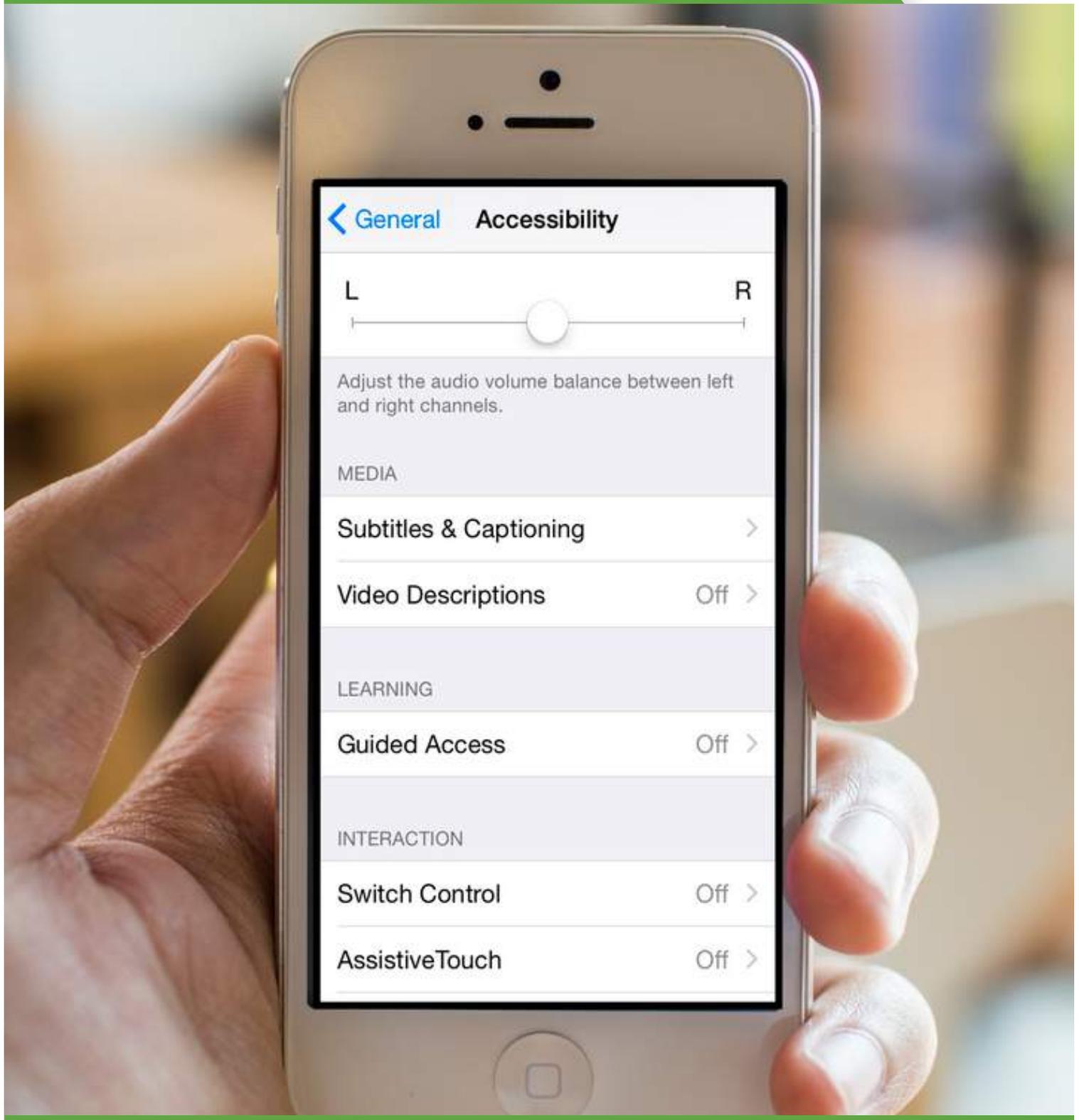


Making your iPhone & iPad easier to see, hear and use

iOS 10 Student Handbook





Mobile Accessibility for iPhones & iPads

Making Your Phone and Tablet Easier to
See, Hear, and Use
Student Workbook

OASIS Connections is made possible by contributions from:

CTA Foundation

AT&T

The OASIS Institute
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Welcome!

Welcome to OASIS Connections! We hope you find this class to be fun, interesting, and informative.

This course is an introduction to the accessibility options built into Apple phones and tablets including:

- How to use voice commands.
- How to make text larger and reduce background clutter.
- How to use magnification features to see objects on the screen.
- How to increase contrast and use color inversion to enhance readability.
- How to configure audio for clarity.
- How to turn on captions.
- How to set up features that can help with dexterity and motor coordination issues.
- And much more!

About OASIS Connections

OASIS Connections is an evidence-based technology curriculum designed for adult learners. Connections classes help tens of thousands of students stay in step with today's technology through partner organizations: libraries, job help centers, adult living facilities and faith-based communities. If your organization would like more information about partnering with OASIS, contact the National Connections Manager at 314-862-2933 x 272.

