



DISABILITY ACCESSIBILITY EVALUATION REPORT

AY 2024/2025



**QUALITY ASSURANCE INSTITUTION
UNIVERSITAS PGRI SEMARANG**

Striving for Quality



REPORT COMPILER

1. Head of the Quality Assurance Agency : Dr. Ary Susatyo Nugroho, M.Si.
2. Secretary of the Quality Assurance Agency : Dr. Lilik Ariyanto, M.Pd.
3. Head of Center for Education Quality Assurance : Fajar Cahyadi, S.Pd., M.Pd.
4. Head of Research & Quality Assurance Center Devotion : Setiyawan, S.Pd., M.Or.

LIST OF CONTENTS

	Page
FRONT PAGE	1
TABLE OF CONTENTS	2
FOREWORD	3
A. BACKGROUND	4
B. QUALITY STANDARDS FOR DISABLED ACCESSIBILITY EVALUATION	5
C. IMPLEMENTATION OF DISABLED ACCESSIBILITY EVALUATION	5
D. DISABLED ACCESSIBILITY EVALUATION INSTRUMENT	6
E. DISABLED ACCESSIBILITY SCORING METHOD	6
F. EVALUATION RESULTS	7
G. EVALUATION AND FOLLOW-UP	8
H. CONCLUSION	10
I. RECOMMENDATION	11
J. CLOSING	12
K. REFERENCE	12

FOREWORD

Praise be to Allah SWT, the Almighty God, for all His grace, guidance, and gifts, so that this PGRI Semarang University (UPGRIS) Accessibility Evaluation Report for the 2024/2025 Academic Year can be completed well.

This report was compiled by the UPGRIS Quality Assurance Institute (LPM) as a concrete manifestation of the university's commitment to implementing the principles of inclusive education that are equal, fair, and welcoming to the entire academic community, especially for people with disabilities. Providing accessible infrastructure and academic support services is both a legal mandate and a strategic step for UPGRIS to build a humane and inclusive campus ecosystem.

We express our deepest appreciation and gratitude to:

1. The Chancellor of PGRI Semarang University, for his strategic policies and full support for fulfilling the rights of disabled facilities on campus.
2. The Evaluation Team of the Quality Assurance Institute (LPM) and the Facilities and Infrastructure Unit, who have worked hard to collect data and conduct technical inspections in the field.
3. All respondents (disabled students, lecturers, and educational staff), who have provided objective feedback for the improvement of campus facilities.

We recognize that providing ideal accessibility is an ongoing process. Therefore, we welcome constructive input, criticism, and suggestions from various parties to improve the implementation of inclusive campuses in the future.



Head of LPM UPGRIS

Dr. Ary Susatyo Nugroho, M.Si.

A. BACKGROUND

Inclusive higher education is one of the main pillars in realizing equal learning rights for all levels of society, including for people with disabilities. Legally, Article 10 of Law Number 8 of 2016 concerning Persons with Disabilities explicitly mandates that every person with disabilities has the same right to receive quality education in all types, pathways, and levels of education through an inclusive education system. This is reinforced by Regulation of the Minister of Research, Technology, and Higher Education Number 46 of 2017 concerning Special Education and Special Service Education in Higher Education, which requires every higher education institution to provide adequate accommodation and accessible campus facilities for students with special needs.

Universitas PGRI Semarang (UPGRIS) is fully committed to actualizing these regulations into its vision and mission for humanistic, inclusive, and gender- and disability-friendly institutional governance. In line with the dynamics of new student admissions in the 2024/2025 Academic Year, UPGRIS has noted an increase in the number of students with special needs who entrust their further studies to this campus, especially among the physically disabled (wheelchair/crutch users) and the visually impaired. The logical consequence of this development is that the university must ensure that all aspects of the campus' physical environment, interior and exterior infrastructure, and digital academic service platforms are barrier-free for their mobility and learning process.

Public facilities such as guiding blocks, ramps, elevators with braille access, and toilets for disabled people have been implemented in several clusters of buildings on the Main Campus and Campus IV of UPGRIS. However, the effectiveness, technical feasibility, and usability of these facilities cannot be assumed to be optimal without structured measurements. Several operational constraints, such as the conversion of special toilets, the inconsistency of guide tiles, or the unpreparedness of information systems for screen reader applications, require real mapping from the perspective of the direct experiences of users with disabilities.

