

# Physical/Temporary Accommodation Case Process

Irshad Special Needs Services – Student Case Lifecycle

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## 1. Executive Summary

This process governs physical and temporary accommodation cases in Irshad, from student submission through Medical Center review, accommodations assignment, student acknowledgement, departmental communication, and case closure.

The process coordinates three main participants: the student, the Medical Center, and Irshad. After accommodations are approved, Irshad shares the final instructions with the relevant departments and tracks acknowledgement.

- Student submits a case and may be asked to complete missing information.
- Medical center reviews, validates, and either rejects or assigns accommodations.
- Student can accept assigned accommodations or request another review.
- Irshad closes rejected cases that remain inactive after a 7-day period.

## 2. Process Start and Scope

### **Primary trigger**

The process starts when **accommodations are required**. The student enters Irshad, selects the accommodations service, chooses the physical/temporary category, fills required information, uploads documents, and submits the case.

### **Internal handoff**

Irshad receives the submitted case and forwards complete cases to the Medical Center for review.

### **Process boundary**

The page documents case intake, review decisions, rejection, appeals, acceptance and accommodations assignment, and post-acceptance communication. Operational work inside recipient departments after notification is out of scope.

### 3. Roles and Action Ownership

<b>Role</b>	<b>Ownership in this process</b>
<b>Student</b>	Submits case information and documents, responds to missing-information returns, files appeals after rejection, and makes acceptance decisions on assigned/finalized accommodations.
<b>Medical Center - Secretary</b>	Manages case intake, present cases to the medical committee, Records committee decisions in Irshad, including rejections, approved accommodations, appeal outcomes, and finalized accommodations.
<b>Medical Center - Medical Committee</b>	Review cases, decide if the student case require accommodations, reject or approve case, assign accommodations if case is approved, reviews appeals, and finalizes accommodation decisions.
<b>Irshad System</b>	Validates required data, routes cases, records key decisions, applies closure timing rules, and sends approved accommodations to relevant departments.
<b>Recipient departments</b>	Receive accommodation notifications and acknowledge receipt.

## 4. Lifecycle Phases

### **Phase A: Submission and intake**

*Student submits a physical/temporary case. Irshad checks required information and either returns the case to the student for completion or forwards it to the Medical center.*

### **Phase B: Secretary intake and validity screening**

*The Medical Center Secretary screens case authenticity at a high level and checks validity. Invalid cases are rejected with comments in Irshad; valid cases are presented to the Medical Committee.*

### **Phase C: Medical Committee review and decision**

*The Medical Committee reviews and discusses the case, then decides whether the case is accepted. If accepted, appropriate accommodations are assigned and recorded in Irshad.*

### **Phase D: Student review and feedback loop**

*When accommodations are assigned, the student reviews and either accepts or requests accommodation review with comments.*

### **Phase E: Reconsideration and final student decision**

*If review is requested, Medical center reviews request and finalizes accommodations. Student then makes final accept/reject decision.*

## **Phase F: Appeals and closure control**

Rejected cases may be appealed by the student. If no appeal arrives within 7 days after rejection, Irshad closes the case. Appeal rejection also closes the case.

## **Phase G: Send after acceptance**

After accommodation acceptance by Student, Irshad determines which departments should be notified and sends the approved accommodations to each selected department with read-receipts.

## **5. Process Map (BPMN)**

**BPMN Diagram Notice:** This document export excludes the interactive BPMN diagram.

To view the full process map, please visit:

[dsa-pdp.pages.dev](https://dsa-pdp.pages.dev) → **Physical/Temporary Accommodation Case Process**

