ACCESS ed

PROJECT

Taxonomy: Categories of Student Tasks for Needs Assessment for Universal Access in Post-Secondary Education Sample Pages

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Introduction

Background:

The ACCESS-ed Taxonomy was developed to delineate areas where universal design is needed in post-secondary education. Generally, the taxonomy revolves around student activities. Students need to perform many tasks as part of their post-secondary education and can encounter challenges with any one or set of these tasks. In theory, identifying and assessing the success or barriers encountered by a student in these activities will inform areas of needed intervention.

The ACCESS-ed Project began delineating this student activity taxonomy by reviewing other potentially relevant taxonomies including the Student Activity Accessibility Checklist (Smith, Warnke & Edyburn, 2000) that was intended as a tool to review universal design needs from a student perspective. We also based our taxonomy development on other related accessibility and assistive technology assessment projects in the Rehabilitation Research Design and Disability Center (R_2D_2) and by reviewing collegial work in accessibility and education. The University of Washington DO-IT Center lists areas of universal design in higher education in their AccessCollege website (DO-IT, 2006) and includes universal design areas such as instruction, websites, distance learning, workplace, and software. The ATOMS Project technical report on assistive technology taxonomies reviews numerous related categorizing systems, including health related taxonomies like the ICF and International Classification of Impairments, Disabilities and Handicaps - 2 (ICIDH-2) and National Center for Medical Rehabilitation Research (NCMRR). R_2D_2 team members performed an extensive review of the AT and rehabilitation literature in order to develop the resource. A total of 52 models and taxonomies were ultimately selected for the resource. The models and taxonomies are drawn from a variety of fields including health science, occupational therapy, rehabilitation, education, medical science, engineering, and social science. The Medical Equipment Device Accessibility and Universal Design Information Tool (MED-AUDIT) has taken this approach to create a universal design quantitative assessment (Lemke, M., Winter, M., Pizur-Barnekow, K., Mendonca, R., Schwanke, T, Winters, J., & Smith, R. O., 2005a;2005b). Each of these discussions of taxonomies has assisted with the conceptualization, content, or format contained in the ACCESS-ed taxonomy.

Two important strategic procedures drive the student behavior analyses for this taxonomy development. The process has incorporated concepts from industrial engineering task analysis and occupational therapy activity analysis. Additionally, the taxonomy has undergone revisions by internal ACCESS-ed core and extended team members.

Finally, to enhance the face and content validity we actively solicited comments and feedback from the public and universal design higher education experts.

Need and Purpose of Taxonomy:

As mentioned earlier, the benefits of creating a taxonomy of student activities in higher education relates to needs assessment. Access to a comprehensive taxonomy of college student functions can help us better understand how to measure student functional performance and diagnose areas of need. Additionally, a comprehensive taxonomy enables the development potential of quantifying the infusion of universal design in higher education. In this way, a campus can diagnose problem areas and measure progress over time. A reliable and valid instrument could even serve as an outcome and accountability measure and as a meaningful assessment of universal design integration on campuses. Such a taxonomy can also be used by students to assess and predict campus barriers. The current taxonomy, was initially generated from a student self-review checklist. It continues to target this use, but as a more detailed instrument.

This taxonomy also serves to develop a common working terminology for accessibility and universal design in higher education. If these categories are acceptable to post-secondary educators then it will improve consistency when we discuss areas of need and a method to classify interventions.

One additional use for this taxonomy consists of an organizing framework for resources. Information science often applies a keyword thesaurus. Key word codes can then organize resources and improve the mechanism to perform a quick look-up process. This ACCESS-ed taxonomy provides a structure that we plan to test as a keyword system for looking up resources we are compiling. For example, taking quizzes is a taxonomy category. Thus, coding universal design resources with key word "quiz" creates an easy look up function to locate universal design strategies for administering quizzes in a class.

