

Project Name: Web-based Scheduling Software for Deaf and Hard of Hearing Students

MIU Round: Round 2

Sponsor(s): McBurney Disability Resource Center, Division of Student Life

Coordinator(s): Terri Oehrlein, Cathy Trueba

Partner(s): Division of Information Technology

Report Date: Year 1, July 2011

Project Specific Goal and Measures

Project Impact Measure(s) Design and implement a web-based scheduling software program for deaf and hard of hearing students and campus departments to make online requests for sign language interpreting and real time captioning services. The goals of this project are to:

- Provide a way for students and departments to self-schedule interpreting and captioning services that does not rely on availability of a McBurney employee
- Increase the efficiency and accuracy of scheduling of interpreting and captioning services
- Decrease the cost of interpreting and captioning services

Project Impact Data Source(s) McBurney Disability Resource Center

Baseline Measure(s) The service did not exist prior to MIU funding. Baseline measures will be the effort and cost required to schedule services before implementation of the software.

General MIU Goals and Measures (applicable to project)

A Increased access in bottleneck areas Prior to implementation of the scheduling software, a paper and pencil system was used to track scheduling requests, which had to be made via email. In order to fill the request, a McBurney staff member had to be available to receive the email and schedule the service (meaning that it was not available 24/7). The automated scheduling and ease of access to the system via text messaging permits students to have an immediate confirmation of their requests.

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F Decreased achievement gaps Because of the time savings to scheduling coordinators, McBurney has taken on the pilot project of coordinating interpreting and captioning services for all campus requests (for deaf and hard of hearing students AND for departments planning events on campus). When the UW-Madison community starts to see interpreters and captioners at events, UW-Madison's commitment to accessibility and diversity is highlighted, contributing to improvements in the campus climate.

I Unintended benefits The increased number and earlier notification of cancellations has resulted in an unanticipated cost savings. Students now use the software to cancel their classes earlier than they did when the system relied on email. As a result, services can now be cancelled before a late cancel penalty is charged.

The software was originally designed to be used by students to make interpreting and captioning requests. However, a system improvement that evolved during the design and testing phase resulted in the software being expanded to track other service requests such as notetaking and captioned media. Deaf and hard of hearing students are now able to use one integrated system to make all of their accommodation requests, receive information about their requests, and track the status of their requests.

Progress Reports

Year 1

- Designed and implemented a web-based scheduling software program for deaf and hard of hearing student and campus departments. The software was tested by students, departments, and McBurney employees. Before this new software was implemented, the quick turnaround needed to fulfill requests typically resulted in an agency cost of \$176. After implementation, the costs are typically reduced to \$60 for the same request because staff can be scheduled farther ahead, reducing late penalties and higher external agency costs.
 - Developed and provided software training sessions for deaf and hard of hearing students and McBurney employees.
 - Gathered feedback on the software system via surveys and interviews and made final improvements to the program. Reduced time between student request (on a Friday) for service (on a Monday) 57 hours and 1 hour of coordinator time to 8 hours and 5 minutes of coordinator time.
 - Expanded the software beyond its original design to schedule notetaking and captioned media services.
 - Began coordinating interpreting and captioning services for departments planning campus events.
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