Based on the internal quality assurance cycle PPEPP (Determination, Implementation, Evaluation, Control, and Improvement) carried out by the UPGRIS Quality Assurance Institute (LPM), the Evaluation stage is a crucial instrument to bridge actual conditions in the field with established quality standards. Therefore, this Disability Accessibility Evaluation Report for the 2024/2025 Academic Year was

prepared. This report aims to present objective and comprehensive data on the achievements and obstacles of inclusive facilities at UPGRIS, so that it can produce strategic recommendations based on data (data-driven policy) for university leaders to realize an independent, safe, and equitable campus environment in the following academic years.

B. QUALITY STANDARDS FOR EVALUATION OF ACCESSIBILITY FOR THE DISABLED UPGRIS

The evaluation of accessibility for people with disabilities at UPGRIS refers to national regulatory benchmarks and internal quality indicators as follows:

1. Law No. 8 of 2016 concerning the fulfillment of the right to infrastructure and public facilities adapted for people with disabilities.
2. Regulation of the Minister of PUPR No. 14/PRT/M/2017 concerning Building Ease Requirements (including *ramp gradient standards* , door widths, and special toilets).
3. The Internal Quality Facilities and Infrastructure Standards of LPM UPGRIS stipulate that all multi-story lecture buildings must provide safe vertical accessibility options for students with special needs.

C. IMPLEMENTATION OF UPGRIS DISABLED ACCESSIBILITY EVALUATION

1. Execution time

The physical survey and audit were conducted at the end of the Even Semester of the 2024/2025 Academic Year (May - June 2025).

2. Evaluation Method

- a. Quantitative, distribution of service satisfaction questionnaires through the campus information system portal to students with disabilities and supporting academics.
- b. Qualitative & Physical, field audit (*on-site inspection*) by conducting technical measurements of physical facilities (ramp gradient, lift functionality, availability of guiding *blocks*).

3. Evaluation Object

Central Building (GP), Postgraduate Building, Balairung Building, and Faculty Building at Campus IV UPGRIS.

D. UPGRIS ACCESSIBILITY EVALUATION INSTRUMENT FOR THE DISABLED

Rating Scale Description:

- 1 = Not satisfied
- 2 = Quite Satisfied
- 3 = Satisfied
- 4 = Very Satisfied

No	Evaluation Aspects/Indicators	Less satisfied	Quite Satisfied	Satisfied	Very satisfied
A	Physical Accessibility and Campus Environment				
1	Gradient and safety of inclined plane paths (<i>ramps</i>) in building areas				
2	The presence and continuity of guiding <i>blocks</i>				
3	Campus elevator functionality and easy access to Braille buttons				
4	Availability and cleanliness of toilets for the disabled				
B	Parking and Mobility Facilities Accessibility				
5	Availability of special parking slots for the disabled close to the building entrance				
6	Clarity of signs or special markings for disabled parking areas				
C	Academic Services and Digital Platforms				
7	Readiness of the campus information system (<i>Portal</i>) for <i>screen reader</i> applications				
8	Responsiveness and friendliness of administrative staff/lecturers in assisting the needs of students with disabilities				

E. SCORING METHOD FOR EVALUATION OF ACCESSIBILITY FOR PERSONS WITH DISABILITIES

The respondent data collection method used an online questionnaire *using* the application <https://form.upgris.ac.id/>. The questionnaire results were then processed using Microsoft Excel and the results used a score scale method of 1 to 4, for the category of less good score 1, quite good score 2, good score 3 and very good score 4.

$$N = \frac{((n1x1) + (n2x2) + (n3x3) + (n4x4))}{4}$$

N= Result

n1= number of bad scores

n3= number of good scores

n2= number of scores is quite good

n4= number of scores is very good

F. EVALUATION RESULTS

Overall, the user satisfaction index for UPGRIS lecturer spaces in the 2024/2025 academic year demonstrated very high and superior performance. Across the four dimensions tested, the cumulative average score ranged from 3.31 to 3.51, indicating that the lecturer spaces' services and facilities were generally rated as **Very Satisfactory**.