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Introduction to mobile accessibility

Many of us have become dependent on our mobile devices. We use them to communicate with friends and family, complete work tasks, stay current with the news, take and share pictures, and even find and navigate to restaurants and entertainment venues. Mobile devices have a growing number of options to enhance their usability for anyone who has difficulty with vision, hearing, or manual dexterity. This manual will introduce you to some of the basic accessibility options of Apple mobile devices.

Don't see a feature listed here on your phone?

If there is a feature listed in this manual that isn't in your phone or tablet, it **may** be that your operating system is out of date or the latest OS is not available for your device.

Operating Systems (OS)

Apple makes the iPhone and iPad tablet. We refer to these as iOS devices because the software that they run is called iOS. The latest version, iOS 10, is the version we'll be covering in this manual.

Conventions used in this manual

Most of the settings you will study in this manual are a series of steps that require moving from screen to screen on your device. We will use the '>' (right-facing caret) symbol to indicate the sequence of screens or buttons you need to access in order to perform the operations. As an example, a setting may require a series of steps like this:

1. Touch the **Settings** icon.
2. Touch the **General Settings** icon.
3. Touch **Accessibility**.

In this manual this sequence of actions may be represented as **Settings > General > Accessibility**.

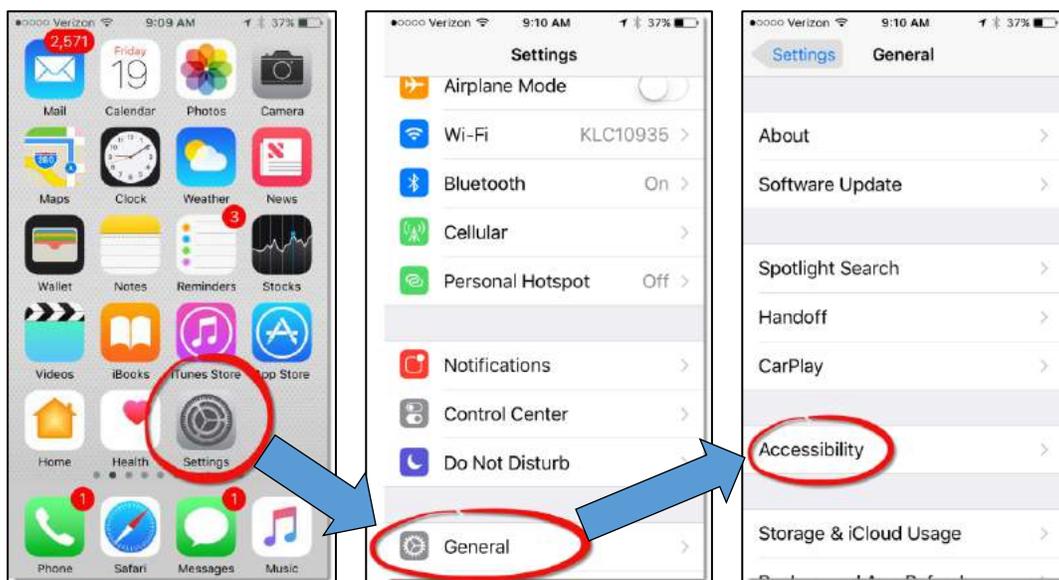
Introduction to iOS accessibility

Apple devices have a full range of accessibility options. The features we will talk about are for devices with iOS 10. Earlier versions will have some of the same features, but not all.

Your accessibility settings are found by:

1. On your **Home** screen, touch **Settings** .
2. Touch **General**, then touch **Accessibility**.

In the future this sequence will be shown as **Settings > General > Accessibility**.



Determining your OS version

Some of the features we will discuss are only in the latest operating system (iOS 10 at the time of this writing.) To determine which OS your Apple device is running:

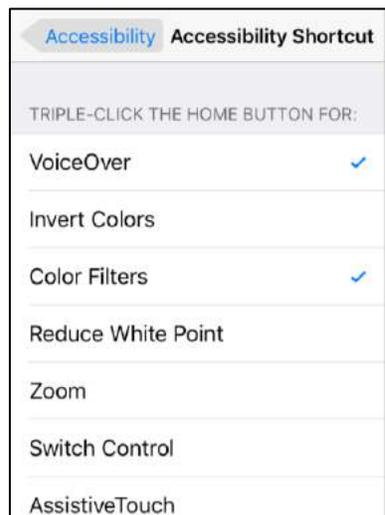
- Go to **Settings > General > About > Version**.

Some features, like Reachability, are available on certain model phones and not others. If you do not see a feature on your phone, it is likely either your software or phone model does not support it.

Accessibility Shortcut

If you find yourself turning an accessibility feature—or several accessibility features—on and off frequently you might want to try assigning the feature(s) to the Accessibility Shortcut. The Accessibility Shortcut uses the Home button as a shortcut to quickly turn on and off the features you assign to the shortcut. Assign functions as follows:

1. Go to **Settings > General > Accessibility**.
2. Scroll to the bottom of the list and touch **Accessibility Shortcut**.
3. Touch the feature(s) you would like to access via the shortcut as shown below.



