

StudentRelate

Student Services Relationship Administration System for Disability Units

StudentRelate Designed Exclusively for Disability Unit Staff

Since the Disability Discrimination Act came into force, the responsibilities of the Disability Unit have dramatically increased. The SENDA dimensions bring additional legal obligations. With a growing population of disabled students needing support for an increasingly diverse range of disability types, the data on which to plan is often not accurate and sometimes simply not available. Disability Unit Heads encounter serious difficulties in securing the resources needed to do the job. Recruiting and retaining suitable staff is a problem, and many Units are overworked. Under these conditions, the quality of service may not always reach the required standards. Using manual files, reports required by University Administration are a time consuming chore. The **StudentRelate** system helps staff deal with these responsibilities.

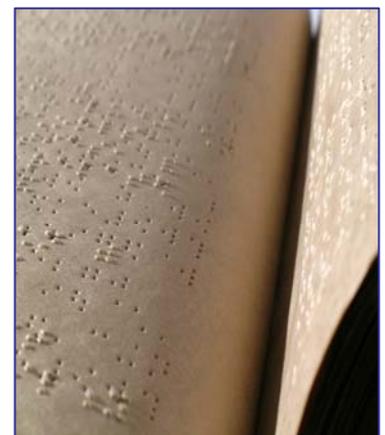


Most recent estimates suggest that the number of students with registered disabilities is increasing at an rate of over 10% annually and in some universities the increases could be higher. The percentage of the student body with a disability varies from one institution to another but exceeds 6% nationally.

Litigation

As the provisions of the Disability Discrimination Act become more generally known there is inevitably the threat of serious consequences if the service standards of the Disability Unit fall below compliance levels. Regrettably there are now cases of out-of-court settlements to aggrieved students. With professional management procedures, this situation need not be so threatening. Equally, with a database of transactions and full relationship case history, Disability Unit Heads will have proof of their dedication and thoroughness of care. In time there will also be statistics covering historic service levels. Unfortunate though it may be, inappropriate or opportunistic claims are part of life today, but claims motivated purely by greed may become less likely when it is evident that professional service level recording procedures and systems are in place.

Professional Solution
Greater productivity enables the Disability Unit to contain growing staff costs and delay the need for extra office accommodation. Improved reporting and more detailed disability classifications enable the University to secure its full DSA grant. Clear and professional record taking by staff addressing student needs reduces risk.



JI Software

StudentRelate

Student Services Relationship Administration System for Disability Units

Improved Productivity

StudentRelate is a caseload management tool designed to help support workers, administrators and Disability Unit Heads to deliver a professional service to students. The system maintains a full relationship history for each student and links this with a copy of all basic student data from the main administration database updated daily. It is shared only with authorised staff. It replaces outdated manual files-based systems and offers the potential of substantial productivity gains, in some cases exceeding 50%.



Fingertip Reporting

The student relationship administration system is based on keeping accurate records about each student and relevant information detailing all interactions with the Disability Unit. The system is easy to use so new staff get fully effective in a matter of days. Training costs are kept to a minimum and bringing new staff up to full competence is not a problem. The flexible in-built list formatting tools enable Disability Unit staff to set up new reports; no need for Access specialists or computer experts. This is the key to huge savings in time and cost compared to alternative methods.

There are facilities for supporting improved time management and balancing of support worker workload; very useful in times of dramatic increases in support requests. There is also a knowledge base section for answers to frequently-asked questions... a boon for staff who are new to the disability issues handled by the unit. Tailoring your system is carried out by experienced consultants so that **StudentRelate** works the way you do.



Find Out More

Get in touch with Sarah Milligan at JI Software and find out how our **StudentRelate** solution can help you to give a better service to the disabled students in your care, minimise risk, manage resources better and help keep costs under control.

JI Software

JI Software, Graham Lloyd Building, Amptill Road, Bedford, Beds, MK42 9JJ
Telephone: +44-1234-214004 Fax:01234-215374 E-mail: info@jisoftware.co.uk Web: www.StudentRelate.co.uk