Accommodate

Pepperdine University Disability Services Uses Accommodate to Simplify Student Experience

SITUATION | When Sandra Harrison became Director of Pepperdine University Disability Services, her first task was to find an online management system that would streamline the student accommodations process. The registration process in place required students to complete multiple paper forms, which staff would later consolidate in file cabinets. Information was hard to access and the accommodation process took long to complete. It was time to use technology and upgrade the office work flow.

The staff also wanted to facilitate a better way for students to access and distribute class notes. Office staff invested considerable time forwarding class notes to DSO students who would be dependent on office hours to receive notes. Even previous to note-forwarding system, students seeking class notes were required to come in during office hours to pick up physical copies. The process was inconvenient for both students and staff, as students had to retrieve their class notes from among a large stack of files covering the offices walls.

Pepperdine University Disability Services (now known as Office of Student Accessibility) was seeking a way to effectively manage student accommodation requests. Its registration process required students to complete various paper forms which were organized in file cabinets. This process was time-consuming and it delayed the ease in which students received accommodations. It also lacked efficiency for staff to review files.

"Our goal is to have students who need accommodations have the same experience as students who do not need accommodations. [Accommodate] has simplified the student experience."

SOLUTION | Pepperdine University implemented Accommodate in 2015 to simplify the accommodation request process for students and staff members by eliminating manual workflows. Sandy and her staff worked closely with the Symplicity team to customize their database through integration with PeopleSoft and set up an online registration process for students. Staff members could access the student's case file and record their latest interactions using the Notes feature. The staff also leveraged the Letters feature to send tailored messages to other campus departments regarding a student's accommodation request specific to that office. These efficiencies created a much faster and secure way to store and communicate a student's needs. Pepperdine is known for being student-centered; the implementation of Accommodate allowed the DSO team to be more time-sensitive and dynamic in responding to student needs.

Disability Services also used the Note-Taker system to streamline the previous workflow for students seeking note-taking service. DSO students would request notes online,

■ symplicity®

Institution Name | **Pepperdine University**
Symplicity User Since | **2015**
Institution Type | **Private Research University**

Location | **Malibu, CA**
Student Enrollment | **7,826**

SOLUTION cont. | rather than having to complete a paper form. Note-takers would upload the notes directly into the system and these would become available to students as soon as uploaded. This new process decreased student traffic and eliminated the need for forwarding notes, thus allowing the staff more time to expand on their exam proctoring process.

SUCCESS | By using the calendar in Accommodate and eliminating their usage of Outlook, the Disability Support and Success team has saved an incredible amount of time and made departmental workflows much easier administratively. The team has made it a point to make user instructions as clear as possible for students and being available if students ever have issues using the system. The department has not had any issues since they started actively using the module in Fall 2015—"Students have transitioned really easily into using this system," says Anna Kisting, Director of Disability Support and Success.

Case Highlights

Before Accommodate, Pepperdine University Disability Services required students to complete multiple forms in office to fulfill its accommodation request/s.

Student records were organized in file cabinets around the office, which made accessing information and delivering accommodations inefficient.

Since launching Accommodate, students can register for accommodations online and staff members can access all their information in a consolidated platform. Everything can be done remotely or in the office. The information is available 24/7, from anywhere with internet access.

Accommodate helped Disability Services simplify the student experience, and provided a seamless process for staff to manage accommodation requests online.

"Having the ease of information is the most valuable thing. It's really easy to look at a student profile and see what their latest interactions were in a consolidated space."

WHO WE ARE

Symplicity is the market leader of student employability solutions. At Symplicity, we are deeply committed to partnering with the global higher education community to redefine student and institutional success by breaking down departmental silos and leveraging Symplicity's smart, innovative technology.

CONTACT:
Symplicity Sales
info@symplicity.com

WWW.SYMPLICITY.COM

■symplicity®