N o	Evaluation Aspects/Indicators	Less satisfied	Quite Satisfied	Satisfie d	Very satisfied
A	Physical Accessibility and Campus Environment				
1	Gradient and safety of inclined plane paths (<i>ramps</i>) in building areas	2.5	10.0	50.0	37.5
2	The presence and continuity of guiding <i>blocks</i>	5.0	12.5	55.0	27.5
3	Campus elevator functionality and easy access to Braille buttons	0.0	7.5	45.0	47.5
4	Availability and cleanliness of toilets for the disabled	2.5	7.5	62.5	27.5
B	Parking and Mobility Facilities Accessibility				
5	Availability of special parking slots for the disabled close to the building entrance	0.0	5.0	37.5	57.5
6	Clarity of signs or special markings for disabled parking areas	2.5	10.0	47.5	40.0
C	Academic Services and Digital Platforms				
7	Readiness of the campus information system (<i>Portal</i>) for <i>screen reader</i> applications	5.0	10.0	52.5	32.5
8	Responsiveness and friendliness of administrative staff/lecturers in assisting the needs of students with disabilities	0.0	2.5	35.0	62.5

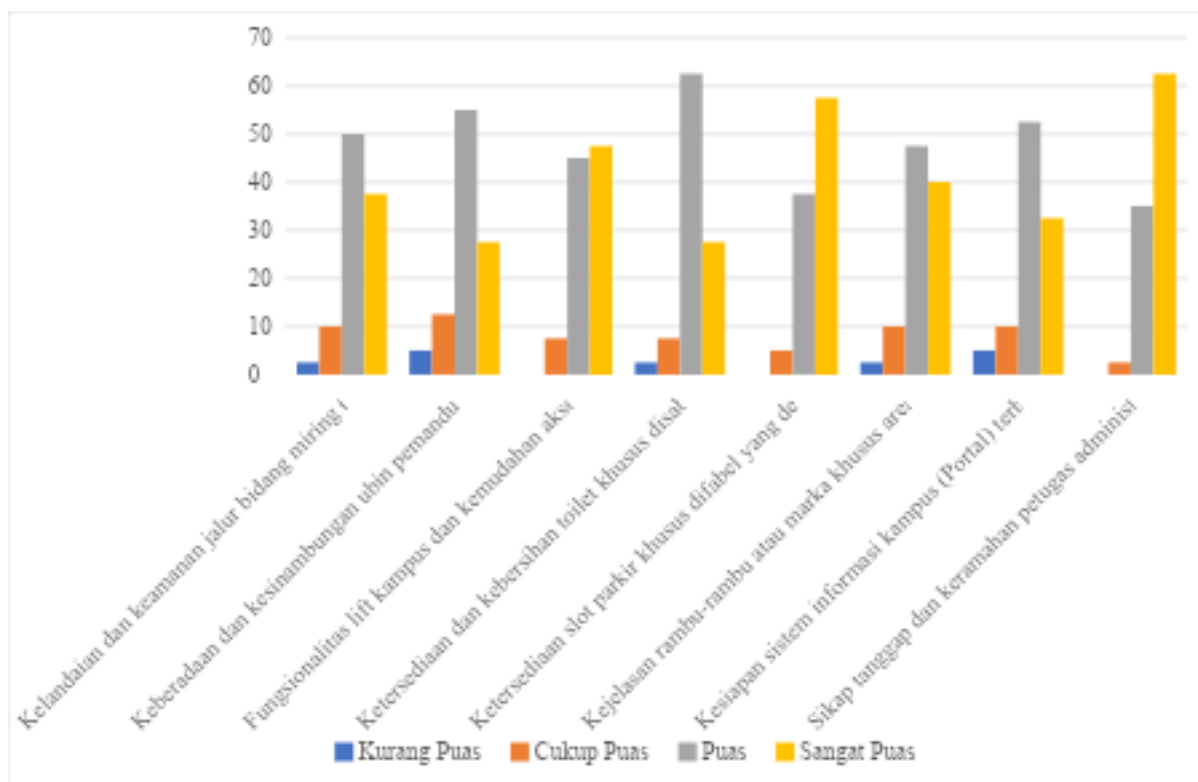


Chart 1. Evaluation of Accessibility for People with Disabilities (UPGRIS) Academic Year 2024/2025

