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CUSP Submission Ensures Timely Accommodations for Students [1]

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The Disability Services office at the University of Colorado Colorado Springs traditionally followed a time-consuming, in-person process to ensure that qualified students received the necessary accommodations each semester. The numerous steps involved – including a highly manual renewal procedure – required weeks to complete. Occasionally, the required accommodations could not be implemented as of the first day of the term.

Director Ida Dilwood knew they could do better. Together with colleague Rachel Gibson, she redesigned the accommodation process to offer renewing students alternatives to the traditional in-person meetings. If the student has no changes, he or she can simply request the next semester's accommodation letter via email.

The savings in time and effort – on the part of students and Disability Services staff alike – have been significant. Each renewal interview typically took 15-20 minutes to complete, and the office serves over 600 students each year. By redesigning their business process, the office can now focus more attention on other concerns.

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