

Psychological Accommodation Case Process

Irshad Special Needs Services – Student Case Lifecycle

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1. Executive Summary

This process governs psychological accommodation cases in Irshad from student submission through Counseling Unit review, accommodations assignment, student acknowledgement, departmental communication, and case closure.

The process coordinates three main participants: the student, the Counseling Unit, 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.
- Counseling unit 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 accommodations service, chooses psychological category, fills required information, uploads documents, and submits the case.

Internal handoff

Irshad receives the submitted case and forwards complete cases to the Counselling unit 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

Role	Ownership in this process
Student	<i>Submits case information and documents, responds to missing-information returns, files appeals after rejection, and makes acceptance decisions on assigned/finalized accommodations.</i>
Counseling Unit - Coordinator	<i>Manages case intake by doing high level screening and rejecting invalid cases, assign a specialist to handle the case.</i>
Counseling Unit - Specialist	<i>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.</i>
Irshad System	<i>Validates required data, routes cases, records key decisions, applies closure timing rules, and sends approved accommodations to relevant departments.</i>
Recipient departments	<i>Receive accommodation notifications and acknowledge receipt.</i>

4. Lifecycle Phases

Phase A: Submission and validation

Student submits a psychological case. Irshad checks required information and either returns the case the student for completion or forwards it to Counseling unit.

Phase B: Coordinator intake and specialist assignment

The Counseling Unit Coordinator screens case authenticity at a high level and checks validity. Invalid cases are rejected with comments in Irshad; valid cases are assigned to an appropriate Specialist.

Phase C: Specialist review and decision

The Specialist reviews the case and decides whether the case is accepted. If accepted, appropriate accommodations are assigned.

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 finalization

If review is requested, Counseling unit reviews request and finalizes accommodations. Student then makes final accept/reject decision.

Phase F: Appeals and closure

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 → **Psychological Accommodation Case Process**

6. Process Walkthrough

Step	Responsible role	Action	Expected outcome
1.0	Student	Submit psychological case	Case sent to Irshad for completeness validation.
2.0	Irshad System	Check required information	If incomplete, case returned to student. If complete, forwarded to Counseling unit.
3.0	Counseling Unit - Coordinator	Screen case authenticity and validity	If invalid, reject case with comments in Irshad. If valid, assign an appropriate Specialist.
4.0	Counseling Unit - Specialist	Review case and decide acceptance	If accepted, assign appropriate accommodations. If rejected, case moves to the rejection path.
5.0	Student	Review assigned accommodations (first decision)	Student either accepts accommodations or requests accommodation review with comments.
6.0	Counseling Unit	Review request and finalize accommodations	Review request and finalize accommodations with response to comments.
7.0	Student	Review final accommodations (final decision)	Student either accepts accommodations or rejects accommodations.
8.0	Student + Counseling Unit - Specialist + Irshad	Appeal branch after rejection	Student submits an appeal; the Specialist reviews the appeal and either assigns accommodations (appeal accepted) or rejects the appeal to the closure path.
9.0	Irshad System	Timeout and closure control	If a rejected case remains without appeal for 7 days, Irshad closes case. Appeal rejection also closes case.

Step	Responsible role	Action	Expected outcome
10.0	Irshad + Department recipients	Send accepted accommodations	After acceptance, Irshad identifies required departments and sends accommodation notices, including the appropriate housing path.

7. Appeals, Timeouts, and Closure Rules

Appeal path after rejection

A rejected case may proceed to student appeal. The Counseling Unit 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.

Dispatch branch	Communication behavior	Operational note
Registration	Send approved accommodations to the Registrar.	Registration accommodations are sent through the shared communication service.
Academic accommodations	Send approved accommodations to academic departments.	Academic accommodations are sent through the shared communication service.
Housing	Route housing communication to the appropriate residential department.	Male and female housing follow the same communication method.
Food / Transportation / Parking	Send approved accommodations to each selected support service.	Each selected service receives its own accommodations.
Counseling	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

- Psychological category selection and case details.
- Required information fields in Irshad.
- Supporting documents uploaded by student.
- Appeal evidence and review comments (if appeal is submitted).

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 requirements

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

Key control points

- *Required-information check before forwarding to the Counseling Unit.*
- *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.