



Doing More With Less
Scheduling and Communication Solutions for
Disability Service Providers





Background

- Disability service providers can easily inundated with accommodations requests from students.
- Our goals was to find a way to streamline services to increase availability of professional staff to meet immediate needs of students.
- Given the funding constraints at many institutions, we sought **FREE** resources that could meet our needs and goals.

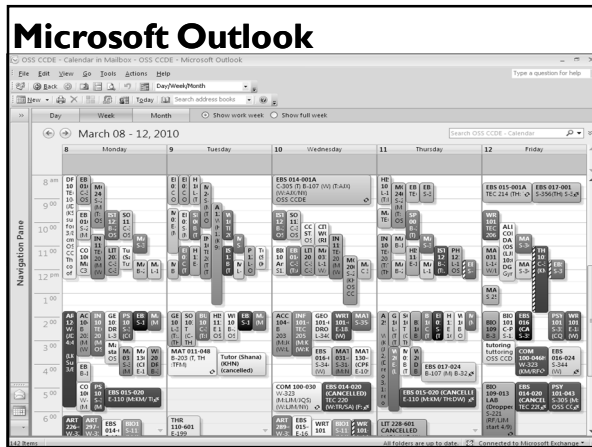


Microsoft Outlook

- Audience:
 - Used internally for department staff
- Purpose/Use:
 - To display interpreting/cprint requests, student schedules, service provider availability
- Process:
 - Requests are received via email, assignment information is set in Outlook as an appointment and detailed information is listed in an encrypted fashion.

Microsoft Outlook

<p><u>Benefits</u></p> <ul style="list-style-type: none"> • Provides centralized location for scheduling information • No additional cost • Provides snapshot of overall services • Easily accessible/User Friendly • Information can be easily viewed and shared with others • Can be shared across other platforms (i.e. Google) 	<p><u>Downsides</u></p> <ul style="list-style-type: none"> • Limited fields • Limited number of displayed • Requires constant maintenance • Susceptible to virus and/or damage • Requires flexibility & creativity for use <ul style="list-style-type: none"> ◦ i.e. use of categories
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Google Calendar

- Audience:
 - Sign Language Interpreters & students
- Purpose/Use:
 - Display current schedule of requested services
 - Display available assignments for interpreters
 - Display interpreters are available
- Process
 - Calendar can be uploaded from outlook directly to Google
 - Information can be directly input on a regular basis

Google Calendar

Benefits

- Free & easy account setup
- Easily accessible; allows for access from any location
- Can be used for different audiences and purposes
- Has privacy restrictions
- Can be shared with unlimited parties
- Unlimited storage space
- Allows you to create multiple calendars for various audiences
- User friendly

Downsides

- Information must be encrypted to maintain confidentiality; users must know "code"
- Requires ongoing & daily maintenance
- Less flexibility in terms of differentiating between individual assignments

Google Calendar

Online Forms

- Audience:
 - Any parties making requests from or sending information to department: students, staff, interpreters, and inquiries
- Purpose/Use:
 - To request services
 - To request information
 - To request coverage/substitutions
 - Data and information compilation
- Process:
 - Forms are available via our website. Forms are completed and submitted which then generates an email to department, including all information in the fields of the forms.
 - Forms will not be accepted without all the required information; users receive notification of successful and unsuccessful attempts.
 - Forms are saved automatically in a database to collect information.

Online Forms

<u>Benefits</u>	<u>Downsides</u>
<ul style="list-style-type: none"> Convenient! Allows 24/7 opportunities to make requests Forces users to include all necessary information to process request User friendly Increase work flow efficiency Decrease flow of papers/paperwork Forms coagulate into on central format (database or spreadsheet) 	<ul style="list-style-type: none"> May require orientation and/or training Forms may trigger errors and they are not submitted Slight limitations such as form validation when using "Google Forms" which may require the use of web based forms from the IT Department Students often need to be reminded to fill forms out to trigger a request

Online Forms

- Interpreter Request
- I Need a Notetaker
- Notetaker Agreement Form

ooVoo & Videophones

<u>Benefits</u>	<u>Downsides</u>
<ul style="list-style-type: none"> • OOVOO is a free download • Allows ASL/Sign Language users to communicate in a way that is most comfortable for them • Includes messaging options if one party is not available • Saves on travel and/or transportation costs. • Internationally known & used • Save contact information for future use and saves a record of incoming calls • Each system has many additional features 	<ul style="list-style-type: none"> • Videophones must be purchased, registration & installation by professionals • Requires agreement from both parties to be available • Many different styles and options; however, compatibility is sometimes an issue • Requires high speed internet; not all consumers have this. • OOVOO is not used by as many people as are videophones; not everyone has a videophone.



