THE UNIVERSITY OF MEMPHIS®

Administrative Process Improvement Project Outcomes
Disability Resources Services

Disability Resources Services University has secured a contract with Accessible Information Management (AIM) that will allow tracking and reporting services for the Disability Resources for Students (DRS) department. The system is a hosted solution that allows single sign-on, integrates with Banner, and manages student application and registration with the DRS office. Prior to the software implementation, the team will work with the Process Improvement department to map their current processes "AS IS" and create a future process "TO BE" relating to Disability Service Departments processes.

Outcomes:
- Defined the current pains and issues with the process
- Created 'AS IS' mapping of the current processes by the departmental staff
- Defined a streamline process and created 'TO BE' mapping of future process for departmental staff and students
- Reduction in data entry errors, student information will be pulled from Banner and validated
- Eliminate manual steps and front staff assisting students on forms submission
- Software provides automated communications

- **Metrics:**
  - Software will help reduce current percentage of errors of 95%, due to student not completing form correctly or not providing required documentation
  - Cost reduction in office supplies as all forms reside on software server
  - Time savings in time wasted between manual emails, phone communications and emailing forms back and forth between Disability Services staff and the students, forms available online
  - Disability Resources Services coordinators time savings estimated 300 hours in an academic year