
Accessibility Guide

**Council of Writing Program
Administrators Conference**

Knoxville, Tennessee

July 16-23, 2017



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Welcome to CWPA 2017

Welcome to the Council of Writing Program Administrators 2017 Conference and to Knoxville. Our goal is to help all attendees prepare for their visit and ensure as many people as possible get to experience this year's conference location.

We have attempted to address many accessibility issues for attendees during their trip to Knoxville for the 2017 CWPA conference. There may be questions or needs that have not been addressed here. Please feel free to contact us so that we may address any concerns individually. You may also find some local information at [About Knoxville's Accessibility site](#).

Contacts

Local Arrangements Team

- Kirsten Benson, kbenson@utk.edu
- Megan Bolton, mbolton@utk.edu
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Local Accessibility Committee Co-Chairs

- Coralyn Foults, cfoults@vols.utk.edu
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Accessibility Information

CWPA 2017 accessibility information is available at the Registration Table in the Lobby of the Hilton (conference hotel), on the CWPA 2017 website, <http://cwpa2017.outreach.utk.edu/Accessibility.html>, and on the Guidebook app, mobile and web versions.

Arriving in Knoxville

Knoxville Weather

Typically, weather in Knoxville during July is hot and humid, with late afternoon thunderstorms pretty common. As always, please be sure to check the weather before packing. A sweater is advisable for inside the air-conditioned conference areas.

Airport Arrival

Information on getting to and from the McGhee Tyson Airport is available on the CWPA 2017 website at <http://cwpa2017.outreach.utk.edu/Transportation.html>. A trip between the [McGhee Tyson Airport](#) and downtown Knoxville, where the Hilton and the UT Conference Center are located, will take between 20-30 minutes.

Car Rentals

Transportation options departing the airport can be accessed from the Car Rental Area in the airport's [Lower Level](#). You can find information about this and other airport maps [here](#).

The major national car rental brands serve the airport. Avis, Dollar, Enterprise, Hertz, and National are located on-site. Other companies, such as Alamo, Budget, and Thrifty are off-site.

Ride Sharing

McGhee Tyson Airport also offers [ride sharing](#). Passengers are now able to use Uber or Lyft for pickup and drop off. When a rideshare is booked through a mobile app, passengers will receive instructions regarding the designated meeting location. Directional signs are available to assist passengers looking for their ride share vehicle.

[Uber](#) - Uber offers a number of accommodations. Please see the full list [here](#).

[Lyft](#) - The Lyft app allows passengers with accessibility needs to enable Access Mode. In certain markets, when Access Mode is enabled, vehicles that are specially outfitted to accommodate wheelchairs will be dispatched in lieu of a standard Lyft vehicle. In markets where those vehicles are not available, information regarding local services will be sent directly to the passenger via text message when the ride is requested. To enable Access Mode: tap on your photo in the top left, then tap 'Settings' in the app. Tap 'Services.' Tap 'Access' to enable.

Accessible Taxi and Van Rentals

Handicapped-accessible taxis are available through J & B Taxi Service, (423) 292-2775.

Wheelchair Getaways of Tennessee services all the major airports in the region including Knoxville, Chattanooga, the Tri-cities of Bristol, Kingsport, and Johnson City. All vehicles are wheelchair-accessible, with either raised roofs or lowered floors and automatic ramps or lifts. Some of their handicapped accessible vans include hand controls, transfer seats and spinner knobs. You can contact them at AMS Vans: (866) 941-8267.

Several taxi companies serve the airport, including the following [list](#).

Taxi fares one-way from the airport to downtown will cost at a minimum \$35 before tip.

At the Conference

The Council of Writing Program Administrators and the local Accessibility Committee are committed to making the CWPA 2017 conference accessible for all attendees. If you need to request accommodations that require advance planning on the part of CWPA local committee, please contact Kirsten Benson, kbenson@utk.edu, Megan Bolton, mbolton@utk.edu, or Jessica Swett, jswett@utk.edu.

Preparing and Delivering Presentations

While this guide focuses on many aspects of the physical locations of the conference and getting around the city of Knoxville, the commitment to making CWPA accessible for all attendees extends beyond that.

Another dimension of access involves ensuring that presentations themselves are accessible to all conference attendees. Much more information about accessibility measures for presentations can be found at the Composing Access website, <https://u.osu.edu/composingaccess/>, which includes a number of documents and videos with ideas for how to enhance accessibility in conference presentations.