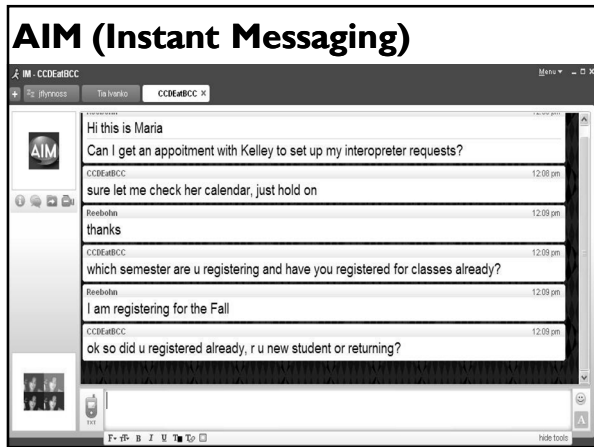
AIM (Instant Messaging)

- Audience:
 - Students, Staff
- Purpose:
 - Prompt communication between students and between staff in an office environment where everyone is spread out
- Process:
 - Install AOL Instant Messenger in all staff computers, provide AOL screen names to students via web, facebook, literature, etc. We are logged on during office hours for instant communication

AIM (Instant Messaging)

<p><u>Benefits</u></p> <ul style="list-style-type: none"> •Instant Communication •No need to call or walk to an office in another location •Many users can access from their cell phone 	<p><u>Downsides</u></p> <ul style="list-style-type: none"> •Not available if you are in a meeting or away from your workspace
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AIM (Instant Messaging)



The screenshot shows a chat window with the following messages:

- Maria: Hi this is Maria
- Maria: Can I get an appointment with Kelley to set up my interpreter requests?
- Reebelin: sure let me check her calendar, just hold on
- Maria: thanks
- Reebelin: which semester are u registering and have you registered for classes already?
- Maria: I am registering for the Fall
- Reebelin: ok so did u registered already, r u new student or returning?

Facebook

- Audience:
 - Students, Interpreters, Notetakers
- Purpose/Use:
 - To communicate information quickly and effectively in a format that can be accessed either on or off campus
- Process:
 - Current and important information is posted on Facebook regularly. Facebook page is checked for responses, feedback, and communications daily.

Facebook

<u>Benefits</u>	<u>Downsides</u>
<ul style="list-style-type: none"> •Easily Updated •Can access “on the road” for emergency updates •One Central Location for all needs 	<ul style="list-style-type: none"> •Have to remind people often to get them in the habit of checking here before emailing or calling •A “handful” of users do not have internet access from home

Facebook

Website/Facebook

- CCDE Website
- CCDE Facebook
- Notetaking Website

Notetaking Website

- Audience:
 - Students, Current & Prospective Notetakers
- Purpose:
 - Distribution of information and data collection
- Process:
 - Update each semester with deadlines, new information, new forms, etc – refer students and notetakers to site to request or become a notetaker and find all useful information

Notetaking Website

<u>Benefits</u>	<u>Downsides</u>
• Reduces paper work	• Not automated with the database
• Green friendly	• Need to remind students to go to the site instead of emailing or requesting information
• Organization for scheduling	• Growing pains
• Data collection	
• Centralized location	

Notetaking Database

- Purpose
 - Facilitates the tracking and analysis of documentation submitted by the students participating in the program
- Audience
 - Disability Support Provider
- Process
 - Received documents are scanned and uploaded as PDF files, and merged with students files within the database. Data from online forms is also input into the database. Via queries data can be pulled to match request needs to note-taker availability, search note-taker information, and review note-taker time records.

Notetaking Database

Benefits

- Centralized location for note-taking information
- Reduction and/or elimination of paper files
- Multiple users can access

Downsides

- Its Complicated!
- Susceptible to viruses
- Time consuming
- Requires familiarity with Access
- Not an automated system, requires ongoing maintenance

Notetaking Database

First Name	Last Name	Email Address	Student Employee Evaluation
Stefania			
Michel			
Smeralda			
Joyce			
Bertram			
Carolina			
Annia			
Danielle			
Amy			
Zehra			
dylan			
Yun Kyung			
Michael			
Michael			
Christina			

Success!

- We have found various free online platforms to use that have resulted in:
 - A more efficient workflow
 - Allow more convenient ways for students to communicate with staff
 - Shared workspaces
 - Virtual appointments & meetings
 - Increased accessibility and availability of staff
 - Fostered self-sufficiency for student population