Press the Home button three times quickly to display the Accessibility Shortcuts you assigned. If you selected only one accessibility feature to the shortcut, pressing the Home button three times will toggle the feature on or off. If you selected more than one feature, pressing the Home button three times will display a menu of those features you chose in the prior step.



iOS voice commands

Voice commands are useful for everyone, but can be especially helpful when vision or dexterity is an issue. Voice commands are enhanced in iOS 10, and more third-party apps, those you download from the App Store, are using the feature. You can now launch far more apps with just your voice, and the list of features is growing. In this section, we'll introduce you to Apple's virtual assistant, Siri.

Siri, your Intelligent Personal Assistant

Siri lets you use your voice to control your iPad or iPhone. Siri can send a message, add an event to your calendar or reminder list, set an alarm, find directions, and search the Internet... all without typing a single letter. Your device must be connected to the Internet to use Siri. Here are the basics:

- Launch Siri by pressing and holding the Home button. You will hear 2 beeps and Siri will ask what she can do for you. You can also see the Siri greeting on your screen.
- Speak in a normal indoor voice. The line across the bottom will wiggle to indicate Siri is active.
- When you finish speaking, you can wait for Siri to sense that you are finished, or touch the microphone icon.
- Siri will respond audibly and with text with what it thinks you said. Sometimes, Siri will even prompt you with more questions. For instance, if you tell Siri to set an appointment, she will ask you for the date and time.

Background noise can confuse voice commands



Background noises and wind blowing on the device's microphone, can make it difficult for Siri to understand what you are saying.

Hey Siri

Hey Siri is a feature you can use to launch Siri with only your voice when your iPhone or iPad is plugged into a power source. To enable Hey Siri, go to **Settings > Siri** and turn on Hey Siri. Siri will direct you to say some phrases in order to recognize your voice. Note that this is not a security function.

Accessing Siri from a locked device

You can access Siri without unlocking your phone or tablet if you have enabled the function in **Settings > Siri > Access on Lock Screen**.

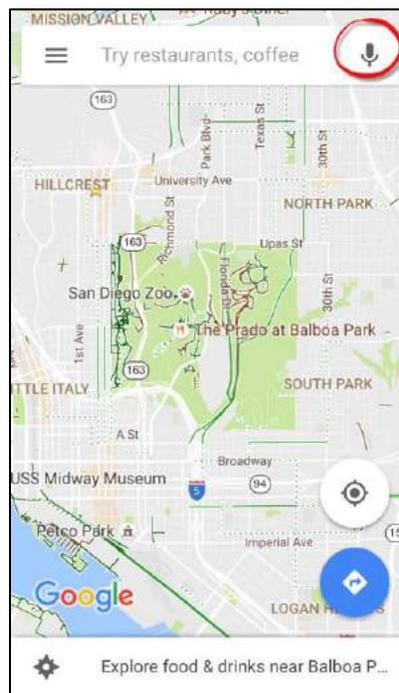
Some things you can do with Siri

- Send a text message without typing.
- Tell Siri to call your contacts that you have defined a relationship with in Contacts. For instance, you can say “call my sister” if your sister is designated as such in the relationship field.
- Tell Siri to call a person by name in your Contacts.
- Tell Siri to call a number. Say “dial” and then say the numbers.
- Navigate to a location with a command. Activate Siri and say “navigate to” and add the location.
- Read your last unread text message or email. You can even dictate a response.
- Initiate a FaceTime call. Activate Siri and say “FaceTime” and the name of the person you want to call.
- Launch an application. Siri can launch most apps. Say “launch” and the name of the app, e.g., “launch Facebook” or “launch Photos.”
- Set reminders, including location-based reminders. Say “remind me to buy coffee when I leave home” will create a reminder that will trigger when you physically leave your home location.
- Set alarms. Say “set an alarm for 11am” to create an alarm for that time.
- Ask questions. Ask what the temperature is somewhere, or what the current time is in another part of the world. Siri can search the web and answer questions or provide websites that might answer your questions.



Using voice in apps

Many apps, including browsers, maps, and other apps with search boxes, often display a voice search icon . Touch the icon to input using your voice rather than the keypad. The illustration below is of the Google Maps app. You can type in a search term, or touch the microphone icon and speak your search aloud.



You can also use your voice to dictate messages, Notes, email—just about anywhere you would use a keypad to type in letters. The Google Maps app shown here is also available for the iPhone and iPad.

Lockscreen enhancements in iOS 10

Your lockscreen is more powerful and helpful with the addition of widgets in iOS 10. Wake your lockscreen to view notifications, swipe right to view the widget screen, and swipe left to open the camera.