We strongly encourage all conference attendees to review these suggestions in planning presentations in all formats. If you know of a conference presenter who is not aware of the Composing Access website, please share the site with them so that more CWPA presentations are accessible for all attendees.

The suggestions below are distilled from the Composing Access site's detailed advice.

Preparing Your Presentation

Tara Wood's 2-page handout, [Preparing an Accessible Presentation](#), provides helpful suggestions for presenters. Some excerpts are included below:

If you plan to read a paper to your audience...

- During your writing process for the conference presentation paper, avoid technical jargon when possible, and consider providing your audience members with rhetorical cues that make your paper's structure as clear as possible. For example, you might identify the parts of your essay up front so that audience members are able to easily follow the arrangement of your essay.

- Make extra copies of your complete script. These copies should include large font copies (17 point or larger) and regular size copies (12 point font). Remember that you can always collect these copies after the presentation if you have concerns about distributing your work in process. [...]
- Consider creating extra handouts that present an outline of your presentation to help people follow your main points and key evidence. You might also use a handout in lieu of a script. This allows you the flexibility of speaking off the cuff. Some also prefer not to read a script because they feel that speaking extemporaneously allows you to better connect with your audience and prevents some of the common pitfalls that come with reading directly from a scripted paper (e.g. lack of eye contact, monotone voice, losing your place, going over time, etc.). Considering whether or not you prefer handouts, scripts, or a combination can help make you the most effective speaker possible. Maximize your strengths as a presenter by focusing on which styles make your content most accessible for a wide range of perceptive abilities.

If you plan to use technology (such as projected images/words, presentation technologies such as Prezi or Power Point, use of video or audio, etc)...

- Make any text you plan to show large enough so that people in the back of the room can see it.
- Make informed and effective color and arrangement choices in your design for any and all media (for great tips on this, visit [W3C's Web Accessibility Initiative page](#)).
- If you create a Power Point or Prezi presentation (or plan to show any type of image), you should rehearse rich, auditory descriptions of any images you plan to show to your audience.
- A rich auditory description will begin by providing basic, standard information of the image (ex. “This is a picture of a two women sitting at a computer desk, looking at a document on a desktop computer. The picture was taken by me at the university writing center on November 14, 2009.”) After providing this information, you should then provide rich details about the image (color, shape, orientation, style) using specific vocabulary and vivid detail. You might also consider drawing on other senses to enhance your verbal description of the image (ex. “The room looks as if there might be some background noise, people talking softly to one another. The two women both have jackets on the backs of their office chairs, indicating the room is comfortably warm. The older woman on the left is laughing, and they are sharing a bowl of popcorn that is halfway empty.”).

- Create an alternative format (such as a hard copy handout that takes a reader through the points on each slide/projection/image).

For additional suggestions on presentation space, handout design, digital access, and scripts, see Composing Access's materials on [Preparing Your Presentation](#).

During the Presentation

The more accessible your presentation, the more likely your ideas are to reach people. So give audience members alternative formats to access your materials and to engage with you during the talk. Some may not be at the conference, so providing digital materials increases the distribution of your ideas. Some in-person attendees may appreciate digital or paper text to augment your spoken delivery. Some may appreciate spoken translation of images. Some may prefer to write questions instead of voicing them. For additional suggestions, see the [Composing Access site](#).

- Provide both large-print versions (18 point) and 12-point of handouts
- Provide both digital and paper versions as well as your in-person delivery.
- Bring the materials to the audience. Don't assume all can move easily to get them.
- Describe presentation visuals. Don't assume all can see them well.
- For Q&A, gather questions by index cards. Don't rely on voice only.

Quiet Room

A Quiet Room for conference attendees is the Tenase Room at the Hilton. It is located on the same floor as the other conference sessions.

