

FY25-FY26 Training Summary Feedback: Reasonable Accommodations and the Interactive Process

121 Attendees | 33 Responses

SURVEY RESPONSES

The training met my needs and expectations.

Strongly Agree/Agree **97%**

The training answered questions I had coming into the session.

Strongly Agree/Agree **97%**

The format and delivery of the content was effective.

Strongly Agree/Agree **92%**

The training content was appropriate for the audience.

Strongly Agree/Agree **97%**

The presenter was knowledgeable and engaging.

Strongly Agree/Agree **89%**

I would recommend this training to others.

Strongly Agree/Agree **97%**

I feel more confident in my ability to provide reasonable accommodations and navigate the interactive process.

Strongly Agree/Agree **97%**

There was enough time for questions.

Strongly Agree/Agree **70%**

COMMENTS

What other disability-related information could you benefit from learning about?

What resources should employers provide to employees seeking a RA? If an employee disagrees with the RA offered to them, what is the recommended process for resolution?

Strategies to take if initial request is denied; examples of when an employer can justify the denial.

What did you like best about the training?

Concise agenda/format; great links to supporting resources; knowledgeable presenter.

Understanding effective processes that could provide successful outcomes in the workplace.

Well-designed presentation! Thorough and easy to follow. Covered a lot of material concisely.

What could we have done better?

Spent some time on top 5 tips for managers in communicating with staff about reasonable accommodation requests. Dig into "undue hardship" case study.

More group interaction. Ability to go over a variety of accommodation issues we face with the consumers.

What did you like least about the training?

There's a lot of information, maybe this needs to be 90 minutes or broken up into two sessions?

What were the key takeaways from this session?

It doesn't have to be the employee that asks for the accommodation.

Not all accommodations require medical documentation.

Definition of Undue Hardship--"Significant" hardship also, when medical documentation is needed.

The interactive process hinges on reasonability from all parties, which makes it less intimidating.