Waking your lockscreen and Raise to Wake

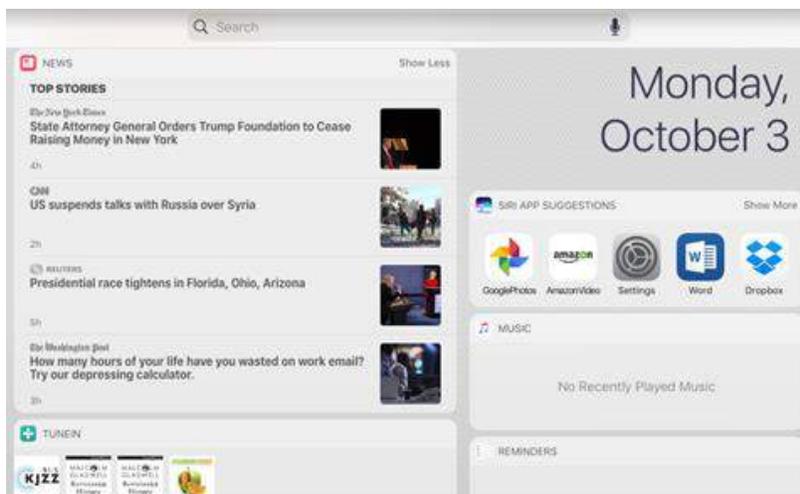
Pressing the Home or power button will wake your lockscreen to view the notifications you have enabled in Settings > Notifications. The new Raise to Wake feature wakes the lockscreen whenever you pick your phone up. It is on by default in iOS 10, but you can also turn it off if you wish. To toggle Raise to Wake on or off:

1. Go to **Settings > Display & Brightness**.
2. Turn on/off **Raise to Wake**.

Note: Raise to Wake is available only on the iPhone 6S, 6S Plus, and iPhone 7.

Widget screen

Widgets are small functional pieces of apps that provide real-time information without the app being open. In iOS 10, the widget screen contains, by default, Siri app suggestions, recently played music, and upcoming reminders. But you can add widgets from other apps for updates on the news, weather, photos, and much more at a single glance. In the following graphic, custom widgets (on the left) include breaking news from the News app, and recently played stations from the TuneIn app.



Touch any app or item to open

You can also access the widget screen when your iPad is unlocked. Swipe right from the main Home screen. To customize the widget screen, scroll to the bottom and touch **Edit**.

Quick camera access

Wake your device and swipe left to quickly access the camera.

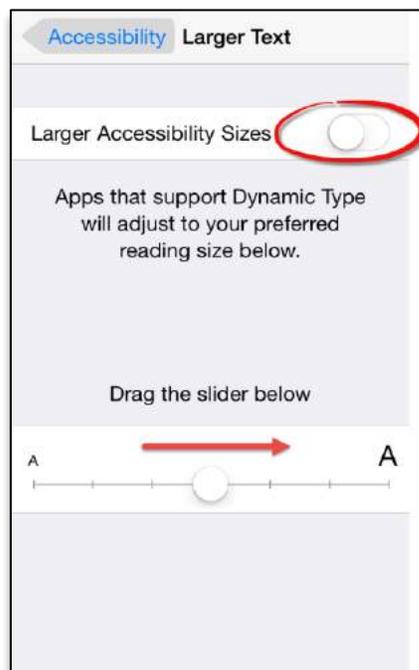
iOS text and object accessibility options

Some of the first changes you may want to try include making text larger and fatter. You can also make buttons more noticeable and distinct, and increase the contrast of lights and darks on your screen. Here's how.

Larger text

There are two ways to modify text size. The first is to increase text size using a slider to adjust to your comfort level. The second is to turn on Larger Accessibility Sizes and use the slider to access very large font sizes. To adjust text size:

1. Go to **Settings > General > Accessibility** and touch **Larger Text**.
2. Drag the slider to increase the text size.
3. To access an even larger set of text size options, touch the **Larger Accessibility Sizes** button.



Bold Text

Bolding text can go a long way toward making things easier to see. Use Bold Text and Reduce Motion as a first step toward making your screen easier to see.

Bolding text makes text fatter and easier to see.

This is normal text.

This is bolded text.

To turn on Bold Text:

1. Go to **Settings > General > Accessibility**.
2. Touch the **Bold Text** button.

Reduce Motion

Design changes introduced with iOS 7 included a 3D motion (parallax) effect that, while beautiful, was distracting to some users. You can see the effect of parallax by looking at the Home screen while tilting your device back and forth slightly. The 3D effect makes it seem as though the icons are floating slightly above the background. To turn this effect off:

1. Go to **Settings > General > Accessibility**.
2. Touch the **Reduce Motion** button.

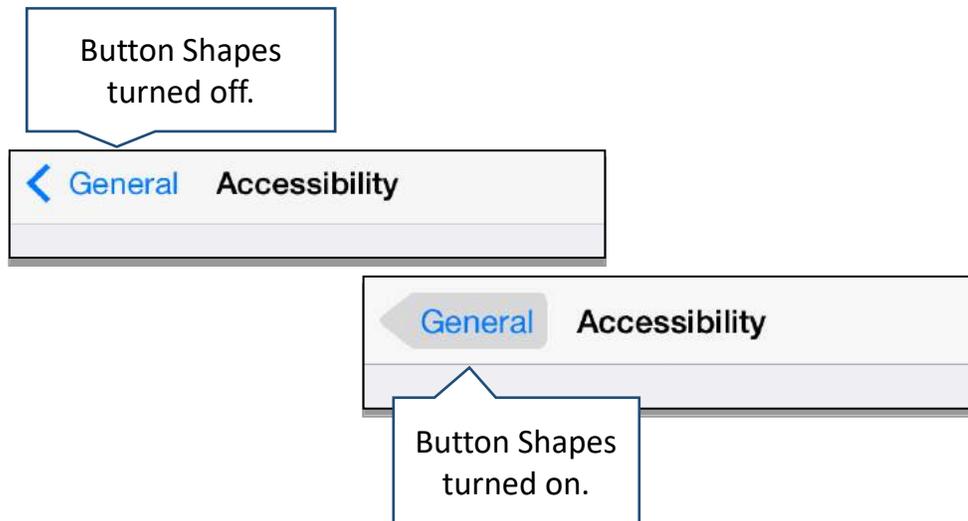
Is Your Home Screen background distracting?