G. EVALUATION AND FOLLOW-UP

This evaluation process is based on an on -site *physical audit* and a service satisfaction questionnaire distributed to 40 respondents from the academic community of Universitas PGRI Semarang (UPGRIS). Overall, all indicators have met internal quality standards, with the overall perception dominant in the **Satisfied** and **Very Satisfied categories** above 82.5%. However, to realize the commitment to a sustainable inclusive campus, an in-depth analysis is required along with the following tactical follow-up plans:

1. Evaluation of Physical Accessibility and Campus Environment

a. Guiding *Block* Continuity

- 1) *Evaluation*: This indicator recorded the highest accumulated score of Less/Quite Satisfied in the physical cluster (accumulated 17.5%). Field audits revealed discontinuity of guide tiles in several inter-building corridors and the conversion of paths obstructed by temporary placement of objects.
- 2) *Follow-up*: The Facilities and Infrastructure Unit together with LPM will conduct remapping to connect the broken guide tiles, as well as provide clear

markings so that the *guiding block path* is sterile from all forms of physical obstacles.

b. Campus Elevator & Disability-Friendly Toilet Functionality

- 1) *Evaluation*: The elevator's functionality received a high response of Very Satisfied (47.5%) due to the availability of Braille buttons. Meanwhile, the satisfaction level for the disabled-specific restroom was 62.5% (Satisfied). A minor obstacle encountered was the repurposing of the disabled restroom, which is often used by non-disabled academics.
- 2) *Follow-up*: Installation of clearer information/warning boards in front of the doors of toilets specifically for the disabled and tightening of supervision by building cleaning/security officers so that the facilities remain sterile and ready to be used at any time by those entitled.

c. Availability of Special Parking Slots and Clarity of Markings

- 1) *Evaluation*: The disabled parking facility received excellent feedback from respondents, with 57.5% rating it as "Very Satisfied" for the availability of parking slots and 40.0% rating it as "Clear" for markings. The proximity of the parking area to the building's main entrance is considered to facilitate independent mobility.
- 2) *Follow-up*: Maintain the size of the special parking area and regularly update the paint markings of the disability logo to keep it clearly visible, and ensure that no two-wheeled or four-wheeled vehicles with disabilities misuse the slot.

d. Digital Platform (Portal) Readiness

- 1) *Evaluation*: The campus information system readiness indicator for screen reader applications *recorded* a score of 5.0% less satisfied and 10.0% quite satisfied. Students with visual impairments still encountered some navigational challenges on certain graphical elements/online forms that were not yet speech reader-friendly.
- 2) *Follow-up*: LPM recommends that the campus Computer/SI Technical Implementation Unit (UPT) upgrade *the coding* system on the form.upgris.ac.id and SIAKAD portals by adopting *the Web Content Accessibility Guidelines* (WCAG) standard to be fully compatible with various *screen reader applications*.

e. Responsiveness and Friendliness of Officers

- 1) *Evaluation*: The indicator with the highest satisfaction score, with 62.5% Very Satisfied and 35.0% Satisfied, demonstrates that the humanist ecosystem and inclusive culture have been well-internalized among the lecturers and educational staff at UPGRIS.
- 2) *Follow-up*: Maintain the quality of this service by holding regular *workshops* or outreach regarding appropriate procedures for mentoring and interacting with various classifications of people with disabilities for new administrative staff and young lecturers.

It is hoped that through the implementation of these measurable corrective actions, Universitas PGRI Semarang can continue to improve the quality of its services in building a safe, equal, and independent academic atmosphere for all students with disabilities.

H. CONCLUSION

Based on the results of the Disability Accessibility Evaluation of Universitas PGRI Semarang (UPGRIS) for the 2024/2025 Academic Year which refers to the internal quality assurance principles of PPEPP, several main conclusions can be drawn as follows: Compliance with Regulatory Standards: In general, UPGRIS has demonstrated a strong regulatory and operational commitment in implementing the mandate of Law No. 8 of 2016 and the Regulation of the Minister of PUPR No. 14/PRT/M/2017 regarding the provision of adequate accommodation and accessible campus facilities.

