## Definitions to be used for the AT Federal Report

## Anecdotes

For each of the state-level activities, you will be asked to provide anecdotal information about consumers, or others that benefited from program activities, during the reporting period. Generally, a consumer is an individual with a disability or his or her family, but in some cases it may be appropriate to provide an anecdote about a professional. Please make these entries as specific and concise as possible and include the following information:

* What AT device, service or information did the consumer need?
* How did your Statewide AT Program help the consumer obtain that device, service or information?
* What barrier(s) did your Statewide AT Program help the consumer overcome?
* How did obtaining that device or service improve that consumer’s life?
* How did it improve the consumer’s access to education, employment, or community living? You will be asked to check which of these outcome areas the anecdote addresses.

Other instructions to follow in providing anecdotes:

* Limit each anecdote to 1800 characters or less.
* Try to avoid using brand names for AT devices as those are not understandable to readers. Describe the AT device instead for example, “software that enlarges screen display” instead of ZoomText. Use language that is understandable to an uninformed audience.
* Do not repeat the same anecdote in multiple sections.
* Do not identify any consumers by name or use other details that would allow a consumer to be identified.
* Be sure that the example clearly fits within the appropriate activities supported by the AT Act.

Anecdotal information also is requested for some state leadership activities. Instructions on what to include in anecdotes for these activities are provided in the reporting system.

**Device Reuse**

Device reuse programs: Although the AT Act does not include a formal definition of device reuse programs, the Act describes reuse programs as programs that provide for the exchange, repair, recycling or other reutilization of assistive technology devices, which may include redistribution through device sales, loans, rentals or donations, carried out either directly or in collaboration with public or private entities (Section 4(e)(2)(B)).

## Device Loans

The purpose of the loan may be to assist in decision making, to serve as a loaner while the consumer is waiting for device repair or funding, to provide an accommodation on a short-term basis for a time-limited event, or for training self-education or other personnel development activities. Access performance measure data is collected on device loans with a decision-making purpose. Acquisition performance measure data is collected on device loans with all other purposes.

**Device Demonstrations**

Device demonstrations compare the features and benefits of a particular AT device or category of devices for an individual or small group of individuals. The purpose of a device demonstration is to enable an individual to make an informed choice.

Whenever possible, the participant should be shown a variety of devices. Device demonstrations should not be confused with training activities at which devices are demonstrated. Training activities are instructional events designed to increase knowledge, skills, and competencies, generally for larger audiences.

Device demonstrations also should not be confused with public awareness activities at which devices are demonstrated. The key difference is that device demonstrations are intended to enable an individual to make an informed choice rather than merely making him or her aware of a variety of AT.

**Training**

Training activities are instructional events, usually planned in advance for a specific purpose or audience, designed to increase participants’ knowledge, skills, and competencies regarding AT. Such events can be delivered to large or small groups, in-person, or via telecommunications or other distance education mechanisms. In general, participants in training can be individually identified and could complete an evaluation of the training. Examples of training include classes, workshops, and presentations that have a goal of increasing skills, knowledge, and competency, as opposed to training intended only to increase general awareness of AT.

**Technical Assistance**

Technical Assistance (TA) is defined as direct problem-solving service provided by Statewide AT Program staff to assist programs and agencies in improving their services, management, policies and/or outcomes. TA may be provided in person, by electronic media such as telephone, video or e-mail and by other means. The following are examples of technical assistance: needs assessment, program planning or development, curriculum or materials development, administrative or management consultation, program evaluation and site reviews of external organizations, and policy development.

**Public Awareness**

Public awareness activities are designed to reach large numbers of people, including activities such as public service announcements, radio talk shows and news reports, newspaper stories and columns, newsletters, brochures, public forums and social media. Because actual numbers of recipients is difficult if not impossible to track accurately, data reporting for public awareness is descriptive in nature.

**Information and Assistance**

Information and assistance (I&A) activities are those in which the AT program responds to requests for information and/or puts individuals in contact with other agencies, organizations, or companies that can provide them with needed information on AT products, devices, services, and/or funding sources, or providing intensive assistance to individuals about AT products, devices, services, and/or funding sources. This information may be provided in person, over the telephone, via email, or by some other means.