The background of your Home screen can make it harder to distinguish and read the app icons. The background, called the Wallpaper on iPhones and iPads, can be changed to a more uniform dark or light color. If you think that might help you, it is easy to change. Go to **Settings > Wallpaper**. Touch **Choose a New Wallpaper**, then touch **Stills**. Scroll to the bottom. You can choose between a light, medium gray, and dark wallpaper with very little pattern that won't be distracting or visually overwhelm the objects on your screen.

Button Shapes

Button Shapes add a contrasting shaped border to buttons that might otherwise be hard to distinguish. To turn on Button Shapes:

1. Go to **Settings > General > Accessibility**.
2. Touch the **Button Shapes** button.



Increase Contrast

There are two settings that you can use to control contrast for the best viewing experience:

1. Go to **Settings > General > Accessibility**.
2. Touch **Increase Contrast**.
 - Turn on **Reduce Transparency** to make items on your screen more opaque (solid and less see-through.)
 - Turn on **Darken Colors** to make dark colors more intense.

More options for color are covered in the next section.

Zoom

Zoom is a handy tool anytime you want to look up-close at something. When activated in settings, you can toggle Zoom on and off with a quick double-touch using three fingers on the screen. You can use Zoom in a window or full screen. To turn on Zoom:

1. Go to **Settings > General > Accessibility**.
2. Touch **Zoom** and touch the option buttons you want to enable.
3. Choose your options:
 - Follow Focus
 - Smart Typing
 - Show Controller
 - Zoom Region
 - Maximum Zoom Level



Turn zoom on and off with the 3-finger double-touch. Drag the zoom box around with a finger to look at different areas of the screen. Touch the small bar at the bottom of the zoom window to access settings. You can then use the slider to adjust the zoom level.

iOS color display options

There are a number of options to change or invert colors in iOS 10.

To access these settings, go to **Settings > General > Accessibility > Display Accommodations**.

Invert Colors

Invert Colors turns white to black and inverts other colors much like a photographic negative. This can be useful if it is easier for you to read white text on a black background. Depending on the colors on the screen, it can also make the screen less bright—a great feature for light sensitivity. Some people use Invert Colors to dim the display for more comfortable night reading. To turn on Invert Colors:

1. Go to **Settings > General > Accessibility**.
2. Touch the **Invert Colors** button.

Color Filters

Color filter settings range from grayscale to various primary color filters and a tinted mode. To access these settings:

1. Go to **Settings > General > Accessibility > Display Accommodations**.
2. Touch **Color Filters**.
3. Select from the options shown. Note that there is an **Intensity** slider at the bottom for all options except grayscale.

Reduce White Point

You can reduce the intensity of bright colors by:

1. Go to **Settings > General > Accessibility > Display Accommodations**.
2. Turn on **Reduce White Point**.

Use the slider that appears when this feature is activated to control the amount of white point reduction.

Visual disability statistics

Findings from the 2011 National Health Interview Survey (NHIS) indicate that 12.0% of Americans 45 to 64 years of age reported having vision loss significant enough to make simple tasks difficult or impossible, even with glasses or contact lenses. This number will continue to grow with our aging population. Small mobile devices, like phones and tablets, can make it easier for those with vision challenges to cope, in part because the features are easy to turn on and

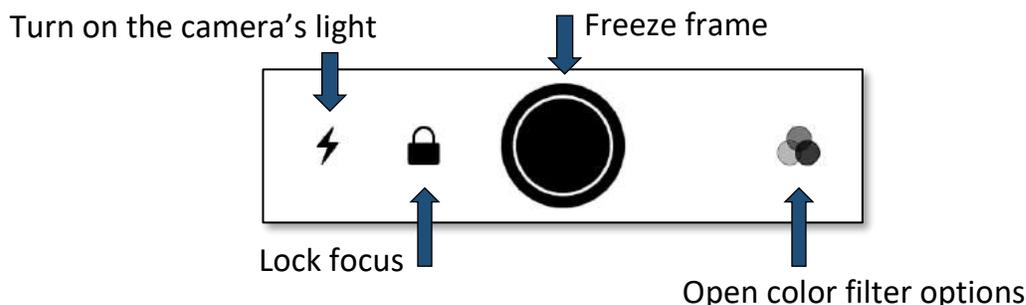
More iOS accessibility features

Magnifier

The Magnifier feature uses your device's camera to magnify and display things on your screen. You can then point your phone or tablet at something small, say text that is too small to read, and view the magnified text on your screen. You can then use the Freeze frame button to take a temporary picture. To turn on the Magnifier:

1. Go to **Settings > General > Accessibility**.
2. Touch **Magnifier** and turn the feature on with the button. You can add the Magnifier to Accessibility Shortcuts for fast access with three presses of the Home button.