Satisfaction Level of Service Quality, the results of quantitative data processing from 40 academic community respondents show that the quality of accessibility services for people with disabilities at UPGRIS as a whole is dominated by **the Satisfied and Very Satisfied categories** with accumulated achievements above 82.5%. Highest Appreciation in the Social-Facilities Aspect: Indicators with the highest level of satisfaction were achieved by the Responsiveness and Friendliness of Officers/Lecturers (62.5% Very Satisfied) and the Availability of Special Parking Slots for People with Disabilities (57.5% Very Satisfied). This reflects a humanistic, inclusive, and friendly campus ecosystem for students with special needs that has been well established in the human resources aspect. Identification of Physical and Digital Barriers: Although the evaluation results are generally categorized as good, minor obstacles were still found in the field which were considered to reduce the principles of independence and safety of people with disabilities. The main obstacles include the discontinuity of the guiding blocks in the outdoor area of

the building, the conversion of disabled toilets by non-disabled users, and the limitations of the campus information system (Portal) in responding optimally to screen reader applications. Sustainable Quality Assurance: This evaluation stage successfully mapped actual conditions on the ground objectively. The data obtained served as the basis for strategic, data-driven policies for university leadership to implement Quality Control and Improvement stages in the following academic year.

I. RECOMMENDATION

To maintain the good quality achievements and follow up on various minor obstacles found in the evaluation process, the Quality Assurance Institute (LPM) of PGRI Semarang University submitted several strategic recommendations to the University Leadership, Facilities and Infrastructure Unit, and Information System UPT as follows:

1. Recommendations for Physical Infrastructure Improvement (Infrastructure Unit)
 - a. Sterilization and Connectivity of Guiding Block, conducting a micro spatial audit to remap all guiding block paths in the Central Campus and Campus IV areas.
 - b. Immediately connect the broken path and install signs prohibiting placing goods/vehicles on the guideway to ensure the safety of the visually impaired.
 - c. Protection of Special Toilets for the Disabled, changing the locking system of disabled toilets using a system that is easily accessible to the disabled but limited to the public, or installing educational sound sensors/firm notice boards in front of the toilet doors to prevent changes in function by non-disabled academics.
2. Recommendations for the Development of Technology and Information Systems (UPT Computer/SI)
 - a. Implementation of WCAG Standards on SIAKAD: Upgrading the university's digital portal interface system, including form.upgris.ac.id, to fully comply with the Web Content Accessibility Guidelines (WCAG) standards.
 - b. Provision of Independent Accessibility Features: Adding disability-friendly features to the official UPGRIS website and academic portal, such as high contrast settings, text zoom, and built-in text-to-speech conversion.

J. CLOSING

This Disability Accessibility Evaluation Report for the 2024/2025 Academic Year at Universitas PGRI Semarang (UPGRIS) serves as a form of public accountability and a formal institutional track record document. This report was prepared not merely to fulfill regulatory obligations, but also as a moral and strategic commitment by LPM UPGRIS to realizing a humanistic, inclusive, and equitable campus ecosystem for the entire academic community.

The follow-up recommendations contained in this report are expected to serve as a guide for university leadership and related work units in adopting data-driven policies. Synergistic collaboration between leadership, the Facilities and Infrastructure Unit, the Information Systems Technical Implementation Unit, and all campus elements will be crucial to the successful implementation of this program in the following academic year.

Finally, the Quality Assurance Institute (LPM) would like to express its deepest gratitude to the Rector of UPGRIS, the evaluation team, and all respondents who have contributed objectively to this evaluation process. We hope that all these efforts will accelerate Universitas PGRI Semarang's vision as a university that not only excels academically but also becomes a pioneer in fulfilling the rights of people with disabilities to safe, independent, and high-quality facilities in Indonesia.

K. REFERENCE

YPLP PT PGRI Semarang. 2025. *Strategic Plan for 2025-2029*. YPLP PT PGRI Semarang.

PGRi University Semarang. 2025. *Operational Plan for 2025-2029* . UPGRIS.

_____. 2023. *Internal Quality Assurance System of Universitas PGRI Semarang*. UPGRIS

_____. 2023. *Educational Guidelines of PGRI Semarang University*. PGRI Semarang University.