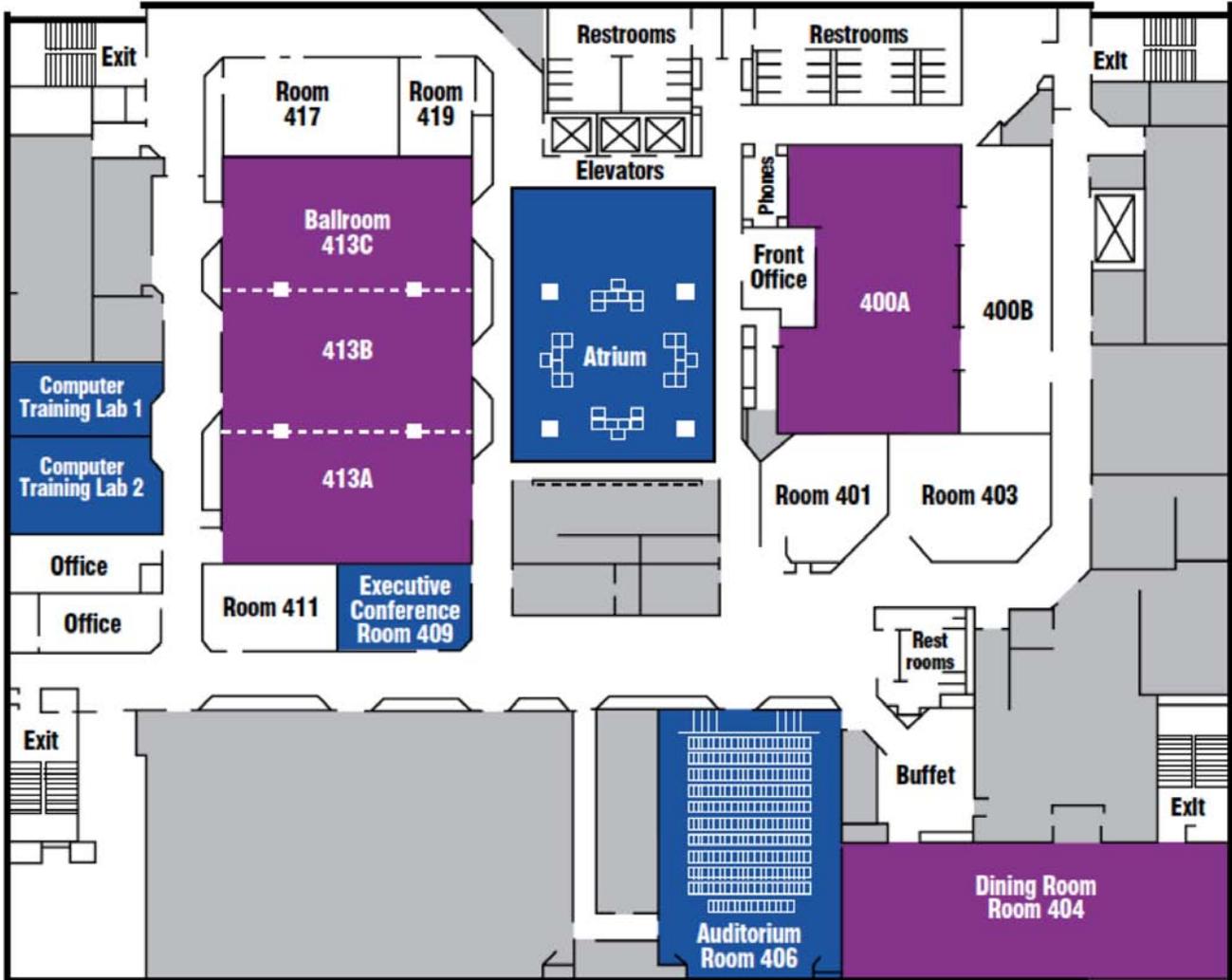
The Quiet Room is intended to provide a calm space where conference attendees can spend time away from the noise, lights, and other stimuli of conference spaces. The Quiet Room should not be used for conversations or meetings.

For personal use on your earphones, ambient sound and other noise canceling can be found through [MyNoise.net](#) (free and available via web browser and app).

