>> Hi, I'm Kathy Lalk.

As part of the Quality Indicators of Assistive Technology Leadership Team. I want to thank you for joining us as we celebrate and honor Joy Zabala. Joy was an inspiring leader, a gifted communicator, a passionate advocate, and a beloved friend. Joy was co-founder of the Quality Indicators for Assistive Technology, the developer of the SETT Framework. Through conferences and many of her leadership roles, Joy shared information on SETT, QIAT, Accessible Educational Materials, Universal Design for learning and so much more in every state in the US and in many countries. To ensure Joy's legacy, we want to introduce you to the Joy Zabala Fellowship in Assistive Technology and Accessible Educational Materials.

The fellowship will support emerging early career professionals who will collaborate with a seasoned mentor to strengthen their skills and then have the opportunity to share what they learned.

You can learn more about the fellowship and donation opportunities at the end of this video.

As I was emerging in my AT career, I met Joy at a summit in Missouri when a leadership team

and participants were drafting the first Quality Indicators of Assistive Technology.

It was such an exciting time to begin this work. I was so taken with Joy's enthusiasm and the way she included all of us. She respected our experience, and she invited us to be changemakers in the world of Assistive Technology.

It was at that time that Joy and Jane Korsten invited me to be part of the leadership team. I was so happy that I said, yes. In the mid-1990s, I attended a session at Closing the Gap and the session was presented by Joy Zabala on the SETT Framework. That framework, the SETT Framework, changed the way my district conducted AT consultations, and they continue to use it today. Joy continued to be a mentor throughout my years and also a very good friend. Now, other members of the Quality Indicators Leadership Team will share their treasured memories of Joy.

>> Hi everyone.

I'm Diana Carl, and one of the founding members of QIAT and a member of the QIAT Leadership Team.

Closing the Gap has been a part of Joy's professional life for over 30 years. I'm not sure if there was ever a conference that she didn't attend and present at, maybe only during the early years. Actually, Joy and I met on a plane going to Closing the Gap in the late 1980s. When the plane landed, this lady that was seated in front of us, stood up, turned around and said, "You're going to Closing the Gap, aren't you?"

Well, yes, it was Joy. She wanted us to assist the gentleman who'd been seated beside her who was blind, and needed some assistance getting through the airport into the appropriate ground transportation. This story tells you something about Joy. She was always concerned about people with disabilities, always seeing a need, finding a solution, and always making things happen.

There are many Closing the Gap stories that I could tell you about, about things that happened to us over the years. One of them was when we were to present a pre-conference at Closing the Gap, and our plane was delayed in Houston. We didn't get to the hotel till 2:00 or 3:00 in the morning, had about three hours of sleep, and of course our baggage was lost. We showed up to present the pre-conference a bit blurry-eyed and in our traveling clothes, but the show must go on.

Now, there are many other stories about Joy and Closing the Gap. Another one I want to tell you about was very important to the field and had lasting impact.

That was about the development of the SETT Framework. Joy and I were both working in the early 1900s at Region 4 Education Service Center in Houston. We had a colleague who was very eager to learn more about how to determine appropriate tools and services for students in order for them to participate and learn to the extent of their abilities. As Joy worked with this colleague day-after-day over a period of time, the SETT Framework evolved. In 1993, we were writing proposals for Closing the Gap. She coined the term SETT for that proposal. It was first presented at Closing the Gap in 1993.

Over the years when Joy presented on the SETT, she would describe it as concerns based, and solution seeking. What has become evident is that “concerns based, and solution seeking” describes Joy's life. When she saw a need, she worked on finding solutions. Joy didn't set out to develop a framework that would be used widely. She was meeting a need, a challenge in developing solutions that have impacted thousands over time. We want you to know that the Joy Zabala Fellowship has been established to celebrate Joy's life work and her lasting contributions to the field. If you wish to honor Joy, and ensure her legacy, go to cast.org to donate. Thank you so much. We appreciate it.

>> Hi, my name is Jane Korsten. I'm the co-founder of the Quality Indicators for Assistive Technology

and a member of QILT, Quality Indicators Leadership Team.

I know that Cathy and Diana have already told you and then Joan and Kelly are going to tell you about how they met Joy. I would like to be able to tell you that, but I really can't because if you knew Joy, you know that one minute you don't know her, and then someone introduces you, and within five minutes you're new best friends, and within 10 minutes it seems like you've known each other forever. That is how it was with Joy. We were in that have known you forever stage when AT was growing in the most amazing ways. We would get together at conferences and in different places and talk about

what an amazing field and how fortunate we were to be in it. I was working for the Educational Service Center, in Region 4 in Houston, when Joy offered to take me to the airport after we finished.

We were talking about the need for some scaffolding, a favorite Joy word, to guide and support the provision of quality services in our field. There was traffic, road construction and delays. As we've pulled in the airport, we both realized we were at the wrong airport. Joy let out with an “AAAAH!”

and headed in the other direction. It was on that Toad’s Wild Ride, that QIAT was conceived.

In the months following conception, the conversations were joined by others. In or around 1998, QIAT gestated at what we called the Pond House Collaborative. When a group of equally passionate professionals, later friends, and now members of the leadership team, volunteered their time and resources to come to an unspecified place to do a not so clear task at something that was kind of like a summer camp where they slept in bunk beds, signed up for shower times, and took turns cooking dinner.

At the end of that, QIAT was born here at Closing the Gap. When the discussion was first opened to the broader Assistive Technology community and began to gather input from across the country and across stakeholders. QIAT has continued to grow, nurtured both nationally and internationally by passionate people in our field, and together it grew through the electronic list.