Overview of Taxonomy:

The taxonomy includes areas relevant to the physical built environment, the information environment, and course and curriculum. The categories span pre-college activities, daily student activities, and periodic activities such as completing financial aid forms.

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ACCESS-ED Taxonomy: Categories of Universal Design in Post-Secondary Education

I. Daily Student Activities

A. *Getting to Campus*

1) Public Transportation to Campus

i. Buses

a. Obtaining bus route schedule
b. Reading bus schedule
c. Locating bus route nearest home
d. Locating bus stop nearest home
e. Going to the bus stop
f. Loading bus
g. Finding appropriate money or pass
h. Inserting appropriate amount
i. Showing bus pass
j. Find location to sit/stand on bus
k. Utilizing bus route
l. Watching for designated bus stop
m. Listening for designated bus stop
n. Indicating appropriate bus stop
o. Getting off at University stop

ii. Taxis

a. Locating/finding a taxi company
b. Calling a taxi company
c. Arranging a time for pickup
d. Watching for taxi
e. Getting in taxi
f. Giving directions to driver
g. Finding appropriate money
h. Giving appropriate amount to taxi driver

iii. Train

a. Obtaining train schedule
b. Reading train schedule
c. Locating train station
d. Finding appropriate money
e. Inserting appropriate amount

      f.   Getting on the appropriate train
      g.   Getting off at stop
      h.   Obtaining other appropriate transportation to reach campus

2) Private Transportation to Campus

      a.   Mapping route to school
      b.   Locating on campus parking
      c.   Elevate gate to enter structure
      d.   Parking
      e.   Exit vehicle
      f.   Paying meter or attendant at appropriate time, if needed
      g.   Pushing button to receive ticket and elevate gate to enter structure
      h.   Exit parking structure

3) Private to Public Transportation to Campus

      a.   Locating university off-campus parking lot
      b.   Acquiring university off-campus bus schedules
      c.   Arriving at university off-campus parking lot before bus arrives
      d.   Parking
      e.   Advancing to bus waiting area
      f.   Transferring onto bus
      g.   Locating ramp or lot on campus
      h.   Preparing appropriate amount of money to pay in timed lot
      i.   Paying meter or attendant at appropriate time, if needed
      j.   Finding appropriate bus stop for unloading
      k.   Unloading from bus (including lifts)

B. *Getting around on Campus*

1) Walking Around Campus

      a.   Crossing the street at a stoplight
      b.   Crossing the street without a stoplight
      c.   Locating the building
      d.   Maneuvering through crowd
      e.   Entering the building

2) Biking Around Campus

      a.   Crossing the street at a stoplight
      b.   Crossing the street without a stoplight
      c.   Locating the building
      d.   Locating the bike rack

<ol type="e" start="5">
Maneuvering through the crowd
Parking the bike
Locking the bike
Locating the entrance
Entering the building

3)   Taking the bus around campus

<ol type="a">
Obtaining bus schedule
Reading schedule
Locating nearest stop
Loading the bus
Selecting the correct bus
Getting off at selected Stop

4)   Mobility due to inclement weather

<ol type="a">
Using sidewalk
Entering the buildings
Disposing of trash in trash receptacle

C.   *Classes*

1)   Going to Class

<ol type="a">
Leaving at an appropriate time to get to class
Finding the building
Going to the building
Entering the building
Finding the classroom
Going to the classroom
Entering the classroom
Finding a seat that accommodates your needs

2)   Participating in Class

<ol type="a">
Getting out materials for note-taking
Taking notes
Comprehending class notes
Asking and/or answering questions
Working on group projects, if required
Seeing the instructor
Seeing class notes
Hearing the instructor
Hearing and contributing to large group discussions
Hearing and contributing to small group discussions
Participating in group presentations
Hearing and seeing classroom demonstrations

m. Completing papers and written assignments

3) Accessing Class Information

a. Overheads (prepared and real-time)
b. Handouts
c. Readings
d. E-Readings
e. Textbooks
f. E-Textbooks
g. E-mail
h. Document cameras
i. PA Systems
j. Demonstration equipment and props
k. Whiteboard/Blackboard
l. Slides
m. Filmstrips
n. Films
o. Videos
p. Television
q. Closed Circuit Television
r. Websites and Web presentations
s. Educational Computer software
t. Computer presentations (PowerPoint)
u. Clicker (device students enter information into to participate in quizzes or other class activities)