There are a number of additional options that make the Magnifier feature really useful. You can turn on the camera's light, lock focus, freeze the frame (like a photo), or use a variety of color filters to customize the view.



Home-click Speed

Some iOS features are accessed by quickly double or triple-clicking (pressing) the Home button. Users who have trouble clicking rapidly can slow the speed necessary to perform the clicks by changing the wait time as follows:

1. Go to **Settings > General > Accessibility**.
2. Touch **Home Button**.
3. Choose **Slow** or **Slowest** to increase the time allowed to complete the clicks.

VoiceOver

VoiceOver audibly describes objects like buttons and icons as you touch them on the screen. VoiceOver can also read text like the content of web pages. You can interact

with the screen using touch, the on-screen keyboard, or an extensive set of modified gestures. VoiceOver has a great many options beyond those described in this manual. To activate VoiceOver:

1. Go to **Settings > General > Accessibility**.
2. Touch **VoiceOver** and touch the button to enable the feature and select options.
3. Drag the **Speaking Rate** slider to your preferred speed.

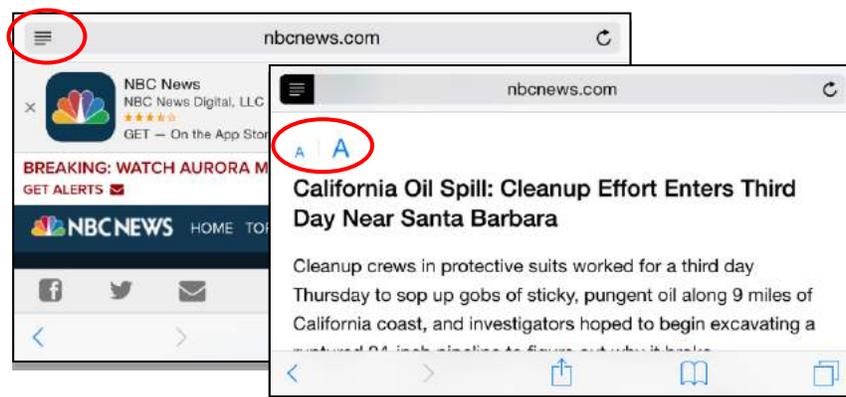
With VoiceOver turned on, touch **VoiceOver Practice** to view a tutorial and practice the gestures you will use with the feature. Some common gestures used with VoiceOver include:

- **Touch:** Touch an icon or a selection of text and VoiceOver will read or describe it.
- **Swipe right or left:** Select the next or previous item.
- **Two-finger swipe up:** Read everything from the top of the screen down.
- **Two-finger swipe down:** Read everything from the current position.
- **Double touch:** Select (activate) the item.
- **Triple-touch:** Opens or launches an app.

Safari Reader

Safari browser users can eliminate lots of web page clutter—advertisements for instance—on pages that have Safari Reader available. When you see the Reader icon  in the URL box, Safari Reader view is available. Touch  and enjoy a clutter-free reading experience as shown below. Notice how Reader hides the ads, headers, and social media buttons and only the article text appears? Use the font size options

 to adjust fonts to even larger sizes!



iOS vibration notifications

You can select from a number of vibratory (haptic) notification options for apps on your iOS device.

1. Go to **Settings > Notifications**
2. Scroll down to find the app you want to set notifications for. Touch to open.
3. Turn on **Allow Notifications**.
4. Touch **Notification Sound**, scroll to the top and select a vibration pattern (or None.)

To set vibration options for system sounds:

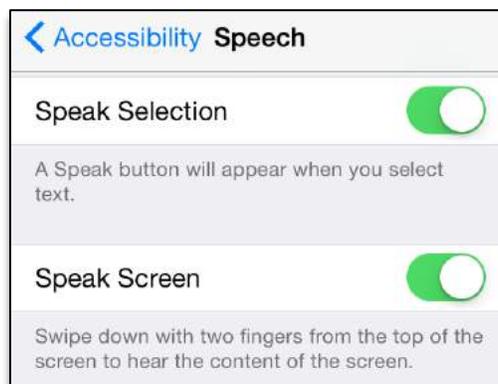
1. Go to **Settings > Sounds** and select **Vibrate on Ring** and **Vibrate on Silent**.
2. Scroll down to the **Sounds and Vibration Patterns** section. Touch any of the apps to open the settings.
3. Scroll to the top, touch **Vibration**, and select a vibration pattern (or None.)

Speak Selection and Speak Screen

You can have selected text (text you highlight) or the content of the entire screen read to you using these features. To activate Speak Text and Speak Screen:

1. Go to **Settings > General > Accessibility > Speech**.
2. Touch **Speak Selection** and **Speak Screen**.

You can select an initial speaking rate and if you want text to be highlighted as it is read to you.