In the early days, Joy's determination that all stakeholders needed to play nice together, which led to her famous “Mom” messages reminding the online QIAT community to be kind and respectful

and remember their manners when commenting on the list. Our Mom messages have been adopted by the entire leadership and continue to be an occasionally as needed online occurrence.

Joy's skills at mentoring both beginning and seasoned practitioners in new ways of looking at tools

and strategies and more are legendary. What better way to honor her than by ensuring that her legacy of mentoring continues.

Hi, my name is Joan Breslin-Larson. I'm a member of the QIAT leadership team. Today I'd like to reflect a little bit about my journey with Joy as she became my mentor, my coach, and supported me in developing my leadership skills.

As so many practitioners have, I first met Joy at Closing the Gap. It was way back in 1999, and I was a brand-new State Education Agency AT specialist who really had no idea what that meant or how to help a state move forward.

A friend of mine told me that I needed to go learn about the SETT Framework. Off I went to a pre-conference session, to spend a day with Joy Zabala, even though I had no idea who she was.

During the lunch break in that session, I ran back to the room to get my jacket, so I can go have lunch. There was Joy sitting at the table by herself working on a computer. I thought “Oh poor thing, she doesn't have anyone to go to lunch with.” Well, that wasn't true. What she was doing was working on her presentation for the afternoon, tweaking what she had planned on presenting, so that, based on what she had learned from all of us that morning, she could make sure that we had the information we most needed. At any rate, I invited her to join me at the local burger joint, and she came with me and basically, she changed my life.

During lunch, she listened to me talk about my dreams, my aspirations for changing practice in the state, and how I really wanted to do it right. Joy invited me to join the QIAT list and begin learning about the quality indicators that Jane's told you about. The QIAT list became my community of colleagues, at first by answering my really naive questions, and then as I learned more and figured out what my role was as a state leader, beginning to answer questions that other people had.

Every time I would write a somewhat informative message, I would get a note from Joy thanking me for contributing to the conversation and encouraging me to share my skills and knowledge. It was great informal mentoring. Later on, Joy took on her role at CAST and started the AEM Consortium. My state was one of the original 15 participating states, and we learned from and with each other with Joy gently guiding us, coaching us, and reinforcing the many ways to find a good answer to perplexing problems. Joy gave each of us credit for our solutions, even though her thoughtful guidance and clever questions help us find that solution, Joy was genuine and her desire to see each of the participating states find its leaders and develop a range of solutions that other states could emulate. We could not have done this without her leadership, without the support and encouragement.

As Kathy told us, Joy has presented in every state and in many countries. She made friends wherever she was and she loved having friends. If you were her friend, she would know your dog's name, your kids’ names, and even your kids’ dog's name. She built community and helped us extend that community to many new practitioners. Joy liked to close her presentations with a quote and a challenge.

This is one of my favorites because it reminds me so much of Joy and her ensuring that many of us were part of guaranteeing that children everywhere got the services and supports they needed. She led us, supported us, coached us, but she always focused on the collaborative nature of all of our work and the excellent outcomes for kids.

“A leader is best when people barely know he exists. But when his work is done and his aim fulfilled the people will all say, "Look, we did it ourselves."

>> Hi everyone. My name is Kelly Fonner, and I too am a member of the QIAT leadership group. I first met Joy Zabala at Closing the Gap when we were both attending the same pre-conference, learning how to program something that was then called the adaptive firmware card.

I'm here to share with you the information on the foundation and other places where you can get resources from Joy.

I want to make sure that you know about www.qiat.org. We have on our homepage the information about Joy, including the link to the Dr. Joy Zabala Fellowship Fund. If you want to donate to that fund and know more about donating to that fund. That's at [www.qiat.org](http://www.qiat.org). That link will lead you to the website at CAST. CAST is, as people have mentioned, one of Joy's employers, and together with CAST, Joy's family and the QIAT leadership team, the Joy Zabala Fellowship on Assistive Technology and Accessible Educational Materials has been established, and you can find out more information at this website.

If you go to cast.org, C-A-S-T.org and do a search on the Joy Zabala Fellowship, you will get to this page or you can just go to the link that we have here within the presentation that you're watching.

Within this link is also another link to get some more information about Joy's work coming from her profile at CAST so that you can find out a little bit more about what Joy has done.

You've heard some of these things here in our time together about the SETT Framework and the quality indicators. She's also been involved with the Assistive Technology Industry Association, being the educational advisor for more than 20 years. So that you know that her work continues no matter what format you see it in.

(text reader digital voice) “My inspiration. For several years, I lived in a country where I could barely speak the language. During that time I became very aware that my inability to speak did not mean that I had nothing to say. This personal experience has strongly guided my professional interest in lowering communication, participation, and productivity barriers for students with disabilities over the past three decades.” From Joy's own words.

You'll also find links to the projects that she was involved in and publications. We thank you so much for spending your time with us so that we could tell you more about our dear friend and colleague, Joy.

Please remember information on this SETT Framework can be found at joyzabala.com. Her family is also working on another tribute website, and we will make sure to post that to the QIAT list when that's available.

Lastly, one of the organizations that Joy served so often with her training and support was the Infinitec project in Illinois, and we thank them for this video that was put together to honor Joy's memory.

Infinitec video - Hi, my name is Joy Zabala, and I'm here to talk with you today about….(montage of pictures of Joy) [MUSIC] [APPLAUSE] [MUSIC].

>> Thank you again for spending your time with us. As we honor, our colleague and her legacy. Please visit the foundation website.