4) Learning skills

a. Comprehending
b. Listening
c. Calculating
d. Hearing
e. Seeing
f. Learning
g. Completing
h. Recording
i. Writing
j. Interpreting
k. Interacting
l. Participating

5) Lab Participation

i. Handling toxic substances

a. Finding chemical
b. Handling chemical

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c.   Using chemical appropriately
d.   Disposing of chemical appropriately
e.   Knowing and being able to locate safety and emergency equipment
f.   Wearing appropriate protective gear

ii. Dissection

a.   Finding necessary supplies
b.   Obtaining necessary supplies
c.   Obtaining specimen
d.   Wearing appropriate protective gear
e.   Using tools (scalpel, scissors)
f.   Identifying necessary structures
g.   Cleaning tools
h.   Putting away tools and supplies
i.   Disposal of specimen

iii. Practicals

a.   Listening to instructions
b.   Reading instructions
c.   Performing assigned tasks
d.   Documenting necessary information
e.   Moving around room to various task stations

iv. Activities and Exercises

a.   Listening to instructions
b.   Reading the instructions at each station
c.   Completing each activity or exercise
d.   Participating in each activity or exercise
e.   Cleaning up after each activity or exercise

6)   Fieldwork/Clinical/Internship Participation

i. Appearance

a.   Presenting self in appropriate manner
b.   Displaying confidence
c.   Asking questions as needed

ii. Performance

a.   Listening to directions

  b. Reading instructions
  c. Communicating with personnel
  d. Communicating with patients
  e. Participating or engaging in an activity with patients
  f. Completing necessary assignments
  g. Completing necessary tasks
  h. Participating with other coworkers
  i. Use of time

iii. Professional Presentations

  a. Communicating with audience
  b. Conveying important information
  c. Listening to questions
  d. Responding to questions

7) Studio Participation

i. Physical Construction of Buildings

  a. Finding appropriate materials
  b. Using appropriate tools to cut and measure materials
  c. Mounting materials together
  d. Communicating with other students

ii. Computer Design

  a. Finding design program
  b. Interacting with design program
  c. Entering dimensions
  d. Placing necessary lines
  e. Reading information
  f. Alternate access to information

iii. Lecture

  a. Listening to lecture
  b. Reading material
  c. Participating in lecture
  d. Documenting important information from lecture

D. Library

1) Finding and Obtaining Resources

  a. Finding the building
  b. Entering the building
  c. Finding the library catalog
  d. Searching through library catalog
  e. Writing down call number, title, and author

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f.   Finding the appropriate section
g   Finding book
h.   Finding the checkout
i.   Entering checkout line
j.   Communicating with checkout teller
k.   Handing over ID or checkout card
l.   Retrieving card and materials
m.   Exiting checkout line
n.   Exiting library

E.   *Computers*

1)   Computer Access

a.   Finding computer lab
b.   Finding computer station
c.   Accessing computer
d.   Logging on to computer
e.   Logging off of computer

2)   Email

a.   Finding email website
b.   Entering password
c.   Reading emails
d.   Composing emails
e.   Utilizing email functions

3)   Course Website

a.   Finding course website
b.   Selecting course materials
c.   Downloading course materials
d.   Reading course materials
e.   Alternate access to information

4)   Printing Materials

a.   Selecting printing settings
b.   Printing documents
c.   Retrieving printed documents
d.   Paying for printed documents