Lactation Room

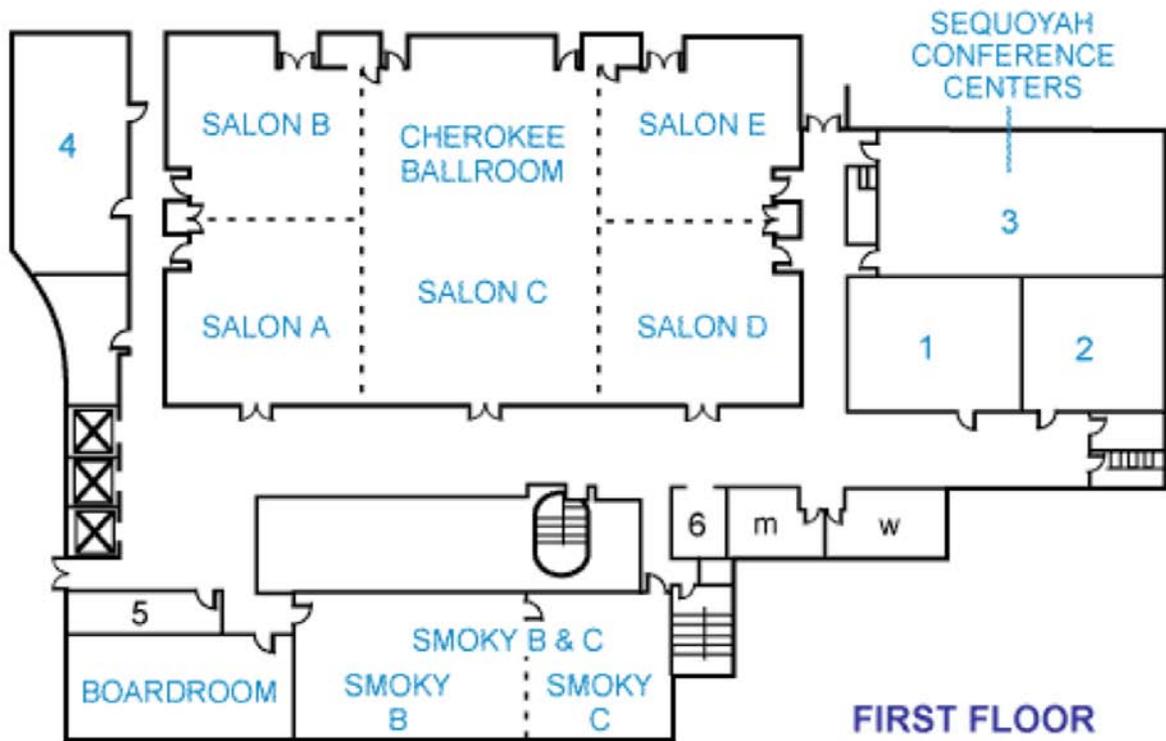
A Lactation Room is located in the UT Conference Center, Room 233 (2nd floor of the UT Conference Center building).

UT Conference Center and Hilton Floor Plans



UT CONFERENCE CENTER, 4th FLOOR

HILTON KNOXVILLE - MAIN FLOOR



FIRST FLOOR

1. SEQUOYAH 1
2. SEQUOYAH 2
3. SEQUOYAH 3
4. TENASE
5. Banquet Office
6. Banquet Captain



Hilton Knoxville Accessibility Information

Hilton Knoxville, 501 West Church Avenue, Knoxville, Tennessee, 37902

865-523-2300

Here are a few highlights:

- The Hilton is ADA accessible.
- The Hilton has accessible rooms. See a detailed list of accessibility features for its hotel rooms [at this link](#) on their website.
- Service animals and pets are welcome at the Hilton for a non-refundable fee of \$50.
- There are a number places to stop and rest in the lobby of the Hilton.

Below, we replicate the **Hilton's list of accessibility features** in case any are ones you want to query about while contacting or staying at the hotel:

- Accessible rooms
- Accessible automatic doors in lobby
- Accessible business center
- Accessible concierge desk
- Accessible elevators
- Accessible exercise facility
- Accessible guest rooms with mobility features with entry or passage doors that provide 32" of clear width
- Accessible hotel restaurant
- Accessible meeting rooms
- Accessible parking
- Accessible parking spaces for cars in the self-parking facility
- Accessible public entrance
- Accessible registration desk
- Accessible route from the accessible public entrance to the accessible guestrooms
- Accessible route from the accessible public entrance to the registration area
- Accessible route from the hotel's accessible entrance to the meeting room/ ballroom area
- Accessible route from the hotel's accessible public entrance to at least one restaurant
- Accessible route from the hotel's accessible public entrance to the business center
- Accessible route from the hotel's accessible public entrance to the exercise facilities
- Accessible route from the hotel's accessible public entrance to the spa
- Accessible route from the hotel's accessible public entrance to the swimming pool

