**Feedback from some of the staff with whom I have worked with on projects.**

‘I have liaised with Michele on a number of projects where I have either been reviewing and updating existing e-Learning resources or developing new OER from classroom materials.

For the update of the Information Security course I worked with Michele to identify what existing course elements were least accessible and how these could be improved, in addition to user testing for accessibility.  Similarly, when I started to develop OER for Research IT Services I worked with Michele to determine the most accessible style sheet for the web-based resources, identified accessibility tools that the resources would need to be compatible with and arranged end-user testing for the resources. Michele’s input has been invaluable in helping to create accessible e-Learning resources.’ **S. Ahern**

‘Michele shows great passion for inclusion and diversity in her work, and is a very valued UCL colleague. Michele typically works in a quiet, unfussy way to support staff and students' individual needs using a range of 'technologies'. I use the quotes because these can range from more advanced technologies such as screen readers and specialised printers, to more simple technologies such as a well-adjusted chair or even just a quiet and well-ordered space in which to concentrate. Michele has expert knowledge across a huge range and more importantly, a empathetic and understanding way of dealing with everyone in the institution.

An example of a recent project we have worked on together is the introduction of a blogging service for students at UCL. Michele evaluated the front end of this server against screen reader packages, assessing the usability of the software for those with visual impairment. As ever, Michele did this is a helpful, evidence-based and non-judgemental way.

The odds are often stacked against Michele and her work: poor quality accommodation and frustrations in funding have been evident for years - but Michele nonetheless does her best to make everyone she works with feel included and valued. The CMALT accreditation would be just one piece of evidence of her skills and professional values.’ **S Rowett**

‘I'm a member of the IT staff at UCL. I support a large number of users with various assistive technology needs and Michele is always available to provide help and support when a case requires specialist guidance. Michele is dedicated to the students and staff of UCL, maintains a welcoming and supportive office environment, and has the knowledge and experience necessary to meet every challenge presented to her. She is open to working flexibly with individuals and with departments/colleagues. She is an incredible asset to UCL, and makes the university a more inclusive and supportive environment for all.’ **A. Uhde**

‘I have known Michele since I started work for UCL in January 2014. Initially, my contact with Michele revolved around a range of technical advice and support she provided for me as a Disabled Person undertaking a professional role at the university.

Since starting work with UCL, I have worked in 3 different jobs and in each of these, Michele has proved both practical and flexible in her facilitative approaches. Recently, I have collaborated professionally with Michele on a number of projects. The 2 examples I give below serve to illustrate Michele’s effectiveness and collaborative approach.

In December 2016, I set up a project team chaired by Rex Knight, the Vice Provost (Operations), to oversee UCL’s preparation and application for the Disability Standard charter mark award. Since this team’s inception, Michele has sat as an invaluable contributor member of the project team, working on the Information and Communication Technology strand. Michele’s is always a positive voice, willing to challenge poor practice with positive and practical solutions. She has been a consistent member of the team providing strong support to the project.

More recently, I will be working with Michele on a project team to oversee the successful delivery of a national conference being hosted at UCL. Because of the nature of the event, we need to ensure that it is fully accessible, including the combined and parallel provision of live British Sign Language interpretation, captioning, streaming, audio visual support, roving microphones and filming. These technical aspects are in addition to other accessibility requirements. Michele is confidently and effectively coordinating the delivery of all of these technical aspects of the event, working well with the rest of the team planning the delivery of the event.

Throughout my time at UCL, I have found Michele to be responsive, friendly and hardworking and would recommend including her in any project team or work group within which she is able to bring to bear her extensive skills and knowledge.’ **M. Higgins**

‘I am writing in support of Michele Farmer’s CMALT accreditation. Michele and I work at University College London and have collaborated on a number of projects. These have included: supporting students with disabilities; testing software for accessibility; taking part in a working group on disability standards and being on interview panels. I have found Michele easy to work with as she is clear about what she requires of you, is good at communicating this to you, is efficient and reliable.’ **C. McAteer**

'Michele is not only extremely knowledgeable she cares about people and is dedicated to ensuring that each individual is appropriately equipped and trained. I worked with Michele during my time as Head of Digital at UCL and knew I could always rely on her drive and organisational skills during the projects we carried out together.' **S.Farrell**