F.   *Phones*

1)   Pay Phones

a.   Getting to pay phone
b.   Picking up receiver

   c. Putting money in pay phone
   d. Reading phone number
   e. Remembering phone number
   f. Dialing phone number
   g. Listening on phone
   h. Talking into phone
   i. Holding phone
   j. Hanging up phone

2) Cell Phones

   a. Retrieving cell phone
   b. Turning on cell phone
   c. Reading phone number
   d. Remembering phone number
   e. Dialing phone number
   f. Pressing "send" button
   g. Listening on phone
   h. Talking into phone
   i. Holding on to phone
   j. Ending call
   k. Putting phone away

3) Emergency Phones

   a. Opening phone box
   b. Reaching phone
   c. Pressing operator button
   d. Listening on phone
   e. Talking into phone
   f. Hanging up phone

4) Campus Phones

   a. Getting to campus phone
   b. Picking up phone
   c. Reading phone number
   d. Remembering phone number
   e. Dialing phone number
   f. Listening on phone
   g. Talking into phone
   h. Hanging up phone

5) TTY Phone

   a. Locating phone
   b. Picking up phone
   c. Placing phone on TTY Machine

      d.   Typing messages
e.   Sending messages
f.   Reading return messages
g.   Hanging up phone

6) Videophone

a. Turning on videophone
b. Dial number
c. Seeing monitor
d. Seeing person on screen
e. Listening to interpreter if necessary
f. Comprehending conversation
g. Turning off videophone

G. Food

1) Obtaining Food

a. Finding the cafeteria, food court or restaurant
b. Entering the ordering line
c. Selecting food item
d. Ordering food item
e. Receiving food item
f. Paying for food item
g. Retrieving left over money

H. On Campus Employment

1) Office

a. Arriving at office
b. Logging or clocking time in
c. Setting up workstation
d. Completing necessary daily tasks
e. Closing up workstation
f. Logging or clocking time out
g. Leaving the office

I. Athletic and Fitness Participation

1) Individual Athletic Participation

i. Building

a. Finding the building
b. Entering the building
c. Giving I.D. to the attendant

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ii. Locker Room

 a. Finding locker room
 b. Entering locker room
 c. Finding an empty locker
 d. Opening locker door
 e. Placing items in locker
 f. Closing locker door
 g. Locking locker door
 h. Buying lock for semester use
 i. Filling out paper work for renting lock for semester

iii. Sauna

 a. Locating the sauna
 b. Opening the sauna door
 c. Turning on the sauna
 d. Sitting on the bench
 e. Climbing up benches
 f. Maintaining awareness of temperature of the sauna
 g. Leaving the sauna

iv. Shower

 a. Locating the shower
 b. Entering the shower area (over threshold)
 c. Turning the shower on
 d. Accessing shower dispenser (soap, shampoo)
 d. Turning the shower off
 e. Leaving the shower area

v. Cardio Center

 a. Finding cardio center
 b. Entering cardio center
 c. Finding an open machine
 d. Turning on machine
 e. Entering appropriate body demographics into machine
 f. Using the machine for specified amount of time
 g. Cleaning equipment when finished
 h. Leaving cardio center

vi. Weight Room

 a. Finding weight room
 b. Entering weight room
 c. Finding an open machine

d.   Locating desired weights
e.   Adjusting weight on machine
f.   Using appropriate posture/body position
f.   Lifting weights
g.   Cleaning equipment when finished
h.   Leaving weight room

vii. Pool

a.   Finding pool
b.   Locating shower
c.   Turning on shower
d.   Rinsing off before entering pool
e.   Turning off shower
f.   Entering pool area
g.   Setting down towel
h.   Selecting equipment as applicable
i.   Entering the pool
j.   Leaving the pool
k.   Putting away equipment
l.   Grabbing towel
m.   Leaving pool area

viii. Gym/Field house

a.   Finding gym
b.   Entering gym
c.   Selecting equipment as applicable
d.   Participating in sport/activity
e.   Putting away equipment
f.   Leaving gym
g.   Exiting the building