- Accessible swimming pool
- Accessible transportation with advance notice
- Assistive listening devices for meetings upon request
- Automatic opening of bedroom door from the inside
- Bathroom doors at least 32 inches wide
- Bedroom doors at least 32 inches wide (812mm)
- Braille Restaurant Menus
- Braille elevator
- Closed captioning on televisions or closed captioning decoders
- Digital alarm clock available with sound and strobe light
- Grab bars in bathroom
- Hotel complies with ADA Guidelines
- Hotel complies with the Americans with Disabilities Act of 1990
- Large Print Menus
- Level or ramp entrance into the building
- Lowered emergency evacuation instructions
- Portable shower / bath board
- Public Areas/Facilities accessible for physically challenged
- Rooms accessible to wheelchairs (no steps)
- Service support animals welcome
- Strobe alarms
- Swimming pool hoist for pool access
- TTY for guest use
- Van-accessible parking in the self-parking facility
- Vibrating fire alarm available
- Visual alarm for hearing impaired
- Visual alarms for hearing impaired in hallways
- Visual alarms for hearing impaired in public areas

Parking

Parking in the Hilton parking garage includes accessible spaces within easy access of elevators. There are 10 accessible spaces on parking level one and 11 accessible spaces on parking level two. Parking level P2 includes accessible areas with a 9-foot high ceiling clearance to accommodate adapted vehicles.

Passenger Drop-off and Loading Zones

All parking at the Hilton is located on an accessible route to an accessible building entrance with adequate vertical and horizontal clearance. There is a public use sidewalk, which may be obstructed by pedestrians and attendees.

Meeting Rooms

All meeting rooms, meal spaces, exhibit areas, and hallways are accessible by wheelchair. The Mezzanine and meeting room areas in the Hilton are accessible via elevator from the Lobby.

UT Conference Center Accessibility Information

UT Conference Center, 600 Henley Street, Knoxville, TN 37902
(865) 974-0250
conferences@tennessee.edu

The WPA Workshop, WPA Institute, and some conference sessions will be hosted in the [UT Conference Center](#). Walking between buildings may be necessary to attend regular conference programming.

Overall Accessibility

The UT Conference Center is ADA accessible.

Walks, Curbs and Ramps

Grounds, walks and floor surfaces along accessible routes are stable, firm, and non-slip under most weather conditions. Sidewalks leading from the front driveway loading and unloading zones for shuttle buses and taxis and leading to the main UT Conference Center entrances, are free of abrupt changes in surface level.

Entrances, Corridors and Stairs

All lobby access points at the UT Conference Center have automatic doors. All thresholds at exterior doors are flush with the floor. All stairs have handrails.

Elevators

All levels of the building are reachable by elevator. Raised Braille indicates both call buttons and floor designations. Control call buttons and alarm buttons are accessible to persons in wheelchairs. Elevator doors are equipped with an automatic bumper safety system.

Restrooms

Restrooms for each gender are available on each floor. On the 2nd floor there is a gender-neutral restroom; it is located in the Human Resources Hallway.

Restroom entrances have a clear opening of 32 inches. Sinks are mounted at least 29 inches from the floor (measured from the bottom of the apron) for wheelchair knee clearance and the drainpipe allows for toe clearance. All restroom and accessories are within reach of a person seated in a wheelchair. All restrooms have at least one stall with a clear, 32-inch opening. The accessible toilet stall is arranged to provide either side or front approach by someone in a wheelchair. Grab bars are of sufficient length located along the sides and back of the accessible stalls. Flush controls and toilet paper rolls are positioned so someone using a front approach to the toilet can reach them.

Meeting Rooms

All meeting rooms, meal spaces, exhibit areas, and hallways are accessible by wheelchair. In the UT Conference Center, sessions will take place on the fourth (4th) floor, which is accessible via elevator. Microphones are available and easily adjusted for flexible use.

Parking

There are 2 handicapped parking spaces in front of the UT Conference Center on Locust St.

If all of the handicap spots are occupied, additional parking is available in the Locust Street Garage at 540 Locust St.

Passenger Drop-off and Loading Zones

The drop-off zone is on the same side of the building as the handicap parking spaces on Locust St. This area also has several 30-minute loading zone spots.

Technology

Projector and wireless internet access is available in the presentation rooms. **You should provide your own dongles and other connection devices.**

- For wifi access in the Hilton, follow these instructions:

1. Join Hilton Conference Network
2. Accept terms and conditions

- For wifi access in the UT Conference Center, follow these instructions:

1. Join UT-OPEN
2. You will be redirected to login page (<http://guest.utk.edu>)

3. Enter your email address

Note: The UT Conference Center wifi access is granted for one day at a time. Please renew the process as needed. You will be limited to a maximum of 256 Kbps.