Speak Text

Speak Text will add a Speak option to highlighted text:



Speak Screen

Speak Screen will read the entire screen to you. Swipe down from the top edge of the screen with two fingers to activate:



Touch  to slow the speaking rate,  to speed it up.

iOS features to assist with hearing loss

Features to assist the hearing impaired include Visual Voicemail, captioning, visual alerts, and options to make sounds easier to hear. Apple has been instrumental in working with hearing aid manufacturers to create customized devices that function as voice controls, turn your phone or tablet into a microphone, and other unique features that can help you hear better in crowds or lecture halls.

Visual Voicemail

This feature is still in development, but if your carrier supports it, you can now read transcripts of voicemails you receive. It isn't perfect, but so far it is pretty good at transcribing standard words (less so at names.) Look for the transcript when you open your phone app and touch **Voicemail**. If you don't see a transcript, your carrier may not yet support the feature.

Closed captioning and subtitles

Closed Captioning (CC) adds visual text to describe the full context of a video including descriptions of sounds (like screams and crashes) and music. Subtitles are simply a text version of the spoken word primarily used for translations. (Additionally, subtitles can be useful in noisy environments). On iOS devices, captions and subtitles are turned on together. Captions have preference if both features were included in the media. It is important to note that although CC may be turned on for your device, apps have their own settings that may need to be turned on. For instance, even if you have turned captions on for your device, videos you play on Netflix will not display the captions unless you also turn them on in NetFlix settings. The NetFlix captions will adopt the preferences you select for captioning for your device, i.e., Large, Classic, etc. Your caption settings may not apply to all apps. To turn on captioning and subtitles:

1. Go to **Settings > General > Accessibility > Subtitles & Captioning**.
2. Touch **Closed Captions + SDH**.

Touch **Style** to choose the size and colors used for the text-captioning box.



From left to right: Classic, default, and large styles

You can also create your own custom style using the controls under **Create New Style**.

LED Flash for Alerts (iPhone only)

You can set your iPhone or iPad up to provide visual alerts in addition to or instead of audible alerts. This feature uses the camera flash as a visual indicator that you have received a call, text, or other alert. To turn on LED Flash for Alerts:

1. Go to **Settings > General > Accessibility**.
2. Touch the **LED Flash for Alerts** button.

Mono Audio

Mono Audio disables stereo reception so that all audio information is received equally on both left and right channels.

1. Go to **Settings > General > Accessibility**.
2. Touch the **Mono Audio** button.

You can also adjust the volume to be louder on either the right or left channel by using the L/R slider.

Phone Noise Cancellation (iPhone only)

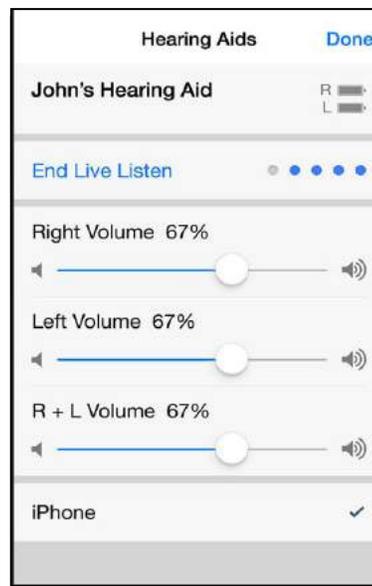
This feature reduces ambient noise during phone calls so that it is easier to hear the caller rather than the background. To enable:

1. Go to **Settings > General > Accessibility**.
2. Touch the **Phone Noise Cancellation** button.

The Phone Noise Cancellation feature can be helpful, particularly if you are holding the phone to your head. Some users have reported that the feature has also made it more difficult for people to hear or made their calls sound 'weird.' If calls on your iPhone handset sound abnormal, or if you are paired with hearing aids, you may want to turn the Phone Noise Cancellation feature off.

Hearing aids

Made for iPhone hearing aids can be customized from your iPhone (or Apple Watch even.) More than just hearing aids, many can be used to stream music and television, and even used as remote microphones. To find a list of compatible devices, go to apple.com/accessibility/iOS/hearing-aids.



Screenshot via Apple

iOS features for user interaction

Reachability

Reachability is a feature available on the iPhone 6, iPhone 6 Plus, and later models. The larger screens on these smart phones can make it more difficult to type and reach buttons with a thumb without repositioning or using two hands. Reachability moves the screen contents—icons, windows, etc.— to the lower part of the screen for easier access when you double-touch (not double-press) the Home button. The feature automatically turns off with the next touch of the screen or Home button. To activate the Reachability feature:

1. Go to **Settings > General > Accessibility**.
2. Turn on **Reachability**.

Anytime you need to move things closer, just lightly double-touch the Home button.

Apple devices can work with switches and assistive touch devices if interaction with the screen is not an option.