2)   Intramural Athletic Participation

i. Sport Classes

a.   Finding location
b.   Entering building
c.   Finding room
d.   Listening to instructor
e.   Taking out necessary equipment
f.   Using necessary equipment
g.   Participating in sport
h.   Putting away necessary equipment
i.   Leaving the room
j.   Exiting the building

3) Extramural Athletic Participation

i. Sport Programs

- a. Finding location
- b. Entering building
- c. Finding room
- d. Entering room
- e. Listening to instructor
- f. Obtaining necessary equipment
- g. Using necessary equipment
- h. Putting away necessary equipment
- i. Leaving the room
- j. Exiting the building

J. University Housing

1) Dorm Room

- a. Using elevator to reach room
- b. Using stairs to reach room
- c. Finding room
- d. Unlocking dorm room
- e. Entering room
- f. Completing necessary tasks
- g. Leaving dorm room
- h. Locking dorm room

2) Bathroom/Shower

- a. Leaving dorm room
- b. Finding the restroom/shower
- c. Entering the restroom or shower
- d. Taking a shower
- e. Returning to dorm room

3) Life Skills

i. Hygiene

- a. Finding necessary toiletries
- b. Using necessary toiletries
- c. Putting toiletries away

ii. Cleaning

- a. Finding cleaning supplies
- b. Using cleaning supplies
- c. Putting cleaning supplies away

iii. Money Management
- a. Writing check
- b. Withdrawing money from the ATM
- c. Balancing checkbook
- d. Visiting credit union
- e. Filling out appropriate paperwork
- f. Depositing money
- g. Withdrawing money
- h. Paying appropriate amount of cash
- j. Receiving money back
- k. Putting money on student account card
- l. Paying with debit card

iv. Laundry
- a. Gathering dirty laundry
- b. Sorting laundry as appropriate
- c. Transporting laundry
- d. Finding laundry room
- e. Arriving at laundry room
- f. Entering laundry room
- g. Finding the washer/dryer
- h. Opening washer
- j. Adjusting machines to proper cycle
- k. Putting clothes in washer
- l. Depositing money
- m. Starting the machine
- n. Remove clothes from washer
- o. Finding the dryer
- p. Loading clothes in the dryer
- q. Depositing money
- r. Starting the dryer
- s. Removing clothes from dryer
- t. Transporting laundry
- u. Returning to dorm room
- v. Folding clothes
- w. Putting clothes away

K. Off Campus Housing

1) Housing office
- a. Locating office

b. Asking for help
c. Reading information
d. Filling out appropriate paperwork

2) Looking at housing

a. Contacting housing representative
b. Scheduling a meeting time
c. Scheduling appropriate accommodations
d. Arriving at building
e. Entering building
f. Entering apartment
g. Asking appropriate questions
h. Exiting apartment
i. Exiting building

L. Waste disposal

1) Indoor

a. Picking up trash/recycling
b. Locating receptacle
c. Moving towards receptacle
d. Placing items in receptacle

2) Outdoor

a. Picking up trash/recycling
b. Locating receptacle
c. Moving towards receptacle
d. Placing items in receptacle

II. Initial Introduction to the University

A. Recruitment

1) Mailings

a. Receiving mailings
b. Reading mailings
c. Obtaining information from mailings
d. Responding to mailings as needed