Local Arrangements Team members should be available for last-minute help should you encounter problems; check at the Registration Table or contact Kirsten Benson (kbenson@utk.edu), Megan Bolton (mbolton@utk.edu) or Jessica Swett (jswett@utk.edu) if you encounter any problems.

Some but not all rooms will have microphones. Presenters are encouraged to use the microphone, if present in the room, even if they feel it is not needed, as it's not possible to know whether everyone else in the room is able to hear/understand without the microphone.

Women's Basketball Hall of Fame Accessibility Information

The **Saturday CWPA social** will be held 6:30-9:00 pm at the Women's Basketball Hall of Fame (700 Hall of Fame Drive, Knoxville, 37915). Transportation will be by charter bus that will circle between the Hilton and the WBHOF throughout the evening, starting at 6:00 pm.

The WBHOF is wheelchair-accessible, including the entry and exhibits area. ADA accessible restrooms are located on both the upper and lower floors. The parking lot includes ramps and a bus loading/drop-off zone. There are elevators in the front of the building as you come inside and also on the other end of the building that leads to the ball courts. The WBHOF provides a guide brochure for those who are interested.

Also, the Blue Line Free Trolley (KAT public transit) runs every 15 minutes and drops off across from the WBHOF. See the map at <http://katbus.com/182/Blue-Line-Trolley>.

Please let the Local Arrangements Team know if you need any other accommodation.

Getting Around in Knoxville

The Hilton hotel and UT Conference Center are across the street from each other. Downtown Knoxville is a small area that's friendly for walking, and there are numerous restaurants, coffee shops, and more within a short walk of the hotel.

Please note that transportation to the **Saturday social event** at the **Women's Basketball Hall of Fame** (700 Hall of Fame Drive, Knoxville, 37915), will be by charter bus that will circle between the Hilton and the WBHOF throughout the evening. The WBHOF is wheelchair-accessible, including the entry and exhibits area. ADA accessible restrooms are located on both the upper and lower floors. The parking lot includes ramps and a bus loading/drop-off zone. There are elevators in the front of the building as you come inside and also on the other end of the building that leads to the ball courts. The WBHOF provides a guide brochure for those who are interested. Also, the Blue Line Free Trolley (KAT public transit) runs every 15 minutes and drops off across from the WBHOF. See the map at <http://katbus.com/182/Blue-Line-Trolley>. Please let the Local Arrangements Team know if you need any other accommodation.

If you would like to travel beyond downtown, you will need to drive, use a taxi or ride-sharing service, or use public transportation, KAT (Knoxville Area Transit). There is a free KAT trolley that will take you to the nearby University of Tennessee. See below for public transit information.

Public Transit

The Knoxville Area Transit (KAT) bus system is an accessibility-friendly service. On this page of their website, they outline features of the bus system that help to accommodate mobility device, visual impairment, and hearing impairment. They also include instructions on how to board the bus with a mobility device.

[Use this link to find information about fares](#). Please note that the trolleys are free, but the buses are not. [Use this link to view the bus routes](#).

If you are staying at the downtown Hilton, the free trolleys travel routes within downtown Knoxville, the UT campus, and the Women's Basketball Hall of Fame area. Here's a PDF of all the trolley's routes and [a link with information about each trolley route](#). **We recommend using the free trolleys if you need to travel within downtown Knoxville without walking.**

Ride Sharing

[Uber](#) - Uber offers a number of accommodations. Please see the full list [here](#).

[Lyft](#) - The Lyft app allows passengers with accessibility needs to enable Access Mode. In certain markets, when Access Mode is enabled, vehicles that are specially outfitted to accommodate wheelchairs will be dispatched in lieu of a standard Lyft vehicle. In markets where those vehicles are not available, information regarding local services will be sent directly to the passenger via text message when the ride is requested. To enable Access Mode: tap on your photo in the top left, then tap 'Settings' in the app. Tap 'Services.' Tap 'Access' to enable.

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Acknowledgements

This guide is the result of many efforts, and we thank those who helped contribute, including help gathering materials and information by Coralyn Foults, Kimberly Turner, Jessica Swett, and guidance from Bre Garrett from the University of West Florida.

This guide adapts the format of the CCCC Portland guide available at <https://sites.google.com/a/pdx.edu/4cportland/home/accessibility-guide> and would not exist without the extensive work by many people that went into its creation. We appreciate all these individuals' work; it's an invaluable service to the profession and to the success of our conference.