Shake to Undo

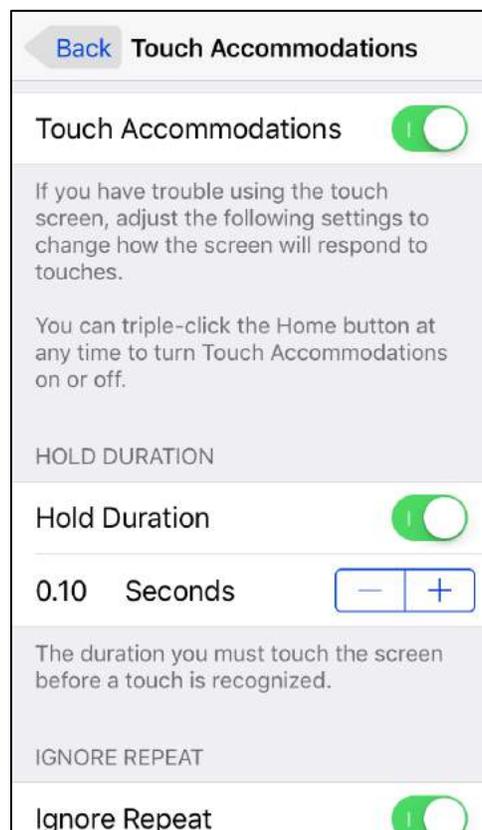
Your iPhone and iPad have a handy way to undo typing—just give the device a shake. But if you find that you are unintentionally shaking the phone and disrupting your typing, you can turn it off:

1. Go to **Settings > General > Accessibility**.
2. Scroll to **Shake to Undo** and turn the feature off.

Touch Accommodations

Touch accommodations adjust your device to be less sensitive to inadvertent or repeated touches. You can also set the device to respond to the first or final touch location as follows:

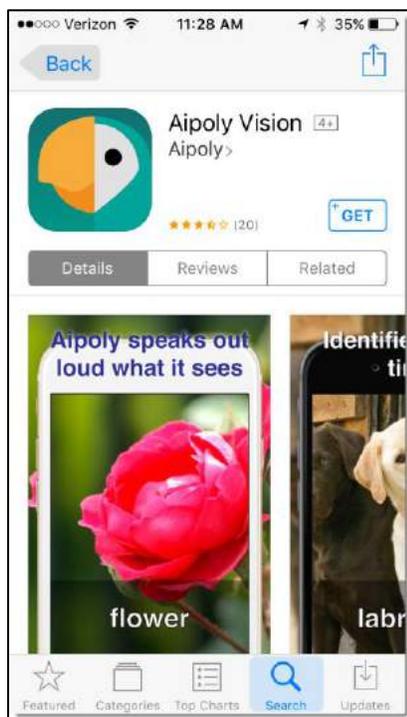
1. Go to **Settings > General > Accessibility**.
2. Touch **Touch Accommodations**.
3. Turn on **Touch Accommodations** and set the **Hold Duration** and **Ignore Repeat** to your preferences.
4. Set your **Initial** or **Final Touch Location** to your preference.
5. Adjust **Tap Assistance Gesture Delay** if desired.



3rd Party Apps

Apps are software programs that perform a specific function. Examples of apps that came with your device are the Internet browser, the camera, and the email program. Some of these apps have accessibility features that you control in the device's settings.

You can also download and install third-party apps that are helpful for those with disabilities. The Aipoly app is an example. This free app uses your mobile device's camera and artificial intelligence to audibly announce what the camera is pointed at.



Apps extend your device with social media, games, entertainment, and more

There are over 2 million 3rd party apps available for Apple mobile devices. There are apps for entertainment, learning, communication, and more. Some of these apps will have accessibility settings of their own, accessible from within the app's settings. We won't talk about those here, but you can look at any app's settings and see if there are enhancements that make it easier to use.

Third-party apps that are mentioned in this manual are not an endorsement or recommendation for installation.

External devices

You can connect external devices, like hearing aids, TTY machines, and switches, to your phone or tablet to make it easier to see and use. Most of these are beyond the scope of this manual, but here are some devices to consider:

- Bluetooth keyboards, mice, and touchpads can make navigation and typing easier.
- Apple TV mirrors (projects) your device's screen to a large TV or monitor.
- Hearing aids that pair with specific mobile devices have a wide range of options to enhance sound at higher volumes. Some also connect to your TV!
- Switches that connect to the device and support specific actions that may otherwise be difficult for those with motor coordination issues.
- TTY and braille devices that empower communication via your mobile device.

More resources

There are excellent resources online including:

- **American Foundation for the Blind (AFB):** AFB has a database of devices and apps for the visually impaired. Look for them at www.afb.org.
- **AccessWireless:** AccessWireless is a service of The Wireless Association (CTIA) and is a great resource for researching devices and services. Visit the website at www.accesswireless.org/.
- **Hearing Loss Association of America:** This organization has a wealth of information about electronic hearing devices including implantable devices and cochlear implants. You can find out more at www.hearingloss.org.
- **GARI:** The GARI site can help you find both devices and apps that can help you with accessibility questions. It features comparative search functions for devices and apps at www.gari.info.

Your opinion is important to us!

Please complete a short online survey and tell us what you think about the Connections handbook you just used. We value your feedback and use the suggestions to improve classes and course material. It will only take a few minutes:

<http://bit.ly/SurveyAccessMobile>

Thank you!