B. Campus Tours

1) Contacting the Tour Office

a. Obtaining phone number to set up tour
b. Dialing the phone number

      c.   Communicating with person to set up time and date

      d.   Requesting special accommodations

2) Attending Campus Tour

      a.   Finding the building

      b.   Filling out the registration information

      c.   Attending pre-tour meeting

      d.   Moving around campus

      e.   Gathering information from tour staff

      f.   Filling out the campus tour feedback form

C. *Meeting with a Counselor or Advisor*

1) Calling counselor or advisor

      a.   Obtaining phone number to set up meetings

      b.   Dialing phone number

      c.   Communicating to set up date and time for meeting

      d.   Requesting special accommodations

2) Going to his or her office

      a.   Locating parking

      b.   Finding the building

      c.   Entering the building

      d.   Finding the room

      e.   Entering the room

      f.   Finding and communicating with counselor or advisor

      g.   Exiting the office building

3) Meeting

      a.   Communication issues

      b.   Obtaining information

      c.   Deciding on classes to take

      d.   Helping plan your class schedule

D. *Admissions to the University*

1) Obtaining and completing admission forms

      a.   Requesting information from the university (email or phone)

      b.   Obtaining useful phone numbers and addresses

      c.   Engaging in appropriate conversational or writing style

      d.   Completing the admission form

      e.   Completing the form accurately and legibly

   f.   Delivering forms to admissions office through the mail or in-person

E.   *Registration*

1)   **Initial Forms**

   a.   Obtaining the registration form
   b.   Registering
   c.   Completing the forms accurately and legibly
   d.   Signing up for recommended classes
   e.   Delivering the form to the registrar through the mail, in person, or via computer

2)   **Obtaining an Identification or Activity Card**

   a.   Contacting the registration office
   b.   Finding the building
   c.   Entering the building
   d.   Finding the office
   e.   Finding and communicating with registration office staff
   f.   Getting photo taken
   g.   Completing the necessary forms

III. Weekly or Occasional Activities

A.   *Peer Services*

1)   **Peer Mentoring/Support**

   a.   Finding the center
   b.   Entering the center
   c.   Communicating with the representative
   d.   Scheduling an appointment as necessary
   e.   Reading center information
   f.   Leaving the center

2)   **Tutoring**

   a.   Finding the tutoring center
   b.   Registering for tutoring program via written application or computer
   c.   Attending tutoring session
   d.   Leaving tutoring session

B.   *Student Organizations*

1)   Obtaining Information

a.   Finding information on student organization
b.   Contacting student officers through email or phone
c.   Finding student organization office
d.   Entering student organization office
e.   Meeting with student officers
f.   Communicating with student officers
g.   Leaving the student organization office

2)   Attending Meetings

a.   Finding meeting room
b.   Entering meeting room
c.   Participating in meeting
d.   Leaving the meeting room

C.   *Spectator and Participatory Events*

1)   Athletic

i. Sports Area

a.   Finding the sports center
b.   Entering the sports center
c.   Finding the admissions counter
d.   Communicating with clerk
e.   Purchasing athletic event ticket
f.   Finding the bleacher/seating section
g.   Giving ticket to usher
h.   Sitting in seating section

ii. Concessions

a.   Finding the concessions area
b.   Entering the food line
c.   Ordering food
d.   Paying for food
e.   Receiving change back
f.   Transporting food back to seats

2)   Arts events

i. Performance Area

a.   Finding the Gallery or Performance Hall
b.   Entering the gallery or performance hall

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  c. Finding the ticket office
  d. Communicating with clerk
  e. Purchasing the event ticket
  f. Finding the seating section
  g. Showing ticket to usher
  h. Sitting in seating section
  i. Reading program
  j. Listening to program
  k. Watching performance
  l. Leaving seating section
  m. Leaving building

D. *Presentations and Professional Meetings*

1) Scholarly Presentations

  a. Finding the building
  b. Entering the building
  c. Finding the room
  d. Entering the room
  e. Obtaining a seat
  f. Reading notes/itinerary
  g. Listening to speaker
  h. Asking questions
  i. Leaving the room
  j. Leaving the building

2) Trainings/conference/in-servicing

  a. Finding the building
  b. Entering the building
  c. Finding the room
  d. Entering the room
  e. Communicating with training/conference/in-service staff
  f. Participating in training/conference/in-service
  g. Leaving the room
  h. Leaving the building