## 6. Process Walkthrough

<b>Step</b>	<b>Responsible role</b>	<b>Action</b>	<b>Expected outcome</b>
<b>1.0</b>	Student	Submit physical/temporary case	Case sent to Irshad for required-information check.
<b>2.0</b>	Irshad System	Check required information	If incomplete, return case to student; if complete, forward to Medical center.
<b>3.0</b>	Medical Center - Secretary	Screen case authenticity and validity	If invalid, reject case with comments in Irshad. If valid, present case to the Medical Committee.
<b>4.0</b>	Medical Center - Medical Committee	Review case and decide acceptance	If accepted, assign appropriate accommodations and register assignment in Irshad. If rejected, case moves to the rejection path.
<b>5.0</b>	Student	Review assigned accommodations (first decision)	If accepted, proceed toward department dispatch. If not accepted, request accommodation review with comments.
<b>6.0</b>	Medical Center (Medical Committee + Secretary)	Handle accommodation review request	Medical Committee finalizes accommodations with response to comments; Secretary registers finalized accommodations in Irshad.
<b>7.0</b>	Student	Review final accommodations (final decision)	Student either accepts accommodations or rejects accommodations.
<b>8.0</b>	Student + Medical Center + Irshad	Appeal branch after rejection	Student may submit an appeal with supporting evidence. The Medical Center reviews the appeal and either assigns accommodations (appeal accepted) or rejects appeal.
<b>9.0</b>	Irshad System	Timeout and closure control	If a rejected case remains without appeal for 7 days, Irshad closes the case. Appeal rejection also ends in case closure.

<b>Step</b>	<b>Responsible role</b>	<b>Action</b>	<b>Expected outcome</b>
<b>10.0</b>	<i>Irshad + Department recipients</i>	<i>Send accepted accommodations</i>	<i>Irshad identifies the required departments and sends accommodation notices to registration, academics, housing, food, transportation, parking, and counseling as needed.</i>

## **7. Appeals, Timeouts, and Closure Rules**

### **Appeal path after rejection**

*A rejected case may proceed to student appeal. The Medical Center reviews the appeal and determines whether the appeal is accepted and assign accommodations, or the appeal is rejected.*

### **7-day rejection timeout**

*Irshad waits for appeal submission after rejection. If 7 days pass first, Irshad closes the case automatically.*

### **Final rejection closure**

*Rejection of final accommodations leads to case closure in Irshad.*

## 8. Department Communication Rules

Department communication is initiated only after student acceptance of accommodations. Irshad then determines which relevant departments must be notified.

<b>Dispatch branch</b>	<b>Communication behavior</b>	<b>Operational note</b>
<b>Registration</b>	Send approved accommodations to the Registrar.	Registration accommodations are sent through the shared communication service.
<b>Academic accommodations</b>	Send approved accommodations to academic departments.	Academic accommodations are sent through the shared communication service.
<b>Housing</b>	Route housing communication to the appropriate residential department.	Male and female housing follow the same communication method.
<b>Food / Transportation / Parking</b>	Send approved accommodations to each selected support service.	Each selected service receives its own accommodations.
<b>Counseling</b>	Refer the student to the counseling unit when required.	Handled as an internal Irshad referral (not through the shared send-accommodation notification).

## 9. Inputs, Outputs, and Records

### Inputs

- Student case submission in physical/temporary category.
- Required information fields in Irshad.
- Supporting documents uploaded by student.
- Appeal evidence (when appeal is submitted).
- delete

### Outputs

- Case state outcome: returned, rejected, assigned, accepted, or closed.
- Assigned accommodations and finalized accommodations records.
- Department communication acknowledgements for shared-notification branches, plus internal counseling referral records.

### Records

- Validation and routing records in Irshad.
- First rejection registration record.
- Student acceptance/review decision records, including acknowledgement records for shared-notification branches and internal counseling referral records.
- Automatic 7-day closure record when no appeal is submitted.

## 10. Governance and Quality Controls

### **Traceability expectations**

*Irshad should retain clear traceability for routing decisions, rejection reason capture, appeal handling, final decisions, and case closure outcomes.*

### **Key control points**

- *Required-information validation before forwarding to the Medical Center.*
- *Clear decision points for approval, appeal, and closure outcomes.*
- *Automatic 7-day closure when a rejected case has no appeal.*
- *Two-step student acceptance logic (initial and final after review request).*

### **Documentation boundary**

*This page documents the process as implemented in Irshad. Operational workflows inside recipient departments after notification are outside this page boundary.*