

# The trusted solution for managing accessibility services

A reliable, seamless solution to modernise the service for students with special needs



Access



## WHY SYMPLICITY ACCESS

Higher Education has been going through a period of major change over the last ten years. Thanks to technology there are more students with special needs studying than ever before with the numbers expected to rise even further. Universities are required to make reasonable adjustments for these students in all areas of their lives and study on campus. Not providing effective support can easily impact retention rates and result in claims of discrimination.

**With restraints on budget and resources how can universities improve their accessibility services and at the same time increase student satisfaction, student campus integration and create better outcomes?**

Symlicity Access is a proven solution developed to help universities to better manage all areas of their student accessibility services. Since its launch in 2012 Symlicity Access has become a market leading solution in US that has helped health, wellbeing, disability and accessibility services departments to achieve outstanding results such as: improved trust among students and high uplift in student satisfaction; increased efficiency and process transparency for the staff; savings of time and resourcing; improved student outcomes and retention rate.

## EFFECTIVE THROUGH AUTOMATION

Eliminate endless manual processes with the ability to approve reasonable adjustment requests online, ensure fast and cohesive communication between colleagues, and easily track accessibility resources like exam room availability and device inventory.

## EASY-TO-USE AND ENGAGING

Modernise the reasonable adjustment request process by allowing students to seamlessly submit requests online, connect with note-takers, have assistive devices checked out electronically and more. We've made over half a million students' lives easier with the user experience and simplicity they expect.

## WHAT CLIENTS ARE SAYING

**“The Note-Taker system allows us to track note-takers, track requests from students for the note-taking service, and make matches between them on the fly... The whole process is much more efficient and convenient for everyone!”**

*Georgia Southern University*

WHAT CLIENTS ARE SAYING

“In the past, we used valuable student employee hours to tally and tabulate data as needed; now, this information takes me less than 2 minutes to collect through the Reporting module!”

Maryville University

FEATURES

- End-to-end request management with highly automated processes*
- Easy to use tool for increased engagement, web-based and mobile friendly*
- Smart appointment management capabilities*
- Staff and student e-signatures to track receipt of agreed reasonable adjustments*
- Note-taker Network for digitalisation of notes, increased collaboration*
- Real-time exam room booking and management*
- Track and monitor office equipment inventory including location, status, condition*
- Insightful reporting on resourcing, timings, outcomes*
- Compliant with W3C accessibility standards*

SEAMLESS IT INTEGRATION

Symlicity Access seamlessly integrates with student information systems through web services, API's, sFTP, and other methods. It also connects with Google or Outlook calendars to display accurate staff and exam room availability.

## UNPARALLELED REPORTING ABILITIES

Symlicity Access differentiates itself with its robust reporting features that allow disability services teams to create reports, deliver critical data to key stakeholders and analyse data.



UNMATCHED SECURITY

We don't just “comply” with security standards. We're the only service provider in our space who has achieved a level of security, accountability and process maturity to achieve ISO-9001, SSAE-16, and CMMI Level 3 and ISO 27001 certifications.



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