IV. Sporadic Activities Occurring Every Semester

A. *Tuition*

1) Paying

  a. Obtaining financial aid information
  b. Obtaining scholarship information

B.   *Buying Books and Supplies*

1)   **Going to the bookstore**

        a.   Finding the bookstore
        b.   Entering the bookstore
        c.   Maneuvering around the bookstore

2)   **Buying Books**

        a.   Arriving at the ground level in the bookstore
        b.   Having class schedules available
        c.   Finding the aisles
        d.   Getting the books off the shelves
        e.   Transporting the books
        f.   Arriving at the appropriate floor to pay
        g.   Finding the register
        h.   Maneuvering to the register
        i.   Placing the books and/or supplies on the counter
        j.   Paying for the items
        k.   Transporting the books out of the bookstore
        l.   Leaving the bookstore

IV. Infrequent Activities (Once a year)

A.   *Housing*

1)   **Applying for housing**

        a.   Obtaining the housing application form
        b.   Applying
        c.   Completing the forms accurately and legibly
        d.   Delivering the form to the university housing through the mail, in person, or via computer

2)   **Moving in University Housing**

        a.   Finding the dorm or apartments
        b.   Unloading vehicle
        c.   Locating dorm room
        d.   Transporting belongings
        e.   Unpacking belongings

B. *Financial Aid*

1) **Forms**

  a. Obtaining the financial aid form or accessing website
  b. Completing the forms accurately and legibly
  c. Delivering the form to the registrar through the mail, in person, or via computer

C. *Career Services Center*

1) **Career Guidance**

  a. Finding the building
  b. Finding the career services center
  c. Signing in to verify walk-in or appointment
  d. Meeting with career services representative
  e. Communicating with career services representative
  f. Leaving the career services center

D. *Testing and Evaluation*

1) **Testing**

  a. Taking tests in class
  b. Taking standardized (district/state) tests
  c. Taking national tests
  d. Taking placement tests
  e. Taking lab tests and quizzes
  f. Taking oral examinations
  g. Taking multiple choice tests (including those with computer graded bubble forms)
  h. Taking essay tests
  i. Taking "pop" quizzes

E. *Police and emergency services and security*

1) **Calling**

  a. Finding the phone number
  b. Calling the number
  c. Reporting the emergency
  d. Communicating with officer
  e. Ending phone call

2) **Going into the Office**

  a. Finding the building

b. Entering the building
c. Finding the line
d. Waiting in line
e. Communicating with the officer
f. Filling out the appropriate paperwork
g Delivering paperwork at desk
h. Leaving the building

F. *Volunteer Services*

1) Going to the Center

a. Finding the building
b. Entering the building
c. Finding the room or center
d. Entering the room or center
e. Communicating with staff
f. Searching through volunteer opportunities
g. Selecting volunteer opportunity
h. Filling out the appropriate paperwork
i Delivering paperwork via email, mail, or in-person

G. *Healthcare Services*

1) Calling

a. Finding the phone number
b. Calling the phone number
c. Scheduling an appointment

2) Going to appointment/Walk-in

a. Finding the building
b. Entering the building
c. Entering the line
d. Filling out appropriate paperwork
e. Communicating with representative
f. Sitting in the waiting area for appointment
g. Entering the room for appointment
h. Communicating with practitioner
i. Leaving the appointment room
j. Entering the check-out line
k. Communicating with check-out representative
l. Schedule next appointment
m. Pay bill for appointment

3) Pharmacy

    a.   Finding the room
    b.   Communicate with pharmacist
    c.   Pay for prescription
    d.   Transport medication
    e.   Leave room

H. Emergency Response

1) Emergencies

    a.   Responding promptly to warning
    b.   Locating alarm
    c.   Hearing alarm
    d.   Seeing alarm
    e.   Finding emergency location/route
    f.   Maneuvering through route
    g.   Taking proper precautions
    h.   Remaining at location for specified amount of time
    i.   Exiting emergency location

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