center (DRC) may also request accommodations for the WPE. These students should pay the \$25 exam fee at the University Cashier's Office, then

take a copy of their VISA (Verified Instructional Services and Accommodations) to the WPE Office (Bldg 10-Room 130) to submit the accommodation(s) request. Request deadline is **4:00 p.m. on Friday, April 18th.**

# THINKB4U REHAB COUNSELOR

## THINKB4U



We hope that you have noticed the Universal *Design/THINKB4U* posters across campus, along with the THINKB4U logo that now accompanies DRC staff email signatures. Posters encourage the campus community to commit to Universal Design solutions in teaching (using instructional materials), buying (accessible electronic and information technologies), and designing (electronic information such as website, pdfs and library reserves). This campaign was initiated by Trey Duffy, DRC Director, with graphic support from Stacy Williams, Career Services, and input from members of the Cal Poly Disability Access Compliance Committee (DACC).

We are pleased to announce that the Cal Poly campaign has been selected by the CSU Accessible Technology Initiative (ATI) to receive an award for Best Practices in Communication, because our achievements are “truly outstanding and go well beyond the work of others”. Director Duffy accepted the award in person at a reception to celebrate the successes of the Accessible Technology Initiative, held at LAX during the annual CSUN Conference on Technology and Persons with Disabilities in March. (“Anyone recognize the man with shades in the back row?”)

For more information about Cal Poly’s efforts to implement accessible technology, see:

<http://www.accessibility.calpoly.edu/>



## Rehabilitation Counselor



*Karen presenting award to Alicia Wallace*

We want to re-introduce *Karen Hicks*, a Senior Vocational Rehabilitation Counselor and the San Luis Obispo office’s liaison to Cal Poly. She has office hours in the DRC on the first and third Tuesdays of each month from 1:00 - 3:00 p.m., but is flexible with those times and is also available by appointment.

California Department of Rehabilitation provides employment services to individuals with significant disabilities to help them obtain and maintain employment appropriate to their interests, abilities, capabilities, disabilities, and strengths. Services are individualized and can include training, education, books/supplies, job placement services, assistive technology, and transportation assistance. Karen has been able to streamline the application process for Cal Poly DRC students, so you can contact her at [khicks@dor.ca.gov](mailto:khicks@dor.ca.gov) or 805-549-3367 for application information. Once your application is completed, she will meet with you for an intake interview.

# DRC STAFF & EMPLOYEES

## DRC STAFF

Trey Duffy, *DRC Director*  
Jennifer Allen-Barker, *Access Specialist*  
Barbara Burnett, *Access Specialist/Testing  
and Tram Coordinator*  
Ellen Calcagno, *Office Manager*  
Sarah Clark, *Access Specialist*  
Brittany Ianneo, *Learning Disability Specialist*  
Debie McArdle, *Alternative Media Specialist*  
Chris Parker-Kennedy, *Access Specialist*

## SIGN LANGUAGE INTERPRETERS

Kathy Hannula  
Sarah Levanway  
Laurie Walcott

## TYPEWELL TRANSCRIBERS

Sarah Levanway  
Claire Miller  
Laurie Walcott

## TRAM DRIVERS

Kyle Anderson\*  
Peter Anthony Bedegi  
Kelly Bishop  
Joe Calcagno  
John Hatfield  
Michael Kelly  
Matt Manges  
Karl Rapp  
Steven Symer  
Brandon Weipert

## GRAPHIC DESIGNER

Jenna Bartron

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Philip Calacsan  
Robin Carmichael\*  
Joe Durago  
Reggie Estoesta  
Dana Goyette  
Caitlin Marolf  
Sivadas Menon  
Shivang Patel  
Scott Seims  
Kevin Stewart  
Derrick Williamson

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Jenna Barker  
Julie Huber-Rockow\*

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Alicia Baratta\*  
Laura Bimson  
Nicole Medina\*  
Carly Nagel\*  
Annie Patterson  
Jenna Swenson\*  
Emily Palmer  
Angela Ward\*

*\*Graduating Senior*