

**INFORMATION
ACCESS
CHAMPION**



Continuous Improvement

Resource Booklet





Continuous Improvement Resource Booklet

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This booklet is also available in alternative formats by request and on the Virginia Board's website. For more information, please contact the Board at:

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Table of Contents

Introduction	1
Continuous Improvement	1
Use Feedback and Data to Improve	2
Read	2
Watch or Listen	2
Hold Ourselves and Others Accountable.....	5
Read	5
Watch or Listen	5
Change as Our Understanding of Cultures Grows	7
Read	7
Download	7
Watch or Listen	8
Keep Up with New Technologies.....	9
Read	9
Watch or Listen	9

Introduction

Thank you for pledging to be an Information Access Champion!

We hope that this booklet is helpful for you. When you pledged, you committed to Continuously Improving.

Continuous Improvement

Plans for information access should be regularly reviewed to make sure they work well and meet changing needs.

- We create lasting solutions.
- We use feedback and data to improve.
- We hold ourselves and others accountable.
- We change as our understanding of cultures grows.
- We are not road-blocked by change in leadership, fear or jadedness.
- We keep up with new technologies, including artificial intelligence (AI).

In the following pages, you will find helpful resources, organized by bullet point.

If you have any questions or concerns, please contact:

infoaccess@vbpd.virginia.gov

Use Feedback and Data to Improve

Read

[Get Feedback](#)

Steps and resources.

[Integrate Feedback and Iterate](#)

Steps, resources and a video.

[Keep Getting Feedback](#)

Steps and resources.

[Define Your Indicators](#)

Advice and worksheet.

[Monitor and Evaluate](#)

Worksheet.

Watch or Listen

[5 Great Questions for Your Customer Surveys](#)

5 example questions and why these questions are helpful.

English closed captions available. Auto-generated German closed captions.

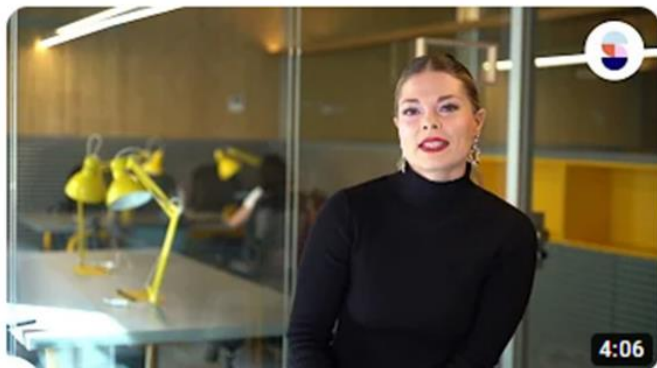
Length of time: 8 minutes 50 seconds.



[Customer Feedback on Product](#)

A home rental company tells how they collect and use customer feedback.
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[Basic Excel Formulas and Functions You NEED to KNOW!](#)

The basics of Microsoft Excel.

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Length of time: 10 minutes 47 seconds



[The 10 Most Important Excel Formulas](#)

10 functions in Microsoft Excel to make data analysis easier.

English closed captions available.

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[Most Common Excel Errors and How to Fix Them](#)

7 errors in Microsoft Excel and how to fix or avoid them.

English closed captions available.

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Hold Ourselves and Others Accountable

Read

[8 Behaviors That Help Develop Personal Accountability](#)

Definition of “personal accountability” and tips.

[The Right Way to Hold People Accountable](#)

Example and 5 areas in which you need to be clear.

Watch or Listen

[Berne Brown on Blame](#)

A funny story about why people blame others.

English closed captions available.

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[Accountability - Meeting Your Own Expectations](#)

Tips on accountability, such as having an accountability partner and progress trackers.

English closed captions available.

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[Responsibility vs. Accountability vs. OWNERSHIP](#)

The differences between responsibility, accountability and ownership.
English closed captions available.

Length of time: 1 minute 55 seconds.



[How to Hold Employees Accountable Without Micromanaging](#)

Tips on how to inspire employees to have self-accountability.
English closed captions available.

Length of time: 3 minutes 29 seconds.



Change as Our Understanding of Cultures Grows

Read

[Cultural Humility](#)

Definition of “cultural humility.”

Download

[Guide to Cultural Awareness](#)

Tips and definitions.

Length: 4 pages.



**Guide to
Cultural Awareness
for State and Local PTAs**

National
PTA
everychild.ase voice[®]

Watch or Listen

[What is Cultural Humility?](#)

Definition of “cultural humility” and how it relates to healthcare.

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Length of time: 56 seconds.



[3 Practical Tips to Handle Cultural Differences](#)

Examples.

English captions embedded.

Length of time: 9 minutes 32 seconds.



Keep Up with New Technologies

Read

[Accessible Mobile Apps Weekly](#)

1-3 sentences about accessible technology news that week, with links to articles and videos.

[AccessWorld](#)

Articles about accessible technology, published every quarter.

[MIT Technology Review](#)

Latest news about technology and their impact.

Watch or Listen

[How Can You Stay Up to Date on the Latest Tech?](#)

Examples on how to keep up with new technologies.

English closed captions available.

Length of time: 59 seconds.



[People with Disabilities Share Why Accessibility Matters in Technology](#)

People with disabilities explain the importance of technology in their lives. English captions embedded.

Length of time: 2 minutes 8 seconds.



[AI Accessibility - Solving For Your Next Billion Customers](#)

Professionals talk about how artificial intelligence (AI) helps accessibility. English closed captions available.

Length of time: 36 minutes 50 seconds.

